



## The Lore Ed Training HUB

### ● About Lore Ed

**Lore Ed** specialises specifically in delivering online consumer law training. Each of our courses are written and delivered by a leading arbitrator, Barrister, Solicitor or qualified industry expert who has a wealth of legal knowledge and practical experience. Unlike many course providers, we do not use 'actors'.

Our courses have been designed with busy teams and individuals in mind. Each course can be accessed by learners on their mobile, laptop or desktop and can be paused and restarted at their convenience.



# Our courses

Our learner management system and course content is compatible with all web browsers and adapts seamlessly to a variety of screen sizes.

Our courses are extremely intuitive, immersive and engaging and are designed for all levels of learning.

We have the in-house ability to adapt our courses to suit any specific requirement a client may have, and because our courses are modular, clients can both mix and match the existing modules, or we can also write and produce bespoke modules to build the perfect learning experience for our clients.

As well as bespoke courses we can also re brand our modules and learning platform to give staff and students a better feeling of synergy when they experience their course on a fully branded platform and domain.

Our reporting for clients is second to none, clients have full access to the progress of their staff by logging into their own portal and viewing the various reports available.

## About the trainer

Dean Dunham is an Arbitrator, Barrister and Solicitor-Advocate who has been a lawyer for more than 22 years. He is widely recognised as the leader in the field, being named Consumer Law Lawyer of the Year 2018, 2019, 2020 and 2021.

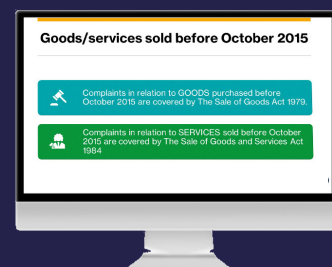
Dean was also the Chief Ombudsman and Adjudicator at Retail ADR and Consumer Arbitration, the most popular ADR schemes in the retail sector.

## Our experience

Lore Ed is run by leading law firm Debello Law Limited, which is regulated by the Solicitors Regulation Authority.

Debello Law is recognised as one of the leading law firms on consumer law matters and is the firm of choice for many retailers, in relation to consumer law matters.

Lore Ed is the trusted training partner for many airlines, retailers (for their customer service operatives) and law firms (who use our training for paralegals, trainee solicitors and NQ solicitors).



## Course outline

Module 1: An overview of consumer laws

Module 2: Purchase of goods: basic consumer rights

Module 3: Short-term right to reject

Module 4: Returning goods after day 31

Module 5: Goods purchased on-line

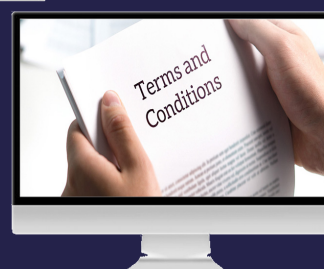
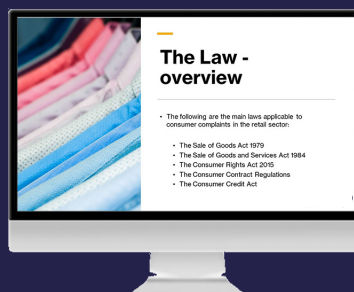
Module 6: Delivery of goods

Module 7: Purchase of services

Module 8: Consequential losses

Module 9: Website issues

Module 10: Complaint handling techniques



# Qualification

Our Retailer Consumer Law course has been approved and accredited by the CPD Certification Service.

Upon successful completion of the course each delegate receives a Lore Ed Certificate of completion.



## Our Consumer Law course for retailers

The course consists of ten modules, each comprising a video, PowerPoint, case study (bespoke to the individual clients business) and multiple choice test.

It is pitched at retailer customer service agents and store managers and covers the most common complaint areas and scenarios that arise in relation to disputes between retailers and consumers.

## Find out more about us & our courses



Go to our website [www.loreed.co.uk](http://www.loreed.co.uk)



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