

Know your Consumer Rights as a Small Business Owner & Your Customers Rights

Consumer Rights is a specialist training workshop for people in Small Businesses, like you. It will help you understand and comply with the latest EU Consumer Directives.

WHY IS THIS WORKSHOP FOR SMALL BUSINESS OWNERS?

The Consumer Rights Directive (CRD) came into force in 2014 and provides consumers with increased protection when they enter into on premises, off premises (doorstep sales) and distance contracts with traders.

Sanctions and Penalties, The Competition and Consumer Protection Commission (CCPC) has a range of powers to ensure businesses comply with consumer protection directives. The workshop will give you sufficient resources to update and be fully compliant where necessary.



What is covered in the 2 days or 4 evening workshop?

The workshop covers how consumer protection directives apply to you and your business and a range of provisions that were introduced which businesses have to comply with such as bans on hidden charges, as well as an extended right of withdrawal period and much more?

Consumer Law
READY



Dates: Evenings - 5th, 6th, 14th, 15th February Time: 6pm to 9.30pm

Daytime: 14th and 21st February between 9.30am and 5pm

To register contact: 0504 49155 or go to www.2upskill.com and receive 25% discount when booked online*ONLY €49

consumerlawready.eu

The sessions are delivered over four evenings or two days depending on your availability.

Sessions will include; Lectures, PowerPoint, Quizzes and Breakout Groups. (Assessment is online)

Each participant will receive five consumer rights modules covering each directive as well as relevant case studies associated with those directives.

There will be a printout of the slides available for each session so as participants can take relevant notes concerning their business.

Fees structured to ensure affordability for all Business Owners