

UNDERSTANDING “THE CONSUMER PROTECTION ACT”

(Non-Accredited)

Duration : 1 Day

**Delivery Method
Face-to-Face / Virtual / Blended**



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OVERVIEW

This practical workshop provides participants with a basic understanding of the Consumer Protection Act and its role in promoting fair, transparent, and responsible business practices. Participants will learn about the legal framework of the Act, the rights of consumers, and the responsibilities and rights of sellers, suppliers, and contractors when dealing with customers.

1. UNDERSTANDING THE LEGAL FRAMEWORK OF THE CONSUMER PROTECTION ACT

- Introducing the purpose and importance of the Consumer Protection Act
- Understanding how the Act supports fair and responsible business practices
- Recognising how the Act applies to consumer transactions, goods, and services

2. CONSUMER RIGHTS IN TERMS OF THE ACT

- Understanding the basic rights afforded to consumers
- Recognising the importance of fair treatment, clear information, and good-quality service
- Understanding how consumers are protected against unfair or misleading practices

3. RIGHTS AND RESPONSIBILITIES OF SELLERS, SUPPLIERS, AND CONTRACTORS

- Understanding the obligations of suppliers when dealing with consumers
- Recognising the rights of sellers, suppliers, and contractors in fair business dealings
- Learning how compliance with the Act can protect both the business and the consumer

4. FAIR AND TRANSPARENT COMMUNICATION

- Providing clear, accurate, and understandable information to consumers
- Avoiding misleading statements, unclear terms, or unfair practices
- Building trust through honest communication and professional conduct

5. MANAGING CONSUMER COMPLAINTS AND QUERIES

- Understanding how to respond to consumer concerns professionally
- Identifying when matters should be resolved internally or escalated
- Supporting fair outcomes while protecting business interests

6. APPLYING THE ACT IN THE WORKPLACE

- Understanding practical workplace examples linked to consumer protection
- Identifying risks where the Act may apply
- Promoting responsible customer service and compliance in daily operations

KEY OUTCOMES

Participants will gain a basic understanding of the Consumer Protection Act, consumer rights, supplier responsibilities, fair communication practices, complaint handling, and how to apply the principles of the Act in a practical workplace or business environment.