

Student Handbook

European Executive Master's in Asylum and Reception Management

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**European Master's in Asylum and Reception
Management**

2026-2027



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Welcome message

Welcome to the EUAA Academy and congratulations on taking this step towards advancing your professional development in the asylum sector. As you embark on the European Executive Master's in Asylum and Reception Management, we are here to guide and support you throughout your academic journey.

Through this comprehensive programme you will have the unique opportunity to explore key topics and strengthen your capacity for critical and reflective thinking whilst applying your management and problem-solving skills to current asylum issues of relevance at both national and European level.



Your fellow students are your peers working in other Member States, bringing a cross-European perspective to discussions. The programme was designed to support a strong focus on team and group work as we want to encourage and reinforce the European element, whilst providing a learning space for building on good practice and moving towards greater convergence.

Our academy is an integral part of the European Union Agency for Asylum, a hub of specialised expertise in the field of international protection. You are therefore encouraged to explore all the resources available, identifying tools and guidance that can be applied in your national context.

The main aim of the programme is to support EU asylum and reception administrations in developing leadership capacity in this specialised area. As students, you will be encouraged to critically reflect, evaluate and respond to the challenges faced by leaders working in this complex field. These skills will support you to achieve your personal and professional goals whilst bringing added value to your national administration and to the development of a convergent Common European Asylum System

We wish you every success in your studies!

Rachelle Cortis

Head of the EUAA Academy

This student handbook will serve as a practical and comprehensive guide that provides you with useful information such as links to institutional policies and procedures and how to access learning resources and support services.



The EUAA Academy

One of the principal ways that the European Union Agency for Asylum (EUAA) fosters convergence of methods and practices is by building the capacity of asylum and reception officials in national administrations. The EUAA has a dedicated academy which offers training and professional development as well as micro-credentials and academic programmes. The academy is a licensed qualifications provider¹ offering modules and courses from EQF level 4 to level 7.

The EUAA Academy supports the Agency's **mission** by:

- Being a recognised centre of excellence for asylum and reception training, fostering a culture of continuous learning and professional development among asylum and reception officers across Europe.
- Developing and delivering a comprehensive range of training modules and courses that meet the needs of asylum and reception officials at all levels of expertise.
- Using innovative and effective training methodologies to ensure that participants gain the knowledge, skills, and competences they need to perform their duties
- Fostering a learning environment that is inclusive, respectful, and supportive of all participants.

The **European Executive Master's** programme is integrated within the EUAA philosophy of building national capacity with full alignment to international protection standards and compliance to fundamental rights.

→ Find out more

To familiarise yourself with the Agency's mandate, please consult the EUAA founding Regulation - [Regulation \(EU\) 2021/2303](#).

The **mission** of the European Union Agency for Asylum (EUAA) is to support the implementation of the Common European Asylum System (CEAS) and promote harmonisation of asylum practices across EU+ countries. The Agency supports EU Member States in matters related to international protection, through practical, technical, advisory, and operational assistance.

Core values of the EUAA:

Support – for Member States and stakeholders

Responsibility – towards those in need of protection

Expertise – in the rules and legal obligations which form the Common European Asylum System (CEAS)

Responsiveness – to the challenges and changing needs of Member States in managing asylum and reception systems

Resilience – of a future-proof European area of international protection able to respond to crisis without compromising on human rights and protection

Efficiency – through the responsible and effective use of public resources

¹



The EUAA [Website](#) provides a comprehensive overview of the support and services offered by the Agency. Take a look at the pages about [Training](#) and especially the page on the [European Executive Master's in Asylum and Reception Management](#).

The EUAA Academy is licensed as a Further and Higher Education Institution by Malta Further and Higher Education Authority (MFHEA) ([License number 2024-027](#)). You can find all the awards and qualifications offered by the EUAA Academy on the [MFHEA database](#) including information about the [European Executive Master's in Asylum and Reception Management](#)

Guiding principles – Quality and academic integrity

The EUAA Academy is fully committed to upholding the highest standards of quality, efficiency and transparency as reflected in the EUAA Training and Learning Strategy.

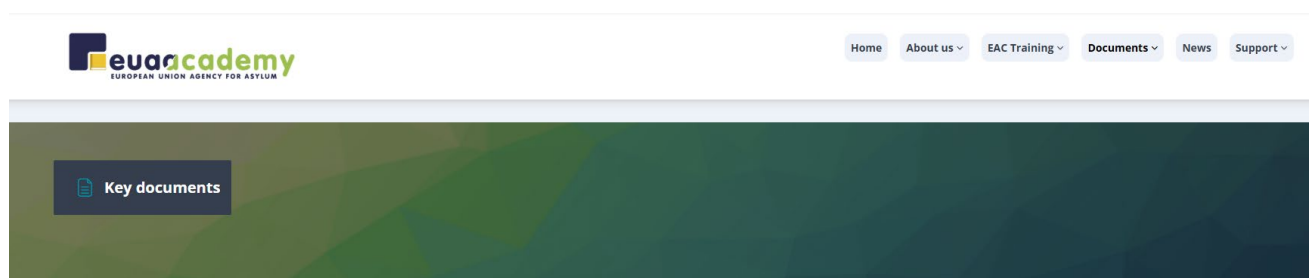
Academic freedom, academic integrity and institutional autonomy are foundational principles that underpin the reputation and excellence of the EUAA Academy. Within this context, the EUAA Academy has established an Internal Guidance providing concrete support on the practical implementation of its foundational principles.

→ Find out more

- [Internal Guidance on Academic Freedom, Institutional Autonomy and Academic Integrity](#)

Where to find key documents

1. On the EUAA Academy Portal by selecting [Key Documents](#) from the 'Documents' dropdown menu found at the top right of the EUAA academy portal home page.



2. On the EUAA website [Training Publications and key documents page](#)



European Executive Master's in Asylum and Reception

Your studies in detail

This part-time master's programme is designed to equip you with the knowledge and skills required to critically analyse and effectively manage current issues in the field of international protection. The programme addresses international and European migratory trends, the Common European Asylum System (CEAS), and management practices within asylum and reception systems.

