



Training support in the context of the war in Ukraine



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Foreword

Following the large-scale invasion of Ukraine by Russian military forces in February 2022 and the ongoing conflict between Ukrainian military forces and the Russian invaders, the EUAA has rapidly mobilised to offer support to Member States providing or expecting to provide protection to the over 4 million people who have left Ukraine to seek refuge in the European Union.

As requested by Member States, the EUAA is supporting authorities in the implementation of the Council Decision of 4 March 2022¹ granting temporary protection status to Ukrainian nationals, their immediate family members, as well as third-country nationals until such time as conditions allow for their safe and durable return. As this is the first time that the Temporary Protection Directive has been activated, the EUAA is also providing training on its implementation.

To support Member States as they rapidly build capacity in relevant competence areas to cope with the sudden influx, this brochure suggests a range of European Asylum Curriculum modules available. These include modules which will enable newly recruited or existing staff working in the area of asylum and reception to acquire skills such as identifying potential victims of human trafficking, identifying, and providing support to vulnerable persons as well as information provision to newly arrived refugees.

Nina Gregori

Executive Director of the European Union Agency for Asylum

¹ [Council Implementing Decision \(EU\) 2022/382 of 4 March 2022 establishing the existence of a mass influx of displaced persons from Ukraine within the meaning of Article 5 of Directive 2001/55/EC, and having the effect of introducing temporary protection](#)





EUAA training to be provided in the context of the war in Ukraine

The European Asylum Curriculum offers several training courses and modules, which can support officials and other actors acting on behalf of national authorities in assisting, in various capacities, people fleeing war in Ukraine.

The target group encompasses all personnel working with people who are fleeing Ukraine, in particular, within the context of the Temporary Protection Directive, namely:

- new personnel, including officials working for the national asylum and/or reception authorities
- experienced asylum and reception officials.

Depending on the national context and set up, the above-mentioned persons may be working in different capacities (e.g., as information providers, registration officers, first line reception officers).

Based on the tasks to be performed and the level of competencies of the actors involved in the provision of information, training will cover the following areas:

1. soft skills related to communication and information provision workflows,
2. the context of Temporary Protection,
3. the Identification of vulnerabilities, specifically children and potential victims of trafficking in human beings.

For more information, please contact your Training National Contact Point

To find out more about EUAA Training, please visit the [Training](#) page on the EUAA website where you can also download our [Training Catalogue](#) (available in all EU languages)



The training proposal encompasses the following courses/modules:

1.1. Introduction to legal framework on fundamental rights and international protection in the EU

The module aims to provide learners with basic knowledge on the key legal provisions related to international protection in the European Union, according to international and EU legislation. It provides the learner with knowledge of the most relevant fundamental rights in the context of access to asylum procedure, namely non-refoulement and the right to asylum. The module also provides a general overview of the pillars of the Common European Asylum System (CEAS), with a focus on the key definitions and the main steps of the asylum process.

Main target group	New personnel working in the field of asylum, reception, and temporary protection
Learning outcomes	<ul style="list-style-type: none">• Recognise the key fundamental rights relevant to the access to the asylum procedure.• Identify the main objectives of the legal instruments of the Common European Asylum System.
Method of delivery	Online studies
Duration	6 hours

1.2. Temporary Protection: Understanding the current framework in the context of the war in Ukraine

In the context of the activation of the Temporary Protection Directive, EUAA developed a short training session aimed at introducing the EU framework on temporary protection to Member State officials tasked with the application of the new provisions. This training explains fundamental concepts linked to temporary protection, in light of the EU provisions and European Commission Guidelines.

Main target group	All personnel working with temporary protection-related matters
Learning outcomes	<ul style="list-style-type: none">• Outline the main elements linked to the activation and implementation of the Temporary Protection Directive at EU level, in line with the TPD, Council Implementing Decision and other relevant guidance
Method of delivery	Webinar
Duration	3.5 hours



1.3. Introduction to ethical and professional standards

The module aims to introduce the fundamental principles of professional standards, ethical codes and values in the asylum and reception contexts. It will explore the principles of confidentiality, accountability, and behaviours to ensure a professional and respectful service in the workplace.

