

EUAA Annual training report 2023 - Trends in training delivery

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Modules launched in 2023

In 2023, the EUAA launched seven new or upgraded modules. The new transversal modules are relevant for all persons working in the field of asylum and reception. The vulnerability modules expand the offer of modules in this thematic area. Introduction to Reception enables newly recruited staff to understand the reception context and Reception of vulnerable persons applies the knowledge in the context of ensuring that the specific reception needs of vulnerable persons are met in line with European standards.

Transversal modules

- Professional wellbeing
- Working with an interpreter
- Applicants with diverse *SOGIESC*
- Victims of gender based violence
- Children in the asylum process

Reception modules

- Introduction to reception
- Reception for vulnerable persons: needs assessment and design of interventions - Block B

Spotlight on the development of 'Applicants with diverse SOGIESC' module

Trainer explaining to learners

"As a content expert, I was honoured to contribute to the development of the new SOGIESC training module. This project held particular value for me because it deepened my own understanding of SOGIESC issues, and the challenges faced by this community. Developing the module allowed me to combine my passion for human rights and training with my expertise in asylum. This module equips asylum and reception officials with the crucial skills they need to

effectively handle claims based on sexual orientation, gender identity, and sex characteristics. The training goes beyond definitions. It fosters a deeper understanding of SOGIESC issues and equips officials with the soft skills necessary for respectful and inclusive communication, allowing them to approach sensitive topics openly and in an unbiased manner.

The module trains officials to create safe and respectful environments where they can identify specific needs of SOGIESC applicants and apply necessary safeguards. By building rapport and trust, officials can empower applicants to effectively substantiate their claims."

Eirini Marinou
Content expert and trainer
Greek Asylum Service

Trends in delivery

The EUAA has been delivering training since 2012. You can explore the trends in delivery by using the dropdown menu to see which countries delivered training in specific modules and pausing the timeline to see trends in delivery for a specific year.

Explore by content area

The modules have been categorised by target group and thematic area (some modules may be relevant for more than one area)**.** Our training is vocational and developed to support asylum and reception officials to do their job more effectively. For each group of modules you can also learn more about the roles and responsibilities of officials working it the sector and examples of training which would be relevant for them.

☐ **Transversal modules provide cross-cutting knowledge and skills which can be applied in both asylum and reception contexts**

Transversal modules provide cross-cutting knowledge and skills which can be applied across both the areas of asylum and reception. Foundation and introductory modules provide essential information for newly recruited staff or professionals from other areas of expertise who need to gain an overview of the sector.

Foundation modules

- Introduction to the legal framework on fundamental rights and international protection in the EU
- Introduction to ethical and professional standards
- Introduction to communication for asylum and reception practitioners
- Introduction to vulnerability
- Professional well-being

Transversal vulnerability modules

- Gender, gender identity and sexual orientation
- Trafficking in human beings
- Victims of gender-based violence
- Applicants with diverse SOGIESC
- Children in the asylum process

Transversal modules on interpretation

- Working with an interpreter

Communication and information provision (tailor-made)

- Designing a communication and information provision strategy
- Communication through digital channels
- Communication in emergencies
- Information and communication needs assessment
- Rumours management

☐ Asylum-specific modules include training for first contact officials, caseworkers and areas of specialisation

Asylum-specific modules include modules for first contact officers who may be involved in providing access to the asylum procedure and registering asylum applications. Modules for asylum officials include core modules for case workers which provide a structured method for interviewing applicants, assessing their claims and deciding on whether they fit the criteria for international protection. There are also a wide range of modules dealing with areas of specialisation.

Modules for first contact officers and registration officers

- Registration of applicants for international protection
- Identification of potential Dublin cases
- Identification of potential exclusion cases

Core modules for caseworkers

- Asylum interview method
- Evidence assessment
- Inclusion
- Interview techniques (replaced by Asylum interview method)

Advanced modules for caseworkers

- Inclusion - Advanced
- Interviewing children
- Interviewing vulnerable persons

Qualification for international protection (tailor-made)

- Statelessness and inclusion in international protection
- Slavery and severe human exploitation as persecution

Management and supervision

- Management in the asylum context

Interpretation module

- Interpreting in the asylum context

Specific competence areas

Country of Origin information

- Country of Origin information
- Medical Country of Origin information (basic)
- Medical Country of Origin information (advanced)

Dublin III Regulation

- Identification of potential Dublin cases
- Dublin III Regulation

Exclusion and end of protection

- Identification of potential exclusion cases
- Application of exclusion clauses for persons underserving of international protection
- End of protection

☐ **Reception-specific modules cover a range of topics relevant for officials working in reception centres in national and operational settings**

Modules for reception officials cover the whole reception process. They provide knowledge on the legal framework covering reception conditions, especially concerning the needs of vulnerable applicants. They also cover the practical skills needed when working in the context of reception,

Reception conditions and specific skills

- Introduction to reception
- Reception
- Conflict management and mediation in reception
- Introduction to psychosocial support and guidance in reception
- The assessment of reception conditions (ARC) tool in practice (tailor-made)

Vulnerability in the reception context

- Reception of vulnerable persons – Block A
- Reception of vulnerable persons – Block B

Management and supervision

- Management in the reception context

Communication and information provision (tailor-made)

- Designing a communication and information provision strategy
- Communication through digital channels
- Communication in emergencies
- Information and communication needs assessment
- Rumours management

☐ Vulnerability modules ensure that vulnerable persons are identified and their needs met throughout the asylum process

Training on vulnerability helps ensure that vulnerable persons are identified and their needs met throughout the asylum process. The transversal vulnerability modules are relevant for any person working in the field of international protection or persons from

other sectors who may come into contact with vulnerable persons at any stage of the asylum process. Other modules are specific to persons working in the context of asylum and/or reception.

Transversal vulnerability

- Introduction to vulnerability
- Gender, gender identity and sexual orientation
- Trafficking in human beings
- Victims of gender-based violence
- Applicants with diverse SOGIESC
- Children in the asylum process

Vulnerability in the asylum context

- Interviewing children
- Interviewing vulnerable persons

Vulnerability in the reception context

- Reception of vulnerable persons – Block A
- Reception of vulnerable persons – Block B

☐ **Modules on resettlement**

- Resettlement
- Monitoring and evaluation of resettlement and humanitarian admission programs (tailor-made)

☐ **Modules for trainers enable asylum and reception officials to become national trainers**

Modules for trainers enable Member States to train their own trainers. National asylum and reception authorities can then construct training paths to suit the needs of their asylum and reception officials. Member State officials who wish to become trainers and deliver national training sessions can gain the necessary knowledge and skills by following the modules which make up the trainer's path. If they then decide to become a trainer for trainers, they should follow specific training related to the area in which they will train. Currently, this training is available for persons who wish to become trainers for trainers in the asylum core modules.

Trainers for learners:

- Becoming an EUAA trainer
- Becoming an EUAA assessor
- Becoming an EUAA trainer and assessor
- Introduction to coaching
- Introduction to didactics (replaced by Becoming an EUAA trainer and assessor)
- Facilitating training via webinar

Trainers for trainers

- Asylum core

How our vocational training is linked to job tasks