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Conflict management and mediation in reception (Level A)

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Key information

This new pact-aligned version is available for translation

Target group

Reception officers

EQF/MQF level

Level 5

Version

Version 2 (2026)

Entry requirements

Full qualification at EQF Level 4 or equivalent AND proficiency in English

Prerequisites

Successfully passed Introduction to communication for asylum and reception practitioners OR at least 3 months work experience in asylum and/or reception

Assessment

Open-ended questions

.

Languages

English, Spanish, Czech, German, Romanian, Portuguese & French (version 2)

Albanian, Macedonian & Serbian (version 1)

Learning outcomes & description

DESCRIPTION

This module aims to provide learners with knowledge, skills and competences to manage conflicts in reception context.

It covers signs of tension, conflict de-escalation and resolution techniques as well as handling the aftermath and preventive measures.

LEARNING OUTCOMES

At the end of this module, the learner will be able to:

Knowledge

1. **Identify strategies to prevent reception related conflicts.**

Skills

2. **Recognize emerging conflicts based on signs of tension and identify actions to prevent tension from escalating.**

Competences

3. **Provide techniques to resolve reception-related conflicts.**

DELIVERY METHOD

This module is delivered through a blended learning approach, combining online studies and face-to-face sessions (either onsite or through live webinars).

The online component focuses on activities to support learning and self-assessment, and face-to-face / webinar sessions focus on complex topics requiring discussion and practice to ensure the achievement of learning outcomes.

ASSESSMENT STRATEGY

The assessment strategy is based on one assessment conducted at the end of the module.

It contains open-ended questions and is designed to assess learners' knowledge, skills and competences on recognizing the signs of tension, de-escalation actions, immediate conflict resolution, handling the aftermath and preventive measures.

Accredited module details

Accredited module details

Duration	**25 hours online learning (self-paced)** **and 1.5 days face-to-face (either onsite or through webinars)**
Number of ECTS	**2**
Language	**English**
Assessment	**1 hour**

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