



# *Consumer* **CHAMPION**

Learn. Share. Succeed.

## **ECCG presentation**

**Presented by BEUC**

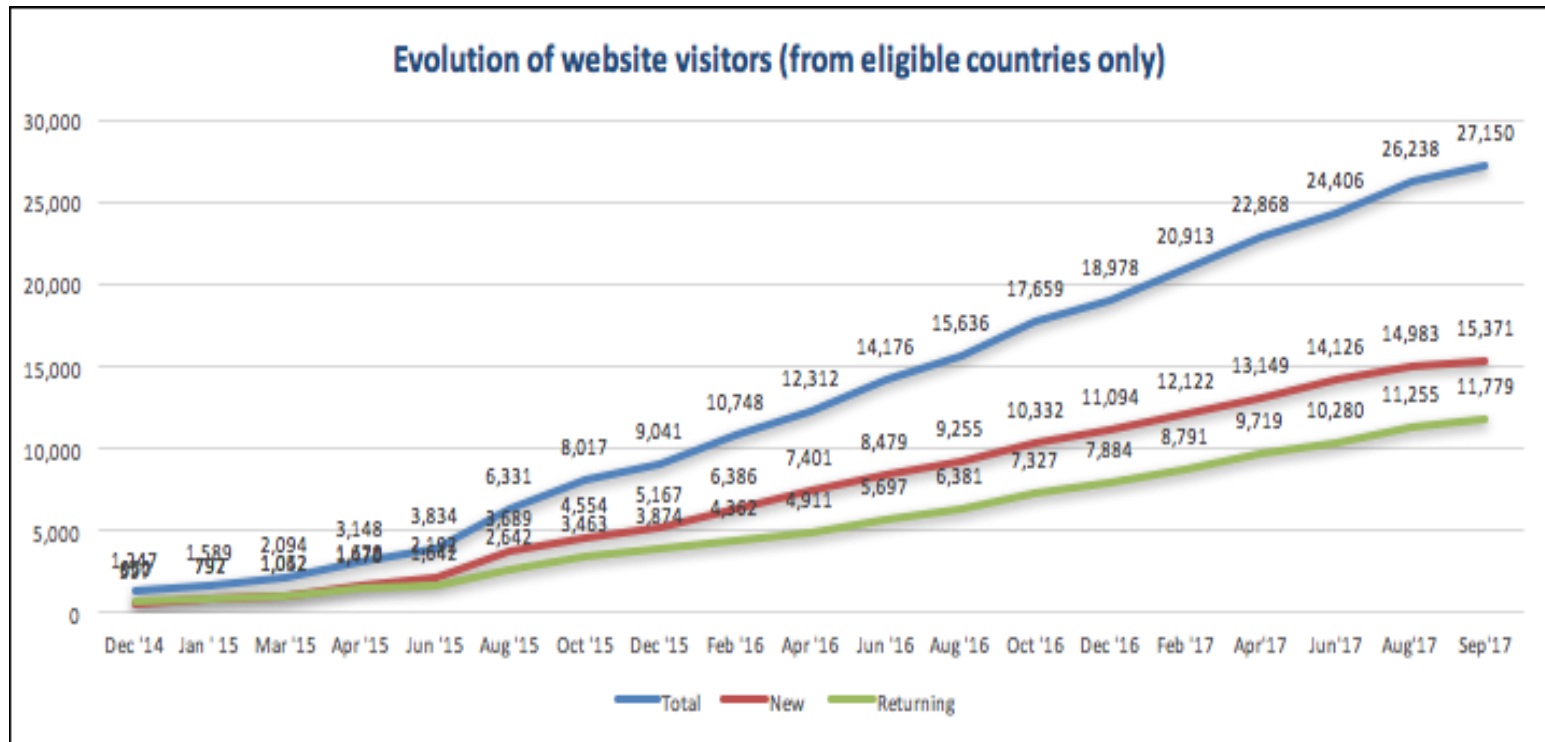
18 October 2017

# Consumer Champion in numbers

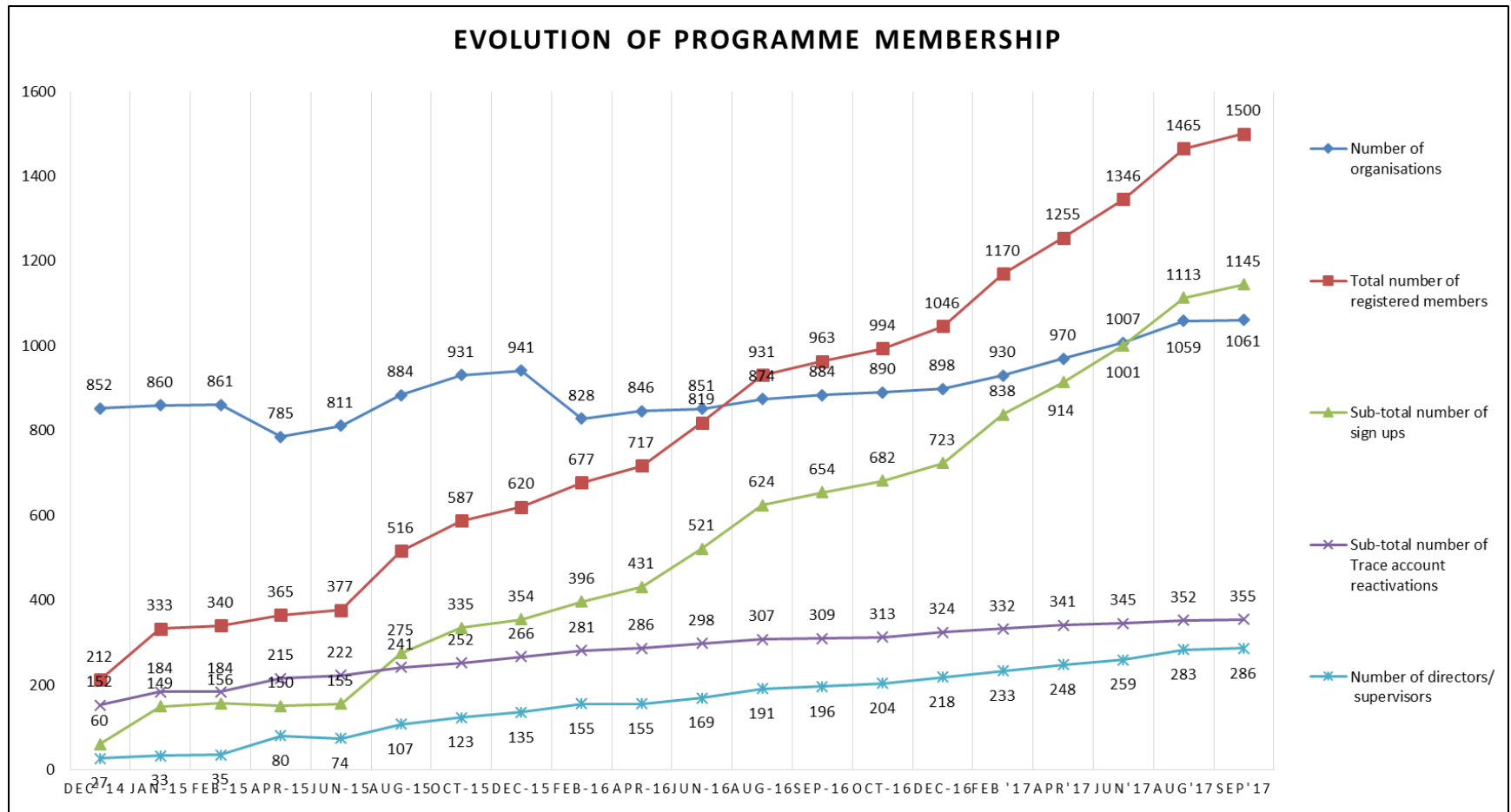
- **35,536 website visitors** since the launch of the platform
  - 220 news published
  - 53 blogs written including 41 from users
  - 126 events published
- **1,500 active users** registered on the platform
- **21 local courses** organised for 8 CESEE countries (including 6 upcoming courses)
- **279 Consumer Professionals trained** in the countries (+120 upcoming trainees)
- **84 modules**: 6 topics developed and available in 14 languages
- **542 e-learners** (808 access to the online modules)



