



**Organisation and implementation of training activities on**

**CONTRACT NUMBER 2017 96 05**

**ORGANISATION AND IMPLEMENTATION OF TRAINING ACTIVITIES ON  
“NEW FOOD INVESTIGATION TECHNIQUES AIMING AT IDENTIFYING POTENTIAL  
FRAUD ALONG THE AGRI FOOD CHAIN AND ON THE E-COMMERCE OF AGRI-  
FOOD” –  
2nd PHASE**

**under the “Better Training for safer Food” Initiative**



## CONTENTS

1. Situation of the project during COVID-19 crisis.....	3
2. Changes to be considered .....	3
3. Course objectives.....	4
4. Selection criteria for participants .....	6
5. Training dates .....	7
6. Country allocations.....	8
Annex 1: Background and main topics covered in training .....	10
Annex 2: Legislation and guidance .....	12
Annex 3: Agenda.....	14
Annex 4: Technical requirements.....	37
Annex 5: Training material, outcomes and dissemination activities.....	38
Annex 6: Contractor contact details.....	39
Annex 7: Data protection notice .....	40



## **1. Situation of the project during COVID-19 crisis**

Due to the current COVID-19 coronavirus epidemic, the European Health and Digital Executive Agency (HaDEA) cancelled the organisation of all face-to-face activities of the Better Training for Safer Food initiative (in EU and non-EU countries) from March 2020 and until the situation improves.

The present project is currently in its second phase of implementation, whose implementation was scheduled to take place between December 2019 and December 2021, and foresee the organisation of 3 courses on agrifood investigation techniques and e-commerce of agrifood, summing a total of 12 sessions.

In May 2021 were approved the conversion to virtual classes and the extension of the contract until December 2022. And on the 18th of June, HaDEA communicated to all contractors that face-to-face sessions can be restored from 1st September 2021, due to the evolution of the COVID-19 pandemic throughout the world, the variability in epidemiological and vaccinal status across different geographical zones, and the developments in the Commission's Digital Covid Certificate.

This communication is therefore a detailed description of the new developments regarding the training activities that will take place next 6 months, both virtually and face-to-face, considering the evolution of the pandemic situation in the EU.

## **2. Changes to be considered**

The Virtual Classes will substitute face-to-face training sessions until we can revert to having on-site sessions, initially estimated for November and December this year. This has taken us to make the following adaptations to the initial arrangements that may be of major interest to you:

- Distribution and allocation of places per invited country (number of sessions and participants per session).
- Process of registration and deadline for submitting registration forms, different for VC and for F2F sessions.
- Methodology switched from a face-to-face environment to a virtual interactive space, using different IT tools and means of communication - IT requirements for attending the VC training session: BTSF Academy platform and Zoom.
- Programme and distribution of the contents (number days, distribution of contents per day and timing).

In the next sections, you will find explained, as did in previous information to NCPs, the general and specific objectives of the training, the schedule of sessions, the list of invited countries, the selection



criteria, the responsibilities of the different actors involved in the programme, the training programme, the training dates and deadlines, and the presentation of the learning platform and IT requirements participants will need to attend.

The programme included in Annex 3 is for virtual classes only. For face-to-face sessions, the programme will go back to the initial one, from Monday afternoon to Thursday midday (2 full days and 2 half days).

### 3. *Course objectives*

#### General objective

To improve the effectiveness of official controls in relation to agri-food fraud and e-commerce of food, it is essential that staff of competent authorities be equipped with appropriate knowledge and skills, adjusted to the needs of such controls. The training is serving therefore as a way to disseminate best practices, improve knowledge in this area and enabling the exchange of practical experience.

Two years ago, it was launched a new training programme covering New Food Investigation Techniques issue. The second phase of this contract is just starting.

The objective of the present program is to improve knowledge and skills of control staff on specific investigation techniques used to identify agri-food fraud (FF) or to perform official control duties on e-commerce of food and food related products, disseminating best practices and enabling the exchange of practical experience.

The program will be divided in two courses, having developed two different levels for the second course, standard and advance with the aim to improve knowledge on new effective and efficient control/investigation techniques to:

- Identify more easily fraud along the agri-food chain
- Ensure better official controls on e-commerce in the food sector.

#### Specific objectives

The specific objectives of the **Course on general investigation and control techniques (NIT)** are to give tools and techniques to design, implement and manage agri-food fraud units; promote risk based investigations; spread the knowledge on methods and investigation techniques for the prevention of agri-food fraud; and ensure that the trainees have a solid understanding of ways to collaborate, coordinate with other enforcement bodies in their countries, other Member States and with other supranational organizations.

The specific objectives of the **Course on e-commerce of food, standard level (EC1)**, are to provide tools and techniques to identify internet food business operating and detect those not following the legal requirements; facilitate practical training on internet trading investigation; and spread knowledge on methods to investigate



in different internet platforms, and learn practical and legal requirements to undertake official controls on internet food business; and ensure that the participants have a solid understanding of channels of communication, cooperation with different administrations and market stakeholders.

The specific objectives of the **Course on e-commerce of food, advanced level (EC2)**, are the same as course EC1; however, the level to reach will be higher as long as the practical exercises requested.

In this sense, participants will be invited to participate actively in discussions, debriefings and working groups. They will be given preparation tasks prior to the attendance to the session, updating their knowledge of EU legislation in their sector and bringing examples of their national practices and communication materials in their given sector.



#### 4. Selection criteria for participants

The training program is opened to participants whose application form is submitted by the corresponding BTSF NCPs, following the selection process described in the following paragraph.

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The targeted audience should comply with the following criteria for **NIT (COURSE 1)**:

- Officials from inspection bodies: ideally involved in planning and organizing control activities (preferably at central level)
- Police investigators/ Customs officers/Judicial staff...etc.

**IMPORTANT NOTE – COURSE on NIT: In order to assure a multidisciplinary approach in the training, NCPs will be required to send 2 participants to the session, one from the Competent Authority responsible of inspections, and another from any other agency involved in the investigation of agri-food fraud (police, customs, judicial services, etc).**

The targeted audience should comply with the following criteria for **EC1**:

- Officials from inspection bodies: ideally involved in planning and organizing control activities (preferably at central level).

The targeted audience for **EC2** is:

- Enforcement staff having
    - at least **3 years' experience** working in competent authorities related to **Internet investigations of agri-food frauds**;
    - or proven knowledge of Internet investigation of agri-food frauds by enclosing the certificate for having attended Course 2a (EC1) in under this contract or previous contract (BTSF 2013 96 14);
- and**
- **Submit a small presentation of a real case** the participant has been involved in (2-3 slides), in an attached ppt document to the registration form.

\*PMC can facilitate individually to each NCP the list of participants that have attended Course 2 (EC1) on previous editions.

Participants to all courses should:

- Have the capacity to work and make interventions in English language.
- Be compromised to disseminate the knowledge gained (courses, workshops, articles, blogs) in the short medium term once the training ends.



The selection of appropriate participants has a direct impact on the training session. Similar level of knowledge among them, with the possibility to have pro-active and positive discussions, is one of the key elements for success.

AENOR applies a qualitative approach for the selection of participants. National Contact Points are kindly invited to contact the Project Management Unit if they require any modification of the list or if they would wish to submit additional registration of additional participants, as due to multiple circumstances, sometimes places are left vacant, and it is easier and quicker to consider participants from the reserve list.

In any case, you will be able to check the main data of the project, related to dates and locations, at the website [www.btsf-aenor.com](http://www.btsf-aenor.com). The website will be regularly updated with details of forthcoming courses.

