

2026 E-Learning Course Catalogue

Driving Excellence in Vehicle Rental,
Leasing & Fleet Management

Develop the skills your business needs

The BVRLA Learning & Development portfolio provides specialist training designed specifically for the vehicle rental, leasing and fleet sector.

Whether you're onboarding new employees, maintaining regulatory compliance or developing future leaders, our e-learning packages deliver practical, engaging learning that supports individual competence and organisational performance.

Why choose BVRLA e-learning?

- ✓ Industry-specific content
- ✓ FCA and regulatory compliance
- ✓ Flexible online learning
- ✓ AI-powered Learning Management System
- ✓ Reporting dashboards
- ✓ Certificates of completion
- ✓ Annual content updates
- ✓ Mobile-friendly learning
- ✓ Assessment pathway for experienced staff

Choose the right package

Package	Audience	Modules	Duration	Price
Essentials + SAF	Leasing & Finance	31	10–12 hours	£109.95 + VAT
Management Fundamentals	Managers	15	7–8 hours	£109.95 + VAT
Managers & Compliance	Senior Managers	10	8–10 hours	£129.95 + VAT (£99.95 subsidised)
Rental Fundamentals	Rental Operations	12	Under 4 hours	£109.95 + VAT
Fair Wear & Tear	Leasing & Rental	1	45–60 mins	Included with Essentials + SAF
Protect UK ACT	All staff	8	45 mins	Free
EV Sales Collection	Vehicle Sales	4	Approx. 3 hours	Contact us

ESSENTIALS + SAF PACKAGE

The complete leasing & finance foundation

Our most comprehensive package, designed for leasing organisations wishing to demonstrate competence, compliance and professional standards across their workforce.

INCLUDES

- ✓ Fair Wear & Tear accreditation
- ✓ FLA-approved SAF Expert assessment
- ✓ LMS reporting & dashboards
- ✓ Certificates of completion

31

Specialist Modules

10-12

Hours of Learning

£109.95

+ VAT per Learner

Anti-Bribery

OVERVIEW

Understand the requirements of the UK Bribery Act and recognise how to identify, prevent and report bribery risks within your organisation.

Suitable for: Anyone working within regulated financial services

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Understand UK Anti-Bribery legislation
- ✓ Recognise associated persons
- ✓ Follow anti-bribery policies
- ✓ Report suspected bribery
- ✓ Carry out due diligence
- ✓ Avoid facilitation payments

Introduction to Consumer Duty

OVERVIEW

Explore the FCA's Consumer Duty framework and understand how it shapes the way firms deliver good outcomes for retail customers.

Suitable for: All customer-facing and support staff

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Explain the Consumer Duty framework
- ✓ Identify the four outcomes
- ✓ Understand cross-cutting rules
- ✓ Apply the duty to daily activities
- ✓ Recognise good and poor practices

Data Protection (GDPR)

OVERVIEW

Learn the principles of UK GDPR and how to handle personal data lawfully, fairly and transparently in your day-to-day role.

Suitable for: All staff handling personal data

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Understand the data protection principles
- ✓ Identify lawful bases for processing
- ✓ Recognise data subject rights
- ✓ Handle data breaches correctly
- ✓ Apply data minimisation practices

Personal Conflicts of Interest

OVERVIEW

Recognise situations where personal interests may conflict with professional duties and learn how to manage and disclose them appropriately.

Suitable for: All regulated staff

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Define conflicts of interest
- ✓ Identify potential conflict scenarios
- ✓ Follow disclosure procedures
- ✓ Manage conflicts appropriately
- ✓ Understand regulatory expectations

Safeguarding the Vulnerable

OVERVIEW

Develop the skills to identify and support vulnerable customers, ensuring fair treatment and appropriate outcomes.

Suitable for: All customer-facing staff

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Define customer vulnerability
- ✓ Recognise signs of vulnerability
- ✓ Adapt communication approaches
- ✓ Record and escalate concerns
- ✓ Deliver fair outcomes

Anti-Money Laundering

OVERVIEW

Understand your obligations under UK anti-money laundering regulations and learn to detect and report suspicious activity.

Suitable for: All staff in regulated roles

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Explain AML legislation
- ✓ Recognise money laundering stages
- ✓ Identify suspicious transactions
- ✓ Submit Suspicious Activity Reports
- ✓ Understand tipping off rules

Treating Customers Fairly

OVERVIEW

Explore the FCA's expectations for treating customers fairly and how to embed TCF principles into everyday business practices.

