NOVIAONE BUSINESS SCHOOL

TWO-DAY PROGRAMME

NATIONAL CREDIT ACT MASTERCLASS

INTRODUCTION

The National Credit Act (NCA) is a crucial piece of legislation in South Africa that regulates credit activities and protects consumers. This comprehensive two-day masterclass is designed to provide participants with an in-depth understanding of the NCA and its implications for credit providers, consumers, and the broader financial industry. Through interactive sessions, case studies, and practical exercises, participants will gain the knowledge and skills necessary to navigate the complexities of the NCA and ensure compliance with its provisions.

The course outline is flexible and can be customised to specific timeframes, participant needs, and industry requirements. Practical exercises, group discussions, and real-life examples will be incorporated throughout the course to enhance engagement and knowledge retention. Additionally, guest speakers from your institution can be invited to provide insights and share best practices in NCA compliance within your institution.

OUTLINE OF THE HIGH-LEVEL PROGRAMME

I. Module 1: Introduction to the National Credit Act

1.1 Overview of the NCA and its objectives
1.2 Key definitions and concepts in the NCA
1.3 Understanding the regulatory framework

II. Module 2: Licensing and Registration

2.1 Licensing requirements for credit providers
2.2 The registration process and obligations
2.3 Compliance with fit and proper criteria

III. Module 3: Credit Agreement Requirements

3.1 Essential components of a credit agreement
3.2 Pre-agreement disclosures and the quotation process
3.3 Interest rates, fees, and charges regulation

IV. Module 4: Responsible Lending Practices

4.1 Assessing creditworthiness and affordability
4.2 Affordability assessments and debt counselling
4.3 Compliance with responsible lending obligations

V. Module 5: Consumer Protection Provisions

5.1 Consumer rights and protections under the NCA
5.2 Unfair credit practices and prohibited conduct
5.3 Dealing with reckless lending

VI. Module 6: Debt Collection and Enforcement

6.1 Debt collection regulations and practices
6.2 Enforcement of credit agreements
6.3 Handling debt review and rehabilitation

VII. Module 7: Dispute Resolution and Complaints Handling

7.1 Processes for resolving disputes and complaints
7.2 Role of the National Credit Regulator (NCR)
7.3 Ombudsman schemes and alternative dispute resolution

VIII. Module 8: Compliance and Risk Management

8.1 Establishing effective compliance frameworks
8.2 Conducting internal audits and self-assessments
8.3 Identifying and managing compliance risks

IX. Module 9: Marketing and Advertising Regulations

9.1 Advertising requirements and restrictions under the NCA
9.2 Fair and responsible marketing practices
9.3 Compliance with disclosure obligations in marketing materials

LEARNING OUTCOMES

1. Demonstrate a comprehensive understanding of the National Credit Act (NCA), including its objectives, regulatory framework, and key definitions.

2. Apply responsible lending practices and consumer protection provisions outlined in the NCA, ensuring compliance and fair treatment of consumers.

3. Navigate the licensing, registration, and compliance requirements for credit providers as stipulated by the NCA.

4. Analyse and apply debt collection and enforcement processes in accordance with the NCA, ensuring adherence to regulations and fair treatment of debtors.

5. Develop and implement effective compliance and risk management frameworks in line with the NCA, promoting responsible credit practices and mitigating risks.

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