



**REPORT**  
**CONSUMER ACADEMY PROJECT**  
**THIRD TRANSNATIONAL MEETING**  
**15-16 JUNE 2016**  
**LONDON, UNITED KINGDOM**

18.06.2016

The third transnational meeting of the Consumer Academy Project was hosted by Docklands Academy, London from 15<sup>th</sup> to 16<sup>th</sup> June 2016 at 13 Selsdon Way, City Harbour , London E14 9GL, with the participation of the following representatives of the project partners:

**Ministry of Customs and Trade, Turkey**

Yakup Guzel (Head of Department)

Kadir Yilmaz (Expert)

Murat Yasar (Assistant Expert)

**Provincial Directorate of Ankara, Turkey**

Ekrem Yildiz (Director)

Hulya Ipek (Civil Servant)

Esra Caglar (Civil Servant)

**Tukcev**

Ozcan Pektas (General Director)

Guldem Funda Uluturk (Civil Servant)

**Aviva, Poland**

Konstancja Szymura

Ania Adamska

Pawel Buksak

**NFH, Hungary**

Peter Aranyi

**Docklands Academy London, UK**

Aysegul Yesildaglar

Bernardo De Vire

Yagmur Simsek

Fulya Saner Markam

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The meeting started with the opening speeches by Mrs Aysegul Yesildaglar, the Principal of Docklands Academy, London and Yakup Guzel from the Turkish Ministry of Customs and Trade. Then brief information on the state of play regarding the project was given by the experts of the Ministry. This was followed by a presentation of Docklands Academy, London. Aysegul Yesildaglar gave brief information about the progress made and stressed that work had accelerated since the second meeting held in Budapest, when the partners had been allowed access to log in to the completed web portal. She then introduced Bernardo, a researcher on the project, to make a presentation on consumer rights in the UK. This presentation provoked some lively discussion about differences between regulations and implementation in partner countries. Then the representative of Aviva, Poland gave a presentation with detailed information about the successful introductory meeting they held in Poland.

After the coffee break, presentations and films prepared by Tukcev and Ankara Provisional Directorate of Trade were shared with the participants.

Following the lunch break, the Hungarian representative gave an oral presentation of progress made in Hungary since the meeting in Budapest hosted by them and stressed that things had significantly accelerated after the discussions and consultations in Budapest. Later the representative of Tupadem shared the conclusions of their research on consumer profile and consciousness level, which also led to some lively discussion.

The first day ended with some general remarks about what needs to be done in the future and a Q & A session.

Consecutive translation was provided during the meeting; however, since the interpreter was someone with project experience, it proved to be very fast and efficient and was appreciated by the participants.

The second day all the budgeting issues including time sheets, meeting and translation expenditures, bills & invoices were discussed in detail between each partner organisation and the experts of the Turkish Ministry.

Meals were provided for 2 full days in Docklands Academy, London's partner restaurants and some social and cultural activities including a boat trip was organised for the participants who were able to participate.

Aysegul Yesildaglar

Principal of DAL  
Manager of Consumer Academy Project



**Aysegul Yesildaglar**  
**Principal**  
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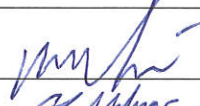

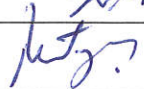
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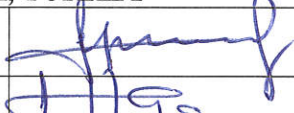


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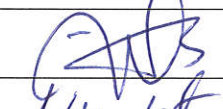
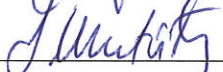
**MINISTRY OF CUSTOMS AND TRADE, TURKEY**

Yakup Güzel (Head of Department)	
Kadir Yılmaz (Expert)	
Murat Yaşar (Assistant Expert)	



**PROVINCIAL DIRECTORATE OF ANKARA, TURKEY**

Ekrem Yıldız ( Director)	
Hülya İpek (Civil Servant)	
Esra Çağlar (Civil Servant)	

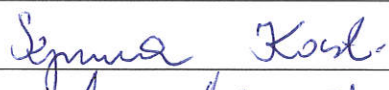

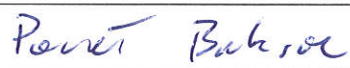
**TÜKÇEV, TURKEY**

Özcan Pektaş (General Director)	
Güldem Funda Ulutürk (Civil Servant)	

**TÜPADEM, TURKEY**

Prof. Dr Müberra Babaoğlu	
Prof. Dr Arzu Şener	

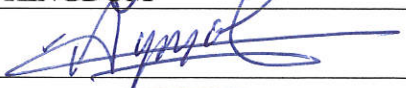



**AVIVA, POLAND**

Konstancja Szymura	
Ania Adamska	
Pawel Buksak	

**NFH, HUNGARY**

Peter Aranyi	
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**DOCKLANDS ACADEMY LONDON, UNITED KINGDOM**

Aysegul Yesildaglar	
Bernardo De Vire	
Yagmur Simsek	
Fulya Saner Markam	



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THIRD TRANSNATIONAL MEETING  
16 JUNE 2016  
DOCKLANDS ACADEMY LONDON  
UNITED KINGDOM**

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Murat Yaşar (Assistant Expert)	

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Aysegul Yesildaglar	
Bernardo De Vire	
Yagmur Simsek	
Fulya Saner	



**REPORT  
CONSUMER ACADEMY PROJECT  
INTRODUCTORY MEETING  
25 JUNE 2016  
LONDON, UNITED KINGDOM**

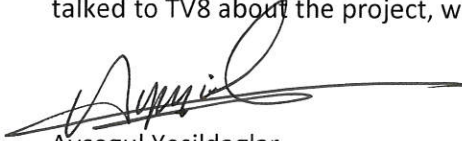
28.06.2016

The Introductory meeting of Consumer Academy Project was hosted by Docklands Academy, London on 25th June 2016 at 13 Selsdon Way, City Harbour, London E14 9GL, with the participation of 68 local and 9 foreign guests. The attendance list is attached to this report.

The meeting started with the presentation of Mrs Aysegul Yesildaglar, the Principal of Docklands Academy, London, who gave information about the purpose, partners, implementation and outcomes of the Consumer Academy Project and let the audience watch some of the educational videos that had been prepared as part of the project. She then gave the floor to Bernardo, a researcher on the project, to give a presentation about consumer rights in the UK.

The meeting ended with a discussion and Q&A session. The participants were given brochures of the Consumer Academy.

After the meeting, there was a reception to which the press was also invited. Aysegul Yesildaglar talked to TV8 about the project, which was telecast both in the UK and Turkey.



Aysegul Yesildaglar

Principal of DAL  
Manager of Consumer Academy Project



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