Please cite as: EUAA, 'Health, safety and security in reception' in *Training Catalogue*, August 2022.

Health, safety and security in reception

Key information

Learning outcomes & description

Accredited module details

Training plan 2026

Key information

> **This new pact-aligned version is available for translation.**

Target group

Reception officers

EQF/MQF level

Level 5

Version

Version 1 (2026)

Entry requirements

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

Prerequisites

None

Assessment

One assessment

Languages

English

Learning outcomes & description

DESCRIPTION

The aim of this module is to equip learners with the knowledge and skills necessary to understand and apply health, safety, and security principles in the reception context. By the end of the module, learners will be able to identify and respond to common health, safety, and security issues, contributing to the creation and maintenance of an inclusive and safe environment within reception facilities.

The module draws on EASO guidance (2016, 2018, 2024) to explore relevant standards, key challenges, and indicators used to measure compliance. Learners engage with interactive exercises and scenario-based questions with automated feedback. The module also emphasises the practical application of standards, presenting real-life examples and best practices from Member States to illustrate the role of reception staff in ensuring safe and inclusive conditions.

LEARNING OUTCOMES

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

Knowledge

1. **Explain health, safety, and security risks associated with all stages of the reception process, demonstrating understanding of relevant policies, procedures, and risk management strategies within diverse reception contexts.**

Skill

2. Apply a range of appropriate techniques to implement specific health, safety, and security procedures to maintain an inclusive, safe, and supportive environment within reception settings.

Competence

3. Be responsible to propose health, safety, and security procedures to maintain an inclusive, safe, and supportive environment, while collaborating effectively with others within reception settings.

DELIVERY METHOD

The module is delivered online, to enable self-paced learning, through an interactive approach to ensure a learner-centred approach.

ASSESSMENT STRATEGY

The assessment strategy is based on one assessment at the end of the module and is designed to assess the elements of the learning outcomes of the module.

Accredited module details

Accredited module

Duration **20 hours online learning**

Number of ECTS **1**

Language **English**

Assessment **1 hour**

Training plan 2026

Training plan	Target group	Loc.	Est. time for online studies	Reg. deadline	Online	Webinar / Face to face	Assessment
Learners curriculum (Accredited)	**Reception staff**	**online**	**20 hours**	**27/7/2026**	**8/9 to 29/9/2026**	**n/a**	**15/10/2026**

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