

UNDERSTANDING AND IMPLEMENTING THE CONSUMER PROTECTION ACT

IN-HOUSE TRAINING

WHAT'S INCLUDED

AstroTech Training will provide:

- > A detailed manual/workbook and electronic copy of course material
- > Professional presentation of the course content, case studies and practical exercises
- > One month of free telephonic and e-mail support included
- > Certificate of completion
- > Delivery of course material *(unless otherwise arranged)*
- > Travel and Accommodation for the Facilitator *(if required)*

PLEASE WILL YOU PROVIDE:

- > A suitable training venue with data projector
- > White Board and/or Flip Chart and markers
- > Lunch and refreshments daily

★ COURSE OVERVIEW

The Consumer Protection Act impacts the way in which companies are allowed to do business with consumers. This has implications in terms of marketing, legal, sales and other activities. To assist you to ensure that your company is complying and that you understand the provisions of the Act, AstroTech is running a training course on "Understanding and Implementing the Consumer Protection Act". The course covers the following key topics:

- > Background and aim of the Consumer Protection Act
 - > Who are consumers?
 - > The duties and obligations of suppliers of goods and services
 - > The Implications and impact of the Act on your organisation
 - > Consumer Rights > Consumer marketing
 - > Right to privacy > Rights around returning goods
 - > Discriminatory marketing
 - > Expiry and renewal of fixed term agreements
 - > Fair, just and reasonable terms and conditions
 - > Cooling off periods
 - > Right to cancel advanced reservations, bookings or orders
 - > Unsolicited goods or services
 - > Right to disclosure and information
 - > Disclosure of price of goods or services
 - > Product labeling and trade descriptions
 - > Right to fair and responsible marketing
 - > Direct marketing to consumers
 - > Customer loyalty programmes
 - > False, misleading and deceptive representations
 - > Over-selling and over-booking
 - > Unfair or unreasonable contract terms
 - > Prohibited transactions, agreements, terms and conditions
 - > Prepaid certificates, credits, vouchers and deposits
 - > Warranties & liabilities on products and services
 - > Franchise agreements
 - > Consumer's right to choose
 - > Future and continuous service agreements
 - > Promotional competitions
 - > Enforcement of the Consumer Protection Act
- ... AND MUCH MORE!

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COURSE INFORMATION

★ WHO SHOULD ATTEND

- Sales personnel
- Marketing staff
- Marketing and sales managers and directors
- Customer service managers
- Brand managers
- Risk managers
- All those interested in knowing the Consumer Protection Act better

★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

★ OUTCOMES

After attending this course attendees should:

- Understand the contents and implications of the Consumer Protection Act on your business
- Learn how you can apply the Act in your company
- Understand the impact of the Act on your company's marketing activities and contracts
- Understand how enforcement of the Act will take place
- Learn the aim of the Act and its role in protecting consumers

★ TERMS & CONDITIONS

- **PAYMENTS:**
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:
COURSES INSIDE GAUTENG: At least **SEVEN** working days prior to the course
COURSES OUTSIDE GAUTENG: At least **TEN** working days prior to the course
Absent delegates are charged for.
- **POSTPONEMENTS:**
POSTPONE WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 25% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**
CANCEL WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 50% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.