

Training Regulations - CERTH Lifelong Learning Centre

1. INTRODUCTION

The CERTH Lifelong Learning Centre (CERTH LLC) is a nationally licensed Lifelong Learning Centre, operating under the institutional framework of EOPPEP (National Organization for the Certification of Qualifications & Vocational Guidance) and the relevant legislation on non-formal adult education.

It is a unit of CERTH dedicated to the development of training, further education, and specialisation programmes, aiming at knowledge transfer, skills enhancement, and the connection of research with society and the labour market.

CERTH LLC operates as a provider of education and dissemination of know-how, leveraging CERTH's knowledge and research experience to strengthen human capital and promote innovation and lifelong learning.

These Training Regulations define:

- the core operating principles of the Centre,
- the rights and obligations of learners and trainers,
- the terms of participation, assessment, and certification,
- as well as the quality assurance procedures.

The implementation of these Regulations ensures the transparency, consistency, and reliability of CERTH LLC's educational activities, in accordance with the applicable operational framework for Lifelong Learning Centres and the standards of the National Organization for the Certification of Qualifications & Vocational Guidance (EOPPEP).

2. REGISTRATION AND PARTICIPATION

Participation in CERTH LLC programmes takes place through a transparent and organised registration process, which ensures clear information and equal participation conditions for all interested parties.

2.1 Registration Procedure

Interested parties submit an application for participation via the registration form available on the CERTH LLC website (training.certh.gr).

Following processing and approval of the application by the Secretariat, registered participants receive an email containing:

- confirmation of participation,
- access credentials to the CERTH LLC educational platform,
- and detailed instructions for attending the programme.

Access to the courses and educational material is provided through the CERTH LLC educational platform, using personal credentials that are sent following registration confirmation.

2.2 Supporting Documents for Participation

Depending on the subject and level of specialisation of the programme, supporting information or documents (such as academic qualifications) may be requested in order to ensure that the programme matches the level and needs of the participants.

Registration is considered final after verification of the submitted information and the sending of the participation confirmation by the Secretariat of CERTH LLC.

2.3 Financial Obligations

Participation in CERTH LLC programmes requires the timely payment of tuition fees, as defined for each programme.

Payment is made through the CERTH accounting office to a bank account notified to participants upon registration.

Matters concerning postponements, cancellations, and refunds of tuition fees are governed by the provisions of these Regulations.

2.4 Right to Participate and Selection

Adults who meet the participation requirements related to the subject of each programme are eligible to participate in CERTH LLC programmes.

The selection of participants is carried out using transparent and documented criteria, which may include:

- level of education,
- relevance of studies or professional activity,
- relevant professional experience,
- social or other specific criteria.

In cases of a high number of applications, a priority order is observed or an evaluation procedure is applied based on the above criteria.

The evaluation procedure is carried out in an objective and documented manner, in accordance with the characteristics of each programme.

CERTH LLC reserves the right of final selection of participants.

2.5 Minimum Number of Participants

The delivery of each programme requires the enrolment of a minimum number of registered learners, which is determined on a case-by-case basis by CERTH LLC, based on the educational and organisational needs of each programme, and is communicated to interested parties before the start of the programme, through the programme description and/or by direct communication.

If the minimum required number of participants is not reached, the programme may be postponed, rescheduled, or cancelled.

2.6 Cancellations, Postponements, and Refunds

In the event of cancellation or postponement of a programme by CERTH LLC, registered learners are informed before the start of the programme by any appropriate means.

In such cases, tuition fees paid are refunded in full or credited towards participation in a subsequent cycle of the same or another CERTH LLC programme, based on the Centre's established procedures.

In the event of cancellation of participation by the learner, relevant requests are examined on a case-by-case basis, based on the applicable operational framework of CERTH LLC.

2.7 Information for Learners

The duration of programmes, the terms of participation, the deadlines for completion of activities, as well as the terms of access to the educational material are defined in the Guide of each programme.

Registered learners are informed in a timely manner of any necessary information concerning the delivery of the programme, through the educational platform and/or by direct communication from CERTH LLC.

3. LEARNER RIGHTS

CERTH LLC ensures equal opportunities for participation, access to knowledge, and support throughout their studies for all learners.

The educational process is based on the principles of respect, transparency, quality, and continuous improvement.

3.1 Equal Access and Participation

CERTH LLC ensures equal access to its programmes for all interested parties, promoting inclusion and diversity in adult education.

