

**Good practice  
in validation of learning outcomes**

Greece

**Qualification "Private Security Personnel"**



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of Poland

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**Good Practice in the validation of learning outcomes. Greece. Qualification "Private Security Personnel".**

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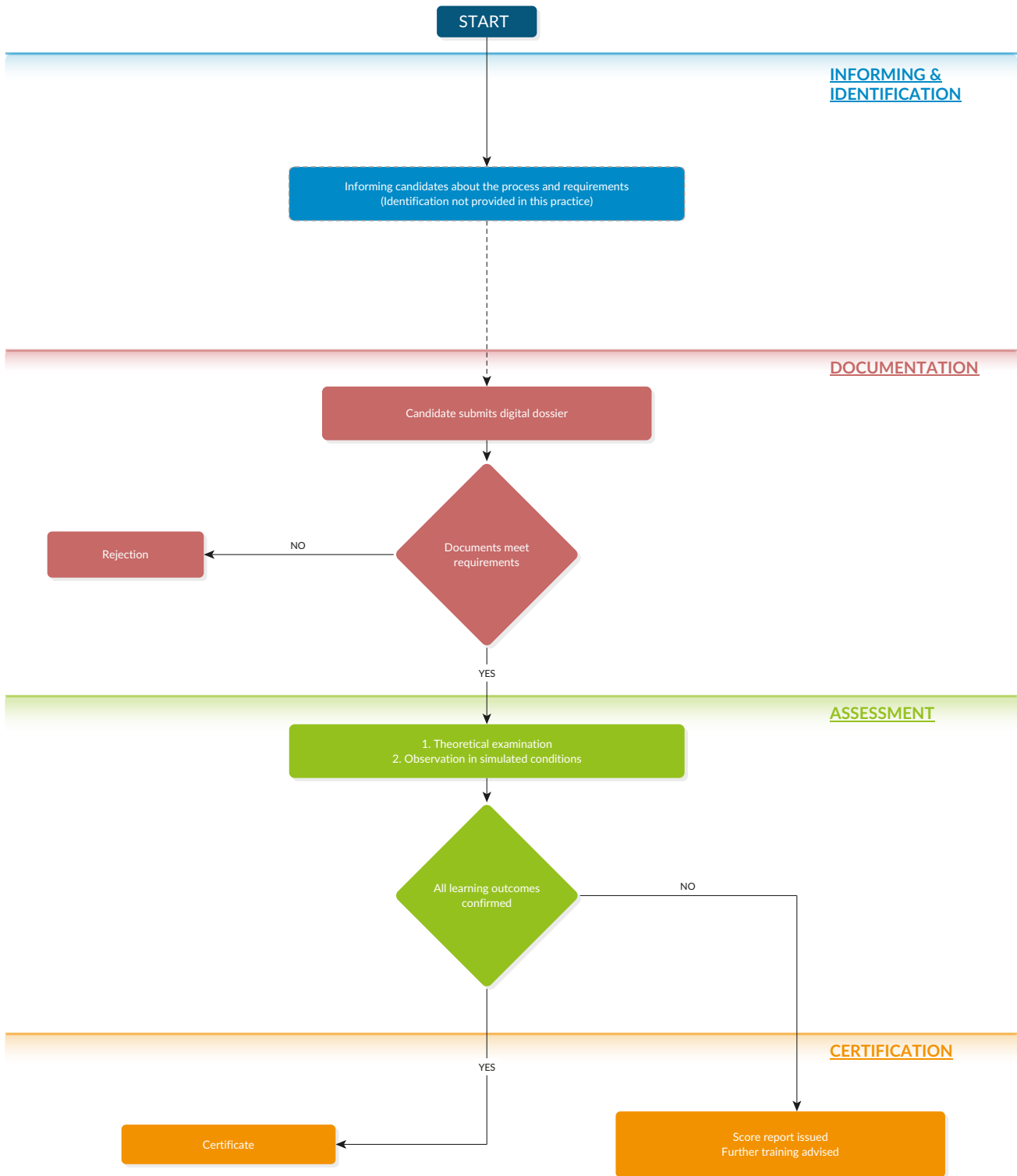
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## 1. Country, institution name

