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Modules for first contact officers

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Modules for first contact officers focus on the knowledge and skills required at the initial stages of interaction with applicants for international protection. They support professionals in carrying out first contact activities in a professional, respectful, and rights-based manner, ensuring that applicants are properly informed and guided from the outset.

These modules address the specific responsibilities of first contact officers, who play a key role in early identification of needs, provision of information, and referral to appropriate procedures and services.

Who this training is for

These modules are intended for:

- **officers involved in the screening of third-country nationals**
- **first contact officers and front-line staff**
- **professionals involved in registration and initial reception of applicants**
- **practitioners responsible for providing information and guidance at first contact**

What these modules cover

Through modules for first contact officers, participants develop knowledge and skills related to:

- **outline the legal framework relevant for to screening and the initial stages of access to the asylum procedure**
- **conducting initial interactions with applicants in a professional and respectful manner**
- **providing clear and accurate information on procedures, rights, and obligations**
- **identifying vulnerabilities and specific needs at an early stage**
- **ensuring appropriate referral and follow-up within the asylum and reception system**
- **communicating effectively in intercultural and sensitive contexts**

These competencies are essential to ensure that the first contact is handled in a way that supports fair procedures and access to protection.

Available modules

The following five modules are included in this category:

- **Introduction to EURODAC**
- **Introduction to data protection in asylum and reception contexts**
- **Access to the asylum procedure: Making an application for international protection**
- **Registration & lodging of applications for international protection**
- **Introduction to screening in the context of international protection**

In addition, the following non-accredited training is available:

- **Identification of statelessness in screening and registration**

These modules provide a structured approach to managing the initial phase of the asylum process, ensuring that applicants are supported from the moment of first contact.

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