## 5. Training dates

Three Virtual Classroom (VC) and two F2F training sessions of two different courses are foreseen to be organised between September and December 2021.

**Table 1: Training dates for 2021**

Year	Training session	Proposed dates	Location	Course Title	Deadline for registrations of participants
2021	Session 1	27 September - 1 October 2021	BTSF Academy / Zoom	Course 2a (EC1): E-commerce of food, standard level	<b>20-09-2021</b>
	Session 2	4 - 8 October 2021	BTSF Academy / Zoom	Course 1 NIT: General investigation and control techniques	<b>27-09-2021</b>
	Session 3	18 - 22 October 2021	BTSF Academy / Zoom (tbc)	Course 2a (EC1): E-commerce of food, standard level	<b>11-10-2021</b>
	Session 4	8 - 12 November 2021	<b><u>F2F Budapest / Bratislava</u></b>	Course 2b (EC2): E-commerce of food, advanced level	<b>TBC*</b>
	Session 5	29 November-3 December 2021	<b><u>F2F Seville/Lisbon</u></b>	Course 1 NIT: General investigation and control techniques	<b>TBC*</b>

The remaining sessions will be organised between January and October 2022.



(\*) **NOTE:** Sessions Face-to-face will be organised considering COVID-19 outbreak is controlled, and vaccination in EU countries reaches the expected % of coverage in EU population. COVID-19 measures will be observed both in travel and hotel arrangements. **Only participants with vaccination certificate will be able to attend.** Should the minimum number of participants not be reached, the session could be switched to a Virtual class session in the same dates programmed.

## 6. Country allocations

The entire project supports a total of 360 participants in face-to-face sessions. For Virtual Class sessions, more participants will be accepted.

Regarding the **virtual training sessions** that will be implemented during the second half of 2021, the seats allocation per session is available at the following page.

- For **virtual sessions**, whether a country has seats allocated or not, NCPs are kindly invited to send 2 registration forms per session + any additional reserve candidates they may have.
- Depending on the number of candidates received, additional sessions could be organised on further dates.
- As the evolution of both the pandemic and the vaccination process is tough to predict, the format of the sessions in November/December will be confirmed following HaDEA's instructions.
- Additional candidates for the waiting list will be welcomed. We will do our best to allocate them.
- NCPs are kindly invited to contact the project manager if they have any questions.

**Table 2: Training dates for 2021**

Countries	C2b S1 <b>F2F</b>	C1 S2 <b>F2F</b>	
	8-11 Nov 2021	FSA	OEA
<b>Member States (MS)</b>			
Austria			
Belgium	1	1	1
Bulgaria		1	
Croatia	1		
Cyprus	1	1	
Czech Republic	1		
Denmark	2		
Estonia		1	
Finland	1		
France	2	1	
Germany	2	1	1





Countries	C2b S1 F2F	C1 S2 F2F	
	8-11 Nov 2021	29 Nov-2 Dec 2021	
Greece	1	1	
Hungary	1		
Ireland	2	1	1
Italy	2	1	
Latvia		1	
Lithuania		1	
Luxembourg	1		
Malta	1		
Netherlands	2	1	1
Poland	1	1	1
Portugal	1		
Romania			
Slovakia	1		
Slovenia		1	1
Spain	1	1	
Sweden	1	1	1
<b>Candidate Countries (CC)</b>			
Albania		1	1
North Macedonia		1	1
Montenegro			
Serbia			
Turkey			
<b>EFTA &amp; EEA Countries</b>			
Iceland		1	1
Norway	1		
Switzerland			
UK (Northern Ireland)	2	1	1



## ***Annex 1: Background and main topics covered in training***

### **Background**

The Better Training for Safer Food on New Investigation Techniques was launched in 2013, as cases of agri-food fraud were increasing, reaching a great dissemination by the Media at the time of the famous horse meat scandal. An increasing trend to commit fraud in the sales of food was intimately linked to the big economic crisis, in which some sectors in the market found opportunities to practice counterfeiting, and use prohibited or low-quality ingredients in food, with possible no hygiene controls, in order to make substantial profits. This represents not only a serious threat to the confidence of the consumers, but possibly put their health in risk. Agri-food fraud cases can affect the whole agri-food chain, sometimes using very sophisticated techniques, to avoid being detected. Internet offers multiple choices and options; complete command of these tools should be known and used by those fighting against agri-food fraud products sold in internet.

The key for success was cooperating in a most efficient way. In this sense, all stakeholders should have a role in the fight against agri-food fraud crime, including industry, consumer operators, market surveillance and sanitary authorities, police and judicial bodies.

The current challenge not only require new IT tools, but a better use of the information, methods and integrate this information in a more coordinated way, using the skills and expertise of agri-food fraud units to attend these needs, and working in collaboration among administrations.

To improve the effectiveness of official controls in relation to agri-food fraud and e-commerce of food, it is essential that staff of competent authorities be equipped with appropriate knowledge and skills, adjusted to the needs of such controls. The training is serving therefore as a way to disseminate best practices, improve knowledge in this area and enabling the exchange of practical experience.

Two years ago, it was launched a new training programme covering New Food Investigation Techniques issue. The second phase of this contract is just starting.

The objective of the present program is to improve knowledge and skills of control staff on specific investigation techniques used to identify agri-food fraud (FF) or to perform official control duties on e-commerce of food and food related products, disseminating best practices and enabling the exchange of practical experience.

The program will be divided in two courses, having developed two different levels for the second course, standard and advance with the aim to improve knowledge on new effective and efficient



control/investigation techniques to:

- a) Identify more easily fraud along the agri-food chain
- b) Ensure better official controls on e-commerce in the food sector.

## **Main topics covered in the training**

The specific objectives of the **Course on general investigation and control techniques (NIT)** are to give tools and techniques to design, implement and manage agri-food fraud units; promote risk based investigations; spread the knowledge on methods and investigation techniques for the prevention of agri-food fraud; and ensure that the trainees have a solid understanding of ways to collaborate, coordinate with other enforcement bodies in their countries, other Member States and with other supranational organizations.

The specific objectives of the **Course on e-commerce of food, standard level (EC1)**, are to provide tools and techniques to identify internet food business operating and detect those not following the legal requirements; facilitate practical training on internet trading investigation; and spread knowledge on methods to investigate in different internet platforms, and learn practical and legal requirements to undertake official controls on internet food business; and ensure that the participants have a solid understanding of channels of communication, cooperation with different administrations and market stakeholders.

The specific objectives of the **Course on e-commerce of food, advanced level (EC2)**, are the same as course EC1; however, the level to reach will be higher as long as the practical exercises requested.



## ***Annex 2: Legislation and guidance***

Agri-food fraud is a singular topic to be addressed within the “BTSF frame.” The relevance of this fraudulent behaviour among most of the Control and enforcement EU Authorities is somehow recent, and there is not yet a detailed common legislation to be applied.

In EU there is no legislative framework to target agri-food fraud. The issue is directly dealt with at national level by Member States. The training course has been defined in order to identify effective actions and strengthen European rules and controls at the EU level.

Fraud cases have been detected in different countries across EU and third countries. Showing that collaboration among agencies is needed to avoid the cross border fraudulent behaviour. During the training time will be devoted to identifying authorities/ enforcement agencies that should be involved at the different stages of the agri-food chain, and take decisions, sharing intelligence and finding ways of collaboration, coordinating actions to be put in place. It will be shown how it is possible to establish links between food crime and criminal organizations.

