Please cite as: EUAA, 'Introduction to communication for asylum and reception practitioners' in *Training Catalogue*, Sierpień 2022.

Introduction to communication for asylum and reception practitioners

Key information

Learning outcomes & description

Accredited module details

Key information

This new pact-aligned version is available for translation.

Target group

Asylum and reception officers

EQF/MQF level

Level 5

Version

Version 2 (2025)

Entry requirements

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

Prerequisites

n/a

Assessment

Case-based multiple-choice assessment

Languages

English, Portuguese, Bulgarian, Czech, German, Lithuanian, Maltese, Romanian, Greek, Spanish, Polish, French, Dutch, Swedish, Slovene, Slovak, Albanian, Macedonian, Serbian & Latvian (version 2)

Russian (version 1)

Learning outcomes & description

DESCRIPTION

This module aims to provide learners with the knowledge, skills and competences of effective interpersonal communication.

It covers core principles of communication theory and questioning techniques in intercultural asylum contexts, with a focus on how cultural diversity can impact the communication process and introduces techniques that lower the risk of miscommunication in a multicultural environment.

LEARNING OUTCOMES

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

Knowledge

1. **Identify effective communication techniques to deliver and elicit information in asylum contexts.**

2. **Identify communication interventions relevant to asylum contexts that minimize miscommunication deriving from intercultural differences.**

Skills

3. **Apply effective communication techniques to deliver and elicit information in asylum contexts.**

4. **Apply communication interventions relevant to asylum contexts that minimize miscommunication deriving from intercultural differences.**

Competences

5. **Carry out tasks related to identifying effective communication techniques to deliver and elicit information in asylum contexts.**

6. **Carry out tasks related to identifying communication interventions relevant to asylum contexts that minimize miscommunication deriving from intercultural differences.**

DELIVERY METHOD

This module is delivered entirely online, through self-paced learning.

ASSESSMENT STRATEGY

The assessment strategy is based on one assessment conducted at the end of the module.

The assessment is scenario-based composed of multiple-choice questions and is designed to assess learners' knowledge, skills and competences in relation to the learning outcomes of the module.

Accredited module details

Accredited module details

Duration	**6 hours online learning (self-paced)**
Number of ECTS	**1**
Language	**English**
Assessment	**1 hour**

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