- Greece
- K.E.M.E.A.: Centre for Security Studies under the auspices of the Ministry of Civil Protection and Public Security; E.O.P.P.E.P.: National Organisation for the Certification of Qualifications and Vocational Guidance

## 2. Institution website

<https://kemea.gr>; [www.eoppep.gr](http://www.eoppep.gr)

## 3. Qualifications

### Private Security Personnel

**Hellenic Qualifications Framework** (Εθνικό Πλαίσιο Προσόντων - ΕΠΠ) – Level 3.

**European Qualifications Framework** (EQF) – Level 3.

## 4. Short description of the validation process

The good practice presented from Greece describes a centralised system for the validation of non-formal and informal learning outcomes for the qualification of **Private Security Personnel (HQF/EQF Level 3)**. The process is managed jointly by the **National Organisation for the Certification of Qualifications and Vocational Guidance (E.O.P.P.E.P.; gr. Εθνικός Οργανισμός πιστοποίησης προσόντων και επαγγελματικού προσανατολισμού)** and the **Centre for Security Studies (K.E.M.E.A.; gr. Κέντρο Μελετών Ασφαλείας)** under the regulatory framework established by the Ministerial Decree DP/11556/2022.

Unlike many European models, the Greek system does not provide for a formal **identification** phase; the process commences directly with **documentation**, requiring candidates to submit a digital dossier confirming eligibility, including proof of citizenship, secondary education and successful completion of a mandatory 105-hour Basic Training Programme at a certified provider. The **assessment** phase consists of a dual-component national examination: a 60-minute computer-based theoretical test of 20 multiple-choice questions drawn from a validated bank of approximately 300 items, and a scenario-based lasting 10 to 20 minutes, assessed by a panel of industry experts. To pass, candidates must achieve an arithmetic mean of at least 10/20 across both components. Successful candidates proceed to **certification**, with the Certificate of Proficiency issued digitally via the E.O.P.P.E.P. platform using TAXISnet/myAADE authentication. The certificate constitutes a mandatory legal prerequisite for obtaining a professional licence from the Hellenic Police and remains valid for five years.

## 5. Detailed description of the validation process

### Identification of learning outcomes

Under the regulatory framework established by **Ministerial Decree DP/11556/2022**, the identification phase is not provided for. Unlike other European models that offer preliminary counselling or self-assessment tools to identify prior non-formal or informal learning, the Greek system assumes that all candidates have already acquired the necessary competencies through the **mandatory 105-hour Basic Private Security Personnel Training Programme**. This reflects a policy choice to ensure a uniform baseline of competence across the high-stakes security sector.

### Documentation of learning outcomes

The documentation phase constitutes the formal initiation of the validation process. As the identification stage is not provided for under the current regulatory framework established by Ministerial Decree DP/11556/2022, this phase represents the point at which candidates first enter the system. It is a strictly regulated administrative procedure designed to verify that all applicants meet the mandatory legal prerequisites for professional licensure prior to assessment.

Candidates are required **to submit a comprehensive digital dossier exclusively via e-mail** to the **Centre for Security Studies (K.E.M.E.A.)**. The dossier must include the following documents:

- **proof of citizenship** as a Greek, ethnic Greek (*Homogeneis*) or EU national;
- **proof of age and education**: documentation confirming the candidate is at least 18 years of age and holds a compulsory secondary education degree, such as a gymnasium diploma or its equivalent;
- **mental health certificate** issued by a psychiatrist;
- **training certificate**: an official document confirming the successful completion of the **105-hour mandatory Basic Training Programme** at a K.E.M.E.A. - certified Lifelong Learning Centre (K.D.V.M. - *Κέντρα Δια Βίου Μάθησης*);
- **TAXISnet/myAADE credentials** for registration via the national digital infrastructure, together with receipts confirming payment of the **mandatory administrative fees totalling 150 EUR**, allocated as 100 EUR to E.O.P.P.E.P. for certification and registry management and 50 EUR to K.E.M.E.A. for examination organisation (data for the year 2026).

