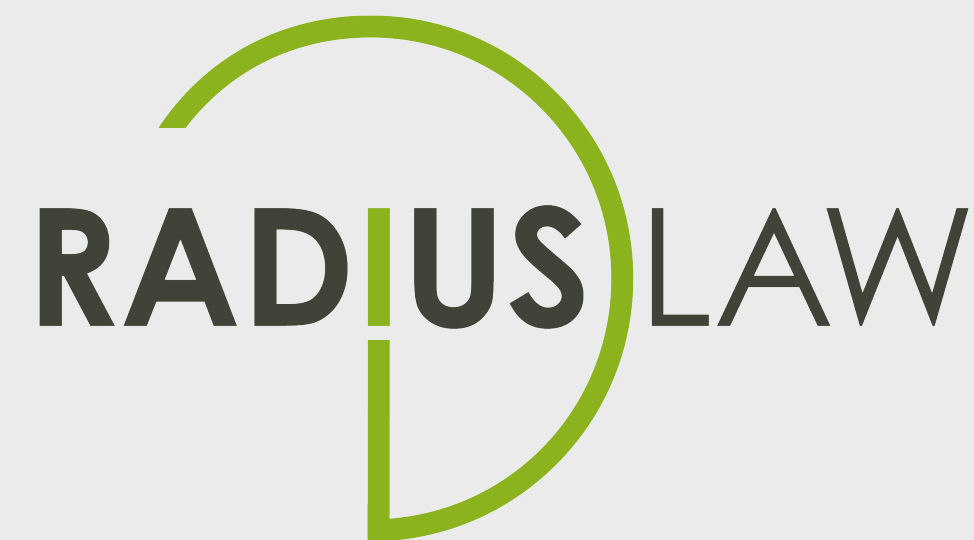
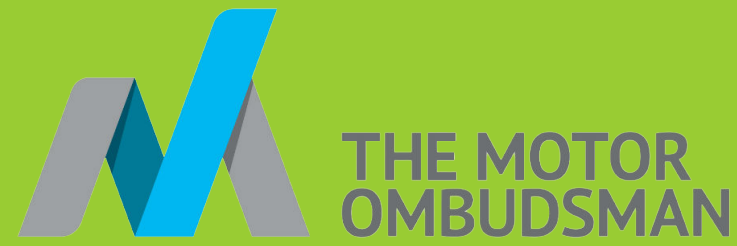




TRAINING COURSES

2025





TRAINING COURSES

DISTANCE AND OFF-PREMISES SALES

1 October
2025



Distance and Off-premises sales

1 October, 2025 - 1.5 hours



Course content

- What is a distance sale?
- What is an off-premises sale?
- The risks of getting it wrong.
- How to avoid distance and off-premises sales.
- Finance sales.
- The Exceptions.
- Information to be provided to the consumers.
- Practical advice

Course start time 12:00

Course end time 13:30

Format Online

Location Online

Trainer Iain Larkins

Who should attend?

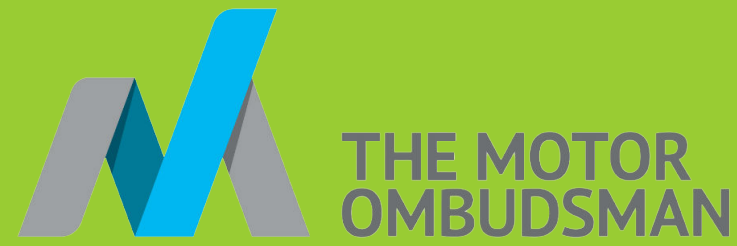
- Retail management
- Compliance officers
- Legal professionals

Registration*

To register for this course, please get in touch with business@tmo-uk.org



£125 + VAT



TRAINING COURSES

AUTOMOTIVE FINANCE AND REGULATED SALES 101

7 October

2025

Automotive Finance & Regulated Sales 101



7 October, 2025 - Half day

Course content

- When do you need to be regulated?
- Limited permission.
- Regulation routes.
- Finance and insurance products explained:
 - Hire Purchase
 - Conditional Sale
 - Personal Contract Purchase (PCP)
 - Contract Hire
 - Finance Lease
 - Personal loans
 - GAP
- Advertising and marketing regulated products.
- Complying with the Consumer Duty.
- Compliance roles and responsibilities.
- Interest disclosure – where are we now?
- The Financial Ombudsman and responding to complaints

Arrivals & Coffee from 09:30

Course start time 10:00

Course end time 13:00

Format In-person

Location The Motor Ombudsman, 71
Great Peter Street, London,
SW1P 2BN

Trainer Jerry Page

Who should attend?

