

1.4.2. Operational training in Greece



In response to the continuous pressure on the Greek asylum and reception systems, EASO signed a plan to provide operational and technical assistance to Greece in 2020, based on which it continued to support the Greek authorities in a wide range of activities, mainly in the processing of applications for international protection and the enhancement of the reception system, including the training of personnel.

In 2020, EASO significantly increased the number of its personnel deployed in Greece. Almost three times as many case officers began working in close cooperation with the Greek Asylum Service (GAS), both in the hotspots and on the mainland. This created an urgent need to organise and deliver training to newly hired staff in order for them to acquire the knowledge and skills needed to perform their tasks.

The TPDC implemented the new methodology adopted for the virtual delivery of training sessions, ensuring the provision of uninterrupted training support to EASO operations in Greece.

During the year, the TPDC organised eight extensive training packages, with six of them taking place between June and September 2020. Each training package consisted of three phases:

1. training in the three EASO core modules ('Inclusion', 'Interviewing techniques' and 'Evidence assessment'),
2. operational training (focusing on the national context of the operation),
3. on-the-job coaching.

It is worth highlighting that GAS staff were actively involved in on-the-job coaching. GAS officials who had completed training on the EASO coaching methodology delivered coaching sessions for newly recruited GAS and EASO case officers together with EASO coaches. This initiative aimed to build the internal capacity of the GAS while strengthening cooperation between EASO and GAS at central and operational levels.

In a similar manner, 62 reception officials, deployed in mainland reception centres, completed the EASO 'Reception' module, which was delivered by pairs of trainers from EASO and the Greek Reception and Identification Service, a practice that will be continued in 2021.

824 participations

333 individuals

In summary, under this operating plan, 824 participations were recorded in 2020, a decrease of 7 % compared with 2019 (885 participations). The main target group was EASO interim case officers (633 participations), followed by asylum administration officials (97 participations), reception officials (77 participations) and EASO team leaders (13 participations).

Participations per target group under the operating plan for Greece in 2020

