**Please cite as:** EUAA, 'Health, safety and security in reception' in *Training Catalogue*, Agosto 2022.

# Health, safety and security in reception

## 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 1.1 (2026)**



## Entry requirements

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



## Prerequisites

**n/a**



## Assessment

**Open-ended questions**



## Languages

**English & Macedonian**

# Learning outcomes & description

### DESCRIPTION

**This module aims to provide learners with the knowledge and skills necessary to understand and apply health, safety, and security principles in the reception context.**

**It covers common health, safety, and security issues, contributing to the creation and maintenance of an inclusive and safe environment within reception facilities.**

**It prepares learners to apply this knowledge in the context of reception and emphasises the practical application of standards, presenting real-life examples and best practices from Member States to illustrate the role of reception staff in ensuring safe and inclusive conditions.**

## LEARNING OUTCOMES

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

### ***Knowledge***

1. **Explain health, safety, and security risks associated with all stages of the reception process, demonstrating understanding of relevant policies, procedures, and risk management strategies within diverse reception contexts.**

### ***Skills***

2. Apply a range of appropriate techniques to implement specific health, safety, and security procedures to maintain an inclusive, safe, and supportive environment within reception settings.

### ***Competences***

3. Be responsible to propose health, safety, and security procedures to maintain an inclusive, safe, and supportive environment, while collaborating effectively with others within reception settings.

## DELIVERY METHOD

**This module is delivered entirely online, through self-paced learning.**

### ASSESSMENT STRATEGY

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

**The assessment is based on a written scenario with open-ended questions and is designed to assess learners' knowledge and skills in relation to the learning outcomes of the module.**

# Accredited module details

***Accredited module details***

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|---|---|
| **Duration** | **20 hours online learning (self-paced)** |
| **Number of ECTS** | **1** |
| **Language** | **English** |
| **Assessment** | **1 hour** |

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