



Chartered  
Insurance  
Institute  
Standards. Professionalism. Trust.

## Consumer Duty Digital Learning

The Personal Finance Society (PFS), in conjunction with the Chartered Insurance Institute (CII), offers four digital courses and a workshop designed by subject experts to equip your organisation with the learning and tools to demonstrate compliance with the new requirements.

### Spotlight: Consumer Duty Good Practice Examples

The Spotlight: Consumer Duty Good Practice Examples online learning course provides:

- real-life examples of how other firms have updated and implemented processes and procedures to ensure they meet the new Consumer Duty requirements;
- case studies of how other firms have put their consumers at the heart of their products and services; and
- hints and tips on how to implement changes.

## Spotlight: Consumer Duty Good Practice Examples



To evaluate the effectiveness of your Consumer Duty implementation, we would recommend starting off with the **Consumer Duty Practice Diagnostic Tool**.

The Good Practice Examples course supplements the core understanding of the Consumer Duty provided in the **Overview of Consumer Duty Regulations**.

For further support on planning how to mitigate any areas of weakness, consider purchasing the **Spotlight: Consumer Duty Action Planning Process** module or the **Consumer Duty Action Planning Workshop**.

You can also purchase all four of the digital learning products together as the **Consumer Duty Digital Learning Suite**, representing a cost saving of 20%.

Please visit the **CII shop** for further details.

## Consumer Duty Purchasing Scenario

Find more information and a specific example in our **Consumer Duty purchasing scenario** to understand what products to purchase for your team.

### Market Context

The new Consumer Duty regulations came into effect on 31st July 2023.

The FCA's Consumer Duty means consumers should receive communications they can understand, products and services that meet their needs and offer fair value, and receive the customer support they need, when they need it. A solid grounding in the Consumer Duty is therefore essential to anyone involved in advising or servicing clients.

### Who is the Consumer Duty Good Practice Examples for?

This online learning course is designed for all Personal Finance professionals who want to gain a deeper, practical understanding of the new Consumer Duty and to understand how they might apply it within their own businesses by following examples set by others.

### Learning Objectives

Through the study of real-life examples and case studies, by the end of this course, you will be able to:

- interpret the new Consumer Duty requirements on firms and practitioners;
- analyse the four Consumer Duty outcomes; and
- analyse the ten Consumer Duty expectations.

## Study

- 1 hour study time.
- 12-month enrolment on the course – starts within 48 hours of purchase.
- Online course delivered on RevisionMate using e-learning modules and videos – you will receive an email with details of how to access the course materials following purchase.

## Assessment

There is no assessment for this course.

## Completion Certificate

On successful completion of this course, you will be able to download a completion certificate.

## CPD

This **Spotlight: Consumer Duty Good Practice Examples** online learning course can be included as part of your CII/Personal Finance Society CPD requirement should you consider it relevant to your professional development needs.

## Enrol now

### Price (incl. VAT)

**£53** for PFS members  
**£68** for non-members