



**AMENDMENT  
OF THE OPERATING PLAN EASO – GREECE PHASE II  
Ref.1**

The Operating Plan EASO Greece Phase II was signed on 7<sup>th</sup> March 2013 by the Executive Director of EASO and the Minister of Public Order and Citizen Protection of the Hellenic Republic.

In accordance with Article 18 paragraph 2 of the Regulation No. 439/2010 of 19 May 2010 establishing EASO and in the context of the Revised Greek Action Plan on Asylum and Migration Management, given the need to include further measures in the scope of the EASO Operating Plan to Greece Phase II, the amendments (marked in *Italics*), as described in Annex 1, are hereby agreed.

The institutions will have an appropriate institutional mechanism in place in order for them to be reimbursed by EASO on the basis of the agreed flat rate.

EASO shall send a copy of the amendment to the Members of the Management Board.

Athens and Malta, 24.04.2014

SIGNED

Executive Director  
of the European Asylum  
Support Office

Dr. Robert K. Visser

Minister of Public Order and  
Citizen Protection of the Government  
of the Hellenic Republic

Nikolaos Dendias



Annex:

**Chapter 3 - MEASURES**

(..)

All deployed experts will be allocated 2 travel days in addition to the length of their mission (e.g. 24 calendar days + 2 travel days), according to EASO MB Decision no. 16.

*Greek officials and deployed experts participating in EASO activities organised in Malta in the framework of this Operating Plan (i.e. trainings, EASO preparatory activities, EASO meetings on statistics, COI, reception etc) will be reimbursed as Category A according to EASO ED Decision no. 37. Greek officials participating in EASO activities organised in other member states in the framework of this Operating Plan (under Measure 3.5.6 – study visits) will be reimbursed as Category A according to EASO ED Decision no. 37. The amount of the flat rate for the subsistence costs shall be established on the basis of the place where the activity takes place as provided for in the Guide to missions for officials and other servants of the European Commission.*

- EASO Measure no. 3.2.1. is amended, as follows:

EASO measure 3.2.1: EASO Training of personnel	
Responsible authority	First Reception Service (FRS)
State of play	<i>FRS has one national trainer in EASO module on Inclusion, one national trainer in Interviewing Techniques, two national trainers in Interviewing Children and two national trainers in Interviewing Vulnerable Persons.</i>
Deliverable(s)	<p>All staff of the Central Reception Service (38) is trained in selected EASO training activities.</p> <p>12 Greek English-speaking trainers in FRS are trained in the following modules: International Refugee Law and Human Rights, <i>Common European Asylum System</i>, Interview Techniques, Interviewing Vulnerable Persons, Interviewing Children <i>and Module for Managers</i>.</p> <p>All staff (38) of the First Reception Service (both in the Central Service and in the First Reception Centers) is trained on International Refugee Law and Human Rights.</p> <p>Staff (number to be determined) of the First Reception Centers is trained in the following modules, depending on need and specialization: International Refugee Law and Human Rights, Interview Techniques, Interviewing Vulnerable Persons, Interviewing Children module. The staff is trained either through participation in the EASO training (online and F2F) or through seminars organized by the First Reception Service.</p>
Pre-condition(s)	<ul style="list-style-type: none"> <li>- EASO will provide the selected modules in the updated version.</li> <li>- FRS will appoint a focal point responsible for the implementation of the internal training programme.</li> <li>- Identification of Greek English-speaking trainers to be trained.</li> </ul>



	<ul style="list-style-type: none"> <li>– Identification by EASO of an adequate number of Greek-speaking coaches whenever possible.</li> <li>– New version of the Interview Techniques module is translated into Greek.</li> <li>– Interviewing Children module is translated into Greek.</li> <li>– Interviewing Vulnerable Persons module is translated into Greek.</li> </ul>
EASO support	<p>Selected online training modules will be made available in the Greek language for FRS personnel. A maximum of 3 Greek national trainers in FRS per each module, as indicated above and 1 coach, preferably Greek speaking, available during the first national training sessions. In parallel to this continuous training, any ad-hoc thematic seminars in Athens or the First Reception Centers, according to the specialization needs of the personnel in FRS will be provided (e.g. nationality establishment).</p> <p><i>Train the trainer sessions (F2F) in Malta: 6 modules/12 experts/48 calendar days/ 2013: Q2- Q4, 2014: Q1- Q4.</i></p> <p>National trainings in Greece: 5 ASTs/ 5 experts (coach)/ 15 calendar days/ 2013: Q2, Q3, Q4, 2014: Q1, Q2, Q3, Q4.</p>

