Please cite as: EUAA, 'Introduction to psychosocial support and guidance in reception' in *Training Catalogue*, Agosto 2022.

Introduction to psychosocial support and guidance in reception

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 1 (2025)

Entry requirements

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

Prerequisites

n/a

Assessment

Case-based assessment

Languages

English, Spanish & French

Learning outcomes & description

DESCRIPTION

This module aims to provide learners with knowledge on the most common psychosocial issues related to asylum applicants in reception facilities, including key stressors.

It covers the psychosocial issues faced by asylum applicants in reception facilities, with a focus on key stressors and strategies for adaptation within the host community.

It prepares learners to apply this knowledge in the context of reception and to develop the skills to support basic psychosocial interventions in the context of reception, and to identify good practices for applicants' adaptation in the local context within the host community.

LEARNING OUTCOMES

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

Knowledge

1. **Identify a range of tools and techniques, including approaches that can mitigate the psychological and social challenges faced by applicants, to recognise and reduce causes of social distress for asylum applicants in reception centres.**

Skills

2. **Selectively apply a range of tools and techniques, including specific strategies and interventions that are suited to addressing the unique psychological and social challenges that arise within the reception environment, to address causes of social distress for asylum applicants in the context of reception.**

Competences

3. **Provide guidance to assist asylum applicant's adaptation to their social environment within and around the reception centre, fostering an environment where applicants can comfortably integrate into the social fabric of the community surrounding the reception centre.**

DELIVERY METHOD

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

The online component focuses on case scenarios (video or text), animations, quizzes, and readings to facilitate learning and self-assessment, and face-to-face sessions focus on complex topics through discussions, group work, simulations, and role-plays, reinforcing knowledge through practice.

ASSESSMENT STRATEGY

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

The assessment is scenario-based with open-ended questions, learners have to analyse it to identify psychological and social challenges and propose at least three psychosocial support interventions, and is designed to assess learners' knowledge and skills in relation to the learning outcomes of the module.

Accredited module details

Accredited module details

Duration	**20 hours online learning (self-paced)** **and 1.5 days face-to-face**
Number of ECTS	**2**
Language	**English**
Assessment	**1 hour**

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