

Complying with the Consumer Protection Act

SEMINAR

Date:

29 March 2011

Venue:

The Conference Park,
Rivonia, Sandton

Date:

31 March 2011

Venue:

Sport Science Institute,
Newlands, Cape Town

Background of the Seminar

The Consumer Protection Act No 68 of 2008 was signed by the President on 24 April 2009. The provisions of the Act come into operation in two main phases. Provisions relating to the interpretation and application of the Act and the establishment of the National Consumer Protection Institutions came into force on 24 April 2010. The remainder of the Act, in particular the substantive and regulatory provisions, will come into force on 31 March 2011.

A principal purpose of the Consumer Protection Act is to provide a fair, accessible and sustainable marketplace for consumer products and services. The Act provides protection for consumers by prohibiting unfair marketing and business practices and regulating consumer contracts. The National Consumer Commission, in conjunction with the National Consumer Tribunal, are accorded broad powers and are tasked with enforcing the Consumer Protection Act.

The Consumer Protection Act governs aspects of the display of prices, product labeling, product warnings, delivery arrangements, product and service guarantees and product liability.

The Consumer Protection Act has wide ranging implications for business and consumers. The Act introduces stricter controls over suppliers of all consumer goods and services. Particularly your staff members who are involved in supervising sales, marketing or customer service will benefit from attending this seminar.

By attending this seminar you will be empowered to:

- Come to terms with how the Act will have an impact on your business and with the philosophy underlying the new legislation.
- Understand how the interests of consumer are protected.
- Learn how your marketing and sales efforts will have to change to fall in line with this new legislation.
- Come to terms with the key consumer rights as outlined in the Consumer Protection Act.
- Have an understanding how your contracts, product instructions and warnings should comply with the Consumer Protection Act.
- Gain an insight into the product liability aspects of the Act.
- Come to better understand the aspects of the Consumer Protection Act that affect relationships between franchisees and franchisors.

Facilitator: Evert van Eeden, Author of, A Guide to the Consumer Protection Act

What delegates had to say about the previous Seminar

Good Interactive Speaker - Engaged Audience - Nicky Hattingh, United Partitions

Very Informative and Interesting - Denise Green, Peninsula Beverages

Who Should Attend?

- Managing Directors
- Marketing and Sales Directors
- Sales Managers
- Marketing Managers
- Customer Service Managers
- Store Managers
- Legal Advisors
- Branch Managers
- General Managers
- Compliance Officers
- Brand Managers

Event Organised by:

1 GROUP
Promotions
www.lgroup.co.za

To book a place at the seminar or for more information, please contact us on Tel: +27 (0)11 782 7999, (0) 11 782 6214, (0)11 782 9846 or Neotel: +27 (0)11 022 5832.

Day One (I) 29 March 2011

Day One (I) 31 March 2011

Timing

07:30 - 08:30 - Registration
08:30 - 08:45 - Opening Remarks
08:45 - 10:00 - Session 1
10:00 - 10:30 - Refreshment Break
10:30 - 12:00 - Session 2
12:00 - 13:00 - Lunch Break
13:00 - 15:00 - Session 3
15:00 - 15:30 - Refreshment Break
15:30 - 16:30 - Session 4
16:30 - End of Seminar

In House Training

This event is available as an In House Course

Complying with the Consumer Protection Act

Overview of the Consumer Protection Act

The purposes and application of the Consumer Protection Act

Fundamental consumer rights and prohibited conduct

Regulating market practices

- Marketing, dealing and selling
- Contracts
- Discriminatory practices
- Sales and service contracts
- Unfair or unconscionable conduct
- Misleading or deceptive conduct

Enforcement of the Act

- The regulatory institutions and their powers
- Searches under warrant
- Manner of conduct of entry and search
- Outcome of investigation and referral of matters
- Product Liability
- Investigations
- Fines and penalties
- Consumer protection groups and alternative dispute resolution
- Codes of practice and industry codes
- The courts

Product liability and safety

- Product safety
- Warnings pertaining to risk
- Packaging, installation or supply of unsafe or hazardous goods