There are thirteen taught modules which culminate with a capstone research project. The programme combines theoretical understanding with practical applications relevant to asylum and reception administration. Supported by expert supervisors, you will conduct research that contributes to developing evidence-based recommendations and management strategies within your professional contexts.

The programme is delivered through blended learning, combining online live sessions, with face-to-face sessions. Learning activities will include lectures, workshops, group discussions, problem-based learning, and peer collaboration.

The European Executive Master's in Asylum and Reception Management (MQF Level 7, 90 ECTS) is classified under Level 7 of the European Qualifications Framework (EQF). The qualification represents a high level of academic achievement and specialised expertise and is recognised across Europe. The programme falls within the fields of Social Sciences, Business, Administration and Law, and Health and Welfare, reflecting its multidisciplinary approach to managing asylum and reception systems across Europe.

Learning objectives

Upon conclusion of the master, you will be expected to have developed advanced competences, knowledge, and skills relevant to the management of asylum and reception systems across the EU.

Competences:

- Apply an evidence-based approach to inform and guide organisational decision making in the context of asylum and reception.
- Develop strategic plans and programmes to ensure quality in asylum and reception systems, in complex fluctuating migratory contexts, in line with fundamental rights principles.
- Draft a strategic plan outlining organisational objectives, including a risk assessment in the context of migration management.
- Conduct strategic workforce planning in complex fluctuating organisational contexts.

**Knowledge:**

- Identify methods and tools to monitor the quality of asylum and reception processes.
- Identify staff training and professional development needs in line with organisational needs.
- Identify occupational psychosocial hazards for staff working in fluctuating organisational contexts particularly in the area of asylum and reception.
- Demonstrate detailed knowledge of management tools and techniques for organisational change management which can be applied to the context of asylum and reception.
- Demonstrate detailed knowledge of processes and methods for contingency planning in situations of fluctuating pressure on asylum and reception systems.
- Identify the opportunities and challenges of digital tools and AI in the contexts of asylum and reception, aligning with the AI regulatory framework, and identifying potential breaches of fundamental rights.

Skills:

- Critically evaluate the application and implementation of EU asylum law in the national context.
- Analyse and reference fundamental rights principles, concepts and challenges relating to the area of asylum and reception.
- Apply tools and techniques to develop strategic plans in the context of varying demands on service provision.
- Implement strategies to manage and rapidly deploy staff in complex fluctuating organisational contexts.
- Critically apply procedures and guidelines for inter-institutional cooperation and information sharing with national and international stakeholders in an operational context.

This learning strategy helps you develop critical and reflective thinking, engage in independent study, collaborate effectively with others, and conduct applied research, enabling you to translate theoretical knowledge into practical improvements and informed policy decisions.

Exit Awards

The programme provides multiple exit pathways, allowing you to gain formal recognition for your progress and achievements at the end of each academic year. Each award is accredited and enables you to continue your studies toward the full master's degree or conclude your learning at an earlier stage with an officially recognised qualification, depending on the number of modules completed.

Post-Graduate Certificate in Asylum and Reception Management (MQF 7, 30 ECTS)

After completing the first five modules and successfully passing all the assessments within the first year of the master's programme, you will be awarded the above certificate, corresponding





to a total of 30 ECTS. You will find further information regarding the syllabus of each module on the EUAA Academy e-Learning Management System, at the start of each course.

Post-Graduate Diploma in Asylum and Reception Management (MQF 7, 60 ECTS)

Upon successful completion of the ten modules and related assessments within the master's programme, you will be awarded the above diploma, corresponding to a total of 60 ECTS. Further information regarding each module's syllabus on the e-Learning Management System at the start of the respective course.

European Executive Master's in Asylum and Reception Management (MQF 7, 90 ECTS)

Awarded upon successful completion of all modules with related assessments and successful submission and defence of the Capstone Project.

Each stage of the programme offers you an accredited award, allowing you to progress further, pause your studies, or receive recognition for partial completion — giving you maximum flexibility as a working professional.

→ Find out more

Consult the dedicated page on the EUAA Website: [European Executive Master's in Asylum and Reception Management](#).

Recognition of Prior Learning

The EUAA Academy has an established Recognition of Prior Learning (RPL) Policy, which allows you to receive credit or exemptions for modules within the master's programme if you can demonstrate that you have already achieved the intended learning outcomes through formal, non-formal, or informal learning.

Through the RPL process, you may be exempted from parts of the study programme if you can provide sufficient evidence that your prior learning meets or exceeds the required learning outcomes. The EUAA Academy recognises three types of RPL, in line with its Internal Guidance on Recognition of Prior Learning and the MFHEA Guidelines:

- Recognition of prior formal, non-formal, and informal learning
- Credit transfer
- Content module assessment

Once you are enrolled in the master's programme, you may submit an RPL application using the [Recognition of Prior Learning Application form](#). To support your application, you will need to submit official documentation demonstrating your previous learning and achievements. This may include:

- Certificates, diplomas, or transcripts of records
- Diploma supplements or course outlines detailing learning outcomes and content covered





- Evidence of relevant work experience, voluntary activities, or professional projects
- Non-accredited certificates or statements of participation
- References or other supporting documentation.

All documents must be submitted in English (with official translations, if applicable) and sent to: registrar@euaa.europa.eu.

Please note that RPL may be used to request exemption from a whole module or part of a programme, but not from parts of individual modules. The total number of exemptions that can be granted through RPL is limited to 50% of the full programme.

→ Find out more

For further information on eligibility, documentation requirements, and submission deadlines, you are encouraged to consult the [EUAA Academy's Internal Guidance on Recognition of Prior Learning](#) and the [RPL Student and Learner Guidelines](#), available on the EUAA website. If you would like to apply, please use the.

The EUAA Academy policy on RPL is in line with the [MFHEA RPL principles and practices](#).

