

# Conflict management and mediation in reception (Level B)

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## Key information

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## Key information

This new pact-aligned version is available for translation.



Target group

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## Reception officers



## EQF/MQF level

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Level 6



## Version

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Version 1 (2026)



## Entry requirements

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Full qualification at EQF Level 5 or equivalent AND proficiency in English



## Prerequisites

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Successfully passed Conflict management and mediation in reception (level A) OR at least 6 months work experience in reception



## Assessment

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One assessment



## Languages

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English

## Learning outcomes & description

### DESCRIPTION

**The aim of this module is 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.**

**This module focuses on developing learners' skills to mediate and manage conflicts in reception settings through a blended learning approach. It first introduces key concepts, 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. A face-to-face session consolidates learning through group work, practical exercises, reflection, and feedback, preparing learners for real-life conflict management challenges.**

### LEARNING OUTCOMES

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

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



