Please cite as: EUAA, 'Introduction to reception' in *Training Catalogue*, august 2022.

Introduction to reception

Key information

Learning outcomes & description

Accredited module details

Key information

This new pact-aligned version is available for translation

Target group

Reception officers

EQF/MQF level

Level 5

Version

Version 2 (2026)

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 in the asylum and/or reception

Assessment

Multiple-choice questions

Languages

English (version 2)

Spanish, Slovak & Greek (version 1)

Learning outcomes & description

DESCRIPTION

This module aims to provide learners with knowledge, skills and competences related to reception process and applicable EU law.

It covers the phases of reception process, rights and obligations of asylum applicants and authorities, and key stakeholders. It also addresses provision of the practical support for applicants in reception context, including logistical and financial assistance, information provision, and principles of information-sharing.

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 entirely online, through self-paced learning.

ASSESSMENT STRATEGY

The assessment strategy is based on one assessment conducted at the end of the module.

The assessment is composed of multiple-choice questions and is designed to assess learners' knowledge on reception process and appropriate responses in organizing practical support for applicants in relation to the learning outcomes of the module.

Accredited module details

Accredited module details

Duration	**10 hours online learning (self-paced)**
Number of ECTS	**1**
Language	**English**
Assessment	**1 hour**

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