Consumer Protection Regulations in Banking Training Course

Professional Development Training Course Outline

Category	Banking Institute	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s rapidly evolving financial ecosystem, consumer protection in banking has become a critical pillar of regulatory compliance, financial stability, and customer trust. With increasing digital transformation, fintech disruption, and data-driven banking models, financial institutions must align with global consumer protection frameworks, fair banking practices, data privacy laws, and ethical financial conduct. Consumer Protection Regulations in Banking Training Course provides a comprehensive understanding of consumer rights, regulatory obligations, complaint handling mechanisms, transparency standards, and risk mitigation strategies within the banking sector.

This intensive training equips banking professionals with practical knowledge of consumer protection regulations, compliance frameworks, conduct risk management, digital banking safeguards, and regulatory enforcement mechanisms. Participants will explore real-world case studies, emerging regulatory trends, and best practices to ensure customer-centric banking, regulatory adherence, fraud prevention, and enhanced customer experience in line with Basel guidelines, GDPR principles, and local regulatory frameworks.

Programme Curriculum

Consumer Protection Regulations in Banking Training Course

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5 days

Course Objectives

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

1. Understand consumer protection laws and regulatory frameworks in banking
2. Analyze conduct risk and customer fairness principles
3. Implement transparent disclosure and fair treatment policies
4. Strengthen complaint management and dispute resolution systems
5. Apply data protection, privacy, and cybersecurity compliance
6. Evaluate digital banking risks and consumer safeguards
7. Identify unfair, deceptive, and abusive banking practices (UDAAP)
8. Enhance customer experience through ethical banking practices
9. Align operations with global compliance standards and regulatory expectations
10. Mitigate fraud risks and financial consumer abuse
11. Develop consumer-centric product design and delivery strategies
12. Strengthen internal controls and compliance monitoring systems
13. Promote financial literacy and consumer awareness initiatives

Target Audience

- Retail Banking Managers
- Compliance and Risk Officers
- Customer Experience Professionals
- Internal Auditors
- Legal and Regulatory Advisors
- Digital Banking & Fintech Teams
- Branch Operations Managers
- Financial Consumer Protection Officers

Course Modules

Module 1: Introduction to Consumer Protection in Banking

- Overview of **consumer protection principles and importance**
- Key **global and local regulatory frameworks**
- Role of regulators and supervisory authorities
- Consumer rights and obligations in banking
- *Case Study:* Analysis of regulatory penalties for consumer rights violations

Module 2: Regulatory Frameworks and Compliance Requirements

- Overview of **Basel, GDPR, and consumer protection laws**
- Regulatory compliance structure in banks
- Cross-border regulatory considerations
- Compliance risk assessment techniques
- *Case Study:* Compliance failure and regulatory sanctions

Module 3: Fair Treatment and Ethical Banking Practices

- Principles of **Treating Customers Fairly (TCF)**
- Ethical decision-making in banking
- Avoiding **mis-selling and deceptive practices**
- Transparency in pricing and product disclosures
- *Case Study:* Mis-selling scandal in retail banking

Module 4: Complaint Handling and Dispute Resolution

- Designing effective **complaint management systems**
- Customer grievance redress mechanisms
- Role of ombudsman and arbitration
- Monitoring and reporting complaint trends
- *Case Study:* Improving customer satisfaction through complaint analytics

Module 5: Digital Banking and Consumer Protection

- Risks in **digital banking and fintech platforms**
- Data privacy, cybersecurity, and fraud prevention
- Consumer consent and data usage policies
- AI and algorithmic transparency in banking
- *Case Study:* Data breach impact on customer trust

Module 6: Conduct Risk and Internal Controls

- Understanding **conduct risk frameworks**
- Internal controls for consumer protection
- Monitoring employee behavior and incentives
- Risk culture and governance practices
- *Case Study:* Conduct risk failures in global banks

Module 7: Financial Consumer Awareness and Education

- Importance of **financial literacy programs**
- Designing customer awareness campaigns
- Transparency in financial communication
- Empowering vulnerable customer segments
- *Case Study:* Successful financial literacy initiative

Module 8: Emerging Trends and Regulatory Developments

- Trends in **consumer protection and digital finance**
- ESG and sustainability considerations

- Open banking and data sharing implications
- Future regulatory outlook
- *Case Study:* Impact of open banking on consumer rights

Training Methodology

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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