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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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