



TAX AND LEGAL TRAINING

Consumer Protection Law and Compliance

2 day course

Classroom, online or in-house

Course overview

Consumer legislation rewrote what a supplier may say, sell and refuse to take back, and most businesses comply with the parts their competitors visibly comply with and breach the rest without knowing. This course covers the whole obligation. Delegates work through the scope of the legislation and which transactions it reaches, the consumer rights it creates including disclosure, fair value and the right to return, and prohibited conduct in marketing and pricing. Standard terms, exclusions and the clauses that are simply unenforceable are covered. Product liability and safety recall follow. Complaint handling and the regulator or ombud process are addressed. The course closes on building compliance into sales and marketing practice.

What you will learn

- Determine which transactions the legislation reaches
- Apply consumer rights including disclosure, fair value and returns
- Avoid prohibited conduct in marketing and pricing
- Draft standard terms that are actually enforceable
- Manage product liability and safety recall obligations
- Handle complaints and regulator or ombud referrals
- Build compliance into sales and marketing practice

Who should attend

- Legal and compliance officers
- Sales, marketing and customer service managers
- Retail and consumer facing business owners
- Product and quality staff
- Regulators and consumer protection officers

Course outline

- 01 Complying with the visible parts only
- 02 Scope and the transactions reached
- 03 Consumer rights and disclosure
- 04 Fair value and the right to return
- 05 Prohibited conduct in marketing and pricing
- 06 Standard terms and unenforceable clauses
- 07 Product liability and recall
- 08 Complaints, regulators and building compliance in

Upcoming dates

Dates	Venue	Format	Fee per delegate
27 to 28 October 2026	Online	Online	R6,500
7 to 8 December 2026	Nairobi, Kenya	Classroom	USD 795
14 to 15 January 2027	Kigali, Rwanda	Classroom	USD 795
23 to 24 March 2027	Accra, Ghana	Classroom	USD 795



Fees and how to register

This 2 day course is **R6,500** per delegate online, **R11,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 795** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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