

Consumer CHAMPION

www.consumerchampion.eu



A CAPACITY BUILDING PROGRAMME FOR CONSUMER PROFESSIONALS

Strengthening the consumer movement in Europe

Consumer Champion* is a unique capacity building programme for Consumer Professionals across Europe. The programme offers a wide variety of activities such as training, e-learning, resources and networking opportunities. Consumer Champion offers consumer professionals a wide range of benefits and opportunities with the aim to strengthen the European consumer movement.

A unique capacity building programme to learn interactively, share expertise and strengthen the consumer movement across Europe!

What does Consumer Champion offer?

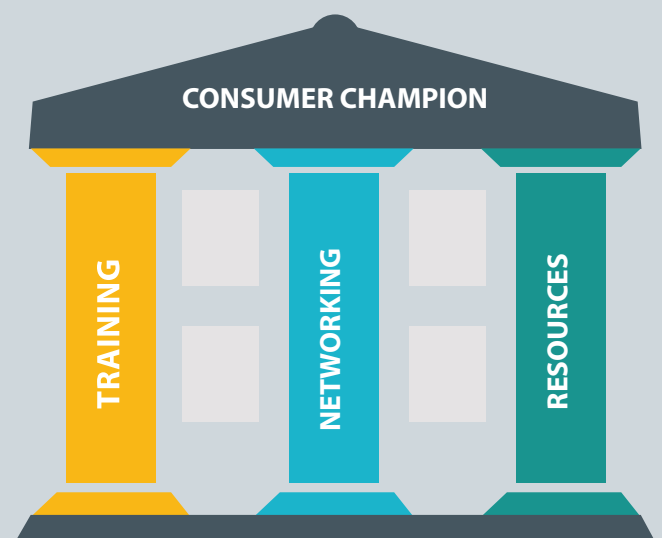
Consumer Champion provides training, networking opportunities and resources aimed at building the capacity and effectiveness of consumer organisations. It also promotes the exchange of best practices and experience between their staff members.

The programme is based on 3 main pillars complementing each other:

- **Training**
It offers different training options such as E-Learning modules, Class Teaching, Local Courses and Expert Courses, each tailored to the consumer professionals' needs.

- **Networking**
It aims at building a European Consumer Network where all our members can share information and support each other in order to grow together.
- **Resources**
It gathers useful resources, projects, expert input and up to date information on consumer news and events to provide a comprehensive consumer information centre.

In order to facilitate the integration of the training courses and e-learning modules into the national context, the teaching material is provided in the national languages.



The programme serves as a pathway through the different activity levels. Participants, tutors/trainers and experts of all levels can add to the synergy effects between the different activities by providing their input at any time.

* Consumer Champion is a European Commission project, managed by the Consumers, Health, Agriculture and Food Executive Agency (Chafea).

Who is it for?

Consumer Champion targets consumer organisations, and other actors and stakeholders active in consumer policy or with similar objectives, such as ECCs, media and public authorities at either local, national or European level and established in Member States, EEA and candidate countries. With a specific focus on the CESEE countries where the consumer movement is not sufficiently developed and/or influential, this broader audience is intended to enhance outreach and encourage cross-fertilisation.

Aiming to create added value for the consumer organisations as a whole, the programme allows the management team (director or supervisor) to follow the development of their staff members. As a Consumer Professional, you will find various activities to develop your skills. You will also be able to share your expertise with your peers.



**MANAGEMENT
OF ORGANISATIONS**



**CONSUMER
PROFESSIONALS**



CONSUMER EXPERTS



PROFESSIONAL VOLUNTEERS

How can you benefit from the programme?

Be part of the Consumer Professional community and benefit from its training, network opportunities and resources.

NETWORK WITH YOUR PEERS

Get in touch with colleagues across Europe and share your ideas, knowledge and best practices in terms of consumer protection. Consumer Champion will strengthen and expand the consumer movement community by using a powerful online communication and collaboration platform, including modern tools such as discussion forums and blogs.

SHARE RESOURCES/ADVICE AND STAY INFORMED

As a consumer professional, you can develop and improve your skills and know-how. As a result, you will be better equipped to advise and protect consumers and become an effective consumer advisor.

Consumer Champion is also there to inform you about the latest news and events in the (European) consumer world. Regular information is posted to keep participants informed of all relevant Consumer Champion news.

BUILD ON YOUR EXPERTISE

Benefit from the resources and information offered by our programme and other consumer professionals to build on your consumer expertise and to advance the consumer movement.

And what about your organisation?

As a member of the management team (director or supervisor), Consumer Champion will support you in the development of your staff members and provide you with the tools to sustain your organisation.

BUILD A STRONGER TEAM

Develop your team's skills and knowledge by developing a training plan for your team members.

IMPROVE SUSTAINABILITY

Use the tools and resources offered by the programme to develop the sustainability of your organisation. Share and collect ideas and tools from other managers and directors within the community.

SHARE BEST PRACTICES

Share your experience with other managers and directors online or at our training courses. Benefit from their experience and expertise.

BE A STRONG CONSUMER VOICE

Working together will allow your organisation to rely on a strong consumer movement across Europe and better represent consumer interests at both national and European level.

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**Consumer
CHAMPION**

Learn. Share. Succeed.

Funded by the