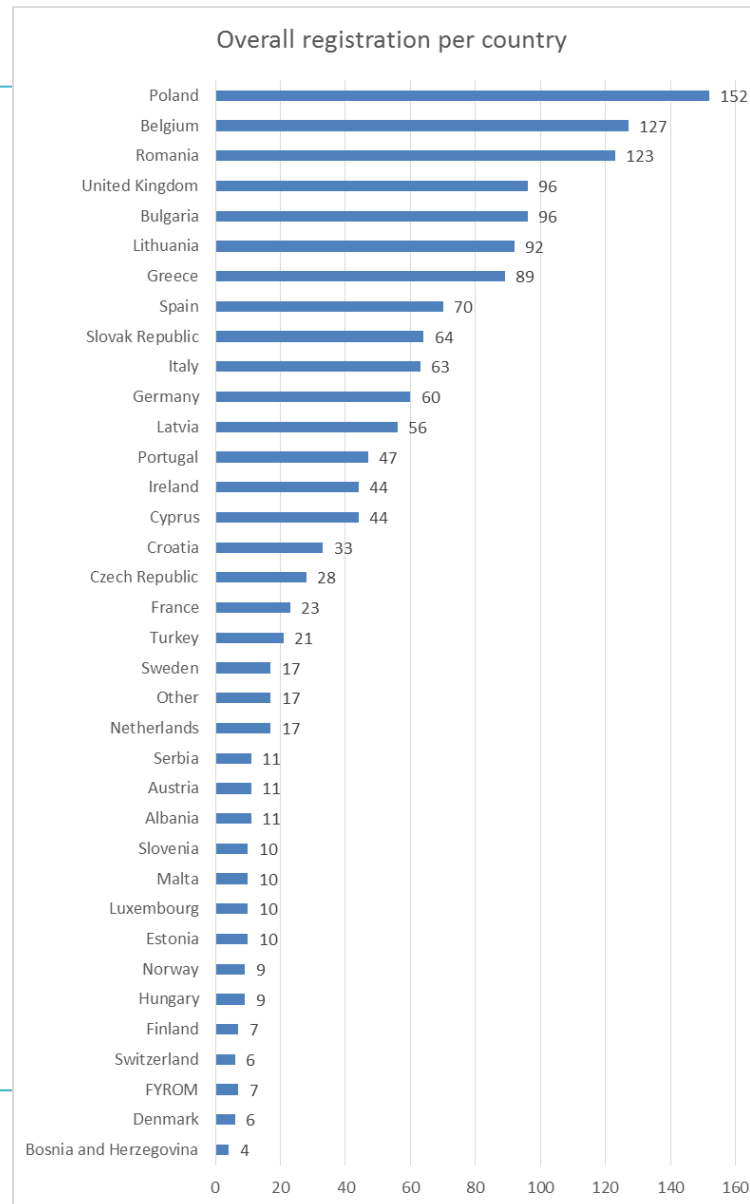
# Website visits



# Users registration

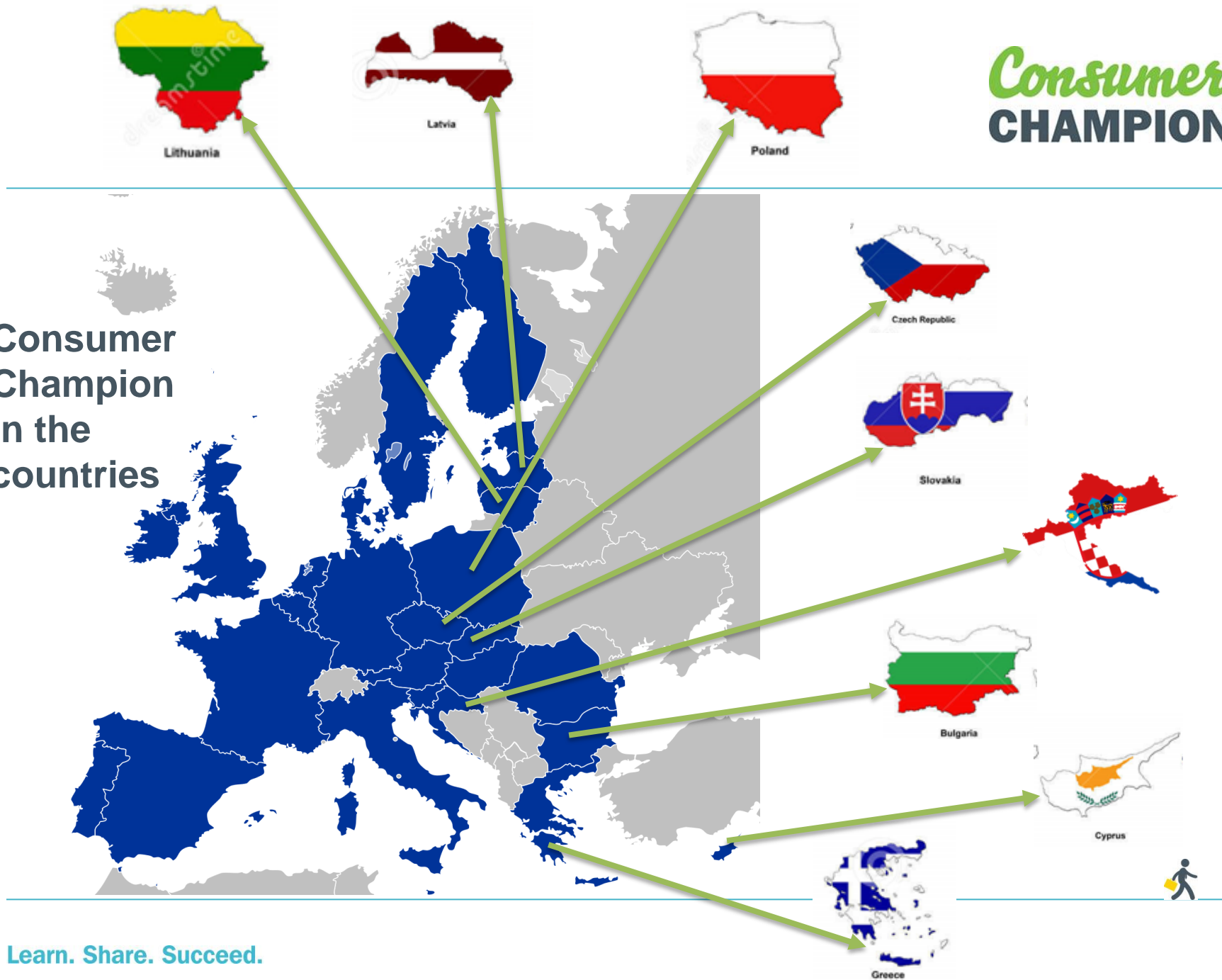


# Country representation on CC platform



# Consumer CHAMPION

Consumer  
Champion  
in the  
countries



Learn. Share. Succeed.

# Consumer Champion strengths

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- Local courses
  - a unique space/opportunity for networking with all the stakeholders in the consumer movement (ministries, COs, ECCs, regulators, etc.).
  - in the national language and considering all the national specificities.
  - tailor-made and directly linked to the national reality.
  - the tool that brings most of the traffic on the website.
  - contribute to increase the use of the online course.



## Some testimonials from the ground



Local  
Courses

**Consumer**  
**CHAMPION**

- Kristina Civilyte - Consumer Voice founder – Lithuania
  - *It is interesting to investigate the psychological aspects of a consumer during our advice sessions, it is often underestimated but now I know it can really make the difference.*
- Rasa Tiaškevičienė - European Consumer Centre – Lithuania
  - *The trainer gave us some valuable tips on how to face this situation that I will definitely not forget.*
- Aida Gasiunaite Stavginskiene - State Consumer Rights protection Authority – Lithuania
  - *As it is organised at European level, this course has a wider scope and it is different from all the others I have taken. It gave me the chance to reflect on where my power as a professional begins and where it ends when it comes to help consumers and to handle their complaints.*
