

# *Consumer* **CHAMPION**

Learn. Share. Succeed.



## **Project Presentation**

**Presented by Monique Goyens**

29 November 2014

- Programme Introduction
- Presentation of
  - Web Networking Platform
  - E-learning
  - Training
- Next Steps
- Q&A





01

## Introduction

# CONSUMER CHAMPION

A unique capacity building programme for European Consumer Professionals offering training, e-learning, resources and networking opportunities for consumer professionals from across Europe.



## Aim of the Programme

- Focus on Central, Eastern and South Eastern European countries-CESEE
- 5 Activities:



**Networking  
Website**



**E-Learning  
Courses**



**Class  
Teaching**



**Local  
Courses**



**Expert  
Courses**

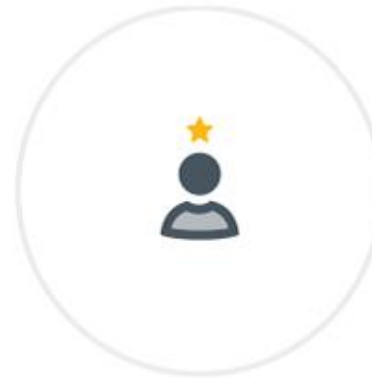




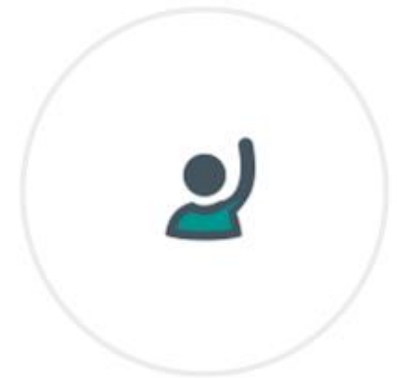
**MANAGEMENT OF  
ORGANISATIONS**



**CONSUMER  
PROFESSIONALS**



**CONSUMER  
EXPERTS**



**PROFESSIONAL  
VOLUNTEERS**

User profiles on web networking platform:  
**Directors, Supervisors, Participants**





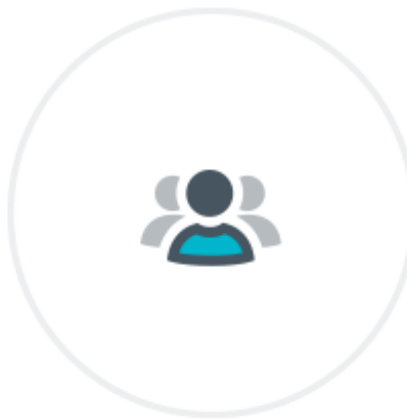
# 02

**Programme presentation and demo**

Web Networking Platform features defined around 3 Pillars:



TRAINING COURSES



NETWORKING



RESOURCES







### TRAINING COURSES

- Training Calendar
- View Courses
- Apply Online
- Save & Edit Applications
- E-learning Modules
- E-tests
- Complete Evaluations Online





### NETWORKING

- Member Forums
- Class Meeting Points
- Member Directory
- Organisation Directory
- Instant Messaging
- Share Resources
- Discuss News & Events