Main target group	All personnel working with temporary protection-related matters
Learning outcomes	<ul style="list-style-type: none"> • Recognise ethical and professional standards, including confidentiality, in asylum and reception contexts • Recognise aspects of cultural diversity and sensitivity in asylum-related professional contexts • Recognise breaches of asylum-related ethical codes and values and their potential consequences, and • Identify behaviours that promote a professional and respectful service in multicultural asylum and reception contexts
Method of delivery	Online studies
Duration	Approximately 5 hours

1.4. Introduction to vulnerability

The module aims to provide learners with the necessary knowledge and skills for the early identification of applicants for international protection who may be vulnerable and may have special needs to be addressed.

Main target group	All personnel working with temporary protection-related matters
Learning outcomes	<ul style="list-style-type: none"> • Recognise how the concept of vulnerability applies in asylum contexts • Recognise the categories and the main indicators of vulnerability in asylum contexts • Identify persons with potential special needs in asylum contexts
Method of delivery	Online studies
Duration	10 – 12 hours



1.5. Trafficking in human beings (level 1)

This module is composed of two levels. The first level raises awareness of victims or potential victims of trafficking. Its aim is to provide the knowledge and skills needed to identify potential victims of trafficking and to be able to handle the initial encounter.

Main target group	Asylum and other officials who come into contact with victims or potential victims of trafficking in human beings.
Learning outcomes	Level 1. <ul style="list-style-type: none">• Detect signs of trafficking in human beings.• Explain how to handle an initial encounter with a victim or potential victim of trafficking in human beings.
Method of delivery	online studies + webinar
Duration	10 hours

1.6. Introduction to communication for asylum and reception practitioners

The module aims to provide practitioners in asylum contexts with the necessary knowledge to enable effective communication in their daily work. The training combines core principles of communication theory and questioning techniques in intercultural asylum contexts.

Main target group	New personnel working in the field of asylum, reception, and temporary protection
Learning outcomes	<ul style="list-style-type: none">• Identify effective communication techniques to deliver and elicit information in asylum contexts• Determine communication interventions relevant to asylum contexts to minimise miscommunication deriving from intercultural differences.
Method of delivery	Online studies
Duration	5 hours

1.7. Provision of information and communication to displaced people from Ukraine

The module aims at providing skills needed in designing and implementing cross-cultural communication strategies with different sub-target groups. It outlines a methodology to assess the information needs of displaced persons, enabling learners to design and disseminate effective messages, including through information provision tools and products produced by



the EUAA. It guides learners to use a selection of appropriate channels, in line with the communication habits of different sub-target groups.

Main target group	Asylum and reception officials, and other actors involved in information provision to applicants and other displaced persons
Learning outcomes	<ul style="list-style-type: none"> • Identify information needs of displaced persons, taking into account diversity and information-sharing models among different sub-target groups • Adapt and disseminate accessible messages through appropriate and available channels
Method of delivery	Webinar
Duration	3.5 hours

1.8. Communication with persons who have experienced traumatic events

Traumatic experiences are likely to occur at various stages during displacement: pre-migration - on account of exposure to armed conflict, violence, extreme poverty, human right violations/persecution; during travel and transit, or post-displacement – on account of uncertain legal status, detention, poor living conditions, separation from family and support networks, experiences of discrimination, challenges to identities, or other integration difficulties.

This session aims to explore some risks and protective factors relevant to persons exposed to trauma. It focuses on appropriate communication with people who experience distress due to traumatic events in a displacement context in order to best manage reactions and avoid traumatisation. An additional component to this session deals with vicarious trauma among professionals and some key techniques for fostering resilience among professionals working with survivors.

