Please cite as: EUAA, 'Communication through digital channels' in *Training Catalogue*, August 2022.

Communication through digital channels

Key information

Learning outcomes & description

Details

Key information

This is a tailor-made training. Tailor-made trainings are not translated.

Target group

Reception officers

EQF/MQF level

n/a

Version

Version 1 (2023)

Entry requirements

n/a

Prerequisites

n/a

Assessment

n/a

Learning outcomes & description

DESCRIPTION

This module aims to provide learners with knowledge on potential digital channels and formats for engaging in two-way communication with applicants for international protection.

It covers advantages and potential risks of digital communication and explores methods to design an effective digital communication strategy with communities.

LEARNING OUTCOMES

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

Knowledge

1. **Identify the potential digital channels and formats for engaging in two-way communication with applicants for international protection.**

2. **Understand the advantages and potential risks of digital communication.**

Skills

3. **Explore methods to design an effective digital communication strategy with communities.**

DELIVERY METHOD

This module is delivered through live webinars.

Details

	Details
Duration	**5 hours online learning (webinars)**
Language	**English**

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