Suitable for: All customer-facing staff

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Understand TCF principles
- ✓ Identify fair and unfair outcomes
- ✓ Apply TCF to customer interactions
- ✓ Recognise regulatory expectations
- ✓ Support a customer-centric culture

Complaints Handling

OVERVIEW

Learn how to manage customer complaints effectively, meeting regulatory requirements while maintaining positive customer relationships.

Suitable for: All staff involved in complaint resolution

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Follow the complaints process
- ✓ Meet regulatory timeframes
- ✓ Communicate effectively with complainants
- ✓ Identify root causes
- ✓ Escalate to the Financial Ombudsman

Whistleblowing

OVERVIEW

Understand whistleblowing protections and procedures, and learn when and how to raise concerns about wrongdoing.

Suitable for: All staff

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Define whistleblowing
- ✓ Recognise reportable concerns
- ✓ Follow internal reporting channels
- ✓ Understand legal protections
- ✓ Know external reporting options

Consumer Credit (CONC)

OVERVIEW

Gain a thorough understanding of the FCA's Consumer Credit sourcebook and its application to vehicle finance.

Suitable for: Finance and leasing professionals

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Understand CONC requirements
- ✓ Apply affordability assessments
- ✓ Explain pre-contract disclosures
- ✓ Manage arrears and defaults
- ✓ Ensure responsible lending

Introduction to SM&CR

OVERVIEW

Learn about the Senior Managers and Certification Regime and how it applies to individual accountability in financial services.

Suitable for: All regulated staff

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Explain the SM&CR framework
- ✓ Understand the Conduct Rules
- ✓ Identify certification requirements
- ✓ Recognise individual responsibilities
- ✓ Apply the duty of responsibility

Financial Crime Prevention

OVERVIEW

Develop awareness of financial crime risks including fraud, bribery and money laundering, and learn prevention strategies.

Suitable for: All staff in regulated roles

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Identify types of financial crime
- ✓ Recognise red flags
- ✓ Follow prevention procedures
- ✓ Report suspicious activity
- ✓ Understand regulatory obligations

Fraud Prevention

OVERVIEW

Understand common fraud typologies in the vehicle finance sector and learn practical steps to detect and prevent fraud.

Suitable for: All operational staff

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Identify common fraud types
 - ✓ Recognise fraud indicators
 - ✓ Apply verification procedures
 - ✓ Report fraud appropriately
 - ✓ Protect customer data
-

SAF Expert Assessment Modules

18 specialist modules covering all major automotive finance products and processes. FLA-approved content designed to build expert-level knowledge and customer confidence.

18

SAF Modules

FLA

Approved Content

Expert

Assessment Pathway

Personal Contract Purchase (PCP)

OVERVIEW

Learn how PCP works, who it suits and how to explain the product confidently to customers.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Explain PCP products
- ✓ Understand customer suitability
- ✓ Compare with other finance products
- ✓ Explain agreement benefits
- ✓ Build customer confidence

Hire Purchase (HP)

OVERVIEW

Understand the hire purchase product, its structure and how to present it as a suitable finance option.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Explain HP agreements
- ✓ Identify suitable customers
- ✓ Outline payment structures
- ✓ Compare HP with alternatives
- ✓ Handle customer queries

Personal Contract Hire (PCH)

OVERVIEW

Explore personal contract hire, including mileage agreements, maintenance options and end-of-contract processes.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Explain PCH products
- ✓ Set mileage expectations
- ✓ Outline maintenance options
- ✓ Manage end-of-contract
- ✓ Address customer concerns

Business Contract Hire (BCH)

OVERVIEW

Understand business contract hire for fleet and corporate customers, including tax implications and contract structures.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Explain BCH agreements
- ✓ Outline tax advantages
- ✓ Structure fleet contracts
- ✓ Manage corporate accounts
- ✓ Compare with other products

Finance Lease

OVERVIEW

Learn the fundamentals of finance lease agreements and how they differ from other vehicle finance products.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Explain finance lease structures
- ✓ Identify suitable businesses
- ✓ Outline tax treatment
- ✓ Compare with operating lease
- ✓ Manage balloon payments

Conditional Sale

OVERVIEW

Learn how conditional sale agreements work and when they represent the most suitable option for customers.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Explain conditional sale terms
- ✓ Identify customer suitability
- ✓ Outline ownership transfer
- ✓ Compare with HP and PCP
- ✓ Handle documentation