Once the file has been submitted, it undergoes a verification process combining **automated cross-checking** of submitted data against national civil and education registries with **manual audits** and random sampling of applications to ensure the authenticity of all information provided. This verification cycle typically spans five to ten working days.

### Assessment of learning outcomes

The assessment phase comprises a dual-component examination designed to evaluate both the theoretical knowledge and practical competencies of the candidate.

#### Theoretical component

The theoretical examination is administered as a standardised, computer-based test conducted at an accredited examination centre. It is designed to verify the candidate's knowledge of the regulatory, operational and technical standards applicable to the private security sector.

#### Practical component

The practical examination takes the form of an observation in simulated conditions conducted in a controlled environment. It is designed to assess the candidate's ability to apply professional competencies in conditions reflecting real-world security scenarios.

#### Accessibility for candidates with additional needs

Candidates with a documented disability of 67% or higher (including visual or motor impairments, autism or learning disabilities such as dyslexia) may opt for an **oral examination** in place of the written multiple-choice test. Candidates with severe hearing or speech impairments are permitted to use the services of a sign language interpreter.

#### Certification

Following the examination, candidates who achieve an arithmetic mean of at least 10/20 across both components receive the **Certificate of Proficiency** (*Gr. Vevaiosi Eparkeias*). The certificate is issued digitally via the E.O.P.P.E.P. platform using TAXISnet/myAADE authentication. It constitutes a mandatory prerequisite for obtaining a Category a or B Work Permit issued by the Hellenic Police and remains valid for five years. In the

event of a negative outcome, candidates receive a score report identifying weak domains and are advised to retake the examination after further training.

## 6. Validation methods

### Theoretical examination – digital platform

The primary tool for assessing theoretical knowledge is the **dedicated E.O.P.P.E.P. – K.E.M.E.A. digital platform**, a secure and standardised assessment environment. The platform manages the full examination lifecycle, including candidate registration, identity verification, time-controlled examination sessions and the storage of results. The examination consists of a **60-minute computer-based test** comprising **20 multiple-choice questions** drawn via a **randomised electronic lottery** conducted on the morning of the examination from a publicly accessible **Validated Question Bank** of approximately **300 items**. The question bank is updated biannually to reflect emerging threats such as drone-based surveillance and cyber-physical attacks on critical infrastructure. The platform employs advanced security protocols, including **remote proctoring, IP logging and anti-cheat algorithms**, to safeguard the integrity of the examination process. Additionally, the platform offers optional **self-assessment tests**, allowing candidates to familiarise themselves with the examination format, practise answering similar questions and receive immediate automated feedback on their performance prior to the official examination date.

### Observation in simulated conditions

Conducted in specially equipped assessment rooms in small groups of **two to three candidates**, enabling examiners to observe teamwork and stress response under controlled conditions. Assessors - industry experts drawn exclusively from the **K.E.M.E.A. Registry of Partners** or the **E.O.P.P.E.P. Registry of Assessors** - evaluate candidates' responses to simulated crisis scenarios using **standardised checklists** and purpose-built simulation equipment, including **mock CCTV consoles**, access control system mock-ups and **AED mannequins and trauma dressings** for medical scenario evaluations. Candidates must respond to **role-play scripts** representing real-world security situations, such as armed robberies, medical emergencies or fire evacuations, demonstrating sound legal judgement, communication skills and operational readiness. All sessions are **audio and video recorded** in dedicated rooms; these recordings are preserved to provide objective evidence for **quality assurance audits** and to facilitate the formal **appeals process** should a candidate contest their result.

### Online documentation procedures

The entire documentation phase is conducted digitally. Candidates submit their dossier exclusively via e-mail to K.E.M.E.A., after which data verification is performed automatically through cross-checking against **national civil and education registries**, supplemented by manual audits and random sampling of applications. Identity authentication at both the registration stage and upon downloading the digital certificate requires login via **TAXISnet/myAADE** — the national digital infrastructure for personalised access to the Independent Authority for Public Revenue (IAPR). Candidates are notified of their specific examination slot and venue by **automated SMS** at least five days in advance, with additional status updates communicated via e-mail throughout the validation cycle.

