



## European Commission projects for the creation of a Training and Knowledge Academy on consumer protection and verification of the safety of consumer products sold/offered over the internet

The aim of the project is to provide, update and maintain up-to-date high-quality training and learning materials to support the work of national consumer protection authorities (CPCs) and the Consumer Safety Network (CSN) with a view to creating common tools and methods to address the challenges of online commerce (e-application). In addition, activities should be aimed at stimulating the exchange of experience and promoting greater coordination and cross-border cooperation.

These objectives have begun to be achieved after having carried out with great success a first project, also managed by AENOR, between December 2016 and December 2019 (E-EA), and it is intended to be consolidated with the E-EA2, between March 2020 and September 2022, which, in line with the previous project, the activity of the academy will consider the current needs of the CPC and CSN networks and will prioritize those issues related to daily work of the user.

The activities (updating information, on-line and off-line training, at different levels, webinars, providing research tools, promoting the exchange of experiences and good practices, supporting the development of existing knowledge networks and expanding them, etc.) are aimed at improving the skills of the authorities and taking on new challenges due to new powers granted to market surveillance authorities.

- o Internet research
- o Online threats
- o Cybersecurity concerns
- o Execution practice
- o Enforcement procedures
- o Legislative changes

The project is having an excellent acceptance and is becoming part of a relevant resource for the authorities in these areas.

[https://ec.europa.eu/internal\\_market/scoreboard/performance\\_by\\_governance\\_tool/consumer\\_protection\\_cooperation\\_network/index\\_en.htm](https://ec.europa.eu/internal_market/scoreboard/performance_by_governance_tool/consumer_protection_cooperation_network/index_en.htm)

<https://revista.aenor.com/343/seguridad-de-los-productos.html>