Traditional investigation and control techniques are not always sufficient to properly control e-commerce of food and food related products, nor to reveal cases of fraud in the agri-food chain (be it through internet-based or traditional businesses) as many competent authorities do not have the necessary equipment and appropriate approach.

The official control of E-commerce of food is scarce in many of the EU countries, and in most cases, it is a responsibility of the Food Control authority.

Internet traders which are food business operators according to EU Legislation are often not registered (Regulation EC 852/2004) and are therefore not known to food control authorities. Course on e-commerce of food, standard level, provide tools and techniques to identify internet food business operating and detect those not following the legal requirements; facilitate practical training on internet trading investigation; and spread knowledge on methods to investigate in different internet platforms, and learn practical and legal requirements to undertake official controls on internet food business; and ensure that the participants have a solid understanding of channels of communication, cooperation with different administrations and market stakeholders.

Great relevance will be given to methods for an efficient exchange of information between units on



cross-border, presenting cases and multi-lingual offers (web shops and platforms), including the use of the Administrative Assistance and Cooperation system (AAC system).

Sessions will be devoted to payment systems, how to set up contacts with selling and payment platforms (visa, PayPal, eBay, Amazon, etc.). All the above will be practically presented showing latest international initiatives on policy development regarding on-line investigations.

Other considerations in the fight against illicit on-line sells will be presented such the need to make the research without revealing the identity, of products covering offers originating inside and outside the EU. They must be able to document online offers and purchase processes according to the requirements of Member States' legal authorities.



## Annex 3: Agenda

### Virtual class sessions (VC)

In order to maintain the same duration as the F2F trainings and to keep a high level of attention, the virtual programme will consist of half-days of training, mixing lectures and group activities:

Course 1-NIT and Course 2a-EC1
<ul style="list-style-type: none"><li>• <b>5 working days</b> from Monday to Friday</li><li>• <b>Morning sessions</b></li><li>• Schedule: 09:00 to 13:15</li><li>• 2 breaks of 15 minutes per day</li></ul>

A one-hour session will be organised the week before the course to go over how to connect and use the e-learning platform and how to access the uploaded documents.

### Face to face sessions (F2F)

Course 1-NIT and Course 2a-EC1
<ul style="list-style-type: none"><li>• <b>3 working days</b> from Monday to Thursday</li><li>• 2 full days + 2 half days</li><li>• Arrive on Monday and depart on Thursday (13h00)</li><li>• Schedule:<ul style="list-style-type: none"><li>➤ <b>M: 14:00 to 18h00</b></li><li>➤ <b>T, W: 09:00 to 18:00/18:15</b></li><li>➤ <b>Th: 09:00 to 13h00</b></li></ul></li><li>• 2 breaks of 30 minutes per day and a lunch break of 60 minutes.</li><li>• Dinner from Monday to Wednesday</li></ul>

**When the participants register, they commit to attend the complete training session and to actively participate during activity groups and practical sessions.**



Day 0 (Thursday or Friday the week before)					
Time		Title of the session	Training Objective / Subjects Covered	Method of training	Responsible
11h00	12h00	Connection test	<ul style="list-style-type: none"> <li>• Check the correct access of all participants to the e-learning platform.</li> <li>• Overview of how the e-learning platform works (Moodle, Big Blue Button, Breakout Rooms, etc.)</li> <li>• Review of the contents uploaded in Moodle.</li> </ul>	Presentation Q&A	Event Manager

NIT – General Investigation and Control Techniques – Day 1 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h40	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM
09h00	09h20	Opening and initial instructions	<ul style="list-style-type: none"> <li>• Opening and welcome address</li> <li>• Instruction for the use of the IT tool, indications on how to proceed. Role of the tutors, EM and participants.</li> <li>• Presentation of the programme and special edition of virtual session.</li> </ul>	Presentation	EM /TC
09h20	09h40	Course Introduction	<ul style="list-style-type: none"> <li>• Presentation of the initiative “Better Training for Safer Food” – video and programme</li> <li>• Introduction remarks about European Commission food fraud policy</li> </ul>	Presentation Media: BTSF Video	DG SANTÉ/CHAFAEA
09h40	10h30	Introduction participants	<ul style="list-style-type: none"> <li>• Information about trainees' technical and professional background, including level of knowledge regarding the relevant subjects.</li> <li>• Identification of expectations, specific areas of interest, difficult aspects to be tackled, etc.</li> </ul>	Round table	Participants
10h30	10h45	Break			
10h45	11h15	Pre-training Test	Participants pre-training knowledge Self-Assessment test <ul style="list-style-type: none"> <li>• Measure the group of participants’ knowledge at the beginning of the training</li> </ul>	Interactive poll (Mentimeter)	Participants TC
11h15	11h30	Dissemination action planning	<ul style="list-style-type: none"> <li>• Emphasise the importance of dissemination and discuss participant's plans for dissemination</li> <li>• Identify key topics which each delegate considers most important for dissemination</li> </ul>	Presentation	TC



NIT – General Investigation and Control Techniques – Day 1 (VIRTUAL)						
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible	
11h30	11h45	Break				
11h45	12h45	Collaborative approach to combating food fraud	<ul style="list-style-type: none"> <li>• What can be expected from this training?</li> <li>• Presentation of the key concepts, messages, and potential critical points that will be addressed during the training.</li> <li>• Group discussion</li> </ul>	Presentation / Q&A	TC	
12h45	13h30	International collaboration on food fraud cases	<ul style="list-style-type: none"> <li>• Lessons learned from different real cases on food fraud (i.e. EU response to the horsemeat scandal, Food Fraud network, food fraud in the Official Control Regulation Developments made by EU Commission, OCR 2017/625, Communication methods, IMSOC, RASSF, AAC, AAC-FF, SIENA.</li> </ul>	Case study/ Q&A	T2	
13h30	14h00	Regulatory mapping of food fraud	<p>Group exercise: regulatory map: Identification of authorities/ enforcement agencies to be involved at the different stages of the food chain</p> <ul style="list-style-type: none"> <li>• Working groups conclusions will be presented in plenary for debate and conclusions</li> </ul>	Working groups (break-out sessions)	T2	
14h00		Summary and closure of the day				





NIT – General Investigation and Control Techniques – Day 2 (VIRTUAL)						
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible	
08h40	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM	
09h00	09h05	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC	
09h05	09h50	Risk mapping of food fraud	Group exercise: Vulnerability of the food trade chain (i.e. red meat) /fraud prevention Where are opportunities for fraud? Where come: a motivated offender, a suitable target and lack of guardianship together? Analysis of the vulnerability of food chain – risk identification Working groups conclusions will be presented in plenary for debate and conclusions	Working groups (break-out sessions)	T2	
09h50	10h15	Worldwide cooperation on food fraud	Case study on OPSON and wine fraud to illustrate the need for international, worldwide cooperation Collaboration International level OPSON, Europol, Interpol	Case study/Q&A	T2	
10h15	10h30	Virtual group picture and Break				
10h30	11h15	Intelligence lead approach	Introduction of the principles of intelligence lead approach to regulation/ investigation based on Ireland (FSAI) and Portuguese experience (ASAE). Defining intelligence, identification of intelligence opportunities and uses, legal compliance, protecting those reporting contraventions of EU Law (Art.139 625/2017, EU Directive 1939/2017) Intelligence Workshop – practical case, recording, evaluating intelligence, protecting the source administrative systems and tradecraft	Presentation / Discussion / Q&A	TC	
11h15	12h00	Intelligence workshop	Introduction to video Exercise involving reporting of contraventions of EU Agri food law and intelligence evaluation, legal compliance, protecting those reporting contraventions of EU Law (Art.139 625/2017, EU Directive 1939/2017) whistle-blower protection and management. Feedback in plenary	Working groups	TC	
12h00	12h10	Break				
12h10	12h30	Intelligence Led investigation workshop	Using the results of the previous workshop participants are requested to consider investigation strategy, lines of enquiry, intelligence and evidential opportunities, multi-agency collaboration, intel sharing	Individual and working group	TC	
12h30	13h15	Intelligence Cycle ASAE	Presentation outlining the Intelligence Cycle Process, the stages, use in food fraud investigations and outcomes	Presentation / Q&A	T3	