- EASO Measure no. 3.2.3. – Training in the field of reception, is added in the Operating Plan, as follows:

<i>3.2.3. Tailor-made training in the field of reception</i>	
<i>Responsible authority</i>	<i>First Reception Service (FRS) (Ministry of of Public Order and Citizen’s Protection) Department for the Protection of Refugees and Asylum Seekers/ European Refugee Fund Responsible Authority (ERF RA) (Ministry of Labour, Social Security and Welfare)</i>
<i>State of play</i>	<p><i>The First Reception Service is curenly managing one First Reception centre (Fylakio), and has been mandated to operate new open accommodation centres in 2014 and further, which will also lead to a substantial increase of new (unexperieced) staff in need of training in the field of reception.</i></p> <p><i>Ministry of Labour, Social Security and Welfare/ European Refugee Fund Responsible Authority is responsible for the existing open accomodations of asylum seekers/ vulnerable groups and supervises non-governmental organizations awarded funding for accomodation and services. An assessment on training needs caried out by the European Refugee Fund Responsible Authority indicated that staff of the European Refugee Fund Responsible Authority and the NGOs require basic and further training in the field/area of reception/ open accommodation/ shelters.</i></p> <p><i>Notice is given to the fact that the EASO module on Reception which is expected to be finalized in Spring 2015.</i></p>
<i>Deliverable(s)</i>	<i>Enhance the capacity of the First Reception Service and the Ministry of Labour, Social Security and Welfares’ European Refugee Fund Responsible Authority via training of its staff, as well as NGO’s personnel implementing projects in relevant</i>



	<p><i>areas of reception, to fulfill their international obligations in the field of reception of asylum seekers/ vulnerable groups and refugees with maximum efficacy and efficiency.</i></p> <ul style="list-style-type: none"> <li>• <i>A training curriculum on reception on basic and intermediate level and a training implementation plan.</i></li> <li>• <i>Acquisition of tailor-made knowledge and skills (Staff of different institutions commonly trained on the same theme).</i></li> </ul>
Pre-condition(s)	<ul style="list-style-type: none"> <li>– <i>FRS and ERF RA will appoint a measure coordinator.</i></li> <li>– <i>FRS and ERF will provide suitable training location(s) in Athens for the face to face part of the trainings.</i></li> <li>– <i>Appointment of an interministerial coordination group of beneficiaries involved.</i></li> <li>– <i>Training will be for mixed groups of staff (ERF RA and FRS), as well employees from NGO's. Training language is English.</i></li> <li>– <i>The training outline (available in April 2014) is used for timely advertising to potential participants.</i></li> <li>– <i>FRS and ERF RA will provide 20 working days before the start of each training the list of participants (names and email addresses) in the EASO template.</i></li> </ul>
EASO support	<p><i>A preparatory meeting will be organized in Athens, in which the beneficiaries and EASO experts will further prepare the implementation of the measure.</i>  <i>1 AST/ 3 experts/ 3 calendar days/ 2014: Q2.</i></p> <p><i>Development of a tailor made:</i></p> <ul style="list-style-type: none"> <li>• <i>training on basic level for staff working in an (open) reception center/ accommodation/ shelter and the development</i></li> <li>• <i>training on intermediate level for staff working in an (open) reception centre/ accommodation/ shelter.</i></li> <li>• <i>implementation plan for both trainings for FRS and ERF RA.</i></li> </ul> <p><i>1 AST/ 3 experts /75 calendar days / 2014: Q2, Q3.</i></p> <p><i>Implementation of both trainings</i>  <i>3 ASTs/ 6 experts /30 calendar days / 2014: Q3, Q4.</i></p>

- EASO Measure no. 3.3.1. is amended, as follows:

