Please cite as: EUAA, 'Information and communication needs assessment' in *Training Catalogue*, Srpen 2022.

Information and communication needs assessment

Key information

Learning outcomes & description

Details

Key information

This is a tailor-made training. Tailor-made trainings are not translated.

Target group

Reception officers

EQF/MQF level

---

n/a

Version

Version 1 (2023)

Entry requirements

n/a

Prerequisites

n/a

Assessment

n/a

Learning outcomes & description

DESCRIPTION

This module aims to provide learners with knowledge and skills related to information and communication needs assessments.

It covers key areas, with a focus on causes of information gaps and information and communication habits of applicants for international protection, and methodologies and techniques to gather relevant elements to structure an information needs assessment.

LEARNING OUTCOMES

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

Knowledge

1. **Understand the causes of information gaps of applicants for international protection including external barriers or factors.**

2. **Explore information sources and needs of applicants for international protection.**

3. **Understand information and communication habits of applicants for international protection.**

Skills

4. **Outline and support a methodology and techniques to gather relevant elements to structure an information needs assessment of applicants for international protection.**

DELIVERY METHOD

This module is delivered through live webinars.

Details

	Details
Duration	**5 hours online learning (webinars)**

Details

Language English

© European Union Agency for Asylum 2026 | Email: info@euaa.europa.eu