NIT – General Investigation and Control Techniques – Day 2 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
13h15	13h45	Intelligence Case Studies	Case Studies of intelligence use in investigations. Glass eels.	Presentation / Q&A	T3
13h45		Summary and closure of the day			

NIT – General Investigation and Control Techniques – Day 3 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h40	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM
09h00	09h10	Introduction of the day	Summary of previous day's topics and present the objectives of the day and homework review	Plenary discussion and feedback	TC
09h10	09h50	Intelligence stage – analytical techniques	<ul style="list-style-type: none"> <li>Group exercise. Identify a strategy and investigation progress</li> <li>Group exercise: Use of analytical techniques to identify patterns in illegal activity, intelligence material provided (ANPR data traffic movements) (temporal, geospatial, comparative case analysis)</li> </ul>	Working groups (break-out sessions)	TC
09h50	10h30	Intelligence stage (cont.)	<ul style="list-style-type: none"> <li>Group exercise (cont.) feedback from the different groups presented in plenary.</li> <li>Discussion of results, examples of other intelligence analysis techniques presented.</li> <li>Summary and conclusions gathered from all groups</li> </ul>	Working groups (break-out sessions) Plenary discussion	TC
10h30	10h45	Break			
10h45	11h30	Intelligence Case Studies	<ul style="list-style-type: none"> <li>PDO: Investigation</li> </ul>	Presentation / Q&A	T3
11h30	12h15	Successful case study: NAS Carabinieri (Italy)	<ul style="list-style-type: none"> <li>Presentation of this organization and key features regarding the investigation of agri-food fraud and inter-agencies cooperation in Italy</li> </ul>	Presentation of case study / Q&A	T4
12h15	12h25	Break			



<b>NIT – General Investigation and Control Techniques – Day 3 (VIRTUAL)</b>					
<b>Time</b>		<b>Title of the session</b>	<b>Training Objective / Subjects Covered</b>	<b>Method of Training</b>	<b>Responsible</b>
12h25	13h00	Fraud collecting information and reporting	<ul style="list-style-type: none"><li>• Presentation of a real case study and open discussion</li></ul>	Presentation / Discussion / Q&A	T4
13h00	13h45	Fraud reporting cont	<ul style="list-style-type: none"><li>• Presentation of a real case study and open discussion</li></ul>	Presentation / Discussion Q&A	T4
13h45		Summary and closure of the day			



NIT – General Investigation and Control Techniques – Day 4 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h40	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM
09h00	09h05	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC
09h05	10h00	Identifying food fraud issues	<ul style="list-style-type: none"> <li>Differentiation between non-compliance and those breaches of food law which involve fraudulent and deceptive practice.</li> <li>Developing evidential case</li> <li>Provisions of Art. 140 of the OCR 2017/625</li> <li>Case study</li> </ul>	Presentation / Discussion Q&A	TC
10h00	10h45	Methodology of investigation	<ul style="list-style-type: none"> <li>To present possible police response to tackle at operational level this form of criminality.</li> <li>To highlight possible links between food crime and criminal organizations.</li> <li>To underline possible cooperation with EU Agencies.</li> <li>To identify and propose multidisciplinary approach.</li> </ul>	Presentation of case study / Q&A	T5
10h45	10h55	Break			
10h55	11h25	Real cases managed by Flying Squad (Denmark)	Case study: Flying Squad (Denmark) Practical presentation of real investigations recently managed by the Flying Squad: techniques used, problems encountered, agencies involved, collaboration with another MS, etc.	Presentation of case s / Discussion / Q&A	T5
11h25	12h00	Conducting the investigation	Group exercise: participants will deal with the identification of potential lines of enquiry, potential techniques to develop current and obtain new intelligence, remit of investigation, resources, legal authority, media management, exchange of information, etc.	Working groups (break-out sessions)	T5
12h00	12h10	Break			
12h10	13h00	Conducting the investigation (cont)	<ul style="list-style-type: none"> <li>Working groups' conclusions will be presented in plenary for debate and conclusions.</li> </ul>	Plenary discussion	Participants, Tc & T5
13h00		Summary and closure of the day			



NIT – General Investigation and Control Techniques – Day 5 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h40	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM
09h00	09h05	Introduction of the day	Summary of previous day's topics and present the objectives of the day.		TC & EM
09h05	10h00	Official controls: Intelligence Operating Models and risk-based controls	<ul style="list-style-type: none"> <li>• OCR 2017/625 Article 9(2)</li> <li>• Use of Intelligence Operating Models for anti-fraud strategies in the agri-food chain</li> <li>• Examples and case study</li> </ul>	Working groups (break-out sessions) / Q&A	TC & Participants
10h00	10h30	Making sure Food Fraud does not pay, penalties that reflect the seriousness of the offence (session)	Differentiation between non-compliance and those breaches of food law which involve fraudulent and deceptive practice. Developing evidential case that demonstrates intent, harm, financial gain and deception and the techniques, legal powers and approach used to reflect the seriousness, criminal gain and also act as a deterrent. Case study	Presentation / Q&A	TC
10h30	10h45	Break			
10h45	11h30	Conclusions of training and key messages	<ul style="list-style-type: none"> <li>• Conclusions of the training: how to combat and tackle food fraud</li> <li>• What is essential to "bring back home" from the training?</li> <li>• Alignment of new initiatives</li> </ul>	Brainstorming	TC & Participants
11h30	12h00	Post-Training Test (Quiz 4)	Participants post-training knowledge test <ul style="list-style-type: none"> <li>• Measure the impact of the training on the understanding of the taught subject by the group</li> <li>• Responding to outstanding questions from pre-course questionnaires</li> </ul>	Interactive Q&A (Mentimeter)	Tutors & Participants
12h00	12h15	Break			
12h15	12h45	Review and on-line evaluation	<ul style="list-style-type: none"> <li>• Training evaluation by participants: on-line evaluation forms</li> <li>• Assessment of course delivery against participants' expectations and course objectives</li> <li>• Participants Remarks &amp; reporting on previous topic discussions</li> <li>• Establishment of networking opportunities</li> </ul>	Plenary Discussion	Participants



