



## Program training

**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**

**24<sup>th</sup> October 2013**

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

**25<sup>th</sup> October 2013**

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

<b>12.30 - 13.00</b>	<b>Q&amp;A. Discussion</b>
<b>13.00 – 14.00</b>	<b>Lunch.</b>
<b>14.00 – 15.00</b>	<b>Cross-border consumer centres. Functions. Differences between ECCs and these opened under project “Balkan Consumer Bridge”. Difficulties which may occur.</b> Ignat Arsenov, European Consumer Centre Bulgaria
<b>15.00 – 15.45</b>	<b>Case handling in cross-border consumer centres.</b> Ignat Arsenov, European Consumer Centre Bulgaria
<b>15.45 – 16.00</b>	<b>Coffee Break</b>
<b>16.00 – 16.30</b>	<b>Communication with state authorities. Gathering information.</b> Bogomil Nikolov, Executive Director, BNAAC
<b>16.30 – 17.00</b>	<b>Discussions and closing of the 1<sup>st</sup> training day.</b>
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<b>19.00 – 21.00</b>	<b>Dinner.</b>

26<sup>th</sup> October 2013

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



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