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Introduction to psychosocial support and guidance in reception

[Key information](#)

[Learning outcomes & description](#)

[Accredited module details](#)

Key information

This new pact-aligned version is available for translation



Target group

Asylum and reception officers



EQF/MQF level

Level 5



Version

Version 1 (2025)



Entry requirements

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



Prerequisites

n/a



Assessment

Case-based assessment



Languages

English & Spanish

Learning outcomes & description

DESCRIPTION

The aim of this module is to introduce learners to the most common psychosocial issues associated with asylum applicants in reception facilities, including key stressors. The module enables the learners to develop the skills to support basic psychosocial interventions in the context of reception, and to identify good practices for applicants' adaptation in the local context within the host community. The module draws on the pyramid for mental health and psychosocial support in emergencies (The Inter-Agency Standing Committee Guidelines on Mental Health and Psychosocial Support in Emergency Settings (IASC, 2007)), and in particular addresses the two lower levels of the intervention pyramid.

The module focuses on the psychosocial issues faced by asylum applicants in reception facilities, highlighting key stressors and strategies for adaptation within the host community. It equips learners with the skills to support basic psychosocial interventions and applies the intervention pyramid for mental health and psychosocial support in emergencies, particularly its lower levels as well as address psychological and social challenges, principles of psychosocial support, basic physical and safety needs, strengthening community and family networks, and engaging the host community with gender-specific support.

LEARNING OUTCOMES

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

Knowledge

1. Identify a range of tools and techniques, including approaches that can mitigate the psychological and social challenges faced by applicants, to recognise and reduce causes of social distress for asylum applicants in reception centres.

Skills

2. Selectively apply a range of tools and techniques, including specific strategies and interventions that are suited to addressing the unique psychological and social challenges that arise within the reception environment, to address causes of social distress for asylum applicants in the context of reception.

Competences

3. Provide guidance to assist asylum applicant's adaptation to their social environment within and around the reception centre, fostering an environment where applicants can comfortably integrate into the social fabric of the community surrounding the reception centre.

DELIVERY METHOD

This module is delivered through a blended learning approach, combining online studies and face-to-face sessions.

The online component focuses on case scenarios (video or text), animations, quizzes, and readings to facilitate learning and self-assessment, and face-to-face sessions focus on complex topics through discussions, group work, simulations, and role-plays, reinforcing knowledge through practice.

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 where learners have to analyse a scenario to identify psychological and social challenges and propose at least three psychosocial support interventions and is designed to assess learners' knowledge and skills in relation to the learning outcomes of the module.

Accredited module details

Accredited module details

Duration	20 hours online learning (self-paced) and 1.5 days face-to-face
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Number of ECTS	2
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Language	English
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Assessment	1 hour
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