## 7. Validation results

Validation may result in one of three possible outcomes:

- **Full qualification:** upon achieving an arithmetic mean of  $\geq 10/20$  across both examination components, the candidate receives an HQF/EQF Level 3 Certificate of Proficiency, which is a mandatory prerequisite for professional licensure; the certificate remains valid for five years;
- **Partial recognition of learning outcomes:** the regulatory framework permits partial or modular awards (e.g. first aid) for renewal purposes, but this option has not yet been operationalised for initial certification;

- **Negative result:** candidates who do not pass receive a score report identifying weak domains and a recommendation to retake the examination after further training; no formal remediation counselling is mandated.

## 8. Human resources

The validation ecosystem for private security personnel in Greece involves three distinct categories of practitioners. Their profiles, competences and responsibilities are strictly defined by Ministerial Decree DP/11556/2022 and the institutional standards of E.O.P.P.E.P. and K.E.M.E.A..

### Counsellors

As the identification phase is not provided for under the current regulatory framework, the role of counsellors is limited to providing **procedural information** regarding eligibility requirements and documentation submission. These are typically administrative staff at accredited Lifelong Learning Centres (K.D.V.M.) or E.O.P.P.E.P. regional offices, and do not require specialist security-sector training.

### Assessors (examiners and evaluators)

Assessors are responsible for directly **evaluating candidates' theoretical knowledge and practical competencies**. They are drawn exclusively from the **K.E.M.E.A. Registry of Partners** or the **E.O.P.P.E.P. Registry of Assessors**. Professional profiles include active or retired Hellenic Police officers (minimum rank of Sergeant), senior security managers with over ten years of operational experience, legal professionals or psychologists. Minimum requirements comprise a **tertiary degree** in a relevant field (law, criminology, pedagogy, etc.) and at least five years of professional or teaching experience. Assessors are required to complete a mandatory **40-hour assessor certification programme** and 16 hours of annual continuing education.

### Administrative and logistical staff

The logistical integrity of the process is maintained by Examination Centre Managers (tertiary degree and five years of experience), Secretaries (advanced ICT skills) and Supervisors/Proctors responsible for ensuring procedural compliance and reporting deviations to E.O.P.P.E.P. All persons involved in validation are required to sign **declarations of non-conflict of interest** (covering family relationships up to the 3rd degree with a candidate, or professional ties to the training provider or security service company) and are subject to annual performance reviews.

## 9. Organizational and material conditions

### Timeframe

The full validation cycle typically spans **45 to 60 days** from application submission to certificate issuance:

- **documentation review** – 5 to 10 working days;
- **examination scheduling** – within 30 days of application approval;
- **publication of results** – within 10 days of the examination;
- **digital certificate issuance** – immediately upon confirmation of a successful result.

### Digital infrastructure

The process is deeply integrated into Greece's national digital governance infrastructure. The E.O.P.P.E.P. platform employs **end-to-end encryption** for managing assessments and hosting the National Registry of Certified Professionals. Login via TAXISnet/myAADE is mandatory for registration and digital certificate download. An automated SMS and e-mail notification system provides candidates with examination slot alerts and status updates throughout the process.

### Spatial requirements for examination centres

Accredited examination centres must meet strict requirements: testing rooms must be soundproof and equipped with active surveillance; centres must provide separate, dedicated waiting and examination areas to prevent candidate collusion; all facilities must comply with national **NAAD** (National Accessibility Authority for Disabled) **accessibility standards** for candidates with disabilities.

To assess practical competencies, centres are equipped with simulation stations (mock CCTV consoles and access control systems), emergency kits (first aid mannequins, AED trainers, trauma dressings) and mandatory audio and video recording devices in all assessment rooms.

## 10. Quality assurance

Quality assurance of the validation of learning outcomes is fully integrated into the broader quality management system for vocational education and training in Greece. Every stage of the process – from documentation to certification – is carefully monitored and subject to continuous improvement.