Franchising

- Regulation of franchising and application of the Consumer Protection Act
- Franchise agreements

Business names

- Requirements of Business Names
- Criteria for Business Names

Striving to comply with the Consumer Protection Act

- The consumer's right to information in plain and understandable language
- The supplier's accountability to consumers
- Sales records
- Mandatory disclosures
- Dealing with consumer complaints

Dealing with National Consumer Commission investigations

About the Facilitator

Evert van Eeden

Evert van Eeden is the author of a GUIDETO THE CONSUMER PROTECTION ACT, published by LexisNexis in 2009. Evert is a practising attorney in Pretoria. He received the LL.D degree from the University of South Africa. He holds LL.B degrees (Universities of Pretoria and London), LL.M degrees (Universities of Virginia and South Africa), the MBL degree (University of South Africa), a diploma in tax law (University of Johannesburg) and labour law (University of the North West).

To book a place at the seminar or for more information, please contact us on

Tel: +27 (0)11 782 7999

Tel: +27 (0)11 782 6214

Tel: +27 (0)11 782 9846

or Neotel:
+27 (0)11 022 5832.

Complying with the Consumer Protection Act

29 March 2011, The Conference park, Rivonia, Sandton

31 March 2011, Sport Science Institute, Newlands, Cape Town

To book a place at the seminar or for more information, please contact us on
Tel: +27 (0)11 782 7999, (0) 11 782 6214, (0) 11 782 9846

or Neotel: +27 (0)11 022 5832.

**Please complete this form and fax back to
Fax No: +086 654 6707**

Registration Details

Ways to Make Payment

Please indicate your choice of payment method. Payment is required before the event.

- Bank Transfer
 Cheque

Acquprops cc
Nedbank, Rivonia
Cheque Account: 1969186542,
Branch Code: 196905

Acquprops cc
Reg # 200200182523
VAT. Reg # 4290211012

Terms and Conditions:

By signing and returning this form you agree to the following terms and conditions

1. PAYMENT TERMS: Once the registration form has been completed and returned, full payment for the event is required within 5 working days of receiving the invoice. Payment is required prior to the commencement of the event. Acquprops cc reserves the right to refuse admission if payment is not received prior to the start of the event. Payment must be made in SA Rand.

2. CANCELLATION / SUBSTITUTION: provided that the total fee has been paid, and you are unable to attend the event a substitution is allowed up to one day before the event. No refund will be given for bookings cancelled 2 weeks before an event. Cancellations must be in writing by mail or fax. Non payment or non-attendance does not constitute cancellation. Acquprops cc - reserves the right to make changes to the program, Facilitator, Venue or cancel the event if the need arises. If the event is cancelled delegates will not be refunded however a credit voucher will be issued for a future event.

3. COPYRIGHT: the Course material, or any information produced in connection with the event is copy written and belongs to Acquprops cc and their Presenters the material may not be published, photocopied, duplicated or copied in any way without the express permission of the CEO of Acquprops cc and the Presenters of the Conference.

4. GOVERNING LAW: this agreement shall be governed in accordance with the law of South Africa

Company and Delegates Details

Company Name: _____

_____ VAT #: _____

Postal Address: _____

_____ Post Code: _____

Phone: _____ Fax: _____

Delegates Details:

1. Full Name: _____

Job Title: _____

Dietary Requirement: _____

E-Mail: _____

2. Full Name: _____

Job Title: _____

Dietary Requirement: _____

E-Mail: _____

3. Full Name: _____

Job Title: _____

Dietary Requirement: _____

E-Mail: _____

Payment (per delegate)

Please indicate your choice and number of delegates

- 1 Delegate R2499.00 + R349.86 VAT. = R2848.86
 Cape Town Sandton

*** Note: Group discounts are available on request.**

Authorisation

I have read and agree to the terms and conditions of this registration form and agree to the expenditure of the both amount for the above delegates. I have been duly authorized to sign on behalf of my organisation.

Name: _____

Position: _____

Signature: _____ Date: _____