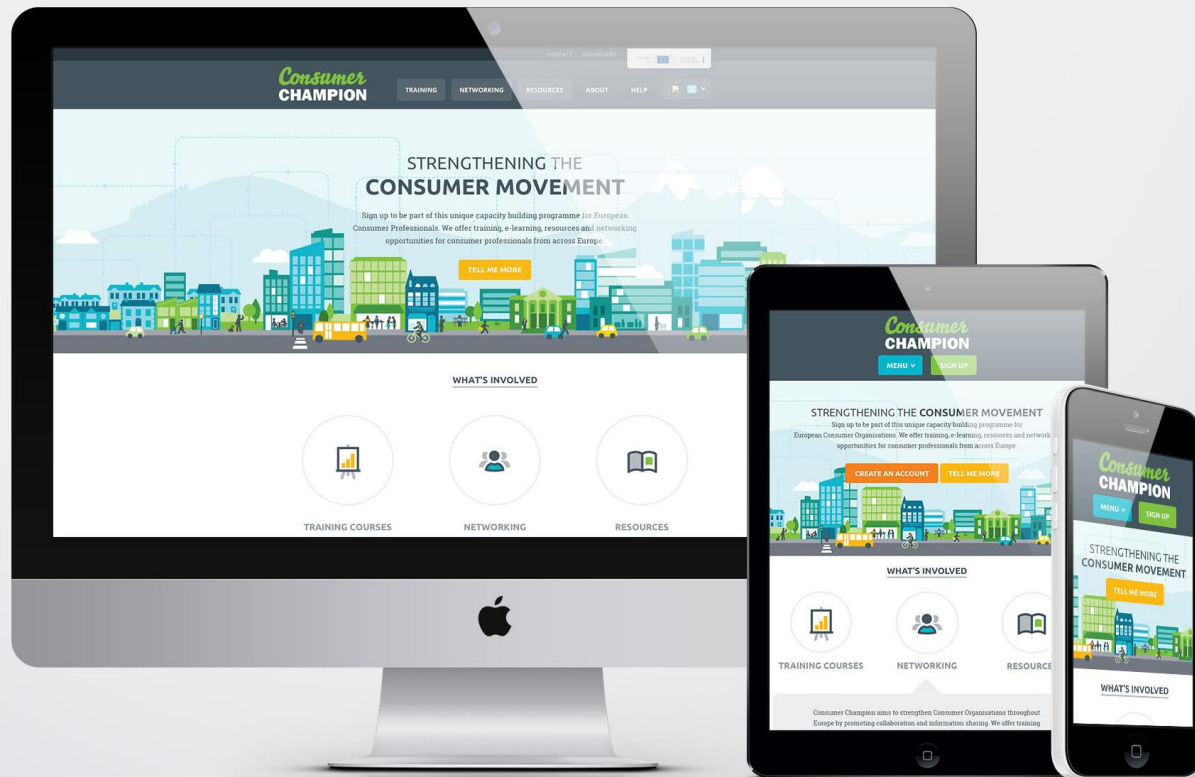


### RESOURCES

- News & Events
- Users Add News & Events
- Live RSS News Feeds
- Social Media Feed
- Expert Blog & Q&A
- Useful Links



# Web Networking Platform Demo



Learn. Share. Succeed.



- Sign Up & Apply Online
- Application Approval by Supervisor & Training Team
- Study Course Online
- Complete E-Test
- Receive Grade
- Pass or Repeat
- Results Saved in account
- Evaluations Completed Online



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## **COURSES AVAILABLE NOW ONLINE:**

### **CONSUMER LAW**

- English
- Croatian
- Czech
- Romanian and
- Polish



## **COMING NEXT:**

### **ENERGY**

Languages: English (Croatian, Czech, Romanian and Polish Coming Soon)

### **FINANCIAL SERVICES**

Languages: English, Croatian, Czech, Romanian and Polish

### **TELECOMMUNICATIONS**

Languages: English, Croatian, Czech, Romanian and Polish



# E-learning Module Demo

*Consumer*  
**CHAMPION**







- Sign Up & Apply Online
- Application Approval by Supervisor & Training Team
- Course Materials Online
- Complete Course Locally
- Course History Online
- Evaluations Completed Online



# Local Courses Completed

**Consumer**  
**CHAMPION**

23 & 24 June 2014

## HR1: **CONSUMER ADVICE**

Essential skills for and Professionalisation of  
Consumer Advice

16, 17 & 18 July 2014

## HR2: **WORKING WITH MEDIA**

25 & 26 Sept 2014

## HR3: **CONSUMER LAW**

EU legislation and Croatian Consumer law

16 & 17 October 2014

## CZ1: **ENERGY COLLECTIVE SWITCHING**

6 & 7 November 2014

## PL1: **ENERGY COLLECTIVE SWITCHING**



# Participants' testimonials

- **Dunja Mak - HR1 – Consumer Advice:**

*“Thank you for the nice and really valuable training. I will definitely apply the knowledge received. In addition, I am happy for pictures and presentations received and I definitely visit the website.”*

- **Dunja Mak and Dinko Mihaljevic - HR2 – Working with Media:**

*« My colleague Dinko and I keep action plans in our office and we are already implementing some of the listed activities in order to achieve an even higher level of professionalism and to spread acquired knowledge. We would also like to thank you for such an interesting and educational course.”*

- **Lenka Vasilova - CZ1 – Energy Collective Switching:**

*« On behalf of Ministry of Industry and Trade, I would like to thank you for the invitation. It was very interesting experience and the team of trainers and organisers was just great. Indeed, it has been two demanding course days, but it definitely worth it. »*

- **Vladimir Cerny - CZ1 – Energy Collective Switching:**

*“Thanks a lot for everything, I would be happy to use the pictures sent for my article in our internal bulletin (my action plan task no. 2).*

*I am looking forward to next trainings and meetings with organisers“*





**Next steps**

WEB NETWORKING PLATFORM: **COMING SOON**

Add new features, content and improvements

E-LEARNING

Develop new courses and add further translations

TRAINING

More courses to be announced



## What can you do to help

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- When the site goes live, please visit & create your account
- Contribute to the Forums and help us to grow our online consumer community
- Tell others who might be interested



*Thank  
You*

[www.consumerchampion.eu](http://www.consumerchampion.eu)