### Monitoring and on-site inspections

E.O.P.P.E.P., in collaboration with K.E.M.E.A., conducts systematic monitoring of the entire examination lifecycle. A key component is the conduct of **on-site, sample-based inspections covering at least 30% of all examination and evaluation centres**, which may take place on any working day during the examination period.

### Internal and external evaluation

E.O.P.P.E.P. holds Level 1 certification of the **European Foundation for Quality Management (EFQM)**, which mandates annual satisfaction surveys for all participants. External evaluation is conducted by the **Hellenic Quality Assurance and Accreditation Agency (ADIP)** on a biennial basis. The entire framework is governed by the **National Quality Assurance Framework for Lifelong Learning** - known as “π3”: ποιότητα, πάντα και παντού (gr. quality, always, everywhere), ensuring that vocational education and training outcomes are measurable and aligned with the “Europe 2020” strategy.

### Appeals process

The appeals process is strictly regulated under **Article 12 of Ministerial Decree DP/11556/2022**. Candidates have the right to file a written appeal within 10 days of the official publication of results via the E.O.P.P.E.P. platform. Appeals are adjudicated by a **tripartite committee** comprising representatives of E.O.P.P.E.P. and K.E.M.E.A. and an independent legal expert; the committee’s decisions are binding and must be published within 20 days. Candidates may also request a photocopy of their answer sheets within one month of the results publication.

### Data collection and decision-making

E.O.P.P.E.P. maintains a dedicated **Validation Process Database**, which tracks pass/fail rates by region, age and gender, question difficulty indices and assessor scoring variance. This data is reviewed monthly by the **Joint Technical Committee**, which uses these insights to refine examination standards and align curricula with emerging security threats such as drone surveillance and cyber-physical attacks.

### Improving staff competences

All examiners and supervisors must complete an initial **40-hour assessor certification programme** and 16 hours of annual continuing education covering topics such as PTSD interventions and modern crisis management. The [Observatory for the Transition of VET Graduates to the Labour Market](#) serves as a key feedback loop, linking certification outcomes to national employment data to support the ongoing refinement of the Occupational Profile for Private Security Personnel.

## 11. Financing

### Costs incurred by the applicant (data for the year 2026)

The primary financial burden rests on the candidate. The total mandatory examination fee is **150 EUR** (100 EUR payable to E.O.P.P.E.P. for certification and registry management, and 50 EUR to K.E.M.E.A. for examination organisation). Beyond these administrative fees, candidates must self-fund the mandatory 105-hour Basic Training Programme at accredited providers, with market prices typically ranging from **300 to 500 EUR**. Additionally, a **30 EUR administrative fee** is charged by the Hellenic Police for the issuance of the professional work permit (Category a or B).

### Public funding and national resources

E.O.P.P.E.P. operates as a self-funded entity of private law, making applicant fees essential to the sustainability of the certification infrastructure. The core operational budgets of K.E.M.E.A. and E.O.P.P.E.P. are, however, supported by the Greek state through their respective ministries. A key national resource is the **Public Employment Service** (gr. Δημόσια Υπηρεσία Απασχόλησης - DYP), which provides fully subsidised training for unemployed candidates, often including a training allowance (e.g. 525 EUR), effectively reducing the individual's costs to the examination and licence fees alone.

### Stakeholder and EU support

Private security service companies (gr. Ιδιωτικές Επιχειρήσεις Παροχής Υπηρεσιών Ασφαλείας - I.E.P.Y.A.) frequently reimburse fees for employed personnel. Regarding European Union funding, while no direct grants are available for certification examinations, the system benefits from significant indirect support through **ESF+ programmes**, which finance DYP training vouchers and the digital infrastructure underpinning the TAXISnet-integrated national registry and digital certificate issuance.

## 12. Context of good practice

### Local level

The validation of private security personnel is carried out through a strategic partnership between two specialised national institutions.

