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Conflict management and mediation in reception (Level A)

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> **This new pact-aligned version is available for translation**

Target group

Reception officers

EQF/MQF level

Level 5

Version

Version 2 (2026)

Entry requirements

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

Prerequisites

Successfully passed Introduction to communication for asylum and reception practitioners & at least 3 months work experience in asylum and/or reception

Assessment

One assessment with open ended questions

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Languages

English, Spanish, Czech & Romanian (version 2)

Macedonian, Serbian, Albanian (version 1)

Learning outcomes & description

DESCRIPTION

The aim of the module on conflict management and mediation in reception is to provide the necessary knowledge to recognise the signs of tension and the skills to de-escalate and resolve conflict situations and use preventive measures in the context of reception.

This module focuses on conflict management in reception settings, covering key concepts such as the nature of conflict, how conflicts arise, preventive measures, signs of tension, escalation, de-escalation techniques, and handling the aftermath of conflict. Learners engage with the content through reflection exercises, case studies, and interactive activities, all the while exploring conflict management through group discussions, role plays, and plenary sessions to develop practical skills for managing and preventing conflicts.

LEARNING OUTCOMES

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

Knowledge

1. Identify strategies to prevent reception related conflicts.

   Skill

2. Recognize emerging conflicts based on signs of tension and identify actions to prevent tension from escalating.

   Competence

3.

Provide techniques to resolve reception-related conflicts.

DELIVERY METHOD

This module follows a blended learning approach, combining asynchronous self-paced learning with synchronous sessions (face-to-face or webinar). The asynchronous component includes activities to support learning and self-assessment. The synchronous session focuses on complex topics requiring discussion and practice to ensure the achievement of learning outcomes.

ASSESSMENT STRATEGY

The assessment strategy consists of a written analysis of a video case scenario depicting a conflict in a reception centre. Learners answer five open questions on identifying tension signs, de-escalation actions, immediate conflict resolution, handling the aftermath, and preventive measures.

Accredited module details

Accredited module

Duration	**25 hours online learning** **1.5 days face to face**
Number of ECTS	**2**
Language	**English**
Assessment	**1 hour**

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