Datastat Research
Building Capacity in Training and Research

DATASTAT TRAINING IN

OFFICIAL COURSE PROSPECTUS

Center for Advanced Research & Professional Development

Nairobi Training Center • Global Virtual Academy • Corporate On-Site

ACCOUNTING AND FINANCE

Banking Compliance, Conduct Risk and Consumer Protection Training Course

Comprehensive Course Syllabus, Practical Modules & Upcoming Schedules

PROGRAM SPECIFICATIONS & HIGHLIGHTS

DURATION
5 Days Practical Hands-on

DELIVERY MODES
In-Person Class & Live Virtual

CERTIFICATION
Accredited Certificate of Completion

INTAKES / DATES
Multiple Cohort Schedules Included

PREPARED FOR:

Valued Participant

Email: training@datastatresearch.org | Issued: November 25, 2026

Academic & Professional Training Year: 2026

DATASTAT TRAINING INSTITUTE

P.O. Box 102802-00101, Nairobi, Kenya

Training Centers: Nairobi • Mombasa • Kigali • Dubai • Live Virtual Academy

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www.datastatresearch.org

Banking Compliance, Conduct Risk and Consumer Protection Training Course

Accounting and Finance • 5 Days Intensive • Accredited Certification

Course Overview

Banking Compliance, Conduct Risk and Consumer Protection Training Course provides comprehensive knowledge and practical skills for strengthening regulatory compliance, ethical banking practices, consumer rights, and effective risk management within financial institutions.

Key Skills & Software Tools Covered

MS Word • Microsoft Dynamics 365 • NICE Actimize • and Thomson Reuters Regulatory Intelligence

Upcoming Training Schedules

Confirmed cohort intakes and venues. Both physical in-person classroom and live virtual online seats are available.

TRAINING DATES	LOCATION / VENUE	FORMAT / DURATION	INVESTMENT (FEE)
30 Nov 2026 – 4 Dec 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
7 Dec 2026 – 11 Dec 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
14 Dec 2026 – 18 Dec 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
21 Dec 2026 – 25 Dec 2026	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
28 Dec 2026 – 1 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
4 Jan 2027 – 8 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
11 Jan 2027 – 15 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
18 Jan 2027 – 22 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
25 Jan 2027 – 29 Jan 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
1 Feb 2027 – 5 Feb 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
8 Feb 2027 – 12 Feb 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
15 Feb 2027 – 19 Feb 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
22 Feb 2027 – 26 Feb 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
1 Mar 2027 – 5 Mar 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
8 Mar 2027 – 12 Mar 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
15 Mar 2027 – 19 Mar 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
22 Mar 2027 – 26 Mar 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
29 Mar 2027 – 2 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
5 Apr 2027 – 9 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
12 Apr 2027 – 16 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
19 Apr 2027 – 23 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
26 Apr 2027 – 30 Apr 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**

3 May 2027 – 7 May 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
10 May 2027 – 14 May 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
17 May 2027 – 21 May 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
24 May 2027 – 28 May 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
31 May 2027 – 4 Jun 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
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2 Aug 2027 – 6 Aug 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
9 Aug 2027 – 13 Aug 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
16 Aug 2027 – 20 Aug 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
23 Aug 2027 – 27 Aug 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
30 Aug 2027 – 3 Sep 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
6 Sep 2027 – 10 Sep 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
13 Sep 2027 – 17 Sep 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
20 Sep 2027 – 24 Sep 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
27 Sep 2027 – 1 Oct 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
4 Oct 2027 – 8 Oct 2027	Nairobi	Classroom / 5d	**$1,500 USD / KES 110,000**
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* Corporate discounts and customized cohort scheduling are available for teams of 3 or more participants.

Course Curriculum & Modules

Banking Compliance, Conduct Risk and Consumer Protection Training Course

Introduction

Banking Compliance, Conduct Risk and Consumer Protection Training Course provides comprehensive knowledge and practical skills for strengthening regulatory compliance, ethical banking practices, consumer rights, and effective risk management within financial institutions. The course explores banking regulations, corporate governance, compliance monitoring, anti-money laundering, financial crime prevention, conduct risk management, data privacy, and responsible financial services. Participants will examine emerging regulatory trends, digital banking risks, financial consumer protection frameworks, and international compliance standards to enhance institutional accountability, operational transparency, and regulatory resilience.

The training also focuses on developing effective compliance strategies that promote fair customer treatment, responsible lending, transparent financial disclosures, and ethical decision-making across banking operations. Through international case studies, practical exercises, and regulatory scenarios, participants will learn how to identify misconduct, manage compliance breaches, strengthen internal controls, and implement customer-centric protection mechanisms. The course incorporates global regulatory perspectives and practical approaches to improving compliance culture, safeguarding consumer interests, and building sustainable trust in the financial services industry.

Course Objectives

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

- Interpret international banking regulations and evolving compliance requirements.
- Develop risk-based banking compliance management frameworks.
- Identify, assess, and mitigate conduct risks in financial institutions.
- Strengthen anti-money laundering and counter-terrorist financing controls.
- Promote ethical banking practices and corporate accountability.
- Implement effective consumer financial protection frameworks.
- Improve responsible lending and transparent credit assessment practices.
- Apply regulatory reporting and compliance monitoring techniques.
- Strengthen fraud prevention and financial crime detection.
- Manage customer complaints and dispute resolution mechanisms.
- Enhance data privacy, cybersecurity, and consumer information protection.
- Conduct compliance audits and regulatory risk assessments.
- Build sustainable compliance cultures through governance and accountability.