Programmes are designed with flexibility, offering synchronous and asynchronous learning options in order to meet the needs of different groups of learners.

3.2 Information and Guidance

CERTH LLC provides valid and reliable information on all its programmes, ensuring transparency and trust in the learning process.

Learners are entitled to full information regarding:

- the content and duration of the programme,
- the teaching and assessment methods,
- the expected learning outcomes,
- and their rights and obligations within the framework of the Training Regulations.

Administrative and technical support is also provided throughout the duration of their participation.

The Centre cultivates an educational environment of cooperation, respect, and equal treatment, in which every learner has the opportunity to develop their skills.

3.3 Personal Data Protection

All personal data of learners is kept and processed in accordance with the General Data Protection Regulation (GDPR) and CERTH's privacy policy.

CERTH LLC is committed to using the data exclusively for purposes related to the educational process and to safeguarding it securely.

At the same time, it promotes the principles of academic integrity, equal treatment, and accessibility for all learners.

3.4 Certificates of Completion and Attendance

Upon completion of the requirements of each CERTH LLC programme, the relevant certificate is awarded, in accordance with the terms and conditions set out in Chapter 5 of these Regulations and in the Guide of each programme.

In cases where all the requirements for successful completion are not met, a Certificate of Attendance may be issued, in accordance with the provisions of the respective programme.

3.5 Feedback and Participation in Improvement

Upon completion of each educational programme, learners participate in the programme evaluation process through the CERTH LLC educational platform.

The evaluation process is carried out anonymously and confidentially, so that feedback can be used objectively for the continuous improvement of the quality of educational programmes.

4. LEARNER OBLIGATIONS

CERTH LLC learners are required to actively participate in the learning process, observing the principles and rules that ensure the smooth and effective delivery of educational programmes.

Participation in a CERTH LLC programme entails acceptance of these Training Regulations and of the instructions provided by the trainers and the Secretariat.

4.1 Active Participation and Attendance

Learners participate in the programme's learning activities, whether these are delivered through synchronous or asynchronous education, in accordance with the structure and requirements of each programme.

Successful completion of the programme requires the completion of the prescribed learning activities and assessment procedures, as defined in the Guide of each programme.

4.2 Financial and Administrative Obligations

Timely payment of tuition fees and adherence to the terms of registration are basic prerequisites for participation and for the issuance of the relevant certificate of completion or attendance.

Non-compliance with financial or administrative obligations may result in suspension of access to the educational environment or cancellation of participation, in accordance with the Centre's regulations.

4.3 Respect and Cooperation in the Educational Environment

Learners actively contribute to maintaining a creative learning environment that promotes respect, cooperation, and open communication, avoiding any behaviour that could disrupt the smooth conduct of the programme.

Communication with the trainers and the Secretariat is based on politeness, professionalism, and mutual understanding.

4.4 Academic Integrity

Learners commit to observing the principles of academic integrity, honesty, and responsibility when preparing assignments or participating in assessments.

Any form of copying, plagiarism, or unauthorised use of material is contrary to CERTH LLC's principles and may lead to non-approval of participation or of the assessment result.

4.5 Confidentiality and Proper Use of Material

Learners respect the confidentiality of personal data, communications, and content shared within the framework of the programme.

The educational material and digital resources of CERTH LLC are intended exclusively for personal use and may not be reproduced, disclosed, or used for other purposes without the relevant authorisation.

5. ASSESSMENT AND PROGRAMME COMPLETION

Assessment at CERTH LLC is an integral part of the learning process and aims to ensure the quality of learning, the achievement of learning outcomes, and the recognition of each learner's effort.

It is carried out in an objective, transparent, and pedagogically sound manner, in accordance with the principles of reliability and equal treatment.

5.1 Forms of Assessment

Depending on the type and objectives of each programme, assessment may include:

- formative assessment, through exercises, participation, or intermediate activities,
- final assessment, through tests, assignments, or presentations,
- or a combination of the above.

In asynchronous education programmes, assessment may be carried out through activities on the Moodle platform (quizzes, assignments, forums, etc.), while in synchronous or blended education programmes it may include attendance, oral participation, or practical application.

5.2 Criteria for Successful Completion

Successful completion of a programme requires:

- For programmes with synchronous teaching (e.g. Webex): attendance of at least 80% of the total duration,
- For fully asynchronous programmes (via Moodle): completion of the core learning activities defined on the CERTH LLC educational platform,
- For all programmes: completion of all mandatory activities, exercises, or assessments and achievement of the success criteria defined in the Guide of each programme.