EASO measure 3.3.1: EASO Training of personnel	
Responsible authority	Asylum Service (AS), Appeals Authority (AA)
State of play	AS and AA have one national trainer on International Refugee Law & Human Rights, 9 national trainers on Inclusion module, 13 national trainers on Interview Techniques, 7 national trainers on COI module, 5 national trainer on Evidence Assessment and 6 national trainers on Drafting and Decision Making module, 2 national trainers on Exclusion module, 2 national trainers on Interviewing Children module, and 4 national trainers on CEAS module Current staff (i.e. case workers of



	<p>AS and rapporteurs of AA currently employed) trained in the EASO modules so far is as follows: inclusion - 85 staff and interview techniques - 85 staff, evidence assessment - 80 staff, drafting and decision making - 17 staff, COI - 85 staff, interviewing vulnerable persons - 31 staff, interviewing children - 40 staff.</p>
<p>Deliverable(s)</p>	<p>All case workers (68) and staff of the Appeals Authority (16) as well as members and alternative members of the Appeals Committees (approx. 75) will be trained in selected EASO training activities. Depending on need, thematic workshops may be organized in topics such as nationality establishment.</p> <p>Greek English-speaking trainers (20) of the AS and AA, who have the requisite expertise to become trainers in the EASO modules are trained in: Inclusion, Interview Techniques, COI, Evidence Assessment, Drafting and Decision Making.</p> <p><i>7-10 Greek English-speaking middle managers of the AS and the AA to be trained in the Module for Managers (F2F in Malta scheduled for 2014: Q4).</i></p> <p>Selected case workers (15-20) are trained in the following EASO modules: Interviewing Vulnerable Persons, Dublin Regulation, Interviewing Children, Exclusion (currently not available in Greek), with national trainings held in Greece.</p> <p>All staff (registration/administrative/caseworkers) for a total of around 200 persons is trained in International Refugee Law and Human Rights Law module and the Asylum Procedure module (not available in Greek) through seminars organized in-house by the AS.</p>
<p>Pre-condition(s)</p>	<ul style="list-style-type: none"> <li>- EASO will provide the selected modules in the updated version.</li> <li>- AS will appoint a focal point responsible for the implementation of the internal training programme.</li> <li>- Identification of Greek English-speaking trainers to be trained.</li> <li>- Identification by EASO of an adequate number of Greek-speaking coaches whenever possible.</li> <li>- New version of the Interview Techniques module is translated into Greek.</li> <li>- Interviewing Children module is translated into Greek.</li> <li>- Interviewing Vulnerable Persons module is translated into Greek.</li> </ul>
<p>EASO support</p>	<p>Selected on-line training modules will be made available in the Greek language for AS and AA personnel; A maximum of 2 Greek national trainers will be made available per each module and 1 coach, preferably Greek-speaking, available during the first national training sessions.</p> <p><i>Train the trainer sessions (F2F) in Malta: 5 modules/36 experts/80 calendar days/ 2013: Q2- Q4, 2014: Q1- Q4.</i></p> <p><i>Train the trainer session (F2F) in Malta: 1 module/10 experts/48 calendar days/ 2014: Q4.</i></p> <p>National trainings in Greece: 5 ASTs/ 5 experts (coach)/ 15 calendar days/ 2013: Q2, Q3, Q4, 2014: Q1, Q2, Q3, Q4.</p>

- EASO Measure no. 3.3.2. is amended, as follows:

EASO measure 3.3.2: Setting up a country of origin information database	
Responsible authority	Asylum Service
State of play	The Asylum Service is staffing its unit on Training, Documentation and Quality Assurance, which will include the capacity of providing up-to-date and relevant country of origin information to 1 <sup>st</sup> instance caseworkers, the staff secretariat of the Appeals Authority and the 19 Appeal Committees of the Appeal Authority.
Deliverable(s)	<ul style="list-style-type: none"> <li>– Based on the needs assessment and the action plan prepared by the Asylum Service, a blueprint for platform is created to respond to queries from caseworkers and to archive these queries.</li> <li>– One workshop on the technical know-how of setting up a national COI database is organised.</li> </ul>
Pre-condition(s)	<ul style="list-style-type: none"> <li>– Appointment of a focal point.</li> <li>– Appointment of staff responsible for subject-related topics.</li> <li>– Appointment of a national representative in the EASO Strategic COI Network</li> <li>– Appointment of a national representative for the EASO Common Portal Administrators Network</li> </ul>
EASO support	<p><i>Meetings in Malta: participation of EL delegates as A-category in EASO COI-related activities.</i></p> <p>1 AST/ 2 experts/ 20 calendar days / 2013: Q2</p>

