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Reception modules

Reception modules

Reception modules focus on the knowledge and skills required to manage reception systems and facilities in line with EU standards. They support professionals in ensuring dignified, safe, and rights-based reception conditions for applicants for international protection.

These modules address both the operational and human aspects of reception, including daily management, communication with residents, and support to individuals with specific needs.

Who this training is for

These modules are intended for:

- **reception officers and staff working in reception facilities**
- **professionals involved in the management and coordination of reception systems**
- **practitioners supporting applicants with diverse needs in reception contexts**

What these modules cover

Through reception modules, participants develop knowledge and skills related to:

- **the organisation and management of reception systems and facilities**
- **ensuring health, safety, and security in reception environments**

- **providing psychosocial support and guidance**
- **managing conflict and communication in reception settings**
- **identifying and supporting vulnerable persons and their specific needs**

These competencies are essential to ensure reception systems operate in a professional, safe, and rights-based manner.

Available modules

The following accredited modules are included in this category:

- **Introduction to reception**
- **Introduction to psychosocial support and guidance in reception**
- **Conflict management and mediation in reception (Level A)**
- **Health, safety and security in reception**
- **Reception of vulnerable persons: identification of vulnerability and provision of initial support (Block A)**
- **Reception of vulnerable persons: needs assessment and design of interventions (Block B)**

In addition, the following non-accredited training is available:

- **Alternatives to detention**
- **The assessment of reception conditions (ARC) tool in practice**

- **Conflict management and mediation in reception (Level B)**

- **Safe and healthy reception environments: A prevention-focused approach to safety risks, health conditions, substance use**

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