

Consumer Protection Law Essentials: Safeguarding Rights

2026 000000 23 - 19
Madrid (Spain)

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Day 3: Financial Consumer Protection

- Understanding consumer credit regulations.
- Reviewing fair lending practices and compliance.
- Addressing debt collection and consumer rights.
- Managing risks related to identity theft and financial fraud.

Day 4: Digital Consumer Protection

- Understanding rights in e-commerce and online transactions.
- Exploring data privacy and protection frameworks.
- Addressing challenges in social media and digital platforms.
- Evaluating the impact of emerging technologies on consumer law.

Day 5: Enforcement and Dispute Resolution

- Managing complaint handling and resolution processes.
- Applying alternative dispute resolution methods.
- Understanding collective legal actions and remedies.
- Exploring cross-border consumer protection issues.

Individual Impact

- Strengthen knowledge of consumer protection frameworks.
- Improve analytical and problem-solving skills.
- Enhance ability to advise on consumer rights issues.
- Develop a practical approach to legal application.

Work Impact

- Improve handling of consumer-related legal matters.
- Strengthen compliance with consumer protection regulations.
- Enhance dispute resolution effectiveness.
- Support better decision-making in consumer-facing operations.

Training Methodology

This program combines legal knowledge with practical application to ensure effective learning outcomes. Methods include:

- Interactive sessions and guided discussions.
- Case studies based on real consumer issues.
- Practical exercises in legal analysis and application.
- Group activities focused on dispute resolution strategies.
- Tools and frameworks for managing consumer protection cases.

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A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) positioned on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the right side of the board.

Beyond the Course

By the end of the program, participants will be able to:

- Advise effectively on consumer rights and protections.
- Navigate complex regulatory environments with confidence.
- Apply legal strategies for dispute resolution.
- Anticipate and respond to emerging consumer protection challenges.

A decorative graphic in the bottom right corner featuring a chessboard with three chess pieces (a king, a pawn, and a knight) and a series of concentric circles radiating from behind them.

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