Failure to complete the requirements within the predetermined time may result in non-issuance of the Certificate of Specialised Professional Training, unless an extension of participation is approved by the Centre.

Where a final assessment is provided, the minimum criterion for successful completion may be set at an achievement rate of at least 70%, in accordance with the specific provisions of the Programme Guide.

5.3 Repeat or Supplementary Assessments

In the event of an unsuccessful first assessment, the possibility of two repeat attempts may be provided, where this is foreseen by the programme.

The details and time limits are determined by the responsible trainer in cooperation with the Secretariat.

5.4 Conditions for Issuing Certificates

Upon completion of the programme, a Certificate is issued, depending on the type and characteristics of each programme, as well as the applicable assessment procedures.

- For programmes that include an assessment or examination procedure and require the successful completion of specific educational obligations, a Certificate of Specialised Professional Training is awarded.
- For programmes that do not include an assessment procedure, or where the criteria for successful completion are not met, a Certificate of Attendance is awarded.
- For programmes delivered in cooperation with an external or international body, the issuance of a certificate, title, or certification is carried out in accordance with the terms and specifications of the respective organisation.

Each issued document bears:

- the logo and official stamp of CERTH LLC,
- the details of the programme and the learner,
- the signature of the Director or other authorised body,

- as well as a unique protocol number, registered in the Learner Registry.

Certificates are issued in printed and/or electronic form and are recognised in accordance with the applicable institutional framework for nationally licensed Lifelong Learning Centres.

They are awarded in accordance with the established assessment and completion procedures of each programme.

5.5 Evaluation of Programmes and Trainers

Upon completion of each study cycle, learners are invited to complete an evaluation questionnaire, aimed at collecting feedback on the content, structure, and teaching of the programme.

The process is anonymous and confidential and contributes to the continuous improvement of the quality of services provided and of the learning experience.

6. TRAINERS

The trainers of CERTH LLC are a key factor in the quality and reliability of the educational programmes provided.

The selection and cooperation of trainers is governed by principles of scientific competence, pedagogical consistency, and professional ethics.

6.1 Trainer Selection Criteria

The trainers who collaborate with CERTH LLC are selected using criteria that ensure the quality, transparency, and scientific validity of the teaching.

In particular, trainers:

- hold EOPPEP Adult Educator certification, where this is required,
- hold recognised academic qualifications (Bachelor's, Master's, and/or Doctoral degrees),
- demonstrate professional and/or research experience relevant to the subject of teaching,
- and apply modern pedagogical methods leveraging e-learning and digital learning tools.

Their educational approach, communication skills, and willingness to cooperate with the scientific and administrative staff of the Centre are also taken into account during selection.

6.2 Trainer Roles and Obligations

The trainers of CERTH LLC actively contribute to the smooth conduct of the educational work and to quality assurance.

In particular, they are required to:

- observe the approved curriculum and the implementation schedule of the programme,
- prepare and deliver up-to-date, scientifically sound, and pedagogically adequate teaching material,
- assess the progress of learners with objectivity and consistency,

- cooperate with the scientific coordinators and the Secretariat for the organisation and support of the programme,
- foster a learning environment governed by respect, participation, and academic integrity,
- and observe the principles of personal data protection and intellectual property rights.

Consistency, a cooperative attitude, and adherence to quality standards are key elements in the evaluation of trainers' work.

6.3 Trainer Support

CERTH LLC recognises the importance of the continuous professional development of its trainers and provides:

- access to the necessary infrastructure, platforms, and e-learning tools,
- technical and administrative support throughout the duration of the programme,
- information on quality policies and evaluation procedures,
- and opportunities for further training in modern pedagogical and technological approaches.

In this way, the quality of teaching and the consistent application of the Centre's principles in the learning process are reinforced.

7. QUALITY ASSURANCE

Quality is a fundamental operating principle of the CERTH Lifelong Learning Centre (CERTH LLC) and a basic prerequisite for the reliability of the educational services provided.

All educational and administrative procedures are designed and delivered in accordance with principles of quality, transparency, and accountability, ensuring the continuous improvement of the services provided and learner satisfaction.

7.1 Quality Assurance Policy

CERTH LLC implements a Quality Assurance Policy based on the principles of:

- the quality and validity of the educational programmes,
- equal access and the inclusion of all learners,
- the continuous improvement of teaching methods, infrastructure, and support services,
- and the systematic evaluation of procedures and outcomes.

