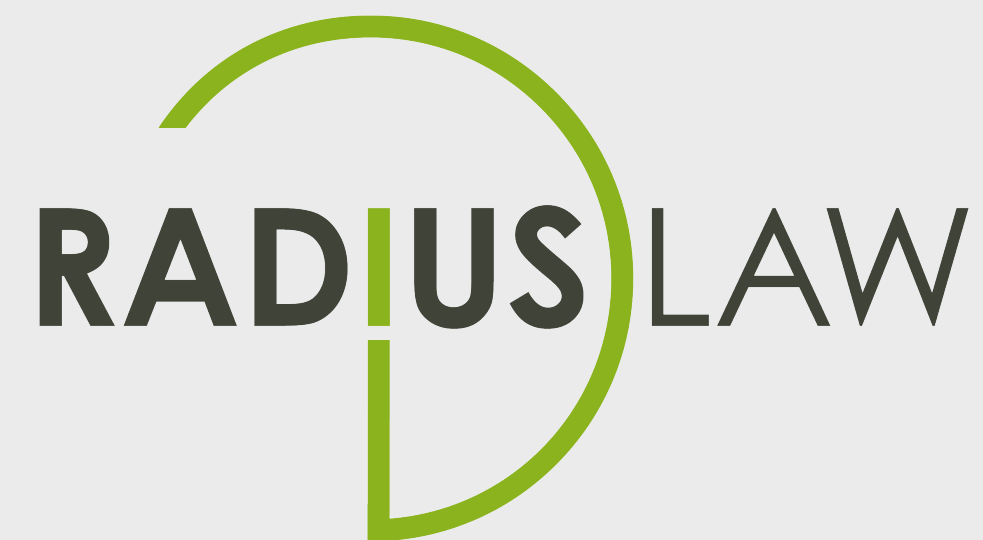
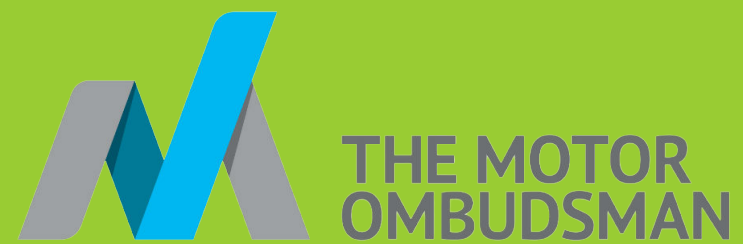


A photograph of an audience of people sitting in rows, viewed from the side, looking towards the left. The background is dark with bokeh light effects.

TRAINING COURSES

2025





TRAINING COURSES

AUTOMOTIVE FINANCE AND REGULATED SALES 101

9 July
2025

Automotive Finance & Regulated Sales 101



9 July, 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	Motor Ombudsman, 71 Great Peter Street, London, SW1P 2BN
Trainer	Jerry Page

Who should attend?

- Retail management
- Compliance officers
- Legal professionals

Registration*

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



£195 + VAT



TRAINING COURSES

DISTANCE AND OFF-PREMISES SALES

16 July
2025

Distance and Off-premises sales

16 July, 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 time12:00

Course end time13:30

FormatOnline

LocationOnline

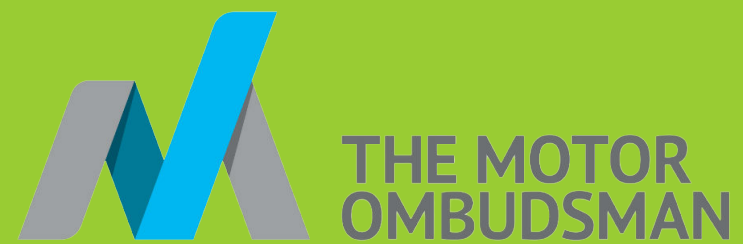
TrainerIain Larkins

Who should attend?

- Retail management
- Compliance officers
- Legal professionals

Registration*

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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	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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DATA PROTECTION 101

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	13:00

Format	In-person
Location	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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