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

Reception officers

EQF/MQF level

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

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

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