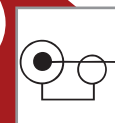
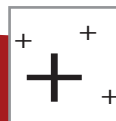


Preparation of training actions
for the personnel of consumer organisations
1999-2001



Project activities

One of the objectives of the European Union's consumer policy is the greater involvement of consumer organisations in policy-making.

It is, therefore, imperative that there is a continuous updating of skills and knowledge. Hence this project focuses on the strengthening of consumer organisations' abilities in three subject areas:

- Principles of general management; management of personnel skills; financial management
- Public relations; handling the media; lobbying,
- Consumer Law; key legislation; upcoming changes in consumer law

Several factors proved to be decisive in the successful implementation of the project:

- the definition and production of relevant and comprehensive teaching materials for all EU countries;
- the selection of motivated trainers responsible for the training of the final audience;
- the implementation of a rigorous method of training evaluation

Type of services provided

- Selection of trainers from the 15 EU countries
- Session of training for trainers
- Curricula development on the three subjects and design of trainers' and participants' manuals
- Translation of programmes and training manuals into the 11 European languages
- Implementation of an assessment and evaluation process of the training courses
- Overall management, backstopping delivery of recommendations for the organisation of training sessions for the second phase of the project

Country

the 15 EU Members

Partners

Centre de Droit de la Consommation (BE),
Test-Achats (BE)
Communication Skills Europe (UK)

Overall project value : €781 000
Origin of funding : European Commission,
DG Health and Consumer Protection