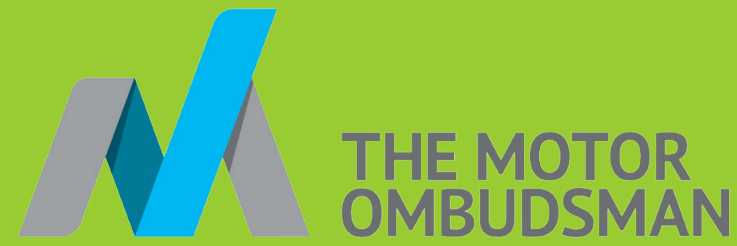
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Registration*

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£195 + VAT



TRAINING COURSES

CONSUMER LAW 101

15 October
2025

Consumer Law 101

15 October, 2025 - Full day



Course content

- Consumer and business customer – the differences.
- Consumer rights - satisfactory quality; fitness for purpose; as described.
- Special rights for distance sales.
- Consumer remedies: short term right to reject; repair; replacement; right to price reduction; final right to reject.
- Consumer redress measures.
- Advertising rules and Trading standards.
- Managing customer personal data.

Arrivals & Coffee from 09:30

Course start time 10:00

Lunch 13:00

Course end time 16:00

Format In-person

Location The Motor Ombudsman, 71
Great Peter Street, London,
SW1P 2BN

Trainer Ian Larkins

Who should attend?

- Retail management
- Compliance officers
- Legal professionals

Registration*

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business@tmo-uk.org



£295 + VAT

DATA PROTECTION 101

```
115 inventory = {
116   'Apples': {'quantity': 100, 'price': 0.99, 'category': 'Fruit'},
117   'Bananas': {'quantity': 200, 'price': 0.49, 'category': 'Fruit'},
118   'Cherries': {'quantity': 50, 'price': 2.99, 'category': 'Fruit'},
119   'Bread': {'quantity': 80, 'price': 1.99, 'category': 'Bakery'},
120   'Milk': {'quantity': 90, 'price': 0.99, 'category': 'Dairy'}
121 }
122
123 def plot_inventory():
124   # Convert dictionary to DataFrame for easier manipulation
125   df = pd.DataFrame.from_dict(inventory, orient='index')
126
127   # Plotting quantity of each item
128   plt.figure(figsize=(10, 6))
129   df['quantity'].plot(kind='bar', color='skyblue')
130   plt.title('Inventory Quantity by Item')
131   plt.xlabel('Item')
132   plt.ylabel('Quantity')
133   plt.xticks(rotation=45)
134   plt.grid(True)
135   plt.tight_layout()
136   plt.show()
137
138   # Plotting price of each item
139   plt.figure(figsize=(10, 6))
140   df['price'].plot(kind='bar', color='orange')
141   plt.title('Price of Inventory Items')
```

5 November

2025

Data Protection 101

5 November, 2025 - Half day



Course content

- Jargon buster.
- Why comply?
- Privacy by design.
- Privacy impact assessments – identifying need and completing.
- When do you need a Data Protection Officer.
- Rules for transferring data outside of the UK.

Arrivals & Coffee from 09:30

Course start time 10:00

Course end time 16:00

Format In-person

Location The Motor Ombudsman, 71
Great Peter Street, London,
SW1P 2BN

Trainer Ian Larkins

Who should attend?

- Retail management
- Compliance officers
- Legal professionals

Registration*

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Legal information

T&Cs apply to all courses



*All bookings are subject to our [terms and conditions](#)

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