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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

Reception officers, managers and team leaders



EQF/MQF level

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)

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

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