The Quality Policy is approved by the CERTH Administration, reviewed periodically, and aligned with EOPPEP specifications and the principles of quality assurance in lifelong learning.

7.2 Internal Quality Mechanisms

Quality assurance is supported by internal control and monitoring mechanisms, which include:

- systematic collection and analysis of feedback from learners and trainers,
- periodic assessment of learning outcomes,

- documented recommendations for improvement from the scientific coordinators,
- and evaluation of the overall operation of each programme.

This process contributes to strengthening transparency, accountability, and evidence-based decision-making, in accordance with the Internal Quality Assurance Mechanism of CERTH LLC, which is aligned with the European EQAVET framework.

7.3 Evaluation of Programmes and Trainers

The evaluation of educational programmes and trainers is an integral part of the Centre's quality policy and aims at the continuous enhancement of the educational experience.

It includes:

- Learner questionnaires, completed electronically upon the completion of each programme, capturing the level of satisfaction, quality of teaching, and usefulness of the content.
- Trainer reports, with observations on the participation, difficulty, or needs of learners.
- Internal programme assessment, by the scientific coordinator, summarising the outcomes and recommending improvements.

The process is maintained with confidentiality, and the data is used exclusively for improvement purposes.

7.4 External Evaluation and Transparency

CERTH LLC participates, where deemed appropriate, in external evaluation or certification processes by national or international bodies, with the aim of continuously enhancing the quality of its services.

At the same time, it ensures the full transparency of its procedures, with the publication of key operational information, programmes, and results, in accordance with the principles of impartiality, transparency, and accountability.

These procedures ensure that the Centre operates with consistency, reliability, and respect towards its learners and partners.

7.5 Personal Data Protection

CERTH LLC applies a personal data protection policy in accordance with the General Data Protection Regulation (GDPR).

The management and protection of information and personal data is carried out in accordance with international information security and privacy standards, such as ISO/IEC 27001 and ISO/IEC 27701.

Relevant information is provided to participants through the organisation's privacy policy.

7.6 Continuous Improvement

Quality assurance is an ongoing commitment of CERTH LLC.

Based on the results of evaluations and feedback from learners, trainers, and partners, the Centre:

- proceeds with corrective and upgrading actions,

- updates programmes and educational material,
- introduces new pedagogical and technological methods,
- and strengthens cooperation with scientific and social bodies.

The aim is to provide high-quality education that responds to the contemporary needs of society, research, and the labour market.

8. FINAL PROVISIONS

8.1 Institutional Framework of Application

These Training Regulations of the CERTH Lifelong Learning Centre (CERTH LLC) apply to all education, further education, and training programmes of the Centre.

They are governed by the operational framework for nationally licensed Lifelong Learning Centres, as defined by EOPPEP and the relevant legislation.

8.2 Certificates and Institutional Recognition

The awarding of the Certificate of Specialised Professional Training or Certificate of Attendance is carried out in accordance with the provisions of Chapter 5 of these Regulations.

The qualifications bear:

- the logo and official stamp of CERTH LLC,
- the signature of the Director,
- and a unique protocol number, registered in the Learner Registry of CERTH LLC.

Certificates are issued in electronic form and sent to beneficiaries within the time frame announced by the Secretariat, after the completion of the prescribed assessment procedures.

The issuance of certificates is carried out within the operational framework for nationally licensed Lifelong Learning Centres, in accordance with the EOPPEP institutional framework.

8.3 Revision and Amendments

These Regulations may be revised or updated, when deemed necessary, by decision of the CERTH LLC Directorate, following the approval of the competent bodies of CERTH and in accordance with the applicable institutional framework.

8.4 Interpretation and Application

Any matter not explicitly provided for in these Regulations is addressed by decision of the CERTH LLC Directorate, taking into account the legal and regulatory framework governing the operation of CERTH and the guidelines of EOPPEP.

8.5 Availability of the Regulations

These Regulations are made available:

- electronically through the CERTH LLC website, and
- in printed form from the Secretariat, so as to be accessible to all interested parties.

The submission of an application for participation in a programme entails the acceptance of the terms of these Regulations by the learner.

8.6 Entry into Force

These Training Regulations enter into force from the date of their approval by the CERTH Administration and remain in force until any replacement by a newer version.

They form part of the institutional framework of operation of the CERTH Lifelong Learning Centre, which is organically integrated into the Centre for Research and Technology Hellas (CERTH).