Affordability & Responsible Lending

OVERVIEW

Learn how to conduct thorough affordability assessments and apply responsible lending principles.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Conduct affordability checks
- ✓ Apply income verification
- ✓ Assess expenditure commitments
- ✓ Document lending decisions
- ✓ Meet regulatory standards

Pre-Contract Information

OVERVIEW

Understand the requirements for providing adequate pre-contract information to customers before they enter a finance agreement.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Identify disclosure requirements
- ✓ Provide adequate explanations
- ✓ Use compliant documentation
- ✓ Meet timing requirements
- ✓ Record information provision

Motor Finance, FinTech and Digital Finance Regulations

OVERVIEW

Explore the evolving landscape of motor finance technology, FinTech innovation and the Digital Finance Regulations shaping the future of vehicle finance.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Understand FinTech in motor finance
- ✓ Apply Digital Finance Regulations
- ✓ Navigate digital transformation
- ✓ Assess technology-driven risks
- ✓ Meet evolving compliance standards

Pre and Post Contract Requirements

OVERVIEW

Learn the regulatory requirements for providing customers with adequate information before, during and after entering a finance agreement.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Identify pre-contract obligations
- ✓ Provide adequate explanations
- ✓ Meet post-contract requirements
- ✓ Document compliance correctly
- ✓ Handle contract variations

Distance Selling

OVERVIEW

Understand the regulations and best practices for selling motor finance products at a distance, including online, telephone and postal channels.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Apply distance selling regulations
- ✓ Manage cooling-off periods
- ✓ Provide compliant disclosures
- ✓ Handle digital sales processes
- ✓ Meet record-keeping requirements

Unfair Trading Regulations

OVERVIEW

Develop the core sales skills needed to present motor finance products effectively while maintaining regulatory compliance throughout the process.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Present finance options clearly
- ✓ Identify customer needs
- ✓ Maintain compliant sales practices
- ✓ Handle objections professionally
- ✓ Build long-term customer relationships

Personal and Secured Loans

OVERVIEW

Understand the key features and regulatory requirements of personal and secured loans in the motor finance sector.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Explain who uses these loans
- ✓ Outline how the loans are structured
- ✓ Describe end of contract options

Interest Rates

OVERVIEW

Explore the differences between business and personal lease products, including contract structures, tax implications and fixed vs variable interest rates.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Differentiate lease types
- ✓ Explain interest rates
- ✓ Structure lease agreements

Finance Structures

OVERVIEW

Learn the different types of structures including tripartite agreements, balloon payment schedules and advanced rental payments.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Describe a tripartite structure
- ✓ Explain the benefits of balloon payments
- ✓ Identify advanced rentals and payment benefits

Asset Registration

OVERVIEW

Understand the asset registration process in the motor finance sector, including HPI, vehicle provenance checks and registration requirements.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Explain asset registration processes
- ✓ Use HPI and registration systems
- ✓ Identify registration discrepancies
- ✓ Maintain accurate records

Financial Incentives

OVERVIEW

Understand the rules around financial incentives, commission disclosure and how to ensure fair treatment of customers when incentives are involved.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Understand incentive structures
- ✓ Disclose commissions appropriately
- ✓ Ensure fair customer outcomes
- ✓ Meet FCA disclosure requirements
- ✓ Manage conflicts of interest

Financial Promotion

OVERVIEW

Understand the FCA rules on financial promotions, including what constitutes a promotion, approval requirements and how to ensure all communications are fair, clear and not misleading.

Included in: **Essentials + SAF Package**

LEARNING OUTCOMES

- ✓ Identify financial promotions
- ✓ Apply FCA promotion rules
- ✓ Ensure fair and clear communications
- ✓ Meet approval requirements
- ✓ Avoid misleading claims

Fair Wear & Tear Accreditation

The BVRLA Fair Wear & Tear standard is the industry benchmark for assessing vehicle condition at the end of a lease or rental agreement. This module ensures your team can apply the standard consistently and confidently.