Modes of delivery

The programme is delivered through a blended learning model that combines online self-study, live lectures via videoconference; activities conducted via the EUAA Academy Portal, and face-to-face sessions held at the EUAA Academy in Malta (or exceptionally in other locations). Learning activities include lectures, group discussions, collaborative assignments, and research supervision, all designed to support interactive and practice-oriented learning.

At the start of each module, further details will be communicated by your lecturers and posted on the Academy Portal.

Self-study

Self-study should be conducted throughout the academic year. As professionals, you may align your study time to fit in with your professional obligations.

It should be kept in mind that this is a part-time course, so you will be expected to spend approximately 20 hours per week on your studies.

Language

The master's study programme is delivered entirely in English. All components of the programme — including lectures, workshops, assignments, examinations, and the capstone project — are conducted in English.





Example of academic calendar

2026-2027**Provisional calendar**

Induction		
01 September – 04 September	See Agenda	
EEM101		
Date	Time	Delivery method
08 September	13:00 – 17:00 CET	Online lectures
09 September	13:00 – 17:00 CET	Online lectures
15 September	13:00 – 17:00 CET	Online lectures
16 September	13:00 – 17:00 CET	Online lectures
17 September	13:00 – 17:00 CET	Online lectures
05 October	10:00 – 17:00 CET	Face-to-face lectures
06 October	09:00 – 17:00 CET	Face-to-face lectures
07 October	09:00 – 17:00 CET	Face-to-face lectures
08 October	09:00 – 17:00 CET	Face-to-face lectures
09 October	09:00 – 17:00 CET	Face-to-face lectures
23 October	Final assessment Deadline	





EEM102		
Date	Time	Delivery method
27 October	13:00 – 17:00 CET	Online lectures
28 October	13:00 – 17:00 CET	Online lectures
03 November	13:00 – 17:00 CET	Online lectures
04 November	13:00 – 17:00 CET	Online lectures
05 November	13:00 – 17:00 CET	Online lectures
16 November	09:00 – 17:00 CET	Face-to-face lectures
17 November	09:00 – 17:00 CET	Face-to-face lectures
18 November	09:00 – 17:00 CET	Face-to-face lectures
19 November	09:00 – 17:00 CET	Face-to-face lectures
20 November	09:00 – 17:00 CET	Face-to-face lectures
18 December	Final Assessment Deadline	



How will your work be assessed?

Modules are assessed using practical methods that reflect the job duties and tasks relevant to the implementation of the Common European Asylum System and the national context. For example, you might be required to:

- Evaluate and analyse implementation gaps in the CEAS
- Draft guidelines applicable to your national context
- Analyse digital tools and AI that may be used in the field of asylum and reception



You will receive comprehensive information about how each module will be assessed. This will include details on the modes of assessment, their duration, scheduled timing, and the availability of formative assessment opportunities, and assessment marking criteria. These will ensure that you have a complete understanding of the requirements for successfully completing the module.

Regarding the assessment dates for each module, please consult the calendar. It is important to regularly check the Academy Portal for further announcements and instructions on assessments and assignment submissions.

Use of plagiarism detection software

We expect you to submit original content, for both individual and group assessments. To support the verification of originality, we use a plagiarism detection software (Turnitin – iThenticate). Assessments which take the form of a written assignment or a slide deck, will be uploaded to the software to identify unoriginal or improperly cited writing by highlighting similarities to internet, academic, and student paper content. It will also check for AI generated content. The resulting similarity reports will always be reviewed carefully. A similarity score does not automatically mean that plagiarism has occurred, as some matches (such as references, common phrases, or correctly cited quotations) are acceptable.

At the beginning of each module, lecturers and trainers will explain how to submit work, any rules to follow, and the expected similarity threshold (for example, 15% or 20%), depending on the type of assessment. You are responsible for following these instructions when preparing and submitting your work.

Draft submission for similarity report

As an optional service offered to all students, you are encouraged to submit a draft of your assessments/assignments for an initial plagiarism detection check. We will run your



submission through the software to generate a similarity report. This will flag any areas identified as 'similar' to existing sources. You can then ensure that referencing and citations are in line with our policies on academic integrity before submitting your final work.

1. You may submit your work no later than 5 working days before the established deadline to the designated folder on the academy portal.
2. We will send you the similarity report via email within 2 working days
3. You will have 3 working days to review and update referencing and sources ahead of final submission deadline.

Please, note that your lecturers will use the software to check your final submission.

→ Find out more

[EUAA Anti-plagiarism Guidelines](#)

Grading thresholds

At the start of each module, your lecturer will provide detailed information about the assessment protocol and grading rubrics which will describe what is expected of you and the criteria for achieving a pass grade or higher.

Grades are assigned primarily based on the quality of your work, understanding the subject matter, and the demonstrated ability to meet learning outcomes. The grading scale is as follows:

Scale (%)	Grade	Description
80 – 100	A	Excellent
70 – 79	B	Very Good
55 – 69	C	Good
50 – 54	D	Fair
0 – 49	F	Fail

Assessment results

You can expect to receive results at least one week after assessments completion, and not later than two weeks after. You will be able to consult the results on your personal area of the Academy Portal. In the event of disagreement with the assessment's outcomes, please consult the section on [Assessment Appeals](#).

Reassessment

For every module assessment, you are entitled to request one reassessment opportunity, should you wish to. The reassessment is conducted using the same method, but with different, comparable material, and with tasks or assignments of comparable level of complexity. The grade obtained in the reassessment is considered final and will be shown in the transcript of records. The maximum grade that you may obtain through a reassessment is a grade C.





To request a reassessment, you must contact the Registrar within 2 weeks after the release of the assessment grades.

→ **Find out more**

Information about assessment and grading is available in the [Internal guidance on assessment and grading of the EUAA's study programme modules](#)

Progression

In order to be eligible to proceed to the next academic year, you are required to obtain 50% grade in at least 24 ECTS.