## COURSE EC1 – Control of E-commerce of food – basic level

EC1 – Control of e-commerce on food – basic level - Day 1 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h30	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM
09h00	09h15	Opening and initial instructions	<ul style="list-style-type: none"> <li>• Opening and welcome address</li> <li>• Instruction for the use of the IT tool, indications on how to proceed. Role of the tutors, EM and participants.</li> <li>• Presentation of the programme and special edition of virtual session.</li> </ul>	Presentation	EM /TC
09h15	09h45	Course Introduction	<ul style="list-style-type: none"> <li>• Presentation of the initiative “Better Training for Safer Food” – video and programme</li> <li>• Introduction remarks about European Commission food fraud policy</li> <li>• Introduction to the course: topics, objectives, programme, activities and tutors.</li> </ul>	Presentation Media: BTSF Video	CHAFFEA / Commission representative
09h45	10h00	Pre-training Test	Participants pre-training knowledge Self-Assessment test <ul style="list-style-type: none"> <li>• Measure the group of participants’ knowledge at the beginning of the training</li> </ul>	Interactive poll (Mentimeter)	Participants TC
10h00	10h30	Legal framework for internet control	Legal framework for undertaking official controls of food business on the internet: <ul style="list-style-type: none"> <li>• Legal requirements of internet business: legislation, registration requirements, information to consumers</li> <li>• Legal requirements for internet controls, right of sellers, and legal procedures for shut down a website</li> </ul>	Presentation / Q&A	TC
10h30	10h45	Break			
10h45	11h30	Introduction participants And dissemination	<ul style="list-style-type: none"> <li>• Information about trainees' background, including level of knowledge regarding the relevant subjects.</li> <li>• Identification of expectations, specific areas of interest, difficult aspects to be tackled, etc.</li> <li>• Ice-breaker exercise to facilitate the interaction among participants in plenary and group exercises.</li> </ul>	Ice-breaker exercise & round table	Participants



11h30	11h45	Break			
11h45	12h15	Introduction technical hands-on training	Introduction technical hands-on training	Brainstorming	TC & participants
<b>INTERNET KEY CONCEPTS</b>					
12h15	13h00	Key concepts of internet use	<ul style="list-style-type: none"> <li>Data that may be get from domains?</li> </ul> Define and explain what is an IP address, domain name, servers, host, etc.	Hands-on IT training using virtual environment	T2
13h00	13h30	Key concepts of internet use cont.	<ul style="list-style-type: none"> <li>Case studies and examples</li> </ul> Q and A	Hands-on IT training using virtual environment	T2
13h30		Summary and closure of the day			

EC1 – Control of e-commerce on food – basic level – Day 2 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h30	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM
09h00	09h10	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC
09h10	09h45	Websites, web browsers and basic searches	<ul style="list-style-type: none"> <li>A basic understanding of how the webpages are created, how the websites are structured and how they are accessed and interpreted by web browsers.</li> </ul>	Hands-on IT training using virtual environment	T2 & TC
09h45	10h30	Websites, web browsers and basic searches cont.	<ul style="list-style-type: none"> <li>Case studies and examples</li> <li>Q and A</li> </ul>	Hands-on IT training using virtual environment	T2 & TC



EC1 – Control of e-commerce on food – basic level – Day 2 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
10h30	10h45	Virtual group picture and Break			
10h45	11h15	Websites, web browsers and basic searches (cont.)	<ul style="list-style-type: none"> <li>Techniques to search and refine results using search engines.</li> <li>Case studies and examples</li> </ul>	Hands-on IT training using virtual environment	T2, TC and participants
11h15	11h45	Digital evidence	<ul style="list-style-type: none"> <li>Characteristics of the digital evidence</li> <li>Special measures, procedures and tools required to ensure the data captured</li> <li>Case studies and examples</li> </ul>	Brief presentation Hands on IT training	T2, TC and participants
11h45	12h00	Break			
<b>EU LEGISLATIVE FRAMEWORK</b>					
12h00	12h45	EU legislation	<ul style="list-style-type: none"> <li>Overview of the EU legal framework applicable to e-commerce of food business operating on Internet</li> </ul>	Presentation	T3
12h45	13h30	EU legislation cont.	<ul style="list-style-type: none"> <li>Overview of the EU legal framework applicable to e-commerce of food business operating on Internet</li> </ul>	Q&A Case study	T3
13h30		Summary and closure of the day			





EC1 – Control of e-commerce on food – basic level – Day 3 (VIRTUAL)						
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible	
08h30	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM	
09h00	09h05	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC	
09h05	09h45	EU legislation (cont.)	<ul style="list-style-type: none"> <li>• Overview of the EU legal framework applicable to e-commerce of food business operating on Internet</li> </ul>	Presentation / Q&A Case study	T3	
09h45	10h30	Legal aspects and control purchase	<ul style="list-style-type: none"> <li>• To present legal background of control purchase and CAFIA's experience</li> </ul>	Presentation	T3	
10h30	10h45	Break				
10h45	11h15	Legal aspects and control purchase (cont.)	<ul style="list-style-type: none"> <li>• To present legal background of control purchase and CAFIA's experience</li> </ul>	Presentation / Q&A Case study	T3	
<b>INVESTIGATION DATA AND EVIDENCE GATHERING</b>						
11h15	12h00	Investigation digital evidence capture	<ul style="list-style-type: none"> <li>• To present different instruments and tools on data capturing: video capture, screenshots, PDF grabs</li> </ul>	Hands-on IT training using virtual environment	T2	
12h00	12h10	Break				
12h10	13h00	Investigation digital evidence capture cont.	<ul style="list-style-type: none"> <li>• Case studies and examples</li> <li>• Q and A</li> </ul>	Hands-on IT training using virtual environment	T2	



EC1 – Control of e-commerce on food – basic level – Day 3 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
13h00	13h45	Identifying servers and websites identification information	<ul style="list-style-type: none"> <li>To present how to register a domain, where to do it and under what legal basis this is done</li> </ul>	Hands-on IT training using virtual environment	T2
13h45		Summary and closure of the day			

EC1 – Control of e-commerce on food – basic level – Day 4 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h30	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM
09h00	09h05	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC
09h05	09h50	Identifying servers and websites identification information	<ul style="list-style-type: none"> <li>Case studies and examples</li> <li>Q and A</li> </ul>	Hands-on IT training using virtual environment	T2
09h50	10h30	Identifying servers and websites identification information (cont.)	<ul style="list-style-type: none"> <li>To present how to register a domain, where to do it and under what legal basis this is done</li> <li>Case studies and examples</li> </ul>	Hands-on IT training using virtual environment	T2
10h30	10h45	Break			
10h45	11h10	Sharing files on the internet	<ul style="list-style-type: none"> <li>Storage and sharing of evidence and investigation data</li> <li>Case studies and examples</li> </ul>	Hands-on IT training using virtual environment	T2



EC1 – Control of e-commerce on food – basic level – Day 4 (VIRTUAL)				
Time	Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
	<b>SETTING UP AN IT SYSTEM</b>			
11h10	11h45	Setting UP an IT system for internet investigations	<ul style="list-style-type: none"> <li>To present how to set up and maintain a dedicated standalone PC with required procedures, and its connection to an intranet or extranet system</li> <li>Interactive presentation</li> </ul>	Presentation / Hands on IT training / Q&A  T4
11h45	12h00	Break		
12h00	12h40	Cooperation with stakeholders I	<ul style="list-style-type: none"> <li>Case study: preparation of a full dossier with evidence gathering at national and international level               <ul style="list-style-type: none"> <li>Presentation of the case and objectives</li> </ul> </li> <li>Hands on training by the participants</li> </ul>	Presentation / Hands on IT training  T4
12h40	13h00	Cooperation with stakeholders I (cont.)	<ul style="list-style-type: none"> <li>Continuation with case.</li> <li>Q and A</li> </ul>	Hands-on training / Q&A  T4
13h00	13h30	Cooperation with stakeholders II	<ul style="list-style-type: none"> <li>Presentation of the participants of their findings and evidence gathered. Debriefing, summary of difficulties and problems</li> </ul>	Hands-on training / Q&A  T4
13h30	14h00	Cooperation with stakeholders II (cont.)	<ul style="list-style-type: none"> <li>National case on cooperation with stakeholders (i.e. Belgium, Netherlands, Austria)</li> </ul>	Presentation / Q&A  T4 & participants
14h00		Summary and closure of the day		



