Please cite as: EUAA, 'Reception of vulnerable persons: identification of vulnerability and provision of initial support (Block A)' in *Training Catalogue*, Augusts 2022.

Reception of vulnerable persons: identification of vulnerability and provision of initial support (Block A)

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 3 (2026)

Entry requirements

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

Prerequisites

Successfully passed Introduction to reception & Introduction to vulnerability and special needs OR 3 months experience in asylum or reception

Assessment

Case-based scenario with open ended questions

Languages

English, Albanian, Serbian, Macedonian, Spanish & Italian (version 3)

Greek, Czech, German, Slovak, Lithuanian & Latvian (version 1)

Learning outcomes & description

DESCRIPTION

The aim of this module is to provide learners with knowledge and skills to recognise indicators of vulnerability in reception settings, report on them objectively and initiate support for the applicants with specific or special reception needs by allocating appropriate accommodation, by meeting information needs of vulnerable applicants and by providing the support in situations of distress.

The module focuses on recognising vulnerability in reception contexts and addresses special reception needs. Learners learn to explore vulnerability indicators, biases, resilience, and initial support strategies like Psychological First Aid (PFA) and facility allocation. They also practice drafting objective reports and adapting information provision, while engaging in discussions, role plays, and case studies to apply their knowledge, practicing distress reduction, support interventions, and effective communication for vulnerable persons.

LEARNING OUTCOMES

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

Knowledge

1. **Describe observation techniques to identify asylum applicants with potential specific or special needs in reception context**

2. **Describe procedures in relation to accommodation, information provision and reduction of distress to support asylum applicants with specific or special reception needs**

Skills

3. **Apply observation techniques and reporting to identify asylum applicants with potential specific or special needs in reception context**

4. **Initiate procedures in relation to accommodation, information provision and reduction of distress to support asylum applicants with specific or special reception needs**

Competences

5. **Carry out tasks related to initiating procedures in relation to accommodation, information provision and reduction of distress to support asylum applicants with specific or special reception needs.**

DELIVERY METHOD

This module follows a blended learning approach, combining asynchronous self-paced learning with synchronous face-to-face sessions. The asynchronous component includes learning activities to support progress and self-assessment, while the face-to-face session focuses on complex topics requiring discussion and practice.

ASSESSMENT STRATEGY

The assessment is based on an evolving scenario presented in a video and consists of three parts. The first part evaluates learners' ability to recognise vulnerability indicators, recommend accommodation, and identify information needs. The second part assesses the ability to draft an objective incident report in line with support principles, and the third part requires learners to justify appropriate information provision channels for a given situation.

Accredited module details

Accredited module

Duration	**25 hours online learning** **2 days face-to-face**
Number of ECTS	**2**
Language	**English**
Assessment	**2 hours**

© European Union Agency for Asylum 2026 | Email: info@euaa.europa.eu