Repeating module

If, in either of the first 2 academic years, you fail not more than 6 ECTS (out of 30 ECTS) in that year, you shall be required to repeat the module in the following year. This is over and above the modules scheduled for that year. If it is not possible to follow this module the following year, then the module has to be repeated during an additional year, keeping in mind that this will not be taken into account for the purpose of programme duration and that all 10 modules delivered in the first 2 academic years must be completed before you are allowed to submit your capstone project.

→ **Find out more**

The general assessment method is explained in the Programme syllabus under the 'Details - ways to acquire' section available on the MFHEA's [Malta Qualifications Database](#)

Assessment Appeals

You may lodge an appeal if you believe that there was a substantive irregularity in the assessment procedure which disadvantaged you, or a substantive irregularity in the assessment task. Appeals must be submitted in writing within 15 working days of the date of the assessment. You should use the Assessment Appeals Form annexed to the Assessment Appeals Procedure document. Please note that a disagreement with the awarded grade does not constitute a ground for appeal.

→ **Find out more**

[Assessment Appeals Procedure.](#)

Also see [Complaints](#)

Assessment deadlines and mitigating circumstances

You are expected to make every effort to comply with deadlines for assessment submissions. If, due to force majeure, you are unable to meet these deadlines, you may be entitled to request an extension.





In accordance with the Internal Guidance on Mitigating Circumstances, Withdrawal and Suspension of Studies, such requests may be considered in situations including, but not limited to, illness, significant life events (such as the death of a close relative), or a sudden and unforeseeable increase in workload (for example, in response to a humanitarian or national crisis), as well as unforeseen operational decisions (such as deployment to an alternative duty station or role).

In such cases you must notify your Training National Contact Point (TNCP) of any adverse circumstances prior to the assessment date. The TNCP should then send an email to registrar@euaa.europa.eu asking for the mitigating circumstances to be taken into account. The EUAA Academy may ask for supporting documentation to substantiate the request. The final decision as to whether to accept the request stands with the Academy.

When the request is accepted, you will be given a new assessment date. Where feasible, this will be before the start date of the following module. You will be allowed to continue the programme; however, you will only be eligible for the exit award once you have met the attendance criteria and achieved the necessary learning outcomes.

If the request is not accepted, the TNCP will inform you of the decision. You will be marked as absent.

→ Find out more

Internal Guidance on Mitigating Circumstances, Withdrawal and Suspension of Studies

Capstone project

The Capstone Project constitutes the final and most substantial component of the master's programme. It provides you with the opportunity to conduct independent research relevant to the field of asylum and reception within international protection in Europe. The Capstone Project carries 18 ECTS credits at Level 7 of the MQF.

Through this project, you will be able to apply the theoretical knowledge and methodological skills acquired throughout their studies to explore a topic of practical significance.

Under the supervision of an assigned academic, you will design and implement a research project that demonstrate your ability to conduct rigorous and ethically sound research. The module adopts an iterative approach, encouraging reflection, peer review, and the integration of feedback throughout the process. Starting from the consolidation of your research proposal and refining the literature review in consultation with your supervisor, ensuring that your research questions and methods are well formulated and feasible.

Once the proposal is finalised, you proceed with data collection and analysis, maintaining regular contact with your supervisor to discuss progress and challenges encountered. As the project advances, you will be guided on data interpretation and the preparation of a research log (that reflects the complexities of fieldwork within sensitive contexts. Midway through the module, you will be presenting your preliminary findings, engage in peer feedback sessions, and refine your work based on constructive input.



The final stage focuses on writing your capstone report, where you demonstrate your ability to organise research findings coherently and communicate your results effectively. The report should have a minimum word count of 15,000 words. Workshops and individual supervision sessions will support you in developing strong academic writing skills, ensuring that each section of your report contributes clearly to your overall argument.

Assessment of your capstone project is based on your ability to apply knowledge and skills in a real context, plan and execute a research project, conduct a structured review of relevant literature, analyse data effectively, and present coherent conclusions. Your supervisors will evaluate your progress throughout the research process, taking into account your tutorial participation, analytical rigour, and the quality of your written report.

Defence of Capstone Project

The Defence of Capstone Project carries 5 ECTS credits at Level 7 of the MQF. The Defence of Capstone Project module is designed to help you present your research effectively and defend it confidently before an academic panel. It gives you the opportunity to demonstrate your understanding of the research process, the significance of your findings, and your ability to engage critically with feedback.

Preparation: Throughout the module, you will learn how to identify and structure the key components of your project for presentation. You will also receive guidance on creating visually engaging slides and using presentation tools effectively. Through workshops and practical exercises, you will strengthen your communication skills - learning how to project your voice, use body language purposefully, and maintain audience engagement. You will also develop your storytelling techniques, stage presence, and self-awareness to ensure a confident and professional delivery.

You will take part in role-playing exercises that simulate the oral defence setting, helping you practise how to respond effectively to questions from the panel. These sessions are designed to improve your active listening, critical thinking, and adaptability — essential skills for engaging in an academic discussion during your presentation.

Defence: Once your written capstone project has been evaluated, your supervisor will inform you whether you may proceed to the defence. Defending a thesis is a significant milestone in your academic journey, marking the culmination of extensive research and the successful completion of a master's degree programme. During the thesis defence, you will be presenting your research findings, methodology, and conclusions to a panel. The panel members will engage in a dialogue with you, asking questions to assess the depth and breadth of your understanding of the research topic, the validity of your methods, and the significance of your contributions to the field.

A successful defence of your capstone project is a mandatory requirement for the completion of your master's degree.



Completing the Programme

Upon successfully completion of all the planned assessments, you will receive an exit award, as follows:

- If you have completed the first 30 ECTS and are not planning to continue further, you will be awarded a Post Graduate Certificate.
- If you have completed 60 ECTS and are not planning to continue with the last year of the programme, you will receive a Post Graduate Diploma.
- If you have completed all coursework and successfully passed the module on the Defence of the Capstone project, (amounting in total to 90 ECTS) you will receive a Master's Diploma.