Organizational Benefits

- Improved regulatory compliance and reduced enforcement exposure.
- Stronger conduct risk identification and mitigation.
- Enhanced consumer trust and customer satisfaction.
- Reduced financial crime and misconduct incidents.
- Improved corporate governance and accountability.
- Stronger internal controls and compliance monitoring.
- Better regulatory reporting and audit readiness.
- Reduced reputational and operational risks.
- Improved ethical decision-making and workplace transparency.
- Sustainable banking operations and regulatory resilience.

Target Audiences

- Banking executives and senior management.
- Compliance officers and regulatory affairs professionals.
- Risk management professionals.
- Internal and external banking auditors.

- Consumer protection and customer service officers.
- Legal advisers and corporate governance professionals.
- Credit managers and lending officers.
- Financial regulators and supervisory professionals.

Course Duration: 5 days

Course Modules

Module 1: Banking Regulatory Frameworks and Compliance Fundamentals

- International banking regulations and supervisory standards.
- Basel Committee principles and regulatory expectations.
- Regulatory licensing, reporting, and institutional obligations.
- Compliance governance and accountability structures.
- Global case study: Basel regulatory reforms following the 2008 financial crisis.
- Regulatory compliance frameworks in emerging banking markets.

Module 2: Compliance Risk Management and Internal Controls

- Compliance risk identification and assessment.
- Risk-based compliance monitoring frameworks.
- Internal control systems and operational accountability.
- Compliance testing, documentation, and reporting.
- Global case study: HSBC compliance enforcement and financial crime controls.
- Developing effective compliance improvement strategies.

Module 3: Conduct Risk and Ethical Banking Practices

- Understanding conduct risk and market misconduct.
- Ethical leadership and responsible banking principles.
- Conflicts of interest and inappropriate sales practices.
- Incentive structures and employee accountability.
- Global case study: Wells Fargo unauthorized customer accounts scandal.
- Building ethical organizational cultures.

Module 4: Consumer Financial Protection and Customer Rights

- Consumer protection regulations and supervisory principles.
- Fair treatment of banking customers.
- Transparent financial disclosures and product information.
- Protection of vulnerable consumers and financial inclusion.
- Global case study: United Kingdom Financial Conduct Authority consumer duty framework.
- Strengthening customer protection policies.

Module 5: Anti-Money Laundering and Financial Crime Prevention

- Anti-money laundering compliance requirements.
- Know Your Customer and customer due diligence.
- Suspicious transaction monitoring and reporting.
- Sanctions screening and terrorist financing prevention.
- Global case study: Danske Bank money laundering scandal.
- Strengthening financial crime prevention controls.

Module 6: Responsible Lending, Credit Practices and Disclosure

- Responsible lending and affordability assessments.
- Credit transparency and fair interest disclosures.
- Prevention of predatory lending practices.
- Debt collection ethics and customer protection.
- Global case study: United States Consumer Financial Protection Bureau enforcement of unfair lending practices.

- Strengthening responsible credit management.

Module 7: Complaints Management and Dispute Resolution

- Customer complaints handling frameworks.
- Financial dispute resolution mechanisms.
- Root cause analysis of consumer complaints.
- Service recovery and customer communication.
- Global case study: United Kingdom Financial Ombudsman Service.
- Measuring complaints resolution effectiveness.

Module 8: Digital Banking Compliance, Data Privacy and Emerging Risks

- Digital banking regulations and compliance challenges.
- Data protection and customer information confidentiality.
- Cybersecurity governance and fraud prevention.
- Artificial intelligence governance in financial services.
- Global case study: European Union General Data Protection Regulation enforcement in financial services.
- Developing future-ready digital banking compliance strategies.

Training Methodology

- Interactive presentations and regulatory framework discussions.
- International banking compliance case studies.
- Practical conduct risk assessment exercises.
- Group discussions and problem-solving activities.
- Simulated regulatory inspections and compliance audits.
- Role-playing exercises involving consumer complaints.
- Expert-led discussions on emerging banking regulations.
- Practical development of institutional compliance action plans.

Register as a group from 3 participants for a Discount

Send us an email: info@datastatresearch.org or call +254724527104

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 DATASTAT CONSULTANCY LTD account, as indicated in the invoice so as to enable us prepare better for you.

Certification & Learning Methodology

- Hands-on practical delivery with real-world datasets, case studies, and lab exercises.
- Post-training mentorship, access to class resources, and customized follow-up support.
- Participants who successfully complete the course receive an accredited Datastat Certificate of Completion.

How to Enroll & Reserve Your Seat

1. Online Registration: Visit https://datastatresearch.org/courses/banking-compliance-conduct-risk-and-consumer-protection-training-course to register online.
2. Email Booking: Send participant details to training@datastatresearch.org for official invoice & reservation.
3. Support & Assistance: Inquire via phone +254 724 527 104 | +254 734 969 612.