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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.



Consumer Duty Practice Diagnostic Tool

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The **Consumer Duty Practice Diagnostic Tool*** has been designed to enable Personal Finance practitioners to assess how effectively they and their teams have implemented the new Consumer Duty rules.

This tool will help identify areas of weakness in you or your team's implementation of Consumer Duty and highlight areas where you would benefit from CPD activities to strengthen your expertise and approach. 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, consider purchasing the **Spotlight: Consumer Duty Good Practice Examples** course.

For further support on planning how to mitigate any areas of weakness, consider purchasing the **Spotlight: Consumer Duty Action Planning Process** course 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**, providing a cost saving of 20%. Please visit the **CII shop** for further details.

*This tool is intended to enable small firms and teams within medium sized firms to consider how well they have met the new Consumer Duty requirements. If they determine actions are required, there are other products to support them in developing suitable action plans. These products are 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 Consumer Duty Practice Diagnostic tool for?

This tool is ideal for practitioners working in small firms, and team or department leaders in medium-sized firms.

Learning Objectives:

By using the self-assessment diagnostic tool, you will be able to:

- identify areas of potential weakness in your or your teams' implementation of the Consumer Duty; and
- prioritise areas of potential weakness in your or your team's implementation of the Consumer Duty.

Using the tool

- 12-month access to the tool – starts within 48 hours of purchase.
- Delivered on RevisionMate using quizzes, allowing you to assess your readiness against a set of suggested actions – you will receive an email with details of how to access the tool following purchase.

Assessment, completion certificate and CPD

The tool will highlight areas where you or your team would benefit from CPD activities to strengthen your expertise and approach. As this a tool used for guidance, and therefore cannot be 'completed', there is no assessment, certificate of completion or CPD.

Enrol now

Price (incl. VAT)

£1 for PFS members

£64 for non-members