Each certificate is accompanied by a supplement that provides detailed information on the qualification awarded. This includes the titles of the qualification, the achieved learning outcomes, the corresponding EQF level, the list of programme modules, the applicable occupational standards, and the total number of ECTS credits earned.

Transcript of Records, which outline the individual grades obtained for each module, are available upon request from the registrar@euaa.europa.eu.

Graduating at the EUAA Academy

For every graduating cohort, the EUAA will organise a graduation ceremony at the premises of the EUAA Academy in Malta. You will be duly informed of the date and organisational details.





Suspension or withdrawal from studies

If for reasons beyond your will, you will not be able to complete the programme, you can request an intermission period. This can be requested for reasons of force majeure that are hindering your capacity to participate in the activities and assessments, similar to those described under [mitigating circumstances](#).

Suspension

You may request a one-year break from your studies if you have justified reasons and commit to rejoining a subsequent cohort. A suspension is a complete break from studies, and you are not expected to work on your studies, carry out research related to your studies or contact their lecturers or supervisor(s). To apply for a suspension of studies, you must make a formal request in writing that is co-signed by your TNCP and submitted to registrar@euaa.europa.eu. The request is decided on a case-by-case basis by the Student Affairs Standing Committee who then makes a recommendation to the Head of Academy.

If the suspension is granted you will retain access to the Academy Portal and the content of modules they have completed. You may contact the registrar to discuss any matters relative to the suspension. The suspension is for a maximum of 1 year to enable you to join a subsequent cohort and resume your studies at the same place.

Withdrawal from studies

You may decide to withdraw from your studies at any time during the programme. Withdrawal should only be requested when no other solutions is possible. If you are considering withdrawing from your studies, you should send an email to registrar@euaa.europa.eu. A meeting will be convened between relevant actors (yourself, TNCP, registrar and/or lecturer) to attempt to find a solution. The academy will provide you with increased support, advice and ways to address the underlying reason for deciding to withdraw.

If no solution is found, you will be encouraged to complete the module you are currently studying. Your student records will show that you have withdrawn from your studies. If you have achieved the required number of ECTS credits, you will be awarded the relevant qualification you are entitled to: certificate or diploma. If you have not, they will receive a certificate for any of the programme modules accredited as exit awards for which you have met the attendance criteria and achieved the learning outcomes.

If you have provided adequate justification for withdrawing from their studies, you may be able to re-enrol not later than 2 years after you withdrew. Acceptance will be decided on a case-by-case basis by Student Affairs Standing Committee who then makes a recommendation to the Head of Academy. If you withdrew with no justification, you cannot re-enrol in the programme.





Practical Information

Studying at the EUAA Academy



Who to contact

Please contact: registrar@euaa.europa.eu on matters related to your studies as part of the EUAA European Executive Master's in Asylum and Reception programme, such as:

- Academic matters
- Reimbursement of travel and accommodation expenses
- Administrative or logistical queries

Please contact learning@euaa.europa.eu

- For any technical issues on the use of the online learning platform or applications and tools

You may also contact your student representative. See [Student support](#)



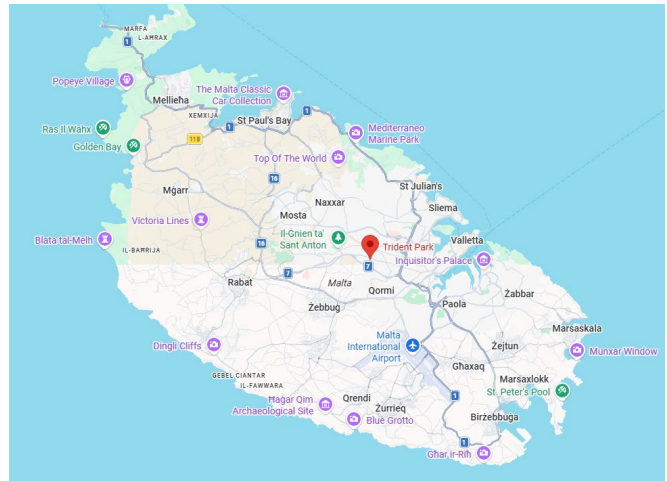
Face-to-face lectures

Face-to-face lectures will be held at the Academy training centre in Malta. The training centre is situated at Trident Park, a large-scale regeneration project transforming one of Malta's finest 20th-century industrial buildings into a green office campus on the historic former Farsons Brewery site.

However, there may be occasions where activities or part of modules will be taught at an alternative location. For this reason, we strongly encourage you to check the EUAA Academy Portal for information and updates about travels and coordination arrangements.



Trident Park, Central Business District, Birkirkara, Malta.



The training centre is on Floor 1 of building number 2

The Offices of EUAA Training and Professional Development Centre are on Floors 2/3 and 4 of building number 3



Arriving at the Training Centre

Distance from key locations

Travel **times are approximate and may be significantly longer** when traffic is heavy.

- EUAA HQ: 4.3 km (Approx. 10 mins drive away)
- Malta International Airport: 8 km (Approx. 17 mins drive away)
- Valletta: 6.4 km (Approx. 15 mins drive away)
- Sliema: 5.5 km (Approx. 15 mins drive away)

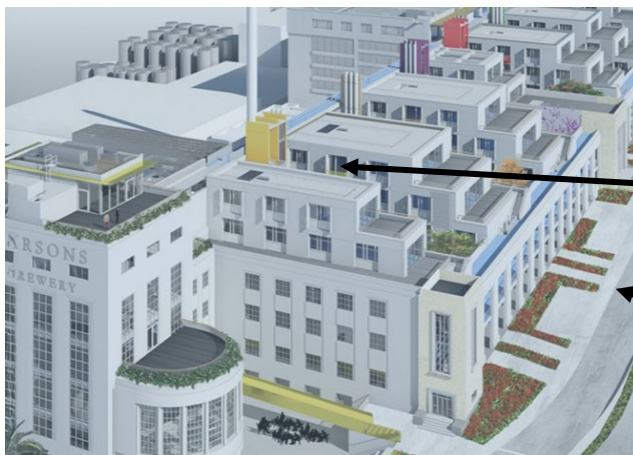
Arriving by taxi

We suggest you download taxi apps such as Bolt, Uber or eCabs.

