



## Pilot Training Workshop for Strengthening Technical Competency for Consumer Protection in ASEAN

27-31 July 2015, JAKARTA, INDONESIA

### Programme

#### Monday, 27 July 2015

08:30 – 09:00am	Registration – <i>Bougainvillea Room</i>
09:00 – 09:15am	Opening remarks by ASEAN and UNCTAD secretariats
09:15 – 10:00am	Presentation by UNCTAD of the approach, structure and sections of the training materials of the 1 <sup>st</sup> cluster of issues (Financial Services, Professional Services and Environment)
10:00 – 10:30am	Comments by UNCTAD Ad-hoc Consultants in charge of the drafting the modules
10:30 – 11:45 am	Question and Answer Session
11:00 – 11:15am	<i>Tea Break</i>
11:15 – 11:45am	Presentation of the Consumer Complaint Handling system by CASE Singapore
11:45 – 12:15pm	Comments by UNEP and Question and Answer Session
12:15 – 12:30pm	Summary of discussion by ASEAN and UNCTAD Secretariats
12:30 – 14:00pm	<i>Lunch</i>
14:00 – 15:30pm	<p><b><u>Breakout session</u></b></p> <p><b>1) Financial Services - <i>Ratchaphruek Room</i></b> <i>Facilitators: UNCTAD and the relevant ad-hoc consultant</i></p> <ul style="list-style-type: none"> <li>• Introduction of ASEAN participants and formation of 3 different groups for role play exercises: consumers, retailers and enforcers to deal with section 2 of the Training materials “Substantive consumer protection issues”</li> <li>• Brief presentation of hypothetical scenario that will address section 2 of the training materials by Justin Malbon</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul> <p><b>2) Professional Services – <i>Lily Room</i></b> <i>Facilitators: UNCTAD and the relevant ad-hoc consultant</i></p> <ul style="list-style-type: none"> <li>• Introduction of ASEAN participants and formation of 3</li> </ul>

	<p>different groups for role play exercises: consumers, retailers and enforcers to deal with section 2 of the Training materials “Substantive consumer protection issues” (legal and medical services)</p> <ul style="list-style-type: none"> <li>• Brief presentation of hypothetical scenario that will address section 2 of the training materials by Allan Asher</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul> <p><b>3) Environment – <i>Bougainvillea Room</i></b> <i>Facilitators: UNCTAD, UNEP and the relevant ad-hoc consultant</i></p> <ul style="list-style-type: none"> <li>• Introduction of ASEAN participants and formation of 3 different groups for role play exercises: consumers, retailers and enforcers to deal with section 2 of the Training materials “Substantive consumer protection issues”</li> <li>• Brief presentation of hypothetical scenario that will address section 2 of the training materials by Anthony Chiu</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul>
15:30 – 15:45pm	<i>Tea Break</i>
15:45 – 17:00pm	Breakout sessions (Cont’d)

**Tuesday, 28 July 2015**

08:30 – 09:00am	Registration
09:00 – 11:00am	<p><b><u>Breakout sessions (Cont’d)</u></b></p> <p><b>1) Financial Services - <i>Ratchaphruek Room</i></b> <i>Facilitators: UNCTAD and the relevant ad-hoc consultant</i></p> <ul style="list-style-type: none"> <li>• Brief presentation of hypothetical scenario that will address sections 3-4 of the training materials by Justin Malbon</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul> <p><b>2) Professional Services – <i>Lily Room</i></b> <i>Facilitators: UNCTAD and the relevant ad-hoc consultant</i></p> <ul style="list-style-type: none"> <li>• Brief presentation of hypothetical scenario that will address sections 3-4 of the training materials by Allan Asher</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul> <p><b>3) Environment - <i>Bougainvillea Room</i></b> <i>Facilitators: UNCTAD, UNEP and the relevant ad-hoc consultant</i></p>

	<ul style="list-style-type: none"> <li>Brief presentation of hypothetical scenario that will address section 3-4 of the training materials by Anthony Chiu</li> <li>Conduction of the role play</li> <li>Conclusions and follow-up</li> </ul>
11:00 – 11:15pm	<i>Tea Break</i>
11:15 – 12:30pm	Breakout sessions (Cont'd)
12:30 – 14:00pm	<i>Lunch</i>
14:00 – 15:30pm	Breakout sessions (Cont'd)
15:30 – 15:45pm	<i>Tea Break</i>
15:45 – 17:00pm	Breakout sessions (Cont'd)

### Wednesday, 29 July 2015

08:30 – 09:00am	Registration - <u>Bougainvillea Room</u>
09:00 – 10:00am	Debriefing statements by Justin Malbon, Allan Asher and Anthony Chiu on the result of the breakout sessions
10:00 – 11:00am	Comments by AMS, ASEC and UNCTAD
11:00 – 11:15am	<i>Tea Break</i>
11:15 – 11:45am	Follow up, question and answer session
11:45 – 12:00pm	Photo session
12:00 – 14:00pm	<i>Lunch</i>
13:30 – 14:00pm	Registration Batch 2 - <u>Bougainvillea Room</u>
14:00 – 14:15pm	Opening remarks by ASEAN and UNCTAD secretariats
14:15 – 15:30pm	Presentation by UNCTAD on the approach, structure and sections of the training materials of the 2nd cluster of issues (Product Safety and Labelling, Health Care services and Phone and Internet Services and E-Commerce)
15:30 – 15:45pm	<i>Coffee break</i>