- EASO Measure no. 3.5.1. is amended, as follows:

EASO measure 3.5.1: Assistance of an expert for the collection and analysis of statistical data	
Responsible authority	Aliens Division / Hellenic Police Headquarters Asylum Service
State of play	<p>The Asylum Application Database of the national Police Network has been updated and a new circular of the Chief of Police has been disseminated to the responsible Police Authorities and the Secretariat of the Appeal Committees regarding the obligatory registration of the stages of the asylum procedure. It will be used along with the new tools of data-collecting and processing of applications, in order to respond to statistical queries.</p> <p>Meanwhile, the new Asylum Application to be used by the Asylum Service is complete by 95 per cent; this new software will allow the production of all required statistical reports.</p>
Deliverable(s)	<ul style="list-style-type: none"> <li>– Evaluate the results of the relevant Actions of OP Phase I (AST 3.4.1- Assistance of Screening, Backlog and IT Experts as a Short Time Measure) and</li> <li>– cooperate with the relevant stakeholder in order to provide an advice to</li> </ul>



	improve the statistical data produced and facilitate the comparison mechanism to the statistical data produced by the Asylum Application Database of the national Police Network.
Pre-condition(s)	<ul style="list-style-type: none"> <li>– Aliens Division will appoint a focal point who will cooperate with the EASO expert.</li> <li>– Asylum Service will similarly appoint a focal point.</li> <li>– Appointment of a national representative in the EASO Group for the Provision of Statistics (so-called EASO GPS-Network).</li> <li>– 2 Greek statistical experts are identified (with knowledge on the development of tools for the provision of statistical reports and the implementation of a systematic data-analysis process).</li> </ul>
EASO support	<p><i>Meetings in Malta: participation of EL delegates as A-category in EASO data collection and analysis-related activities.</i></p> <p>1 AST/ 2 experts/ 10 calendar days/ 2013: Q3.</p>

- EASO Measure no. 3.5.6. is amended, as follows:

3.5.6. Study visits of the Greek institutions in the field of asylum and reception to EU Member States	
Responsible Authority	<i>Hellenic Police, First Reception Service, Asylum Service, Appeals and the Department for the Protection of Refugees and Asylum Seekers (Ministry of Labour, Social Security and Welfare).</i>
State of play	The Greek authorities underline the importance of internal and external cooperation, would like to benefit from the experiences in other MS and network with their colleagues in the field better.
Deliverable(s)	<i>5 study visits are organised in order for the personnel of the above mentioned Ministries to benefit from the experiences in other Member States, expanding their institutional network and strenghten further their bilateral relations with the relevant institutions in other Member States.</i>
Pre-condition(s)	<ul style="list-style-type: none"> <li>– Appointment of a measure .</li> <li>– <i>Establishing an interministerial coordination group, in case the beneficiaries opt for a common study visit.</i></li> </ul>
EASO support	<p><i>EASO will facilitate the contacts between EL and the MS, in order for improved connection, positioning and visibility of the beneficiaries with their partners in the EU, as wel as exchange of best practices on common issues to be achieved.</i></p> <p><i>EASO will provide funding and logistical support, including advising on best-practice cases and Member States to be most usefully visited and liaising with those member States with a view to organize the study visits.</i></p> <p><i>4 study visits/ max. 6 participants per study visit of max. 3 days/ 72 calendar days/ 2013: Q2- Q4, 2014: Q1- Q4.</i></p>



- EASO Measure no. 3.5.8. Capacity building in the field of external funding, in the context of the Asylum, Migration and Integration Fund, is added in the Operating Plan, as follows:

