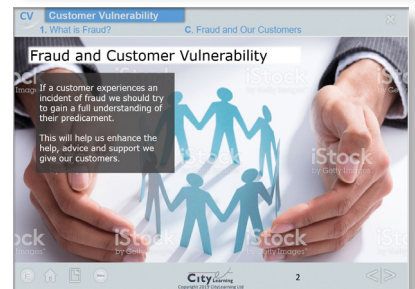
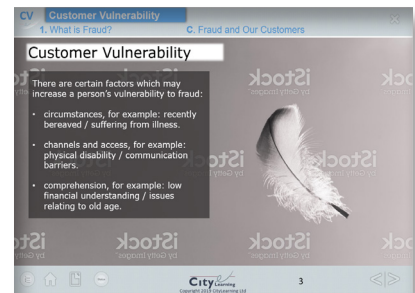


Customer Vulnerability

Customer Vulnerability from CityLearning enables students to identify the causes and categories of vulnerability and the scale and commercial implications of this vulnerability.

The course explains the challenges that vulnerable customers face when interacting with companies. It discusses the relevant legislation and regulatory and company policies designed to mitigate those difficulties. It describes obligations towards vulnerable consumers and recommended best practice based on research.

CityLearning is a leading provider of compliance eLearning solutions in the UK and Ireland.



Who is it For?

Customer Vulnerability provides comprehensive training for management and staff in your organisation.

This self-paced, flexible solution gives each learner the opportunity to take their training at a time that suits them. It is one of the most efficient and effective training solutions available.

What Does the Course Cover?

Customer Vulnerability consists of three topics, each covering key aspects of customer vulnerability. The course finishes with a course test comprising randomly generated questions on all three topics.

Who are Vulnerable Customers?

- identifies the causes and categories of vulnerability and outlines the challenges vulnerable consumers face when dealing with companies.
- discusses the scale and commercial implications of vulnerability.

Legal and Regulatory Protection

- describes the relevant legislation and the policies of the regulator and the company.

Addressing Vulnerability

- addresses the obligations companies have towards vulnerable consumers and the recommended best practice based on research.

Why Choose CityLearning's Customer Vulnerability Solution?

Compliance with Regulations & Guidelines:

The course helps to ensure compliance with the legislation and guidelines.

User-friendly:

This course allows users to pace their training and includes a progress indicator, bookmark facility, glossary, and a modular structure.

Customisation Options:

Course content can be tailored to include information on your organisation, internal policies and guidelines.

Flexible Delivery:

This eLearning course can be accessed through the Internet or company intranet.

Comprehensive Tracking:

The solution comes with an easy-to-use management tool that tracks and provides reports of employee progress and compliance status.

See for Yourself

Visit our website at www.citylearning.com or email us directly at info@citylearning.com to learn more.

Find Out More

Dublin Office

CityLearning Ltd
125 Lower Baggot Street
Dublin 2
Ireland
Tel: +353 1 664 1494

Ennis Office

CityLearning Ltd
4 Bindon Street
Ennis
Co. Clare
Tel: +353 65 684 2190

London Office

CityLearning Ltd
Level 17 Dashwood House
69 Old Broad Street
London EC2M 1QS
Tel: +44 207 193 6971

info@citylearning.com
www.citylearning.com