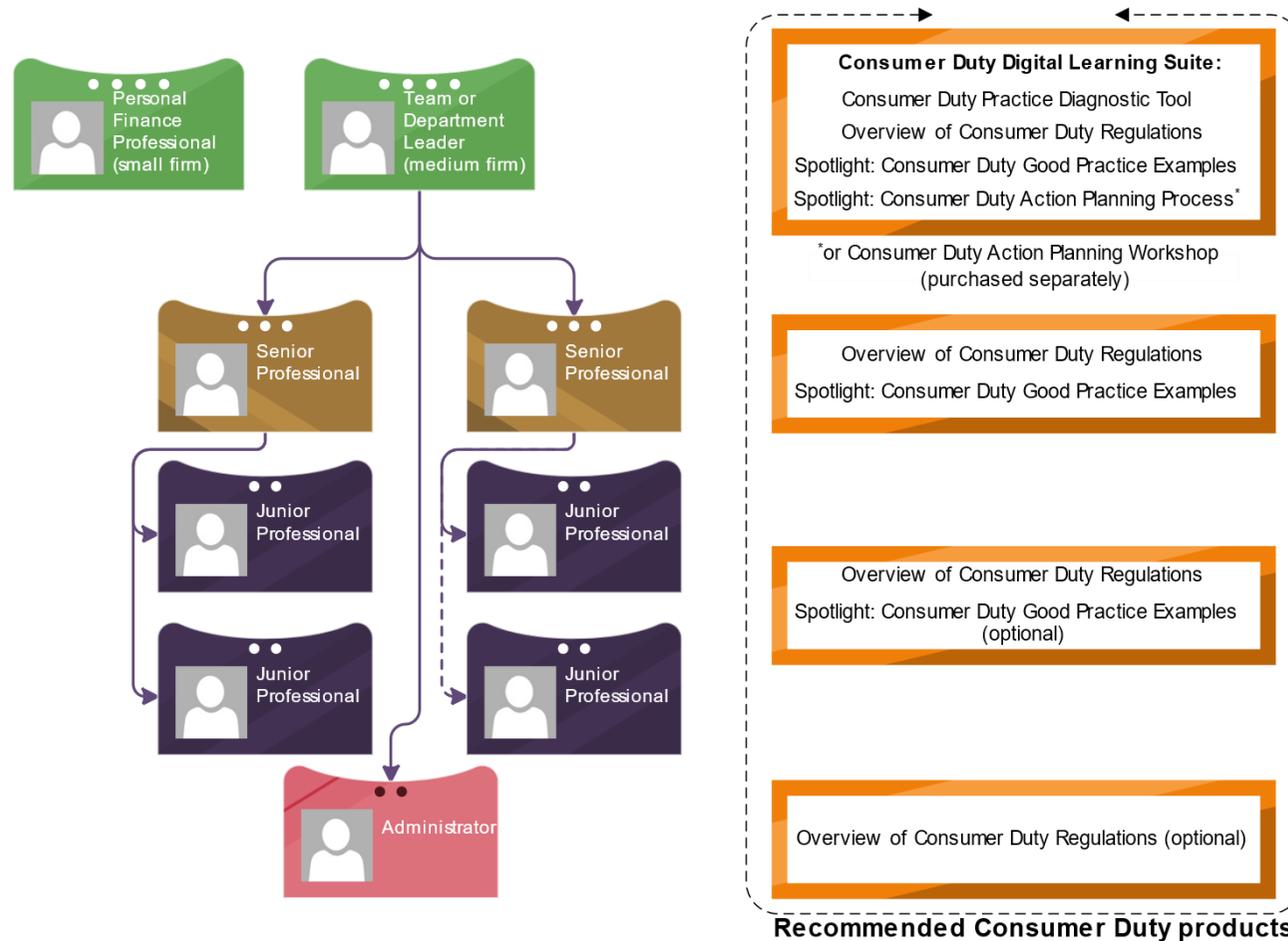


Following the launch of our Consumer Duty learning products, we've created a diagram to help you understand which products to buy for your team:



Let's look at an example of this in practice below.

