Chartered Insurance Institute
Standards. Professionalism. Trust.

Spotlight: Consumer Duty Action Planning Process

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 Action Planning Process

The Spotlight: Consumer Duty Action Planning Process* is designed to provide a practical approach to identifying and planning actions needed for businesses to:

- put the consumer at the heart of all of their products and services;
- collate sufficient evidence to demonstrate that they have reviewed existing products and services to ensure they meet the new Consumer Duty requirements; and
- review and take action where needed to change the culture of their team and firm to ensure continued adherence to the new Consumer Duty requirements.

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

To gain further support on understanding the fundamentals of the Consumer Duty, consider purchasing the **Overview of Consumer Duty Regulations.**

To see real-life examples and case studies of how other firms have handled these changes, take your learning a step further and consider purchasing the **Spotlight: Consumer Duty Good Practice Examples** module.

If additional support is required, you may wish to enrol on the **Consumer Duty Action Planning Workshop.**

The workshop is a face-to-face session which follows a similar learning path to the **Spotlight: Consumer Duty Action Planning Process** but provides the opportunity for delegates to discuss examples and assess early implementation of their plans with other delegates, supported by an expert facilitator.

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.

*This product is intended to provide support for small firms and teams within medium sized firms to developing a suitable action plan for meeting the requirements of Consumer Duty. The product is not designed to provide learners with definitive actions they must take as each firm and its consumers, products and services are unique.

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 Spotlight: Consumer Duty Action Planning Process for?

This online planning process is designed to provide all Personal Finance practitioners and team leaders in small and medium-sized firms with a practical approach to action planning for themselves and their team.

Learning Objectives

This course is designed to:

- provide the learner with a structured approach and tools to identify areas requiring attention for their firm to meet the Consumer Duty requirements; and
- support the learner in planning actions to implement changes.

Study

- This course is designed to lead the learner through a series of self-paced processes.
- 12-month access to the planning process – 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, completion certificate and CPD

As this a process course used for guidance, and therefore cannot be 'completed', there is no assessment, certificate of completion or CPD.

Enrol now

Price (incl. VAT)

£99 for PFS members
£129 for non-members