EC1 – Control of e-commerce on food – basic level – Day 5 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h30	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM
09h00	09h05	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC
09h05	09h40	Cooperation with stakeholders II (cont.)	<ul style="list-style-type: none"> <li>• Sharing of participant's experiences</li> <li>• Q and A</li> </ul>	Presentation / Plenary / Q&A	T4 & participants
<b>CROSBORDER COOPERATION</b>					
09h40	10h30	Cooperation with marketplaces/selling platforms	<ul style="list-style-type: none"> <li>• To present different cooperation opportunities to be implemented with consumers, trading associations, producers.</li> <li>• To establish agreements with banks and on-line paying systems providers               <ul style="list-style-type: none"> <li>○ To establish agreements with hosts and domain registration</li> </ul> </li> </ul>	Presentation / Q&A	T5 & TC
10h30	10h45	Break			
10h45	11h15	International cooperation & communication with consumers	<ul style="list-style-type: none"> <li>• Information to consumers to minimize risks</li> <li>• International networking: examples</li> </ul>	Presentation / Q&A	T5
11h15	11h30	Cross border cooperation	<ul style="list-style-type: none"> <li>• Presentation of case studies of administrative cooperation</li> <li>• Presentation of the case and allocation of tasks to participants</li> </ul>	Presentation / Working group exercise / Q&A	T5
11h30	12h00	Cross border cooperation cont.	<ul style="list-style-type: none"> <li>• Discussion among the groups and presentation of outcomes of each group and discussion</li> </ul>	Working group exercise / Q&A	T5
12h00	12h10	Break			



EC1 – Control of e-commerce on food – basic level – Day 5 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
12h10	12h30	Future of on-line investigations	<ul style="list-style-type: none"> <li>To present relevant European and international initiatives on policy development regarding on-line investigations (issues in the pipeline, FLEP activities, risk assessment, etc.)</li> </ul>	Presentation / Q&A	TC
12h30	12h45	Conclusions of training and key messages	<ul style="list-style-type: none"> <li>Conclusions of the training: how to combat and tackle food fraud</li> <li>What is essential to “bring back home” from the training?</li> <li>Alignment of new initiatives</li> </ul>	Brainstorming	TC & Participants
12h45	13h15	Post-Training Test	Participants post-training knowledge test <ul style="list-style-type: none"> <li>Measure the impact of the training on the understanding of the taught subject by the group</li> <li>Responding to outstanding questions from pre-course questionnaires</li> </ul>	Interactive Q&A (Mentimeter)	Tutors & Participants
13h15	13h30	Review and on-line evaluation	<ul style="list-style-type: none"> <li>Training evaluation by participants: on-line evaluation forms</li> <li>Assessment of course delivery against participants’ expectations and course objectives</li> <li>Participants Remarks &amp; reporting on previous topic discussions.</li> <li>Establishment of networking opportunities</li> </ul>	Plenary Discussion	Participants
13h30	13h45	Closing of the virtual session	<ul style="list-style-type: none"> <li>E-certificates submitted.</li> <li>Final words and farewell</li> </ul>	Plenary Discussion	EM & TC (COMM. representative)
13h45		Summary and closure of the day			



## COURSE EC2 – Control of E-commerce of food – advanced level

EC2 – Control of e-commerce on food – advanced level - Day 1 (VIRTUAL)					
Time	Title of the session	Training Objective / Subjects Covered		Method of Training	Responsible
<b>OPENING AND INTRODUCTION TO THE TRAINING</b>					
08h30	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM
09h00	09h15	Opening and initial instructions	<ul style="list-style-type: none"> <li>• Opening and welcome address</li> <li>• Instruction for the use of the IT tool, indications on how to proceed. Role of the tutors, EM and participants.</li> <li>• Presentation of the programme and special edition of virtual session.</li> </ul>	Presentation	EM /TC
09h15	09h40	Course Introduction	<ul style="list-style-type: none"> <li>• Presentation of the initiative “Better Training for Safer Food” – video and programme</li> <li>• Introduction remarks about European Commission food fraud policy</li> <li>• Introduction to the course: topics, objectives, programme, activities and tutors.</li> </ul>	Presentation Media: BTSF Video	CHAFEA / Commission representative
09h40	10h00	Pre-training Test (Quiz 1)	Participants pre-training knowledge Self-Assessment test <ul style="list-style-type: none"> <li>• Measure the group of participants’ knowledge at the beginning of the training</li> </ul>	Interactive Q&A (Mentimeter)	Participants TC
<b>SETTING THE SCENE</b>					
10h00	10h40	Introduction participants	<ul style="list-style-type: none"> <li>• Information about trainees' background, including level of knowledge regarding the relevant subjects.</li> <li>• Identification of expectations, specific areas of interest, difficult aspects to be tackled, etc.</li> </ul> Ice-breaker exercise to facilitate the interaction among participants in plenary and group exercises.	Ice-breaker exercise & round table	Participants
10h40	10h50	Break			
10h50	11h20	Areas of interest (Session 1)	In a brainstorming session the different areas of interest will be detailed (based on the pre-questionnaire submitted to the participants in advance to the training session)	Brainstorming session	TC
11h20	11h50	C2b.L2 Tools to investigate on the Internet	The tools needed to undertake proper internet investigations will be presented and related: EU framework (what to look for), software and hardware (what technical tools to be used), exchange of information (how to be more efficient)	Presentation / Q&A	TC
11h50	12h00	Break			



EC2 – Control of e-commerce on food – advanced level - Day 1 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
12h00	12h30	C2b.L3 Legal framework for internet control	<p>Legal framework for undertaking official controls of food business on the internet:</p> <ul style="list-style-type: none"> <li>• Legal requirements of internet business: legislation, registration requirements, information to consumers</li> <li>• Legal requirements for internet controls, right of sellers, and legal procedures for shut down a website</li> </ul>	Presentation / Q&A	TC
12h30	12h45	Dissemination action planning	<ul style="list-style-type: none"> <li>• Emphasise the importance of dissemination and discuss participant's plans for dissemination.</li> <li>• Identify key topics which each delegate considers most important for dissemination</li> </ul>	Presentation	TC
<b>EU LEGISLATIVE FRAMEWORK</b>					
12h45	13h30	C2.L4 Legal framework of e-commerce controls (I)	Overview of the EU legal framework applicable to e-commerce of food business operating on Internet	Presentation / Q&A	T2
13h30	14h00	C2b.L4 Legal framework of e-commerce controls (II)	Overview of the EU legal framework applicable to e-commerce of food business operating on Internet (cont.)		
14h00	Summary and closure of the day				

EC2 – Control of e-commerce on food – Day 2 - (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h30	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM
09h00	09h10	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC
09h10	09h50	<b>C2b.L5 Law infringements case studies</b>	Practical examples and case studies on different situations of e-commerce law infringements related to food frauds	Discussion & exercises	T2