<i>3.5.8. Capacity building in the field of external funding, in the context of the Asylum, Migration and Integration Fund</i>	
<i>Responsible Authority</i>	<i>First Reception Service</i>
<i>State of play</i>	<p><i>The First Reception Service of Greece under the responsibility of the Ministry of Public Order and Citizen Protection was established by Law 3907/2011. Its objective is the efficient management of third-country nationals who enter the country illegally, by subjecting them to first reception procedures in a context of respect of human dignity. Thus, all third-country nationals found to have entered the country without legal formalities are subjected to first reception procedures, including: a) the verification of their identity and nationality, b) their registration in a national database, c) their medical control and the provision of any necessary health care and psychosocial support, d) information about their rights and obligations, in particular the conditions under which they can be placed under international protection and e) special care for those belonging to vulnerable groups.</i></p> <p><i>According to Articles 8 and 8A of the above mentioned Law, the First Reception Service consists of the Central First Reception Service, the First Reception Centers (FRC), the Mobile Units (MU) and the Open Reception Facilities (ORF).</i></p> <p><i>The FRS is building up its capacity in the field of managing external funding.</i></p>
<i>Deliverable(s)</i>	<p><i>Assist the FRS in establishing an efficient set of processes and procedures to build a solid framework that will ensure sound financial management and good absorption of various streams of EU funding. More specifically:</i></p> <ul style="list-style-type: none"> <li><i>- Build capacity in the management of projects under the funds, through the sharing of knowledge, expertise and best practice, in order to assist with the selection of the most efficient management processes and with their adaptation to national requirements.</i></li> <li><i>- Support the FRS through the implementation of workflows, forms, processes and procedures adopted.</i></li> <li><i>- Support the FRS throughout the implementation of the Grant Agreement under direct funding from SOLID Community Actions/Emergency Actions under the External Borders Fund, the implementation of EEA Grants, Structural Funds, AMIF and ISF funds. More specifically:</i> <ul style="list-style-type: none"> <li><i>- Support the programming and project implementation activities of the FRS;</i></li> <li><i>- Assist the FRS in drafting applications to access financing from Structural Funds, AMF and ISF;</i></li> <li><i>- Strengthen the capacity and methodology for the identification of needs and long term planning for relevant actions and projects;</i></li> <li><i>- Reinforce project management knowledge;</i></li> <li><i>- Improve the procedure of selection of projects to be co-financed for funding (i.e. organisation of call for proposals, internal selection procedures for the executing body mode, possible outsourcing through technical support);</i></li> <li><i>- Reinforce the monitoring and control activities of the FRS concerning the implemented projects, including procurement procedures and a possible revision</i></li> </ul> </li> </ul>





	<p><i>of the costs claim budgets in order to improve their content and ensure better absorption of the funds in compliance with the regulatory framework;</i></p> <ul style="list-style-type: none"> <li>- <i>Improve the implementation framework for projects, including review of the legal and management framework of the FRS;</i></li> <li>- <i>Review and streamline financial management procedures in order to accelerate absorption of funds and timely payment to final beneficiaries;</i></li> <li>- <i>Simplify administrative practices and internal workflows for preparation of procurement documents; and</i></li> <li>- <i>Make an impact evaluation, risk analysis, and ensure processes optimisation.</i></li> </ul>
<i>Pre-condition(s)</i>	– <i>Appoint of a measure coordinator</i>
<i>EASO support</i>	<p><i>Asylum, Migration and Integration Fund (AMIF) and Internal Security Fund (ISF):</i>            1 AST/ 1 expert/ 52 calendar days/ 2014: Q2            1 AST/ 1 expert/ 55 calendar days/ 2014: Q3</p>
	<p><i>Structural Funds:</i>            1 AST/ 1 expert/ 52 calendar days/ 2014: Q2            1 AST/ 1 expert/ 55 calendar days/ 2014: Q3</p>
	<p><i>European Economic Area Grants (EEA Grants):</i>            1 AST/ 1 expert/ 52 calendar days/ 2014: Q2            1 AST/ 1 expert/ 55 calendar days/ 2014: Q3</p>
	<p><i>Direct funding by the European Commission using the European Border Fund in the context of its use for reception actions:</i>            1 AST/ 1 expert/ 52 calendar days/ 2014: Q2            1 AST/ 1 expert/ 55 calendar days/ 2014: Q3</p>