



Legal Matters The Consumer Protection Act

Dates: 9th & 10th November 2010

**Venue: Burgers Park Hotel
cnr van Der Walt and Minnaar Street
Pretoria**

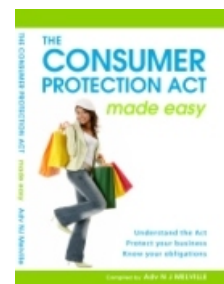
Overview:

The Consumer Protection Act 68 of 2008 is set to revolutionise the business landscape in South Africa by making the South African consumer the most protected consumers in the world. The CPA, as it is known, has been one of the most hotly debated bills in recent times and looks after the well being of all consumers. This has a much bigger impact than first anticipated and no business that wants to proactively manage the risk to their bottom-line and possible damage to their reputations can afford to be ignorant of the Act's provisions.

The Consumer Protection Act comes into effect on 24 October 2010 and it is prudent of every organisation to understand the implications the Act brings about to the way they do business. For instance, not only does the Consumer Protection Act apply to the supply of goods and services, it also applies to the promotion and marketing of these goods and services. It may well be said that the old adage of 'Let the buyer beware' is now in reverse gear as the position can now be described as 'Let the seller beware'!

Whether you use direct marketing, loyalty programmes, vouchers, store credits, fixed-term contracts, product labeling or any form of contact with consumers; don't allow your business to be on the wrong end of the Consumer Protection Act. Join us in unpacking the Act with industry expert Advocate Neville Melville in an interactive training workshop.

**Book your seats now
and get a FREE
publication per delegate**



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Presenting our Facilitator:

Advocate Neville J Melville

A passionate and involved South African, and Banking Ombudsman from 2000 to 2007, Advocate Neville Melville is a specialist in consumer matters. As Ombudsman, he participated in the consultative processes that led up to the promulgation of the Consumer Protection Act. He now acts as a legal, complaint management and Consumer Protection Act consultant, trainer and implementer.

His clients have included the Office of the Public Protector (for which he compiled the content for the African Ombudsman Association website), the FAIS, Banking, Credit Information and Long Term Insurance Ombudsmen and the National Credit Regulator. He has conducted process audits for the last three mentioned organisations and redesigned the complaints management system for the National Credit Regulator.

Neville has been involved in training initiatives on the National Credit Act and the Consumer Protection Bill, and in training attorneys with LEAD (Law Society). Neville's involvement with alternative dispute resolution began in the early 1990s, when he played a role in the National Peace Accord as Police Reporting Officer for the province of Natal.

From this involvement flowed his appointment, as part of former president Nelson Mandela's administration, as Executive Director of the Independent Complaints Directorate (the national ombudsman for complaints against the police).

Neville is an Honorary Research Fellow of the University of KwaZulu-Natal and has conducted training in conjunction with the Institute for Professional Legal Training that is affiliated to the University. Neville has a Master's Degree in Law)cum laude(from the University of Natal and is currently enrolled for a PhD.

Who Should Attend:

- Client Liaison Officers
- Public Relations Manager
- Compliance Managers
- Business Advisors
- Company Legal Framework Managers
- Managing Directors
- Business Owners
- General Managers
- Sales Managers
- Marketing Managers
- Product Developers
- Brand Managers
- Research and Development Managers
- Procurement Managers
- Customer Service Managers
- Franchisers





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Course Outline

WORKSHOP CONTENT - Day 1&2

Course Schedule:

Registration opens at 08h30 on the first day

Morning Tea: 10h00 - 10h15

Lunch Break: 12h30 - 13h15

Afternoon tea: 15h00 - 15h15

To be advised: one guest speaker on each day

Advocate Melville will cover the following topics in-depth over the two days:

The objective of the Act and its application

Changes to the underlying legal philosophy

Consequences of getting it wrong

Required conduct change

Supply of quality services and goods that are safe.

Delivery and returns

Agreements and prohibited transactions

Fair and responsible marketing

Disclosure

Overselling

Care of consumers' property

Consumers right to cancel bookings

Preparation

How the Act applies to Franchises





Registration Form



Conference, Corporate Training & Networking Specialists

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Registration Details and Fees

Cost per Delegate

R 6490.00 excluding VAT.

Registration fee includes lunch, refreshments and hardcopy documentation. Delegates may be refused admission if payment is not received prior to the event. The fee does not include hotel accommodation.

Date and Venue

Date: 9 -10th November 2010

Venue: Burgers Park Hotel

Cnr Van Der Walt & Minnaar St, Pretoria

Fax your registration form to +27 (0)21 557 1218

Authorisation

Full name:

Position:

Telephone number:

Email Address:

Facsimile:

Signature:

Date:

Please note that this registration is invalid without a signature

Method of payment

Bank transfer

Crossed cheque made payable to The Business Zone

Visa

Mastercard

Card number:

Card holder's signature:

Expiry date:..... CVV:.....

Bank Transfers must state conference name.

Transfers should be made to Standard Bank Bayside.

Account Name: The Business Zone, **Account Number:** 062624024

Branch code: 022209

All payments to reflect invoice number.

Company details

Company name:

Address:

Fax:..... Tel:.....

Post code: Country:.....

Organisation's main line of business:.....

VAT Registration number:.....

Our Contact details

Company name: The Business Zone

Phone: +27 (0)21 521 4400 **Fax:** +27 (0)21 557 1218

Email: info@businesszone.co.za

Would you like to receive further information about our products?

Conferences Yes No

Professional Training Yes No

In-house Training Yes No

Our Monthly Newsletter Yes No

Delegate details

	Mr/Mrs/Ms	Full name	Job title	Telephone	Email
1					
2					
3					

For groups of more than 3 please attach a separate sheet with details of all delegates.

Terms and conditions

The client is required to make payment within 7 days from the date of invoice.

The Business Zone regard all intellectual property rights and materials produced or distributed by it for this event, to be its private property and prohibits any publication, distribution or copying of such rights or materials. It also reserves the right to take legal action if such rights are infringed. No cash refunds will be given in the event of cancellation, but delegate-substitutions will be permitted. The Business Zone is prepared to issue a credit voucher, valid for 12 months from date of issue, however, it does reserve it's right to recoup any losses in cash, up to 50% of the total contract value. All cancellations are to be in writing and addressed to the Financial Manager of The Business Zone no later than 14 days prior to the booked event. The Business Zone reserves the right to transfer this booking to an alternate event after proper notification. At the time of going to press, all speakers and topics are to be confirmed. The Business Zone reserves the right to alter the programme without prior notice. 15% of the fee payable is a non-refundable service charge. If the booked event is cancelled, for any reason beyond the control of The Business Zone, the client hereby indemnifies The Business Zone from any and all costs, damages and expenses, including legal fees, which may arise from such cancellation. The Business Zone shall endeavour to reschedule such an event timeously. **This agreement is a binding contract between the above parties and is subject to the laws of South Africa.**