WHY IT MATTERS

- ✓ Reduces end-of-contract disputes
- ✓ Builds customer trust and transparency
- ✓ Supports consistent vehicle assessments
- ✓ Protects residual values
- ✓ Aligns with BVRLA membership standards

1 Module

45-60 Minutes

Free

LEARNING OUTCOMES

- ✓ Apply the BVRLA Fair Wear & Tear standard
- ✓ Assess vehicle condition consistently
- ✓ Identify acceptable and unacceptable damage
- ✓ Communicate findings to customers
- ✓ Reduce end-of-contract disputes

Build confident, capable managers

15 practical modules covering leadership, coaching, performance management and professional communication. Designed for new and aspiring managers in the vehicle rental, leasing and fleet sector.

15

Management Modules

7-8

Hours of Learning

£109.95

+ VAT per Learner

Leadership Essentials

OVERVIEW

Explore core leadership principles and develop the confidence to lead teams effectively in a fast-paced environment.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Define effective leadership styles
- ✓ Build trust within teams
- ✓ Set clear direction and expectations
- ✓ Lead through change

Coaching

OVERVIEW

Learn structured coaching techniques to develop team members and improve individual and team performance.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Apply coaching frameworks
- ✓ Ask powerful questions
- ✓ Give constructive feedback
- ✓ Build a coaching culture

Delegating Effectively

OVERVIEW

Understand how to delegate tasks appropriately to develop your team while maintaining accountability.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Identify tasks suitable for delegation
- ✓ Match tasks to team strengths
- ✓ Set clear expectations
- ✓ Monitor without micromanaging

Managing Performance

OVERVIEW

Develop skills to set objectives, monitor progress and address underperformance constructively.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Set SMART objectives
- ✓ Conduct regular check-ins
- ✓ Address underperformance early
- ✓ Document performance discussions

Conducting Performance Reviews

OVERVIEW

Learn how to prepare for and deliver effective performance reviews that motivate and develop employees.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Prepare structured reviews
- ✓ Deliver balanced feedback
- ✓ Set development goals
- ✓ Handle difficult conversations

Conducting Effective Interviews

OVERVIEW

Master interview techniques to identify the best candidates and make fair, consistent hiring decisions.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Structure competency-based interviews
- ✓ Ask effective questions
- ✓ Evaluate candidates fairly
- ✓ Avoid unconscious bias

Influencing & Motivating Others

OVERVIEW

Learn techniques to influence stakeholders and motivate team members to achieve shared goals.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Understand motivation theories
- ✓ Adapt influencing styles
- ✓ Build persuasive arguments
- ✓ Inspire discretionary effort

Emotional Intelligence

OVERVIEW

Develop self-awareness and empathy to build stronger working relationships and manage emotions effectively.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Assess your own EQ
- ✓ Manage emotional responses
- ✓ Read others' emotions accurately
- ✓ Build empathetic relationships

Project Management

OVERVIEW

Learn practical project management techniques to plan, execute and deliver projects on time and within budget.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Define project scope and objectives
- ✓ Create realistic project plans
- ✓ Manage risks and dependencies
- ✓ Track progress effectively

Time Management

OVERVIEW

Develop strategies to prioritise tasks, manage workload and improve personal productivity.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Prioritise using proven frameworks
- ✓ Manage competing demands
- ✓ Reduce time-wasting activities
- ✓ Improve personal effectiveness

Successful Recruiting

OVERVIEW

Learn how to attract, assess and select the best candidates for your team through effective recruitment practices.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Write compelling job descriptions
- ✓ Source candidates effectively
- ✓ Conduct structured assessments
- ✓ Make fair selection decisions

Running Effective Meetings

OVERVIEW

Master the skills to plan, facilitate and follow up on meetings that achieve clear outcomes.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Set clear meeting objectives
- ✓ Facilitate productive discussions
- ✓ Manage difficult participants
- ✓ Ensure actionable outcomes

Presentations that Impress

OVERVIEW

Build confidence and skill in delivering engaging presentations that inform, persuade and inspire your audience.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Structure compelling presentations
- ✓ Engage your audience effectively
- ✓ Handle questions confidently
- ✓ Use visual aids professionally

Electronic Communications

OVERVIEW

Learn best practices for professional email, messaging and digital communication in the workplace.

Included in: **Management Fundamentals**

LEARNING OUTCOMES

- ✓ Write clear professional emails
- ✓ Choose appropriate channels
- ✓ Manage digital communication etiquette
- ✓ Avoid common pitfalls

Advanced compliance for senior managers

10 specialist modules covering regulatory frameworks, governance and conduct requirements for senior managers and compliance professionals. Subsidised pricing available for BVRLA members.

