

A CAPACITY BUILDING PROGRAMME TO STRENGTHEN THE EUROPEAN CONSUMER MOVEMENT

LEARN

E-LEARNING COURSES

You can take the following modules at your own pace and choose from 14 languages available:

- Consumer Law I & II
- Energy
- Telecommunications
- Financial Services
- Digital Services

ONLINE PROGRAMME

Take our e-learning modules in packages and gain your Advanced or Specialised Consumer Rights certificate!

LOCAL COURSES

Our local courses allow one to one interactions between expert trainers and participants with the right mix of theory and practical exercises. Held in the language of the countries where they take place, they provide participants with content and material adapted to national specificities.

SHARE

Stay up to date with our [NEWS](#) and [BLOG](#) and upload your own on the website.

Take advantage of our [EVENT PAGE](#) and give visibility to your organisation's activities.

Exchange best practices and experience in our online [FORUM](#).

SUCCEED

BOOST YOUR EXPERTISE:

Benefit from our resources and information, network with your peers from across Europe and advance the consumer movement.

BUILD A STRONGER TEAM:

Develop your team's skills and knowledge.

BECOME A CONSUMER

CHAMPION: Better represent consumer interests at both national and European level.

[Visit our website](#) to find out about the next local course in your country and apply.

Participants at our Local Courses in Lithuania, 2016.



WHO IS IT FOR?



**CONSUMER
PROFESSIONALS**



**ACADEMICS &
UNIVERSITY
STUDENTS**



**LAW EXPERTS &
ADVISORS**



**NGOs &
VOLUNTEERS**

OUR E-LEARNING COURSES

CONSUMER LAW I

- EU decision-making
- Consumer agenda and programme
- History of EU consumer law
- Consumer rights in the digital environment
- Travellers' & holiday makers' rights

CONSUMER LAW II

- Consumer Rights Directive
- Unfair Commercial Practices Directive
- Consumer Sales and Unfair Contract Terms
- Consumer disputes resolution
- General Product Safety Directive

ENERGY

- Retail energy markets
- Third Energy Package
- Ecodesign, Energy and Ecolabels
- Energy consumption & efficiency
- Billing & Switching

FINANCIAL SERVICES

- Consumer & Mortgage credit
- Investment products
- Electronic payments
- Bank accounts
- Financial advice

TELECOMMUNICATIONS

- The evolution of the market
- EU decision-making
- The Universal Service and User Rights Directive (USD)
- Roaming regulations
- Net neutrality

DIGITAL SERVICES

- Online shopping
- Personal data protection online
- Intellectual Property and copyright
- Online Dispute Resolution
- Unfair commercial practices

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