## Example for a medium-sized firm

What should a team of 20 buy? The team consists of:

- 1 team leader;
- 4 senior professionals;
- 14 junior professionals; and
- 1 administrator.

The team will require:

1 Consumer Duty Practice Suite		1 Consumer Duty Practice Diagnostic Tool
19 Overview of Consumer Duty Regulations	or	20 Overview of Consumer Duty Regulations
4 Spotlight: Consumer Duty Good Practice Examples		5 Spotlight: Consumer Duty Good Practice Examples
		1 Consumer Duty Action Planning Workshop

The combinations allow for individual preferences. The table below gives more information this:

Role	Learning needs of the role	Person in role	Suggested products to be purchased
<b>Team leader</b>	<ol style="list-style-type: none"> <li>1. Thorough understanding of the Consumer Duty.</li> <li>2. Ability to review their team's readiness for the Consumer Duty requirements, specifically the ability to: <ul style="list-style-type: none"> <li>• review processes and products within their team to ensure their team are meeting the requirements of the Consumer Duty; and</li> <li>• identify any processes and product information that need improvement to meet the requirements of the Consumer Duty.</li> </ul> </li> </ol> <p>(Continues below)</p>	Does not require F2F planning workshop to work with facilitator and peers.	<p><b>Consumer Duty Digital Learning Suite:</b></p> <ul style="list-style-type: none"> <li>• Consumer Duty Practice Diagnostic Tool</li> <li>• Overview of Consumer Duty Regulations*</li> <li>• Spotlight: Consumer Duty Good Practice Examples</li> <li>• Spotlight: Consumer Duty Action Planning Process</li> </ul> <p>*Optional depending on level of current understanding.</p> <p><b>Note:</b> Purchasing the Suite (which includes the Overview) represents a 20% saving over purchasing the other modules separately.</p>

Role	Learning needs of the role	Person in role	Suggested products to be purchased
	<p>3. Ability to plan actions to improve their team's readiness, specifically the ability to:</p> <ul style="list-style-type: none"> <li>• plan changes to their team culture to meet the requirements of the Consumer Duty;</li> <li>• instigate those changes to team processes and product information to meet the requirements of the Consumer Duty; and</li> <li>• identify areas where they believe they are not meeting the requirements of the Consumer Duty that require communication with their line manager.</li> </ul>	<p>Requires or prefers F2F planning workshop to work with facilitator and peers.</p>	<ul style="list-style-type: none"> <li>• Consumer Duty Practice Diagnostic Tool</li> <li>• Overview of Consumer Duty Regulations*</li> <li>• Spotlight: Consumer Duty Good Practice Examples</li> <li>• Consumer Duty Action Planning Workshop</li> </ul> <p>*Optional depending on level of current understanding.</p>
<b>Senior professional</b>	<ol style="list-style-type: none"> <li>1. Excellent understanding of the Consumer Duty to ensure they and the rest of the team are fully aware of the new requirements.</li> <li>2. Ability to identify any concerns they may have with any work processes and actions within their team.</li> </ol>	<p>New or experienced senior professional</p>	<ul style="list-style-type: none"> <li>• Overview of Consumer Duty Regulations*</li> <li>• Spotlight: Consumer Duty Good Practice Examples</li> </ul> <p>*Optional depending on level of current understanding</p>
<b>Junior professional</b>	<p>Basic understanding of the Consumer Duty to ensure they are aware of the new requirements.</p>	<p>New or experienced junior professional</p>	<ul style="list-style-type: none"> <li>• Overview of Consumer Duty Regulations</li> </ul>
<b>Administrator</b>	<p>Basic awareness of the Consumer Duty.</p>	<p>Involved in:</p> <ul style="list-style-type: none"> <li>• consumer contact;</li> <li>• handling consumer files/data; or</li> <li>• communicating with suppliers of products or services.</li> </ul>	<ul style="list-style-type: none"> <li>• Overview of Consumer Duty Regulations</li> </ul>