**The Centre for Security Studies (K.E.M.E.A.)** was established under Law 3387/2005 and operates as the scientific and research arm of the **Ministry of Citizen Protection**, functioning as a national think tank for security policy. Based in Athens, K.E.M.E.A. employs approximately 120 researchers, trainers and policy advisors. It is a member of prominent European networks, including **ENISA** (European Union Agency for Cybersecurity) and **EC3** (European Cybercrime Centre), and serves as the National Contact Point for the protection of European Critical Infrastructures (ECIs).

**The National Organisation for the Certification of Qualifications and Vocational Guidance (E.O.P.P.E.P.)** is the statutory national authority under the **Ministry of Education and Religious Affairs**, responsible for managing the Hellenic Qualifications Framework (HQF) and certifying non-formal and informal learning. E.O.P.P.E.P. employs approximately 200 staff members nationwide and is affiliated with international bodies including **ENIC-NARIC** and **EQAVET**. Both institutions coordinate their efforts through a Joint Technical Committee that meets on a monthly basis.

### National level

The Greek validation system has undergone a structural transition from a traditional, input-based educational model to a centralised, learning-outcomes-based framework. Key legislative milestones include:

- Law 2518/1997 provided the foundational legal parameters for Private Security Service Companies (I.E.P.Y.A.); Law 3387/2005 established K.E.M.E.A. as the scientific foundation for security standards.
- Law 3879/2010 officially integrated non-formal and informal learning into the national system; in 2011, E.O.P.P.E.P. was created through the merger of three predecessor organisations to centralise oversight of both training infrastructure and certification outputs.
- December 2015: the HQF was successfully referenced to the European Qualifications Framework (EQF), establishing the actual currency required for professional mobility across the EU.
- Ministerial Decree DP/11556/2022 and Law 4957/2022 modernised assessment protocols, mandated the 105-hour training benchmark and formally integrated security certifications into HQF Level 3.
- FEK B' 3151/2024 refined digital governance and renewal protocols.

The framework is characterised as incomplete by European standards owing to the absence of an identification stage – the process commences directly with documentation and assessment.

## 13. Comments

### Strengths of the current system

The primary strength of the existing framework is its **successful alignment with international standards**: the referencing of the HQF to the EQF ensures that the Level 3 certificate carries the currency required for professional mobility across the EU. This is reinforced by the **dual-component rigour** of the assessment process, combining a randomised theoretical examination with an observation in simulated conditions.

The system also benefits from extensive **digital integration**, with TAXISnet-based identity verification and immediate digital certificate issuance significantly enhancing transparency and reducing administrative wait times. These operational strengths are underpinned by a unique **institutional synergy** between K.E.M.E.A. (scientific research and industry expertise) and E.O.P.P.E.P. (national accreditation and quality assurance).

### Limitations

- Potential introduction of an identification stage: currently, every candidate is required to complete the mandatory 105-hour training programme; this approach does not account for prior learning, including, for example, military or police service;
- Implementation of modularisation: whilst the regulatory framework formally permits the award of partial or modular certificates, this option has not yet been operationalised for initial certification, which limits the flexibility of individual professional development pathways;
- Expansion of the network of assessment centres: the current concentration of examination centres in large urban areas generates additional travel and financial costs for candidates from remote rural regions and the islands;
- Promotion of the validation of non-formal and informal learning outcomes: a persistent societal preference in Greece for traditional attendance-based formal education at the expense of the recognition of non-formal and informal learning outcomes.

### Possible improvements and recommendations

- Development of pilot Recognition of Prior Learning (RPL) pathways, specifically designed for veterans and former security forces personnel, enabling them to bypass portions of mandatory training on the basis of verified existing competencies.
- Operationalisation of modular certification, allowing for the acquisition of specialised units (e.g. cybersecurity add-ons, advanced first aid) without the need to repeat a full certification cycle.
- Improved accessibility through the deployment of mobile examination units to remote regions and islands, ensuring greater equity and workforce diversity.
- Integration of AI-driven advanced analytics into the E.O.P.P.E.P. Validation Process Database to enable predictive competency mapping.

- Reform of the practitioner role at Lifelong Learning Centres, transitioning from purely administrative tasks to active counselling and guidance, helping candidates identify skill gaps prior to the formal assessment phase.

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