



Training for activists of consumer organizations how to implement the guidelines and mediate for resolving cross-border consumer disputes under project “Balkan Consumer Bridge”

**24 – 26 October 2013
Nis, Serbia**

24th October 2013

14.00 - 19.00	Check-in of the participants in the hotel. Receipt of materials about the Training.
19.00 – 21.00	Dinner

25th October 2013

08.00 - 09.00	Breakfast
09.00 – 09.30	Registration of the participants. Welcome Coffee.
09.30 – 10.00	Opening of the Training. Presentation of the project “Balkan Consumer Bridge”. Describing the objectives of the Training. Aleksandar Lekov, Project Manager, BNAAC
10.00 – 10.45	Possible problems, which may occur when shopping products and services abroad. Statistics regarding cross-border shopping on European level. Aleksandar Lekov – BNAAC
10.45 – 11.30	Communication with consumers. How to communicate better with them ? Aleksandar Lekov – BNAAC
11.30 – 11.45	Coffee Break
11.45 – 12.30	European legislation about cross-border shopping and consumer protection. Ignat Arsenov, European Consumer Centre Bulgaria
12.30 - 13.00	Q&A. Discussion

13.00 – 14.00	Lunch.
14.00 – 15.00	Cross-border consumer centres. Functions. Differences between ECCs and these opened under project “Balkan Consumer Bridge”. Difficulties which may occur. Ignat Arsenov, European Consumer Centre Bulgaria
15.00 – 15.45	Case handling in cross-border consumer centres. Ignat Arsenov, European Consumer Centre Bulgaria
15.45 – 16.00	Coffee Break
16.00 – 16.30	Communication with state authorities. Gathering information. Aleksandar Lekov – BNAAC
16.30 – 17.00	Discussions and closing of the 1st training day.

19.00 – 21.00	Dinner.

26th October 2013

08.00 - 09.00	Breakfast
09.00 – 10.00	Mechanisms of assistance by the cross-border centres. Ignat Arsenov, European Consumer Centre Bulgaria
10.00 – 10.15	Q&A. Discussions.
10.15 – 10.45	European good practices in resolving consumer disputes. Ignat Arsenov, European Consumer Centre Bulgaria
10.45 – 11.00	Coffee Break
11.00 – 12.30	Challenges to the participants of the Training. Practical Cases.
12.30 – 13.00	Feedback, final discussions and closing of the training.
13.00 – 14.00	Lunch.



The project is co-funded by EU through the Bulgaria–Serbia IPA Cross-border Programme.