	Bolt	Get the Bolt app  Scan the QR code with your phone camera to download the Bolt app.
	Uber	
	eCabs	Download the app from App Store or Google Play

For your destination, make sure you select or ask the driver for Trident Park rather than the EUAA, as the taxi might take you directly to EUAA Headquarters.

The taxi will drop you off in front of the Trident building. For the training centre, walk through the courtyard and take the yellow stairs to level 1 of building/offices No 2.



Yellow stairs

Taxi drop off area

Arriving by bus

The EUAA Academy is easily accessible by bus. Buses 51, 52 and 53 stop opposite the building. You can also check the [Malta Public Transport](#) website for routes and journey planner.



We recommend you download the Tallinja app for real time information about buses available from [Google Play](#) and [App Store](#).

Accommodation

When looking for accommodation, we suggest you search for availability around Trident Park. Areas such as Rabat, Attard, Birkirkara, Fleur de Lys, Santa Venera are easily accessible by bus or on foot. Valletta is also a convenient location as there are several bus routes which stop outside Trident Park. If you decide to book accommodation in areas that are further afield such as St Julians, Sliema, St Paul's Bay (where there may be many listings), you need to be aware that traffic can be very heavy during rush hours.

When you are here

Connecting to the Wi-Fi

Select EUAA_TRP_GUEST and use password Guest@EUAATRIDENT (with capital G)

Amenities

Trident Park has a range of food and beverage outlets in the [Brewhouse](#) building including:

- Vecchia Napoli
- Kettles Café-Bistro
- The Cisk Tap roof-top bar
- The Chapels Gastro brew pub

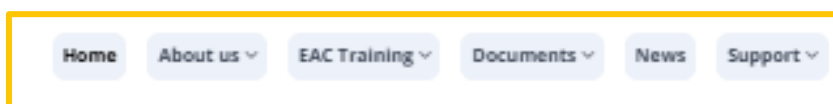
→ Find out more

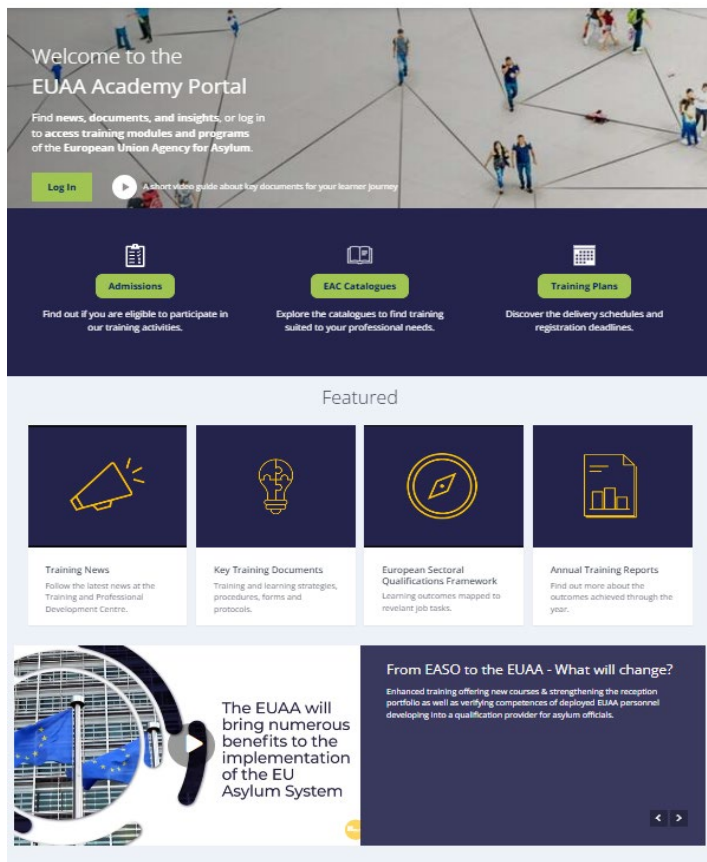
You can visit the [Trident Park](#) website to find out more about the award-winning green business hub and the Brewhouse.

Online studies

The EUAA Academy Portal is your online resource. You will find news, documents, and a student hub.

Take some time to explore the portal using the dropdown menu, especially the **'Support'** option where you will find technical support and Frequently Asked Questions.





Costs

The programme is offered free of charge to eligible asylum and reception officials nominated. All activities requiring your physical attendance will have the associated costs covered by the EUAA. You will be reimbursed for your travel, accommodation, and a daily subsistence allowance.

Travel-related expenses

Please note that the rates below are calculated using linear (one-way) distances. The amount shown is the lump sum for two-way (return) travel.

The amount of the lump sum depends on the geographic distance between the place of departure and the place where the activity is held. The place of departure is the city where you regularly perform your work-related duties. You will be asked to self-declare this in writing at the beginning of your studies. For the purpose of calculation methodology, the distance is defined as the linear distance (one way) between these two geographical points calculated using the following website: <http://www.distancefromto.net/>.

Distance	2026	2027	2028	2029	2030
Travel other than by private car (rate in EUR)					
> 50 up to 500 km	218	227	237	247	257
> 500 up to 1000 km	381	397	414	432	451
> 1000 up to 2000 km	490	511	533	555	579
> 2000 km	653	681	710	741	772
Travel by private car (rate in EUR)					
Kilometric allowance	0.33	0.34	0.36	0.37	0.39

You will be asked to provide:

Daily subsistence and accommodation allowance

- A flat rate for the daily subsistence allowance set at €109 per day for the duration of the face-to-face activities plus one travel day. Should any meals be offered during the activities, the daily subsistence allowance shall be reduced by 25% for each offered lunch or dinner. Please note the amount for the daily subsistence allowance is the maximum amount that might be paid, moreover the amount might be adjusted based on the supporting documents provided.
- A flat rate for the accommodation allowance set at €166 per day for the duration of the face-to-face activities. Please note that the amount for accommodation allowance is only an indication based on the supporting documents provided.

