

Consumer Duty Essentials for Banking Professionals

AUDIENCE:

Designed for employees working at all levels in banking to support and expand their knowledge and understanding of, as well as to enhance their ability to deliver, the outcomes expected under the Consumer Duty – and have that knowledge and understanding recognised through external certification.

AIM:

To develop the learner's knowledge and understanding of the key components of the Consumer Duty and help them identify what they can do in their role to comply with the Duty and deliver good outcomes for retail customers. Drawing from insights, developments and feedback since the Duty was implemented, the content supports the development of customer-centric cultures within banking and wider financial services.

LEARNING OUTCOMES:

On completion of this eLearning, the learner will be able to:

1. explain what the Consumer Duty is, what its three key components are, and what each component aims to achieve.
2. outline the scope of the Consumer Duty in terms of who is in scope, and where and when the Duty applies.
3. outline what the FCA expects firms to do to comply with the Consumer Duty and provide specific examples of what their firm can do to meet these expectations.
4. identify three key benefits of the Consumer Duty for them, their customers, and their organisation.
5. recognise what they could do in their role to comply with the Consumer Duty and support their organisation in delivering good outcomes for customers.

SKILLS:

This eLearning aims to enhance the learner's skills in:

- Ethical decision-making
- Critical thinking
- Emotional intelligence
- Empathy
- Communication
- Leadership and influencing
- Personal impact
- Professionalism
- Self-directed learning

DELIVERY METHODOLOGY:

Consumer Duty Essentials for Banking Professionals is delivered online over approximately 3-4 hours. Resources include:

- 5 interactive e-learning units
- Introduction and summary videos
- Glossary of terms and recommended further reading
- Quizzes and knowledge checks
- Reflection and action planning

ASSESSMENT:

No formal assessment.

CERTIFICATION:

External verification demonstrating the learner's knowledge and understanding of the Consumer Duty provided by the Chartered Banker Institute in the form of a Digital Certificate and a Digital Badge. This eLearning course does not contribute academic credits towards the Institute's qualification framework.