10

Compliance Modules

8-10

Hours of Learning

£129.95

+ VAT (£99.95 subsidised)

Consumer Duty

OVERVIEW

A deep dive into the FCA Consumer Duty for senior managers, covering governance, monitoring and board-level accountability.

Included in: **Managers & Compliance**

LEARNING OUTCOMES

- ✓ Implement Consumer Duty governance
- ✓ Monitor customer outcomes
- ✓ Report to the board effectively
- ✓ Embed duty across the firm

CASS (Client Assets)

OVERVIEW

Understand the FCA's Client Assets Sourcebook and your responsibilities for safeguarding client money and assets.

Included in: **Managers & Compliance**

LEARNING OUTCOMES

- ✓ Apply CASS rules correctly
- ✓ Safeguard client money
- ✓ Maintain accurate records
- ✓ Meet reconciliation requirements

ESG

OVERVIEW

Explore environmental, social and governance considerations and their growing importance in vehicle finance and leasing.

Included in: **Managers & Compliance**

LEARNING OUTCOMES

- ✓ Understand ESG frameworks
- ✓ Identify material ESG risks
- ✓ Integrate ESG into decision-making
- ✓ Meet disclosure requirements

Fraud Prevention for Managers

OVERVIEW

Develop a strategic approach to fraud prevention, including risk assessment, controls and incident management.

Included in: **Managers & Compliance**

LEARNING OUTCOMES

- ✓ Assess organisational fraud risk
- ✓ Design effective controls
- ✓ Manage fraud incidents
- ✓ Build a fraud-aware culture

Principles for Businesses

OVERVIEW

Understand the FCA's Principles for Businesses and how they underpin regulatory expectations for authorised firms.

Included in: **Managers & Compliance**

LEARNING OUTCOMES

- ✓ Apply the 12 Principles
- ✓ Embed principles in operations
- ✓ Monitor compliance effectively
- ✓ Respond to regulatory change

Introduction to UK Financial Regulation

OVERVIEW

Gain a comprehensive overview of the UK financial regulatory landscape, key bodies and their roles.

Included in: **Managers & Compliance**

LEARNING OUTCOMES

- ✓ Explain the regulatory framework
- ✓ Identify key regulatory bodies
- ✓ Understand authorisation requirements
- ✓ Navigate regulatory change

Training & Competence

OVERVIEW

Learn how to design and maintain a robust training and competence framework that meets regulatory expectations.

Included in: **Managers & Compliance**

LEARNING OUTCOMES

- ✓ Design T&C frameworks
- ✓ Assess staff competence
- ✓ Maintain competence records
- ✓ Meet FCA T&C requirements

Overview of SM&CR

OVERVIEW

A senior manager perspective on the Senior Managers and Certification Regime, including responsibilities and accountability.

Included in: **Managers & Compliance**

LEARNING OUTCOMES

- ✓ Understand SM&CR scope
- ✓ Define management responsibilities
- ✓ Implement certification regime
- ✓ Maintain regulatory references

Conduct Rules

OVERVIEW

Explore the individual and senior manager conduct rules and how to embed them within your organisation's culture.

Included in: **Managers & Compliance**

LEARNING OUTCOMES

- ✓ Apply individual conduct rules
- ✓ Apply senior manager conduct rules
- ✓ Investigate conduct breaches
- ✓ Report to the FCA

SYSC

OVERVIEW

Understand the FCA's Senior Management Arrangements, Systems and Controls sourcebook and its governance requirements.

Included in: **Managers & Compliance**

LEARNING OUTCOMES

- ✓ Apply SYSC requirements
- ✓ Design governance structures
- ✓ Implement effective controls
- ✓ Document compliance arrangements

Essential training for rental operations

12 practical modules covering driver qualification, data protection, complaints handling and vehicle security for daily rental operations. Designed for frontline rental staff and branch managers.

12

Rental Modules and Assessments

Under 4

Hours of Learning

£109.95

+ VAT per Learner

Driver Qualification

OVERVIEW

Understand the legal requirements for verifying driver eligibility before handing over a rental vehicle.

Included in: **Rental Fundamentals**

LEARNING OUTCOMES

- ✓ Verify driving licence validity
- ✓ Check endorsements and restrictions
- ✓ Apply age and experience criteria
- ✓ Document qualification checks

GDPR for Daily Rental

OVERVIEW

Learn how data protection rules apply specifically to daily rental operations, from booking to vehicle return.

