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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.



Overview of Consumer Duty Regulations

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The **Overview of Consumer Duty Regulations** online learning course provides a concise summary of the main elements of the Consumer Duty.

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

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.

For further support on planning how to mitigate 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 Overview of Consumer Duty Regulations course for?

This online learning course is designed for all Personal Finance professionals who need to gain an overview of the new Consumer Duty and understand the requirements this places on firms and their employees. It is an ideal way to introduce new team members to Consumer Duty or to refresh knowledge of the key topics.

Learning Objectives:

By the end of this course, you will be able to:

- discuss the route to Consumer Duty and the implementation timeline;
- explain the new FCA Consumer Principle, cross-cutting rules and the four new outcomes; and
- understand the additional requirements which fall under culture, governance and accountability, for both firms and employees.

Study

- 30-minute study time.
- 12-month enrolment on the course - starts within 48 hours of purchase.
- Online course delivered on RevisionMate using e-learning modules - 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

Students participating in the Overview of Consumer Duty Regulations course can claim up to 30 CPD minutes towards the CII/Personal Finance Society member CPD scheme.

[Enrol now](#)

Price (incl. VAT)

£12 for PFS members

£16 for non-members