Please note that the rates above are for 2026. You will be informed if there is any change in the allowance rates.

- Invitation to attend received from EUAA.
- One proof of travelling (transportation ticket or boarding pass).
- One proof of accommodation (hotel bill or booking reservation).
- Reimbursement form duly completed and signed.



The request for reimbursement should be transmitted to EUAA by e-mail to registrar@euaa.europa.eu.² Your request for reimbursement should be submitted to EUAA preferably within thirty calendar days after the end of the face-to-face. Late requests may be accepted only if the dedicated budget for this activity remains available.

→ Find out more

Consult the rules for the reimbursement of expenses: [Executive Director Decision No 79/2024 on the rules for reimbursement of expenses incurred by participants invited to attend the Agency's activities](#)

For detailed information about the reimbursement policy and procedures, please consult your national Training National Contact Point.

How the EUAA Academy supports learning

Learning Resources

Libraries and Online Databases

The EUAA Academy offers a range of digital e-resources that you can access electronically. You will have access to electronic journals and e-books available at the EUAA Library. For e-books, the EUAA Library has partnered with ProQuest, giving you access to more than 43,000 e-books from trusted publishers across multiple academic subjects.

You will have access to a diverse selection of electronic resources and specialised databases on global and European asylum and migration issues, including case law. Most of these resources are available to you using your academy email. Additional login details will be provided, as necessary.

EUAA Academy Portal

Upon your enrolment to the master's programme, you will receive your individual credentials to access the EUAA Academy Portal. This will be your main e-learning environment and the interface used to link to learning resources.

For each module, you will find links to the corresponding learning material (readings, case studies, case law, as well as multimedia files and other coursework relevant resources). On the virtual learning environment, you will also be able to participate to formative activities, including by collaborating with other peer students (through collaborative posts, discussion fora, etc.).

² If requesting reimbursement transfer to a personal bank account, line managers from the national administration must send an email approving the transfer. Additionally, if the individual has not been reimbursed to their personal account before, they should provide a signed FIF (Financial Information Form) and bank statement.



Student support

At the EUAA Academy you will find academic, administrative and student support services, to guide and assist you throughout your learning journey.

Induction and student orientation

You will receive induction training at the beginning of your studies. Information will also be available to you on the EUAA Academy Portal. The aim of the induction training will be to introduce you to student learning resources, as well as to give you an overview of programme's content, delivery and assessment methods, types of feedback and opportunities for Recognition of Prior Learning (RPL), complaints and appeals procedures. Time will be dedicated to administrative and logistical elements, and you will be able to ask questions about any element of your studies.

LMS Help desk

The LMS Helpdesk is a support system that will provide you with assistance on technical issues that you might experience during studies. Just select 'Support' from the EUAA Academy Portal menu to see FAQs or contact them by sending an email to elearning@euaa.europa.eu



Student Academic Skills Hub

You will have access to a dedicated space on the EUAA Academy Portal where you can find links to course information as well as a discussion forum that you can use to chat with fellow students or post questions about your studies. Moreover, recordings of webinars delivered by the Academy lecturers will be made available.

Student Support Team

For support concerning a specific module, you can reach out to module coordinators whose contact details will be communicated to you at the beginning of each module. For other queries, you can send an email to registrar@euaa.europa.eu and we can redirect your request for support to the relevant person.

Ongoing support from lecturers

Lecturers will provide regular and constructive feedback to help you track your progress, identify areas for improvement, and refine your skills. Feedback will be given after formative assessments and workshop sessions, ensuring that you receive timely guidance to support your learning.



During scheduled student hours, lecturers will be available to discuss your progress, clarify doubts, and offer additional support as needed. For more information on the specific student hours of each lecturer, please consult the module syllabus. This ongoing feedback loop is designed to keep you on the right track and help you achieve your learning goals effectively.

Administrative support

A dedicated team will be available to support you on practical matters concerning attendance to the face-to-face sessions, travel, and other administrative matters. The team will be operational from Monday to Friday from 9 am to 5 pm and can be contacted at registrar@euaa.europa.eu

Student representation

The EUAA Academy strives to implement a learner-centred approach and encourages all students to be actively involved in all aspects of your learning experience. The Academy provides a safe, inclusive learning environment where you can engage and discuss practical challenges including issues concerning your studies

The Academy sees students as partners in the governance and quality assurance processes. You will be encouraged to contribute to the enhancement of the quality of their learning experience. To ensure that the student voice is heard through both formal and informal channels, you will be asked to elect a student representative. They will be a link between the student body and the Academy enabling you to influence your learning and wider experience. Through the representative, you will be represented on the Academic Boards and relevant committees, ensuring that the student voice is present at all levels of decision-making at the Academy.

Student Representatives are responsible for representing the best interests and varying needs of their peers. They should gather feedback, both positive and negative, from their peers about their study experience. They share this feedback with Academy staff, and work in partnership with them to share good practice, explore issues, suggest solutions, and bring about positive change.

The election of a student representative will be organised at the start of the academic year following a call for candidates.

→ Find out more

Internal Guidance on student representation



Accessibility

The EUAA Academy is committed to providing the best possible learning experience for all of students, regardless of their individual needs. The LMS has been organised according to the latest accessibility standards, and it is designed to guarantee easy navigation and readability and accessible content.

In case you need special accommodations for attendance to the face-to-face activities, assessments, group work, and for any other curricular activity foreseen by the programme, you can contact the Academy Registrar at registrar@euaa.europa.eu ; the requests will be treated with confidentiality and in full respect of the GDPR Regulation and applicable standards.

