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Introduction to reception

- Key information
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Key information

Updated version, incorporating the provisions of the New Pact on migration and asylum, will be available for translation soon. Translation requests can already be submitted.

Target group

Reception workers

EQF/MQF level

Level 5

Version

Version 1 (2025)

Entry requirements

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

Prerequisites

Successfully passed Introduction to the legal framework on fundamental rights and international protection in the EU & Introduction to communication for asylum and reception practitioners OR at least 3 months of work experience as a case officer.

Assessment

Scenario-based multiple choice questions

Languages

Spanish & Greek

Learning outcomes & description

DESCRIPTION

The aim of this module is to provide learners with the knowledge on the reception process and the applicable provisions according to EU law, as well as the skills needed to perform basic tasks in a reception centre related to arrival, stay, and the

end of reception for an asylum applicant.

This module focuses on the reception process in theory and practice. It covers the phases of reception, rights and obligations of asylum applicants and authorities, reception systems in the EU, and key stakeholders. It also address the practical support provided by reception officers, including logistical and financial assistance, information provision, and information-sharing protocols.

LEARNING OUTCOMES

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

Knowledge

1. Describe the phases of the reception process and corresponding rights and obligations of applicants and reception authorities according to the Reception Conditions Directive.

2. **Identify the appropriate responses in organizing practical, financial and logistical support, and appointments for the applicant.**

Skills

3. Identify the phases of the reception process and corresponding rights and obligations of applicants and reception authorities according to the Reception Conditions Directive

4. Provide the appropriate responses in organizing practical, financial and logistical support, and appointments for the applicant.

Competences

5. **Carry out tasks related to identifying the phases of the reception process and corresponding rights and obligations of applicants and reception authorities according to the Reception Conditions Directive**

6. **Carry out tasks related to providing the appropriate responses in organizing practical, financial and logistical support, and appointments for the applicant.**

DELIVERY METHOD

This module is delivered online, enabling self-paced learning.

ASSESSMENT STRATEGY

The module's assessment consists of a two-part online test. The first part evaluates knowledge of the reception process, rights and obligations, reception systems, and stakeholders. The second part assesses practical support provided by reception officers, including appropriate actions, information provision, and data sharing conditions. Learners must pass both parts to complete the module.

Accredited module details

Accredited module

Duration	**10 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**	**10 hours**	**13/4/2026**	**2/6 to 19/6/2026**	**n/a**	**29/6/2026**

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