BLACKBIRD FOR TRAINING

Using Artificial Intelligence to Strengthen Consumer Protection

15 – 19 March 2027
Barcelona (Spain)



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Introduction

Consumer protection has become increasingly complex as digital services, online marketplaces, financial technologies, and data-driven business models continue to evolve. Regulatory authorities are expected to respond more rapidly to emerging risks, monitor market conduct more effectively, and ensure that consumers are protected in an increasingly digital environment. Traditional supervisory approaches alone are no longer sufficient to address the scale and complexity of today's consumer protection challenges.

This training course provides a comprehensive and practical understanding of how Artificial Intelligence AI can strengthen consumer protection frameworks and modernize regulatory supervision. Participants will explore how AI technologies can be used to analyze large volumes of data, monitor market behavior, detect emerging consumer risks, improve complaint handling, and support evidence-based regulatory decision-making.

The course combines regulatory principles with practical AI applications, enabling participants to understand the opportunities, challenges, and governance requirements associated with AI adoption in consumer protection. Through practical exercises, international case studies, and real-world regulatory examples, participants will learn how to implement AI solutions that enhance market transparency responsibly, strengthen consumer confidence, and improve the effectiveness of regulatory oversight.

Course Objectives

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

- Understand the fundamental concepts of Artificial Intelligence and its role in consumer protection.
- Identify AI technologies that support regulatory supervision and consumer protection activities.
- Analyze the evolving consumer protection challenges within digital markets.
- Apply Artificial Intelligence to monitor market conduct and detect emerging consumer risks.
- Utilize Natural Language Processing NLP and data analytics to improve consumer complaint management.
- Apply predictive analytics techniques to identify high-risk products, services, and market behaviors.
- Evaluate data quality, governance, and infrastructure requirements for AI-enabled regulatory frameworks.
- Develop data-driven supervisory approaches that enhance regulatory decision-making.
- Understand governance, transparency, accountability, and ethical principles for responsible AI adoption.
- Address legal, privacy, and regulatory considerations associated with AI implementation.
- Design practical AI strategies that strengthen consumer protection frameworks.
- Support digital transformation initiatives that improve regulatory efficiency and effectiveness.



Course Outlines

Day 1: Artificial Intelligence Foundations for Consumer Protection

- Introduction to Artificial Intelligence and Machine Learning concepts.
- The evolution of AI in regulatory and supervisory environments.
- Machine Learning, Natural Language Processing NLP, Predictive Analytics, Generative AI, and Agentic AI.
- The role of AI in strengthening consumer protection frameworks.
- Consumer protection challenges in digital markets.
- AI applications supporting regulatory and supervisory authorities.
- International case studies on AI-driven consumer protection initiatives.

Day 2: AI for Market Surveillance and Consumer Risk Detection

- Developing data strategies for AI-enabled consumer protection.
- AI applications for market conduct monitoring.
- Early detection of consumer risks and market misconduct.
- Natural Language Processing NLP for analyzing disclosures and consumer complaints.
- Predictive analytics for identifying high-risk organizations, products, and behaviors.
- Integrating AI insights into supervisory planning and regulatory decision-making.
- Developing data-driven consumer protection indicators.

Day 3: AI-Enabled Consumer Complaint Management

- Automating complaint intake, classification, and routing.
- Sentiment analysis for identifying emerging consumer issues.
- Applying Agentic AI to complaint management and investigation support.
- AI-assisted complaint prioritization and investigation workflows.
- Leveraging complaint analytics to improve consumer protection strategies.
- Enhancing consumer redress through AI-supported analysis.
- Ensuring fairness, transparency, and accountability in AI-assisted decisions.

Day 4: AI Governance, Ethics, and Regulatory Compliance

- AI governance principles for regulatory authorities.
- Explainable AI and regulatory accountability.
- Managing bias, discrimination, and data quality risks.
- Privacy, legal, and data protection considerations.
- Operational and regulatory risks associated with AI deployment.
- Building governance frameworks for responsible AI adoption.
- Strengthening public trust through transparent AI practices.



Day 5: Building AI Strategies for Consumer Protection Authorities

- Developing an AI strategy for consumer protection agencies.
- Building organizational capabilities and multidisciplinary AI teams.
- Collaboration with technology providers, academia, and industry stakeholders.
- Measuring the effectiveness of AI-enabled consumer protection initiatives.
- Practical applications of AI for complaint analysis, document review, and consumer feedback assessment.
- Developing a sustainable roadmap for responsible AI implementation.
- Practical workshop and case study on designing an AI-enabled consumer protection initiative.

Why Attend This Course: Wins & Losses!

- Strengthen consumer protection frameworks through practical AI applications.
- Improve regulatory supervision using advanced data analytics and AI technologies.
- Detect consumer risks and market misconduct more proactively.
- Enhance complaint management through AI-powered analysis and automation.
- Improve regulatory decision-making using data-driven insights and predictive analytics.
- Gain practical experience through international case studies and real-world regulatory scenarios.
- Develop responsible AI governance strategies that promote transparency, fairness, and accountability.
- Support digital transformation initiatives within regulatory authorities.
- Improve operational efficiency while strengthening consumer confidence and market integrity.
- Design sustainable AI implementation strategies aligned with international regulatory best practices.

Conclusion

Artificial Intelligence is transforming the way regulatory authorities protect consumers by enabling faster risk detection, more effective market supervision, smarter complaint management, and evidence-based regulatory decision-making. Organizations that successfully integrate AI into their consumer protection frameworks are better positioned to improve regulatory efficiency, strengthen public trust, and respond proactively to emerging risks in increasingly digital markets.

This course equips participants with the knowledge, practical tools, and strategic perspective required to responsibly adopt AI technologies within consumer protection functions. By combining regulatory best practices with modern AI capabilities, participants will be prepared to support digital transformation initiatives, enhance supervisory effectiveness, and contribute to building more transparent, resilient, and consumer-focused regulatory systems.

