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# Conflict management and mediation in reception (Level A)


## Key information

## Learning outcomes & description

## Accredited module details


## Key information

**This new pact-aligned version is available for translation**

**Target group**

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**Reception officers**

**EQF/MQF level**

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**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***

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|---|---|
| **Duration** | **25 hours online learning (self-paced)**<br>**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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