Included in: **Rental Fundamentals**

LEARNING OUTCOMES

- ✓ Handle customer data lawfully
- ✓ Manage booking records correctly
- ✓ Process CCTV and telematics data
- ✓ Respond to data subject requests

Rental Complaints Handling

OVERVIEW

Develop skills to manage rental-specific complaints effectively, from damage disputes to billing queries.

Included in: **Rental Fundamentals**

LEARNING OUTCOMES

- ✓ Follow rental complaints procedures
- ✓ Resolve damage disputes fairly
- ✓ Handle billing complaints
- ✓ Escalate complex cases appropriately

Rental Vehicle Security Scheme*

OVERVIEW

Understand the BVRLA Rental Vehicle Security Scheme and how to protect your fleet from fraud and theft.

Included in: **Rental Fundamentals**

LEARNING OUTCOMES

- ✓ Apply security scheme procedures
- ✓ Identify fraud indicators
- ✓ Protect against vehicle theft
- ✓ Report security incidents correctly

*This topic is split into 6 modules + 1 Assessment

Accelerate your EV knowledge

4 specialist modules covering EV myths, charging infrastructure, living with electric vehicles and battery health. Essential knowledge for sales teams and customer-facing staff as the transition to electric accelerates.

4

EV Modules

3

Hours of Learning

Free

EV Myth Busting

OVERVIEW

Challenge common misconceptions about electric vehicles and equip your team with accurate, confident responses for customers.

Included in: **EV Sales Collection**

LEARNING OUTCOMES

- ✓ Debunk common EV myths
- ✓ Present accurate range data
- ✓ Address cost concerns confidently
- ✓ Compare EV and ICE ownership

Mastering EV Charging

OVERVIEW

Understand EV charging infrastructure, connector types, charging speeds and how to guide customers through their charging options.

Included in: **EV Sales Collection**

LEARNING OUTCOMES

- ✓ Explain charging levels and speeds
- ✓ Identify connector types
- ✓ Guide home charging setup
- ✓ Navigate public charging networks

Living with Electric Vehicles

OVERVIEW

Explore the practical realities of EV ownership, from daily driving to long journeys, maintenance and running costs.

Included in: **EV Sales Collection**

LEARNING OUTCOMES

- ✓ Explain daily EV ownership experience
- ✓ Plan long-distance EV journeys
- ✓ Compare maintenance requirements
- ✓ Calculate total cost of ownership

BEV Battery Health

OVERVIEW

Understand battery technology, degradation factors, warranty considerations and how to advise customers on battery longevity.

Included in: **EV Sales Collection**

LEARNING OUTCOMES

- ✓ Explain battery technology basics
- ✓ Identify degradation factors
- ✓ Advise on battery care
- ✓ Understand warranty terms

WELLBEING COLLECTION

Supporting staff wellbeing

3 modules covering mental health awareness, stress management and building personal resilience. Helps organisations meet their duty of care and support employee wellbeing.

- ✓ Mental Health Awareness
- ✓ Stress Management
- ✓ Building Personal Resilience

Contact us for pricing

PROTECT UK ACT AWARENESS

Counter-terrorism awareness

Mandatory training under the Protect Duty (Martyn's Law). Equip your staff to recognise and respond to security threats at publicly accessible locations. Covers the ACT framework: Action Counters Terrorism.

- ✓ Understand the Protect Duty
- ✓ Recognise suspicious behaviour
- ✓ Know how to report concerns
- ✓ Apply Run, Hide, Tell
- ✓ Support organisational preparedness

Free | Included with all packages

Course Matrix (1 of 2)