- Kęstutis Kupsys - Association for Honesty in Banking – Lithuania
  - *Excited about Consumer Champion training in Vilnius! It's a great opportunity (unfortunately, there are not so many of them around) to share knowledge and experience among a wide range of consumer representatives. The most practical outcome of the seminar was the invaluable piece of advice I had from a colleague sitting next to me! Thanks to Consumer Champion!*
- Magda Witan - European Consumer Centre - Poland
  - *Local courses are a great opportunity to exchange experiences and find solutions for daily basic consumer problems*
- Justyna Bączyk-Rodziewicz - Consumer Ombudsman office in Poznan – Poland
  - *I appreciate this course very much for all the consumer law cases discussed. This is very useful for our daily work where we face a lot of consumer complaints. This course should last longer.*





## Area of improvements

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- Online tools are not used at their full potential:
  - More user-friendly platform
  - e-learning modules not fully responding to the users' need



# Your feedback matters



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- How did you/your colleagues use the networking and resources section of the Champion's platform?
  - What was the uptake/experience of the e-learning modules in your country?
  - What is your opinion of the local courses (the topics, contents, trainers, length, number and composition of participants, follow-up, organisation).

→ What would be the way forward?



*Thank  
You*

[www.consumerchampion.eu](http://www.consumerchampion.eu)

