Please cite as: EUAA, 'Introduction to communication for asylum and reception practitioners' in *Training Catalogue*, août 2022.

Introduction to communication for asylum and reception practitioners

Key information

Learning outcomes & description

Accredited module details

Training plan 2026

Key information

This new pact-aligned version is available for translation.

Target group

Asylum & reception workers

EQF/MQF level

Level 5

Version

Version 2 (2026)

Entry requirements

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

Prerequisites

n/a

Assessment

Scenario-based multiple choice questions

Languages

English, Portuguese, Bulgarian, Czech, German, Lithuanian, Maltese, Romanian, Greek, Spanish, Polish, French, Dutch, Swedish, Slovene & Slovak (version 2)

Russian, Albanian, Macedonian, Serbian (version 1)

Learning outcomes & description

DESCRIPTION

The aim of this module is to provide asylum and reception workers with the necessary set of soft skills to ensure effective interpersonal communication.

This module focuses on the core principles of communication theory and questioning techniques in intercultural asylum contexts. It also deals with the principles of interpersonal communication, the impact of non-verbal communication and the most effective types of questions to elicit information. The module describes how cultural diversity can impact the communication process and introduces techniques that lower the risk of miscommunication in a multicultural environment.

LEARNING OUTCOMES

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

Knowledge

1. **Identify effective communication techniques to deliver and elicit information in asylum contexts**

2. **Identify communication interventions relevant to asylum contexts that minimize miscommunication deriving from intercultural differences**

Skills

3. **Apply effective communication techniques to deliver and elicit information in asylum contexts**

4. **Apply communication interventions relevant to asylum contexts that minimize miscommunication deriving from intercultural differences**

Competences

5. **Carry out tasks related to identifying effective communication techniques to deliver and elicit information in asylum contexts**

6. **Carry out tasks related to identifying communication interventions relevant to asylum contexts that minimize miscommunication deriving from intercultural differences**

DELIVERY METHOD

This module is delivered online, enabling self-paced learning.

ASSESSMENT STRATEGY

The assessment strategy is based on one assessment at the end of the module. Questions are scenario based and multiple choice, and access the elements of all the learning outcomes.

Accredited module details

Accredited module

Duration	**6 hours online learning**
Number of ECTS	**1**
Language	**English**
Assessment	**1 hour**

Training plan 2026

Training plan	Target group	Loc.	Est. time for online studies	Reg. deadline	Online	Webinar / Face to face	Assessment

Learners curriculum (Accredited)	**Asylum & reception staff**	**online**	**6 hours**	**19/1/2026**	**3/3 to 16/3 2026**	**n/a**	**10/4/2026**

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