Module	Ess+SAF	Mgmt	Mgrs&Comp	Rental	EV	Wellbeing
Anti-Bribery	✓	-	-	-	-	-
Introduction to Consumer Duty	✓	-	✓	-	-	-
Data Protection (GDPR)	✓	-	-	-	-	-
Personal Conflicts of Interest	✓	-	-	-	-	-
Safeguarding the Vulnerable	✓	-	-	-	-	-
Anti-Money Laundering	✓	-	-	-	-	-
Treating Customers Fairly	✓	-	-	-	-	-
Complaints Handling	✓	-	-	✓	-	-
Whistleblowing	✓	-	-	-	-	-
Consumer Credit (CONC)	✓	-	-	-	-	-
Introduction to SM&CR	✓	-	✓	-	-	-
Financial Crime Prevention	✓	-	-	-	-	-
Fraud Prevention	✓	-	-	-	-	-
Personal Contract Purchase (PCP)	✓	-	-	-	-	-
Hire Purchase (HP)	✓	-	-	-	-	-
Personal Contract Hire (PCH)	✓	-	-	-	-	-
Business Contract Hire (BCH)	✓	-	-	-	-	-
Finance Lease	✓	-	-	-	-	-
Conditional Sale	✓	-	-	-	-	-
Regulated & Unregulated Agreements	✓	-	-	-	-	-
Motor Finance, FinTech & Digital Finance	✓	-	-	-	-	-
Regs	✓	-	-	-	-	-
Pre and Post Contract Requirements	✓	-	-	-	-	-
Distance Selling	✓	-	-	-	-	-
General Sales	✓	-	-	-	-	-
Credit Hire and Conditional Sale	✓	-	-	-	-	-
Business and Personal Leases	✓	-	-	-	-	-
Financial Resilience	✓	-	-	-	-	-
Asset Registration	✓	-	-	-	-	-
Financial Incentives	✓	-	-	-	-	-
Financial Promotion	✓	-	-	-	-	-
Fair Wear & Tear	✓	-	-	-	-	-

Course Matrix (2 of 2)

Module	Ess+SAF	Mgmt	Mgrs&Comp	Rental	EV	Wellbeing
Leadership Essentials	-	✓	-	-	-	-
Coaching	-	✓	-	-	-	-
Delegating Effectively	-	✓	-	-	-	-
Managing Performance	-	✓	-	-	-	-
Conducting Performance Reviews	-	✓	-	-	-	-
Conducting Effective Interviews	-	✓	-	-	-	-
Influencing & Motivating Others	-	✓	-	-	-	-
Emotional Intelligence	-	✓	-	-	-	-
Project Management	-	✓	-	-	-	-
Time Management	-	✓	-	-	-	-
Successful Recruiting	-	✓	-	-	-	-
Running Effective Meetings	-	✓	-	-	-	-
Presentation Skills	-	✓	-	-	-	-
Communication Skills	-	✓	-	-	-	-
Consumer Duty for Managers	-	-	✓	-	-	-
SM&CR for Managers	-	-	✓	-	-	-
Training & Competence	-	-	✓	-	-	-
CASS	-	-	✓	-	-	-
ESG & Sustainability	-	-	✓	-	-	-
UK Financial Regulation	-	-	✓	-	-	-
Approved Persons Regime	-	-	✓	-	-	-
Regulatory Reporting	-	-	✓	-	-	-
Conduct Rules	-	-	✓	-	-	-
SYSC	-	-	✓	-	-	-
Driver Qualification	-	-	-	✓	-	-
GDPR for Daily Rental	-	-	-	✓	-	-
Rental Complaints Handling	-	-	-	✓	-	-
Rental Vehicle Security Scheme*	-	-	-	✓	-	-
EV Myth Busting	-	-	-	-	✓	-
Mastering EV Charging	-	-	-	-	✓	-
Living with Electric Vehicles	-	-	-	-	✓	-
BEV Battery Health	-	-	-	-	✓	-
Mental Health Awareness	-	-	-	-	-	✓
Stress Management	-	-	-	-	-	✓
Building Personal Resilience	-	-	-	-	-	✓
Protect UK ACT	✓	✓	✓	✓	✓	✓

Pricing Summary 2026

All prices exclude VAT. BVRLA member subsidised rates shown where applicable.

Essentials + SAF £109.95 per learner ✓ 13 Essentials modules ✓ 18 SAF modules ✓ Fair Wear & Tear ✓ Protect UK ACT ✓ 12-month access	Management Fundamentals £109.95 per learner ✓ 15 management modules ✓ 7-8 hours of learning ✓ Protect UK ACT ✓ 12-month access	Managers & Compliance £129.95 per learner (£99.95 subsidised) ✓ 10 compliance modules ✓ 8-10 hours of learning ✓ Protect UK ACT ✓ 12-month access
Rental Fundamentals £109.95 per learner ✓ 12 rental modules ✓ Under 4 hours of learning ✓ Protect UK ACT ✓ 12-month access	EV Sales Collection Free for pricing ✓ 4 EV modules ✓ ~3 hours of learning ✓ Protect UK ACT	Wellbeing Collection Free for pricing ✓ 3 wellbeing modules ✓ Mental health & resilience ✓ Protect UK ACT

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