

KINGSBRIDGE TRAINING INSTITUTE

COMPLIANCE AND CONSUMER PROTECTION ACT

28th MAY 2009 & 10th JUNE 2009

THE ORION, JOHANNESBURG

Attend this One-Day “interactive and hands on” workshop and gain valuable insight and skills related to:

- **Compliance with the Act**
- **Implications and Impact of the Act on your Organisation**
- **Fundamental Consumer Rights**
- **Consumer Marketing**
- **Fair, Just and Reasonable Terms and Conditions**
- **Suppliers Accountability to Consumers**

Who Should Attend this Workshop?

This workshop is designed for Compliance Managers, Customer Services Managers, Risk Managers, Marketing Managers and individuals from the legal fraternity. It is targeted at individuals who are directly or indirectly affected by the impending legislation and how it will impact on Companies.

Our Workshops are thoroughly researched to provide you the delegate with the latest, up to date Training Our Courses are focused and structured to provide both intensive and practical Training over the shortest period of time. We are committed to the SAQA and it's SETA's and in line with this, all our courses are practical, “hands on” and outcomes based.

The Act is intended to promote and advance the Social and Economic welfare of Consumers in South Africa, essentially by protecting Consumer's Rights, and empower them regarding exploitation by Business

Department of Trade and Industry

Day One

Early morning tea/coffee

08:30

Fundamental Consumer Rights

Right to Equality in Consumer Market

- Protection against Discriminatory Marketing
- Reasonable grounds for Differential Treatment

Right to Privacy

- Restriction on unwanted Marketing
- Regulation of Time for Contacting Consumers

Right to Choose

- Right to select Suppliers
- Expiry and Renewal of fixed Term Agreements
- Cooling Off Period
- Right to cancel Advance Reservation, Booking or Order
- Right to Return Goods
- Unsolicited Goods or Services

10:30 Refreshment Break Tea/Coffee

Right to Disclosure and Information

- Right to Information in Plain and Understandable Language
- Disclosure of Price of Goods or Services
- Product Labelling and Trade Discriptions
- Sales Records
- Disclosure by Intermediaries

Right to Fair and Responsible Marketing

- Acceptable Standards for Marketing of Goods
- Bait Marketing
- Negative Option Marketing
- Direct Marketing to Consumers
- Catalogue Marketing
- Customer Loyalty Programmes
- Promotional Competitions
- Referral Selling

Right to Fair and Honest Dealing

- Unconscionable Conduct
- False, Misleading or Deceptive Representations
- Fraudulent Schemes and Offers
- Pyramid and Related Schemes
- Auctions
- Changes, Deferrals, Waivers and Substitution of Goods
- Over-Selling and Over-Booking

13:00 Luncheon

Right to Fair, Just and Reasonable Terms and Conditions

- Unfair, Unreasonable Contract Terms
- Notice Required for Certain Terms and Conditions
- Written Consumer Agreements
- Prohibited Transactions, Agreements, Terms and Conditions

Right to Fair Value, Good Quality and Safety

- Right to Demand Quality Service
- Right to Safe, Good Quality Goods
- Implied Warranty
- Warning Concerning Fact and Nature of Risks
- Liability For Damage caused by Goods

15:00 Afternoon Tea/Coffee

Suppliers Accountability to Consumers

- Lay-By's
- Prepaid Certificates, Credits and Vouchers
- Prepaid Services and Access to Service Facilities
- Supplier to Hold AND Account for Consumer Property
- Deposits
- Return of Parts and Materials
- Warranties

16:00 Closing Remarks from Facilitator

Our workshops are facilitated by highly competent legal experts who are specialists within their fields. They are drawn from a pool of selected legal firms, Consultancies and some instances from specific Government institutions like the Department of Trade and Industry. Due to the nature of the topic the Consumer Protection Bill that will be finalised as an Act very soon, the focus of this workshop is to bring delegates up to speed as to the salient features of the Bill and how the final Act will impact organisations. The core focuss will have to be on Fundamental Consumer Rights, acceptable Marketing practices, Consumer Contracts and finally the suppliers Liability to consumers. Regarding liability organisations will have to factor in a variety of risks, scope of liability and the cost of doing business.

COMPLIANCE CONSUMER PROTECTION ACT

28th MAY & 10th JUNE 2009

The Orion, Johannesburg South Africa

SALES CONTRACT:

PLEASE COMPLETE THIS FORM AND FAX BACK TO:

(011) 474-4549

Delegate 1

Name _____

Position _____

Delegate 2

Name _____

Position _____

Delegate 3

Name _____

Position _____

Delegate 4

Name _____

Position _____

Delegate 5

Name _____

Position _____

Organisation _____

Postal Address _____

Postal Code _____

Physical Address _____

Postal Code _____

Tel () _____ Fax () _____

E-mail: _____

Signature _____ Date: _____

This contract is not valid without a signature

Name of Authorising Manager _____

Name of Accounts Payable Manager _____

Nature of Business _____

Co size <100 100+ 250+ 500+

DELEGATE FEE

	Price
Workshop Fee	R3400.00(per delegate)
Block Booking	5 or more delegates Price - Negotiable

3 Easy ways to register

1



Telephone Bookings
to KINGSBRIDGE Office on
011 – 474-2486

2



Fax Bookings
to KINGSBRIDGE Office on
(011) 474-4549

3



E-mail to
Info@kingsbridgetraining.co.za

WORKSHOP VENUE AND DATES

PLEASE TICK WHICH DAY

28th May 2009
10th June 2009

METHODS OF PAYMENT

Please note that payment must be received before the event. Payment is required from receipt of invoice. At the latest, payment should be made at the event. .

Cheque made payable to KINGSBRIDGE TRAINING INSTITUTE

Bank Transfer:

KINGSBRIDGE TRAINING
Bank: ABSA
Branch: LENASIA
Branch No: 630143
Account Type: Cheque Acc
Account No: 4070749553

CONFIRMATION DETAILS: If you do not receive a letter outlining participation details two weeks prior to the event, please contact KINGSBRIDGE TRAINING INSTITUTE at (011) 474 2468

CANCELLATIONS: By completing this registration form, the client hereby accepts that KINGSBRIDGE TRAINING INSTITUTE will not be able to mitigate its losses for any less than 50% of the total contract value. Cancellations must be received by mail or fax 3 (three) weeks before the conference. Only cancellations made in writing and addressed for the attention of the accountant, will be recognized by KINGSBRIDGE TRAINING INSTITUTE. Cash alternatives will not be offered although delegate substitutions are welcome at any time. Thereafter the full conference fee is payable. If for any reason KINGSBRIDGE TRAINING INSTITUTE decides to amend this conference, we are not responsible for covering airfare, hotel or other costs incurred by registrants. In the event that KINGSBRIDGE TRAINING INSTITUTE cancels the event, KINGSBRIDGE TRAINING INSTITUTE reserves the right to transfer this booking to another conference. The service charge is completely non-refundable and non-creditable.

INDEMNITY: Should for any reason outside the control of KINGSBRIDGE TRAINING INSTITUTE, the venue or speakers change, or the event be cancelled due to any act of terrorism, extreme weather conditions or industrial action, KINGSBRIDGE TRAINING INSTITUTE shall endeavor to reschedule but the client hereby indemnifies and holds KINGSBRIDGE TRAINING INSTITUTE harmless from any and all costs, damages and expenses, including attorney fees, which are incurred by the client. The construction, validity and performance of this Agreement shall be governed in all respects by the laws of South Africa to the exclusive jurisdiction of whose Courts the Parties hereby agree to submit.