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# Introduction to communication for asylum and reception practitioners

## Key information

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## Key information

**This new pact-aligned version is available for translation.**



**Target group**

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**Asylum and reception officers**



**EQF/MQF level**

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**Level 5**

## Version

**Version 2 (2025)**

## Entry requirements

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

## Prerequisites

**n/a**

## Assessment

**Case-based multiple-choice assessment**

## Languages

**English, Portuguese, Bulgarian, Czech, German, Lithuanian, Maltese, Romanian, Greek, Spanish, Polish, French, Dutch, Swedish, Slovene, Slovak, Albanian, Macedonian, Serbian & Latvian (version 2)**

**Russian (version 1)**

# Learning outcomes & description

## DESCRIPTION

**This module aims to provide learners with the knowledge, skills and competences of effective interpersonal communication.**

**It covers core principles of communication theory and questioning techniques in intercultural asylum contexts, with a focus on how cultural diversity can impact the communication process and introduces techniques that lower the risk of miscommunication in a multicultural environment.**

## LEARNING OUTCOMES

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

### ***Knowledge***

1. **Identify effective communication techniques to deliver and elicit information in asylum contexts.**

2. **Identify communication interventions relevant to asylum contexts that minimize miscommunication deriving from intercultural differences.**

### ***Skills***

3. **Apply effective communication techniques to deliver and elicit information in asylum contexts.**

4. **Apply communication interventions relevant to asylum contexts that minimize miscommunication deriving from intercultural differences.**

### ***Competences***

5. **Carry out tasks related to identifying effective communication techniques to deliver and elicit information in asylum contexts.**

6. **Carry out tasks related to identifying communication interventions relevant to asylum contexts that minimize miscommunication deriving from intercultural differences.**

### 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 scenario-based composed of multiple-choice questions and is designed to assess learners' knowledge, skills and competences in relation to the learning outcomes of the module.**

# Accredited module details

***Accredited module details***

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|---|---|
| **Duration** | **6 hours online learning (self-paced)** |
| **Number of ECTS** | **1** |
| **Language** | **English** |
| **Assessment** | **1 hour** |

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