Data confidentiality

The EUAA Academy adheres to the relevant EU Regulations governing data protection, namely Regulation (EU) 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data. ⁽³⁾

Individuals can contact the [EUAA's Data Protection Officer](#) to lodge complaints or raise questions about the handling of their personal data. The Office of the Data Protection Officer (ODPO) directly reports to the Executive Director as per the Decision of the Executive Director No 28/2023 and collaborates closely with the Agency's Legal Services Unit during its operations.

Privacy statements and data protection notices

Policy of safeguarding user privacy is extensively outlined on the EUAA website, specifically on the [Legal Notice](#) page.

→ **Find out more**

[Data protection notice for the EUAA Learning Management System](#)

⁽³⁾ The processing of personal data of individuals by the European Union Agency for Asylum (EUAA) is subject to [Regulation \(EU\) 2018/1725](#) of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC. EUAA does not collect personal information when you visit our website unless you choose to provide such information. The information we collect varies based on what you do when visiting our website. By using this website, you consent to the processing of data about you by EUAA in the manner and for the purposes set out on the [Legal notice](#) page.



What we expect from you

Code of Conduct

The EUAA Academy is committed to apply the highest behavioural standards in all its educational activities and to ensure they are observed by all stakeholders, including students. In particular, the learning environment needs to be a safe, inclusive, and respectful space, free from harassment or discrimination, and learning material needs to reflect fundamental rights and to be gender sensitive. For this reason, all students enrolled in the programme must abide to a Code of Conduct.

→ **Find out more**

[Code of Conduct for participants in training activities](#)

Academic Integrity in research conduct

Academic integrity principle significantly affects the sphere of research conducted by students and researchers of EUAA Academy. Following the academic integrity principle, the ethical implications of every research conducted at the EUAA Academy need to be assessed. Therefore, it is mandatory for all students and researchers to submit their research proposal for ethical clearance to the EUAA Ethics Committee. According to the internal guidance, in their research design, students and researchers need to make clear how they have addressed any ethical issues and make justification for the choices they made.

The EUAA Ethics Committee reserves the right to entrust the review of ethical clearance applications to external experts or institutions. The EUAA Ethics Committee would only grant clearance to research proposals that adequately address all ethical implications of the study.

→ **Find out more**

[EUAA Guidelines for Research Ethics](#)

[Internal guidance IG-016-01 on academic freedom, institutional autonomy and academic integrity](#)

Academic misconduct

Students are expected to adhere to the ethical values of a professional learning community, as outlined in the [Code of Conduct for EUAA training activities](#). It is essential that learners conduct themselves in this manner throughout their studies. This includes upholding the principles of intellectual integrity, as well as treating others, including fellow students, teaching staff, and administrative personnel, fairly and respectfully. The EUAA views academic misconduct as a serious breach of ethical and professional standards.



Students are expected to be aware that academic misconduct represents any behaviour that endangers the quality of teaching, learning and research and undermines the achievements of members of the academic community. It is the overarching term for any action or attempted action that may result in creating an unfair academic advantage for yourself or an unfair academic advantage or disadvantage for any other member/s of the academic community. The EUAA takes academic misconduct seriously and has put in place a procedure to deal with academic misconduct issues.

→ **Find out more**

Cases of suspected academic misconduct are handled in accordance with the [Academic Misconduct Procedures](#).

Plagiarism

Students are expected to adhere to the EUAA plagiarism and referencing guidelines which are found in annex to the [Internal Guidance on Academic Freedom, Institutional Autonomy and Academic Integrity](#). The objective of these guidelines is to guarantee academic integrity, maintain high quality of education, and encourage ethical research and writing practices. Students are instructed on a way how to identify and avoid plagiarism. By providing a concise definition of plagiarism, students are made aware how to produce unique compositions and give appropriate credit to the sources they use. Students are provided information on effective citation techniques what advance critical thinking abilities, enabling to critically assess the validity and pertinence of the resources they consult.

→ **Find out more**

[Anti-plagiarism Guidelines](#)

[Guidelines on APA Referencing Style for the EUAA's European Executive Master's in Asylum and Reception Management](#)

Attendance

To fulfil the requirements to successfully complete the programme, you should attend at least 80% of the online activities. Regarding on-site presence, we expect you to participate to all summative activities and face-to-face workshops, lectures, and other projects, as established by the academic calendar.

In cases where, for reasons of force majeure you are not able to join the foreseen activities in person, you are requested to ask for derogation, providing the supporting documents detailed in the section [Assessment deadlines and mitigating circumstances](#).



Student feedback

The EUAA Academy believes in students' active participation and adopt a student's-centred approach. For this reason, we will welcome your feedback, in anonymous form, regarding all activities organised throughout the implementation of the Master programme.

As students you are a valuable source of more detailed feedback on the quality of your learning experience. You are actively encouraged to provide your individual and collective perspective on the educational process throughout the training cycle. We will ask for your feedback on all aspects of the syllabus, the quality of the delivery, the expertise of the lecturers and the applicability of the learning to your professional tasks.

Complaints

The EUAA endeavours to deliver training that consistently meets its quality assurance standards but recognises that on occasion issues may arise. Therefore, you may make complaints to express significant or sustained dissatisfaction related to all aspects relating to the quality of the EUAA's training activities and to seek specific action to address the issue.

The Agency takes training complaints seriously and you may complain about any issue related to the EUAA's training activities, including:

- the quality or standard of any service provided by the EUAA or on behalf of the EUAA.
- the quality of learning facilities or resources.
- the failure of the EUAA to implement or follow up on an administrative process detailed herein.
- violations of the [Code of Conduct](#) for participants in the EUAA's training activities.

You should, in the first instance, raise issues and concerns with your lecturer or the academy administrative staff (depending on the concern raised) to expedite an early resolution.

If you are not satisfied with the outcome, or where, for any reason, you do not wish to raise the issue with the lecturer or administrative staff, you may lodge a formal training complaint with the TPDC, detailing the nature of the complaint and the action requested to address the issue.

→ Find out more

Please consult the [EUAA Training Complaints Procedure](#).