Main target group	Asylum and reception officials and other actors involved in information provision to applicants and other displaced persons
Learning objectives	<ul style="list-style-type: none"> • Outline the impact of exposure to traumatic events in a displacement context and identify potential special needs of survivors of trauma • Practice different communication techniques in order to avoid traumatisation and manage stress-driven reactions • Outline basic techniques to identify vicarious trauma and foster resilience among practitioners
Method of delivery	Webinar
Duration	3.5 hours



1.9. Communication with displaced children

Communication with displaced children and young people occurs in a wide range of contexts linked to asylum processes and reception and, more recently, in the context of temporary protection. Asylum and reception practitioners communicate directly with children and young people to learn more about them and their family's circumstances, to assess their specific needs, to carry out certain procedures or to ascertain their views about decisions that may affect their lives. They need to be able to adapt their language and communication style in order to build rapport, engage, and support children. This session aims to equip them with a basic understanding of the existing legal and policy framework around children in asylum and reception, with a basic ability to identify children's vulnerability, special needs and necessary safeguards when working with children, and to ensure age-appropriate communication.

Main target group	Asylum and reception officials (including officials interacting with children in the context of temporary protection).
Learning outcomes	<ul style="list-style-type: none">• Identify the special needs and apply the appropriate safeguards during all processes involving children in asylum contexts (procedures/reception) in line with key international, regional, and national legal and policy framework regarding the rights of children in asylum contexts• Apply a child-oriented approach and effective communication skills when interacting with children (and the accompanying stakeholders) in the asylum and reception-related contexts. This thematic session will introduce participants to the international legal framework regarding children in asylum processes
Method of delivery	Webinar
Duration	6 hours



Additional EUAA Asylum Curriculum modules

1.10. Reception of vulnerable persons: identification of vulnerability and provision of initial support (block A)

This module focuses on the concept of vulnerability in the reception context. It describes different categories of vulnerable persons, focusing on the implications of vulnerabilities for reception needs, vulnerability indicators, protective factors, and initial steps to support applicants with special reception needs, psychological first aid, and biases and how to overcome them. It also outlines how to construct objective reports describing observations on vulnerability, the basic principles of facility and room allocation for vulnerable persons, and information provision to vulnerable persons.

Main target group	Asylum and reception practitioners in direct contact with applicants for international protection in the reception system
Learning outcomes	<ul style="list-style-type: none"> • Outline vulnerability indicators, categories of vulnerable persons and the implications of applicants' vulnerabilities for special reception needs. • Apply techniques and procedures to identify asylum applicants with special reception needs and decide how to converse with them. • Initiate support for applicants with special reception needs.
Method of Delivery	Online studies and webinar
Duration	Approximately 20-30 hours of online studies followed by a 1-day webinar

1.11. Reception of vulnerable persons: needs assessment and design of interventions (block B)

This module focuses on the importance of incorporating the needs arising from applicants' vulnerabilities into decisions and actions in reception, how to conduct an assessment of special reception needs with an applicant for international protection, and how to design and review personal reception plans in the context of existing and evolving vulnerabilities. The aim of this module is to equip reception officers with an understanding of how vulnerabilities influence reception needs. Ideally, participants would have completed the module 'Reception of vulnerable persons: identification of vulnerability and provision of initial support (block A)' before starting this module.





Main target group	Reception and asylum practitioners in direct contact with applicants for international protection in the reception system.
Learning outcomes	<ul style="list-style-type: none">• Describe the potential impact of specific vulnerabilities on reception needs.• Assess applicants' special reception needs.• Design and review asylum applicants' personal reception plans in the context of existing and evolving vulnerabilities.
Method of Delivery	Online studies and webinar
Duration	Approximately 15 hours of online studies followed by a 1-day webinar.





Additional EUAA training courses

Depending on needs, Continuous Professional Development (CPD) training can be developed and delivered on topics that prove to be of immediate interest for Member States in the current context of the war in Ukraine, in particular information provision. Dedicated webinars focusing on specific aspects of information provision are currently under development and can be included in the learning portfolio in the coming months: Rumours Management, Communication in Emergencies, Information and Communication Needs Assessment.

Moreover, for experienced reception officials, thematic sessions on Identification and provision of immediate support to victims of Sexual and Gender Based Violence as well as Conflict Management can be offered.

Finally, in consideration of the highly demanding working environment and the impact on the personnel involved, a thematic session on Personal Wellbeing can also be offered.





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