15:45 – 16:15pm	Comments by UNCTAD Ad-hoc Consultants in charge of drafting the modules
16:15 – 16:45pm	Presentation of the Consumer Complaint Handling system by CASE Singapore
16:45 – 17:15pm	General Discussion by AMS and Question and Answer Session
17:00 – 17:30pm	Summary of discussion by ASEAN and UNCTAD Secretariats

**Thursday, 30 July 2015**

08:30 – 09:00am	Registration
09:00 – 11:00am	<p><b><u>Breakout sessions</u></b></p> <p><b>1) Health Care services – <i>Ratchaphruek Room</i></b>  <i>Facilitators: UNCTAD and the relevant ad-hoc consultant</i></p> <ul style="list-style-type: none"> <li>• Introduction of ASEAN participants and formation of 3 different groups for role play exercises: consumers, retailers and enforcers to deal with section 2 of the Training materials “Substantive consumer protection issues”</li> <li>• Brief presentation of hypothetical scenario that will address section 2 of the training materials by Ming Yan Xu</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul> <p><b>2) Phone, Internet Services and E-Commerce – <i>Bougainvillea Room</i></b>  <i>Facilitators: UNCTAD and the relevant ad-hoc consultant</i></p> <ul style="list-style-type: none"> <li>• Introduction of ASEAN participants and formation of 3 different groups for role play exercises: consumers, retailers and enforcers to deal with section 2 of the Training materials “Substantive consumer protection issues”</li> <li>• Brief presentation of hypothetical scenario that will address section 2 of the training materials by Carl Buik</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul>
11:00 – 11:15am	<i>Tea Break</i>
11:15– 12:30pm	Breakout sessions (Cont’d)
12:30 – 14:00pm	<i>Lunch</i>

14:00 – 15:30pm	<p><b>Breakout sessions</b> (Cont'd)</p> <p><b>1) Health Care services - <u>Ratchaphruek Room</u></b>  <i>Facilitators: UNCTAD and the relevant ad-hoc consultant</i></p> <ul style="list-style-type: none"> <li>• Brief presentation of hypothetical scenario that will address section 3-4 of the training materials by Ming Yan Xu</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul> <p><b>2) Phone, Internet Services and E-Commerce - <u>Bougainvillea Room</u></b>  <i>Facilitators: UNCTAD and the relevant ad-hoc consultant</i></p> <ul style="list-style-type: none"> <li>• Brief presentation of hypothetical scenario that will address sections 3-4 of the training materials by Carl Buik</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul>
15:30 – 15:45pm	Tea Break
15:45 – 17:00pm	Breakout sessions (Cont'd)

**Friday, 31 July 2015**

08:30 – 09:00am	Registration
09:00 – 11:00am	<p><b>Breakout sessions</b> (Cont'd)</p> <p><b>1) Health Care services - <u>Ratchaphruek Room</u></b></p> <ul style="list-style-type: none"> <li>• Brief presentation of hypothetical scenario that will address section 5-6 of the training materials by Ming Yan Xu</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul> <p><b>2) Phone, Internet Services and E-Commerce - <u>Bougainvillea Room</u></b>  <i>Facilitators: UNCTAD and the relevant ad-hoc consultant</i></p> <ul style="list-style-type: none"> <li>• Brief presentation of hypothetical scenario that will address sections 5-6 of the training materials by Carl Buik</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul> <p><b>3) Product Safety and Labelling – <u>Lily Room</u></b>  <i>Facilitators: UNCTAD and the relevant ad-hoc consultant</i></p> <ul style="list-style-type: none"> <li>• Introduction of ASEAN participants and formation of 3</li> </ul>

	<p>different groups for role play exercises: consumers, retailers and enforcers to deal with section 2 and 3 of the Training materials “Substantive consumer protection issues”.</p> <ul style="list-style-type: none"> <li>• Brief presentation of hypothetical scenario that will address section 2 to 6 of the training materials by Luke Nottage</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul>
11:00 – 11:15am	<i>Tea Break</i>
11:15 – 12:30pm	Breakout sessions (Cont'd)
12:30 – 14:00pm	<i>Lunch</i>
14:00 – 15:30pm	<p><b>Product Safety and Labelling (Plenary session for all AMS)</b> - <u>Bougainvillea Room</u> <i>Facilitators: UNCTAD and the relevant ad-hoc consultant</i></p> <ul style="list-style-type: none"> <li>• Brief presentation of hypothetical scenario that will address section 2 to 6 of the training materials by Luke Nottage</li> <li>• Conduction of the role play</li> <li>• Conclusions and follow-up</li> </ul>
15:30 – 15:45pm	<i>Tea Break</i>
15:45 – 16:15pm	Plenary session(Cont'd)
16:15 – 17:00pm	<p><b>Summary of discussion and follow-up (Plenary session for all AMS)</b> - <u>Bougainvillea Room</u></p> <ul style="list-style-type: none"> <li>• Debriefing statements by Luke Nottage, Carl Buik and Ming Yan Xu about the conduction and result of the breakout sessions</li> <li>• Comments by ASEC and UNCTAD</li> <li>• Follow up and closure</li> <li>• Photo session</li> </ul>

**Saturday, 1 August 2015**

Delegates to depart to their home country.