NOVIAONE BUSINESS SCHOOL

CISI CHARTERED INSTITUTE FOR SECURITIES & INVESTMENT — ACCREDITED TRAINING PARTNER 2024-25

CERTIFICATE IN VULNERABLE CUSTOMERS

DURATION
6 Weeks

METHOD
Online | Accessible anytime and anywhere for one year from date of purchase

INTRODUCTION

The appropriate treatment of vulnerable customers is a critical concern for regulators worldwide, particularly within the financial services sector. Protecting these customers is not only a regulatory requirement but also a moral responsibility. Firms must take proactive steps to identify vulnerable customers and provide them with the best possible service. This self-learning module is designed to enhance your understanding of the key issues involved, ensuring that you fully comprehend your duty of care. By engaging with this module, you will gain the knowledge necessary to meet these obligations and provide a higher standard of support for vulnerable customers.

OVERVIEW OF THE HIGH-LEVEL PROGRAMME

- Definitions and Current Research
- Guidance and Regulatory Principles
- Vulnerability and Capability
- Oversight and Categorisation
- Developing New Products or Services
- Developing a Robust Policy
- The Role of Communication
- Importance of Record Keeping and GDPR Considerations
- Protecting Consumers Globally

OUTCOMES

- Develop the ability to identify various forms of vulnerability and assess a customer's capability to make informed decisions, enhancing their ability to provide tailored support and services.
- Design and implement comprehensive policies to support vulnerable customers, ensuring your organisation adheres to best practice and complies with relevant regulations.
- Recognise the global landscape of consumer protection and apply international best practices to safeguard vulnerable customers, considering the cultural and regulatory differences in various regions.

KEY FEATURES

- Includes information from key regulators on duty of care responsibilities and external articles to support knowledge in this subject
- Assessment takes place through a one-hour exam consisting of 30 multiple choice questions. The pass mark for the exam is 73%.

WHO SHOULD REGISTER?

- Wealth, Investment and Asset Managers
- Financial Planners and Independent Financial Advisors
- Those working in banking, insurance, exchanges and giving financial advice to customers
- Those developing products and services for financial institutions