EC2 – Control of e-commerce on food – Day 2 - (VIRTUAL)				
Time	Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
	(Exercise 1)			
09h50	10h00	<b>C2b.L5</b> Audience will respond to poll, and make Q&A, verbally or by chat	Poll / Interactive	T2
		<b>IT TOOLS</b>		
10h00	10h50	<b>C2b.L6 Advanced internet investigation tools</b> Review/update of the internet tools provided in C2a, and include new tools and techniques to increase efficiency of product searches: <ul style="list-style-type: none"> <li>- Review of tools to retrieve information about trader's identities – trader's information on platforms.</li> <li>- Tools to accelerate the process of operator's identification.</li> <li>- Anonymous investigations - Mystery shopping</li> </ul> Payment systems	Presentation / Q&A	T3
10h50	11h00	Break		
11h00	11h40	<b>C2b.L6 Advanced internet investigation tools. Group activity</b> (Exercise 2) Case study on how to use the tools to accelerate the process of operator's identification, hidden site of the web, ... examples of how to use the tools (next sessions it will be how to use the tools as a way to make the investigations)	Hands on IT training	T3 & TC
		<b>DISTRIBUTION CHANNELS AND SOCIAL MEDIA</b>		
11h40	12h30	<b>C2b.L6 (II) Advanced internet tools. New distribution channels</b> Examples of how different devices are used as new distribution channels to trade food frauds (i.e. Facebook, twitter). Task's assignment: <ul style="list-style-type: none"> <li>- Which is the legislative basis of the infringement?</li> <li>- What research tools and methods should be best used to identify these practices?</li> <li>- How to document the online offers?</li> <li>- Facebook Case study (Denmark)</li> </ul>	Presentation Hands on IT training	T3 & TC
12h30	12h40	Break		
12h40	13h15	<b>C2b.L6 (III) Advanced internet</b> Real time encryption, theory and demo	Presentation / Q&A	T3 & TC





EC2 – Control of e-commerce on food – Day 2 - (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
		<b>tools. Securing evidence</b>			
13h15	14h00	<b>C2b.L6 (III) Group activity</b>	Group activity: Exercise on how to use Veracrypt and USB memory sticks	Working group	T3 & TC Participants
14h00		Summary and closure of the day			

EC2 – Control of e-commerce on food – Day 3 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h30	09h00	Registration	- Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM
09h00	09h10	Introduction of the day	- Summary of previous day's topics and present the objectives of the day		TC
09h10	09h40	C2b.L6 (III) Group activity	- Group activity: Exercise on how to use Veracrypt and USB memory sticks	Working group	T3 & TC Participants
		<b>SAMPLING AND ANONIMOUS PURCHASES</b>			
09h40	10h20	C2b.L7 Introduction G@ZIELT	-		
10h20	10h30	Coffee Break			
10h30	11h20	C2b.L10 Sampling –	General case study about an e-commerce investigation, challenges and solutions.	Hands on IT training	T4 & TC



EC2 – Control of e-commerce on food – Day 3 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
		Anonymous sampling (Case study)			
<b>RISK BASED SELECTION OF SEARCHES</b>					
11h20	12h20	C2b.L8 Prioritization of risks	Risk based prioritization of cases: what cases should be selected to undertake internet investigations? What has a Competent Authority to look at to make a decision on how to prioritize the investigations on the Internet?	Presentation / Q&A	T4 & TC
12h20	12h30	Coffee Break			
12h30	13h00	C2b.L9 Prioritization of risks. Group activity	Group activity (6 groups of 5 people each): Exercise on how to make the selection of cases based on national situation	Working group	T4 & TC Participants
13h00	13h30	C2b.L9 Prioritization of risks. Group activity (cont.)	Group activity (6 groups of 5 people each): Exercise on how to make the selection of cases based on national situation	Working group	T4 & TC Participants
13h30		Closure of the day			

EC2 – Control of e-commerce on food – Day 4 (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h30	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM
09h00	09h10	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC
<b>CROSS BORDER COOPERATION</b>					



EC2 – Control of e-commerce on food – Day 4 (VIRTUAL)						
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible	
09h10	10h00	C2b.L11 Payment media and Selling platforms (Case study)	Case study on setting up contacts with payment media and selling platforms are involved (eBay, Amazon, Alibaba etc.)	Hands on IT Training	T5	
10h00	10h30	C2b.L12 Cross border cooperation	Cross border cooperation at EU level (customs) and with non-EU countries (identify contact points): methods of efficient exchange of information between units on cross border multi-lingual offers (web shops and platforms): AAC system and RASFF	Presentation / Q&A	T5	
10h30	10h45	Break				
10h45	11h15	C2b.L12 Cross border cooperation (cont.)	Cross border cooperation at EU level (customs) and with non-EU countries (identify contact points): methods of efficient exchange of information between units on cross border multi-lingual offers (web shops and platforms): AAC system and RASFF	Presentation / Q&A	T5	
11h15	12h00	C2b.L12 Cross border cooperation (Group activity)	"Group activity (6 groups of 5 people each): Exercise on how to perform a product search on the previously selected notifications (from group activity 1). Special focus will be laid on potential of cross border cooperation".	Hands on IT training	T5& T4	
12h00	12h10	Break				
12h10	13h00	C2b.L12 Cross border cooperation (cont.) (Group activity)	"Group activity (6 groups of 5 people each): Exercise on how to perform a product search on the previously selected notifications (from group activity 1). Special focus will be laid on potential of cross border cooperation".	Hands on IT training	T5& T4	
13h00		Summary and closure of the day				

EC2 – Control of e-commerce on food – advance level – Day 5 - (VIRTUAL)					
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible
08h30	09h00	Registration	Participants connect to the training IT system. Incidences (audio, video, etc.) are solved		EM



EC2 – Control of e-commerce on food – advance level – Day 5 - (VIRTUAL)						
Time		Title of the session	Training Objective / Subjects Covered	Method of Training	Responsible	
09h00	09h10	Introduction of the day	Summary of previous day's topics and present the objectives of the day		TC	
09h10	10h30	Best practices (Session 7)	Case studies from different MMSS will be presented. It is expected that at least 2 participants make a presentation of a case that happened in their country. They will be asked beforehand, 2 weeks before the training session, so that they can prepare it in advance. (Tutors will in any case, have some additional cases prepared (i.e. Czech Republic))	Presentation / discussion	Participants supported by tutors T5 & TC	
10h30	10h45	Coffee Break				
10h45	11h30	Summary of course (Session 8)	Summary of Course: Key Contents summary, review of lessons learned, and questions raised by participants during the course	Discussion / Brainstorming	TC	
11h30	12h00	Post-Training Test (Quiz 4)	Participants post-training knowledge test <ul style="list-style-type: none"> <li>• Measure the impact of the training on the understanding of the taught subject by the group</li> <li>• Responding to outstanding questions from pre-course questionnaires</li> </ul>	Interactive Q&A (ARS System)	Tutors & Participants	
12h00	12h30	Review and on-line evaluation	<ul style="list-style-type: none"> <li>• Training evaluation by participants: on-line evaluation forms</li> <li>• Assessment of course delivery against participants' expectations and course objectives</li> <li>• Participants Remarks &amp; reporting on previous topic discussions</li> <li>• Establishment of networking opportunities</li> </ul>	Plenary Discussion	Participants	
12h30	12h45	Certificates and Final speeches	<ul style="list-style-type: none"> <li>• Delivery of the training certificates</li> <li>• Final speeches of CHAFEA representatives / Event Manager</li> </ul>	Plenary Discussion	EM & TC (COMM. representative)	
12h45		Closure of the meeting				



## ***Annex 4: Technical requirements***

The VC sessions will be organised with the use of the Zoom conferencing tool. The participants will take part in a short Zoom test training session in the weeks before the actual session. The Zoom test training will help participants to become familiar with the Zoom tool. They will also receive some general information on the course and have the opportunity to ask questions.

