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# Conflict management and mediation in reception (Level B)

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**Key information**

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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, proficiency in English, and basic digital competences necessary to use the EUAA IT system supporting learning and training activities**



## 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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## 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

This module is delivered through a blended learning methodology. Part of it is delivered as asynchronous (self-paced) learning and another part is delivered in a synchronous (face-to-face) session.

## ASSESSMENT STRATEGY

The assessment strategy is based on a single assessment divided in two tasks to evaluate the two learning outcomes.

## Accredited module details

### *Module details*

**Duration** 22 hours online learning  
1.5 days face to face

**Number of ECTS not accredited yet**

**Language** English

**Assessment** 3 hours

## Training plan 2026

Training plan	Target group	Loc.	Est. time for online studies	Reg. deadline	Online	Webinar / Face to face	Assessment
Learners curriculum	Reception staff	Malta	22 hours	9/2/2026	24/3 to 8/5/2026	12-13/5/2026	n/a

<b>Trainingplan</b>	<b>Target group</b>	<b>Loc.</b>	<b>Est. time for online studies</b>	<b>Reg. deadline</b>	<b>Online</b>	<b>Webinar / Face to face</b>	<b>Assessment</b>

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