

Using AI to Strengthen Consumer Protection: A Training for Regulators

Amman (Jordan)

28 March - 1 April 2027

UK Training

PARTNER



Using AI to Strengthen Consumer Protection: A Training for Regulators

Code: AI32 From: 28 March - 1 April 2027 City: Amman (Jordan) Fees: 4900 Pound

Introduction

Using AI to Strengthen Consumer Protection: A Training for Regulators is a specialized program designed to equip regulatory professionals with the knowledge and practical skills needed to leverage Artificial Intelligence AI to enhance consumer protection frameworks. As markets become increasingly digital and data-driven, regulators must adopt advanced technologies to identify risks, monitor compliance, and respond proactively to potential consumer harm.

This course blends regulatory strategy with hands-on AI applications, enabling participants to understand how AI tools can support supervision, enforcement, and policy development. Through real-world case studies, regulatory use cases, and applied exercises, participants will explore how AI can improve market surveillance, complaint handling, risk assessment, and regulatory decision-making while maintaining ethical standards, transparency, and public trust.

Course Objectives

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

- Understand core AI concepts and their relevance to consumer protection regulation.
- Identify regulatory use cases where AI can enhance supervision and enforcement activities.
- Apply AI tools to monitor market conduct and detect emerging consumer risks.
- Evaluate data sources and analytical methods for consumer protection oversight.
- Address ethical, legal, and governance challenges associated with the use of AI by regulators.
- Design AI-enabled regulatory strategies that strengthen consumer trust and market fairness.

Course Outlines

Day 1: AI Fundamentals for Consumer Protection Regulators

- Introduction to artificial intelligence and machine learning concepts.
- Data-driven regulation and the evolving role of AI.
- Key consumer protection challenges in digital markets.
- Overview of AI tools used in regulatory and supervisory functions.
- Case studies of global regulatory authorities applying AI.

Day 2: AI for Market Surveillance and Risk Detection

- Using AI to monitor market conduct and sales practices.
- Early detection of consumer harm and misconduct patterns.
- Natural Language Processing NLP for analyzing complaints and disclosures.
- Predictive analytics to identify high-risk firms, products, and behaviors.
- Integrating AI insights into supervisory planning and oversight.



Day 3: AI in Consumer Complaint Handling and Redress

- Automating consumer complaint intake and classification.
- Sentiment analysis to identify emerging consumer issues.
- AI-driven prioritization of complaints and investigations.
- Enhancing redress mechanisms through data analytics.
- Ensuring fairness, transparency, and accountability in AI-supported decisions.

Day 4: Governance, Ethics, and Legal Considerations

- Regulatory accountability and the importance of explainable AI.
- Managing bias, discrimination, and data quality risks.
- Legal, privacy, and data protection considerations in AI-based supervision.
- AI governance frameworks for regulatory authorities.
- Building and maintaining public trust in the use of AI by regulators.

Day 5: Implementing AI in Consumer Protection Regulatory Frameworks

- Developing an AI strategy for consumer protection authorities.
- Building internal capabilities and cross-functional teams.
- Collaboration with industry, academia, and technology providers.
- Measuring the effectiveness and impact of AI-enabled regulation.
- Creating a roadmap for sustainable and responsible AI adoption.

Why Attend This Course: Wins & Losses!

Participating in this course offers significant benefits, including:

- Strengthening regulatory effectiveness through advanced AI-driven supervisory tools.
- Detecting consumer harm earlier using predictive and data-driven approaches.
- Improving the efficiency of complaint handling and market oversight.
- Enhancing ethical, transparent, and accountable use of AI in regulatory decision-making.
- Applying practical knowledge through real-world regulatory use cases and proven frameworks.

Conclusion

Using AI to Strengthen Consumer Protection: A Training for Regulators provides a practical and forward-looking approach to modern regulation. Participants will leave with the skills, tools, and strategic insight needed to responsibly deploy AI technologies that enhance consumer protection, improve market confidence, and support fair, transparent, and resilient regulatory systems in an increasingly digital economy.



Blackbird Training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior,
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER



Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Sustainability, ESG & Corporate Responsibility
Advanced Courses
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training

