

# 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, 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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## 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

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
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<b>Learners curriculum</b>	<b>Reception staff</b>	<b>Malta</b>	<b>22 hours</b>	<b>9/2/2026</b>	<b>24/3 to 8/5/2026</b>	<b>12-13/5/2026</b>	<b>n/a</b>

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