The participants should have *a computer with a working camera and audio system (speaker and microphone) as well as a good internet connection.*

To avoid delays, the registered participants will be contacted for a technical test of their equipment a few days before the training sessions. This will allow participants to test their equipment and view the main features of the VC application platform. During this brief test, participants will have the chance to learn all the tools of the VC platform.

During this meeting, the Event Manager and Assistant Event Manager will also go through the main aspects of the agenda and different sessions that are foreseen. Additionally, in the morning of Day 1 of the VC, time will be dedicated to a technical session to refresh participants on the main features of the platform, and ensure connections are working properly.



## ***Annex 5: Training material, outcomes and dissemination activities***

BTSF initiative is a very successful tool to disseminate knowledge and best practices. Nevertheless, according to the general evaluation on effectiveness and efficiency of BTSF, it has been recommended to expand further BTSF. One of the ways to reaching this objective is by fostering Member State impact dissemination activities through fine-tuning of participants selection process and developing a more precise performance indicators to measure the outcome and impact.

With the aim to better respond to this requirement, the present program foresees two indicators:

### Training material

All participants will receive the training material well in advance of the training. The material will include additional pre-recorded material for offline studies. Preparatory videos will introduce the specific topic and provide background information to participants.

### Dissemination questionnaire

Two to three months after the respective training session, participants will receive a standard questionnaire requesting information on the dissemination activities of the participant after the training, and details on differences in the approach adopted in day-to-day work following the training.

### Self-assessment test

Furthermore, the programme will include an anonymous knowledge test to be carried out at the beginning and at the end of each training session in order to measure the impact of the training on the understanding of the participants of the subjects taught.

Participants are expected to agree to carry out the above tests and to reply to the surveys and questionnaires. Participants agree to be registered in the BTSF Academy and agree to be recorded during Virtual Classroom Training sessions and to take a group photo of the participants and tutors at the end of the training. Videos and photo will be published in the BTSF Academy in the corresponding Training course section and will be visible only to the registered participants in that Training course.

Please find more information regarding data protection in Annex 7 and through the following link:  
<https://btsfacademy.eu/training/mod/page/view.php?id=417>



## ***Annex 6: Contractor contact details***

The project is managed by AENOR

- Project Manager is Mónica ZABALA
- Training Coordinator for Course 1 is Robert PHILLIPS
- Training Coordinator for Course 2 (EC1 and EC2) is Phil OWEN

Once it is confirmed the registration to NCPs, the registration form will be submitted to the corresponding Event Manager of the session that will lease directly with the participant and proceed with further instructions for additional information regarding logistic arrangements.

The management of the selection process and allocation of seats is a responsibility shared between NCPs and the Project Management Unit.

The places allocated to the countries will be strictly respected until the deadlines..

All official communication between National Contact Points and the project will be maintained through the functional e-mail address [20179605NFIT@aenor.com](mailto:20179605NFIT@aenor.com) or by phone to + 34 91 432 61 25.

The project website is <http://btsf-aenor.com/> The website will be regularly updated with details of forthcoming courses.



## **Annex 7: Data protection notice**

The following Data Protection Notice explains the reason for the processing of all personal data provided by the participants and how HADEA will collect and handle them ensuring their protection. It also details how that information is used and what rights the data owner may exercise in relation to the data.

1. **The personal data of the participants** is processed in accordance with Regulation (EU) No 2018/1725 on the protection of individuals with regards to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data. As the organisation of BTSF training courses implies the collection of individuals' personal data, its processing falls within the provisions of the above-mentioned Regulation.

**The data controller** of the processing operation is Head of the Health & Food Safety Unit of the Health and Digital Executive Agency (HADEA), acting as delegated HADEA'S data controller.

Personal data is accessed by the HADEA staff involved in the management of the BTSF training courses.

The data provided will also be accessed by National Contact Points (NCPs) and by DG SANTE.

**The data processor** is AENOR, the external contractor involved in the organisation of BTSF training courses who process the participants' personal data on HADEA'S behalf.

The **legal basis** for the processing activities is Article 5(a) of Regulation EU 2018/1725 because processing is necessary for the performance of a task carried out in the public interest (or in the exercise of official authority vested in the Union institution or body)\* and Article 5(d) of Regulation EU 2018/1725 for the non-mandatory data.

2. The **purpose(s)** of this processing is the selection, enrolment, and participation in the training activities under the BTSF, as well as for statistical purposes.

In addition, data is processed for the following purposes:

- to plan and organise training activities for BTSF participants.
- to issue certificates of participation for the different training courses.
- to collect feedback from participants so that the controller can deliver better and more effective training, according to participants' needs and knowledge as well as the skills necessary for their job.
- to perform ex-post evaluation of the impact of the BTSF Initiative.

HADEA covers all needs on the treatment of information for the BTSF Initiative.

3. **The following of the participants' data are collected:**





- Name and surname.
- Date of birth.
- Gender.
- Nationality.
- ID or passport details.
- Contact details (e-mail address, telephone number, mobile telephone number, postal address, name address and phone number of the sending organisation).
- Expertise, technical skills and languages, educational background, professional experience including details on current and past employment.

These are **mandatory** data for the purpose(s) outlined above.

In addition, dietary and medical requirements (such as specific dietary requirements, severe food allergies, medical conditions requiring special attention in case of an accident) are collected. These data can only be processed based on your explicit prior consent on the basis of Article 5.1(d) of Regulation EU 2018/1725.

Non-mandatory personal data may be collected such as photos and videos. These data can also only be processed based on their explicit prior consent on the basis of Article 5(d) of Regulation EU 2018/1725.

4. The **recipients** of the participant's personal data will be HADEA and its contractors in charge of the organisation of the training and bodies charged with monitoring or inspection tasks in application of EU law (e.g. internal audits, Court of Auditors, European Anti-fraud Office (OLAF)). The personal data will not be transferred to non-EU countries or international organisations.
5. The participant's **personal data** will be kept only for the time needed to achieve the purposes for which it is processed.

However, we may keep information identifying them for a longer period for historical, statistical or scientific purposes with the appropriate safeguards in place.

Reports containing personal data will be archived according to HADEA'S legal framework.

6. **The participants have the right** to access their personal data and to request their personal data to be rectified, if the data is inaccurate or incomplete; where applicable, they have the right to request restriction or to object to processing, to request a copy or erasure of their personal data held by the data controller. If processing is based on their consent, they have the right to withdraw their consent at any time, without affecting the lawfulness of the processing based on their consent before its withdrawal.

Their request to exercise one of the above rights will be dealt with without undue delay and in any case within one month.



7. If the participants have **any queries** concerning the processing of their personal data, they may address them to Head of the Health & Food Safety Unit of the Health and Digital Executive Agency (HaDEA) (entity acting as data controller) via: [HADEA-BTSF-PROJECTS@ec.europa.eu](mailto:HADEA-BTSF-PROJECTS@ec.europa.eu) or to AENOR (entity acting as data processor) via: [20179605NFIT@aenor.com](mailto:20179605NFIT@aenor.com)
  
8. **The participants shall have right** of recourse at any time to the HaDEA Data Protection Officer at [HaDEA-data-protection@ec.europa.eu](mailto:HaDEA-data-protection@ec.europa.eu) and to the European Data Protection Supervisor ([EDPS@edps.europa.eu](mailto:EDPS@edps.europa.eu)).

*\*Act of Establishment: Commission Decision C(2014) 9594 amending Decision C(2013) 9505 with a view to performance by HaDEA of tasks linked to the implementation of Union Programmes in the field of consumers, health and information provision and promotion measures concerning agricultural products implemented in the internal market and in third countries and food safety training measures*