



SAF Expert training material and test update

Today changes to the [SAF Expert training material](#) and test have been published. The updated SAF Expert syllabus, outlining all of the modules of learning, is provided [here](#).

How will this affect me?

The SAF Expert training material and test have changed. Please therefore make sure you study the new version of the [training material](#) prior to taking your next test, which is available in these three formats:

- Printable PDF – available [here](#) designed to be printed out
- Interactive PDF – available [here](#) designed for use on screen
- Online HTML slides – available [here](#) designed for use on screen

How can I navigate to the new or updated sections?

Using PDF: Use the page numbers under Annex 1 below to locate the areas of new and updated training material.

Using online slides: Click on the page numbers below to be directed to the corresponding new/updated online slides.

Will the SAF Expert test change?

The SAF Expert test question bank has also been updated and went live at 5pm this evening. Therefore any test taken after this time will ask questions in line with the new training material.

Next update

Some minor changes to the training material will be published mid-way through 2020. The next full update will take place in Q4 2020.

Who should I contact if I have a question about the new material?

Please e-mail saf@fla.org.uk.

11 February 2020

Annex 1 - New and updated SAF Expert training material

Page heading / section	Type of content	Page(s)	Changes / new content
The automotive finance market and how finance is offered	New	9	Market overview
Benefits of automotive finance to customers	New	10	The key benefits
Summary of automotive finance products	New	11	Overview of purchase plans and lease plans
Contract Hire – technical considerations	Changes	45	Changes to accounting rules for leases in relation to IFRS16
Finance Lease vs Contract Hire	Changes	70	Changes to the ‘two main differences’ as a result of IFRS16
Components of a Variable Rate	Changes	84	Removal of FLA Finance House Base Rate which no longer operates
FCA review of motor finance	New	94	Areas of focus and final findings
Status disclosures	New	101	Inclusion of regulatory status disclosures that firms need to make
SM&CR and the certification regime	New	111	Introducing SM&CR categories and the Senior Managers regime
Certification regime	New	112	Introducing first tier and second tier conduct rules
Approved Persons: Controlled Functions and SMF	New	113	Setting out how the Approved Persons regime maps to SM&CR
General insurance regulation	Changes	116	Additional examples of ICOBS regulated insurance products
Financial promotions definitions	Changes	120	Additional examples of financial promotions provided
APR	Changes	123	Further detail on how representative examples should be provided
APR and written examples	New	124	Introducing flat rate and declining balance APR examples
Know Your Customer	Changes	130	Revisions made to ‘Using EID&V’ section
The digital experience: Click to sign/e-sign	New	131	Providing an overview of how digital onboarding works in practice
FCA’s rules on responsible lending	Changes	146	Updated references to FCA’s 2018 rule changes
Responsible lending factors for lenders	Changes	147	Revisions in line with FCA rule changes
Affordability: Sources of information	Changes	148	Sets out the FCA’s affordability requirements of firms
Mental capacity and vulnerable customers	Changes	151	Broadened out to cover vulnerability as well as mental capacity
Identifying and assisting vulnerable customers	Changes	153	Introducing assessments based on the customer’s ability to make decisions
Using the BRUCE tool to support customers	New	155	Introducing the BRUCE tool to identify and assist vulnerable customers
Do’s and Don’ts: vulnerable customers	Changes	156	Changes in line with the BRUCE tool
Commission and other fees received by a motor dealer	Changes	160	Paragraph added ‘Commission disclosure rule changes in 2020’
Risks posed to customers from incentive schemes	Changes	161	Overview of FCA work on motor finance commission and new rules in 2020
Banned practices	Changes	172-173	Removal of banned unfair sales practices not relevant to the motor trade
FCA’s complaint handling requirements and the FOS	Changes	202	Changes to total redress available to consumers