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# Conflict management and mediation in reception (Level B)

## Key information

## Learning outcomes & description

## Details

## Key information

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



**Target group**

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**Reception officers, managers and team leaders**



**EQF/MQF level**

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**Level 6**

## Version

**Version 1 (2026)**

## Entry requirements

**Full qualification at EQF Level 5 or equivalent AND proficiency in English**

## Prerequisites

**Successfully passed Conflict management and mediation in reception - Level A OR at least 6 months work experience in reception**

## Assessment

**n/a**

## Languages

**English**

# Learning outcomes & description

## DESCRIPTION

**This module aims to provide learners with knowledge of conflict mediation methods relevant to acute and/or complex issues in reception. The module also equips learners with the knowledge and skills necessary to identify appropriate strategies to mediate, de-escalate and resolve complex conflict situations in reception, such as those occurring with local communities and stakeholders.**

**It covers cultural dimensions, and conflict mediation theories, supported by case-based scenarios to practice culturally sensitive mediation. Learners then explore underlying causes of conflicts and effective strategies to manage acute and complex situations.**

## LEARNING OUTCOMES

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

### ***Knowledge***

1. Outline methods to mediate acute and complex conflicts in reception.

2. **Identify appropriate strategies to manage acute and complex conflict situations in reception.**

## DELIVERY METHOD

**This module is delivered through a blended learning approach, combining online studies and face-to-face sessions.**

**The online component focuses on learning activities to support progress and self-assessment, and face-to-face sessions focus on complex topics requiring discussion and practice.**

# Details

***Details (Module pending accreditation)***

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|---|---|
| **Duration** | **22 hours online learning (self-paced)**<br>**and 1.5 days face to face** |
| **Number of ECTS** | **n/a** |
| **Language** | **English** |
| **Assessment** | **n/a** |

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