



# **THE NATIONAL CREDIT REGULATOR**

**MARCH 2018**

**TERMS OF REFERENCE (TOR)  
TO APPOINT TRAINING INSTITUTIONS  
TO PROVIDE TRAINING FOR ASPIRING  
DEBT COUNSELLORS ON BEHALF OF  
THE NCR**

**RFQ NUMBER: NCR482.03.18**

**DUE DATE: 17 APRIL 2018**

## **1. BACKGROUND AND INTRODUCTION**

The National Credit Act No 34 of 2005 (“the Act”) came into effect on 1 June 2007. Debt counselling was introduced to provide for the restructuring of debts from over-indebted consumers. The provision of debt counselling services is done by registered debt counsellors who must undergo and pass a debt counselling course prior to registration. According to the regulations 10 (a)(ii) in the Act, aspirant debt counsellor must go through a course which is approved by the National Credit Regulator (“the NCR”) and be provided by an institution approved by the NCR. To this end, the course is conducted over a period of 10 (ten) days and we have appointed six (6) training service providers to facilitate this course.

The credit industry has since the introduction of the Act seen many changes and initiatives in the debt counselling space. Industry agreements were negotiated to address shortcomings in the Act, furthermore the Act has been amended to clarify and include some statutory provisions for the effectiveness of debt counselling. Therefore, more training service providers are needed to satisfy the high demand for the profession, and also to reach out to aspiring debt counsellors residing in the rural and secluded areas. This will ensure that all communities in South Africa have access to debt counselling services.

## **2. PURPOSE**

The NCR wants to appoint and approve accredited training institutions to offer training services to aspiring debt counsellors on its behalf.

## **3. TERMS OF REFERENCE**

**The training institution should meet the minimum requirements:**

**3.1.1.** Be registered with the relevant training SETA regulatory bodies such as:

- i. BANKSETA - Banking Sector Education and Training Authority
- ii. ETDP - Education, Training and Development Practices Sector Education and Training Authority

- iii. FASSET - Financial and Accounting Services Sector Education and Training Authority.
- 3.1.2.** Training Service Provider must not operate the business of debt counselling or must not have Directors on ownership.
- 3.1.3.** The training provider must be properly registered in terms of applicable legislation.
- 3.1.4.** Have assessors and moderators that are equipped and knowledgeable in doing assessments and moderations.
- 3.1.5.** Have qualified trainers with qualifications and/ or training experience.
- 3.1.6.** Provide proof of physical, human and administrative resources to deliver the training and summative assessment.
- 3.1.7.** Have means of keeping accurate and detailed learner database.
- 3.1.8.** Provide testimonies that they offer high quality and meaningful training at all times.
- 3.1.9.** Have capabilities to offer continuous support and assistance to any learner participating in the training even after the training is done for at least 3 months. Each learner should be given course material at the start of the session or training day. This course material should not be changed, altered in whatever form i.e. colours, layout or any other amendments without prior approval from the NCR.
- 3.1.10.** Be in a position to provide learners with information regarding the NCR requirements for registration of Debt Counsellors at learner enquiry or during the registration phase.
- 3.1.11.** Administer the summative assessment in an ethical and consistent manner and afford all learners the opportunity to write the examination within a reasonable time after completing the Debt Counsellor course.
- 3.1.12.** Maintain an acceptable standard of training as measured by the outcome of the examination and results of the moderation. The NCR may randomly select administered summative assessments for moderation and findings and feedback will be provided to the Training Service Provider.
- 3.1.13.** Be prepared to offer the training for the duration of 10 days, weekends and public holidays to be included where necessary.
- 3.1.14.** On completion of the examination, a competent/ not yet competent judgment a detailed feedback should be provided to each learner by the Training Service Provider within 2 (two) weeks of the completion of the examination.

- 3.1.15.** Award certificates - “to learners that have received a competent outcome”. A detailed feedback indicating a competent/ not competent outcome.

## **3.2. To submit quarterly reports on training to the NCR**

- 3.2.1.** Provide quarterly progress reports to the NCR. Reporting should include the following items:

- i. Number of delegates trained and assessed.
- ii. Success rate of the learners.
- iii. Feedback by learners on the training received.

## **3.3. Cost and fees for training**

- 3.3.1.** The NCR will not be liable in the costs and charges for the course offered, however, the cost for each learner may not exceed R 8000.00 (inclusive of VAT).

### **3.3.2. Obligations of the NCR**

- i. The costs of the training may not exceed R 8000.00 (inclusive of VAT)
- ii. The NCR will not be liable for the costs and charges mentioned above
- iii. Each learner will bear the costs of training.

- 3.3.3.** The NCR shall provide a manual covering the following modules at no cost:

- i. Over-indebtedness
- ii. Reckless credit
- iii. Consumer Credit Information
- iv. NCR Registration requirements and codes of conduct
- v. The debt counselling process
- vi. The court application/ process
- vii. Legislative background
- viii. Building your debt counselling business

### **3. DELIVERABLES**

- i. The training service provider will be required to meet the criteria in terms of the facilities, expertise and knowledge as required fulfilling the project.
- ii. The training service provider may be required to make a presentation and demonstrate to the NCR management their understanding of the NCAA, Regulations as well as the debt counselling industry.

### **4. INFORMATION**

Further information can be requested from NCR via email – [procurement@ncr.org.za](mailto:procurement@ncr.org.za)

### **5. DURATION FOR THESE SERVICES**

The preferred institutions will be contracted with the NCR for a period of sixty (60) months.

### **6. PROPOSALS**

**Interested parties should send a proposal including the following:**

- i. Company profile and list of recognized industry bodies that you affiliated to i.e. SETA etc.
- ii. Contact details of at least two references from amongst recent clients with whom similar work has been conducted in the past 6 Months
- iii. What your understanding is of the terms of reference? i.e. what will be your approach (Methodology).
- iv. The proposal should contain a work plan, showing tasks, timelines etc.
- v. What experience do you have in the relevant areas i.e. setting question papers and amending educational material?
- vi. What experience you have in presenting a debt counselling course or similar course?
- vii. What experience do you have within the debt counselling industry?
- viii. Certification of all team members, highlighting experience relevant to this exercise. Confirmation that the proposed team members will in fact be available to undertake this exercise at the appropriate time and meet the necessary deadlines.

- ix. The proposal should indicate the cost for the amendments of debt counselling course and the writing of a facilitator’s guide.

**7. FUNCTIONAL EVALUATION CRITERIA**

Proposals will be evaluated using the following evaluation criteria:

<b>CRITERION</b>	<b>WEIGHT</b>
Understanding the terms of reference	20
Experience presenting the current debt counselling course or a similar course	20
Experience within the debt counselling industry	20
Previous experience on similar project (CV)	15
Approach to work (methodology)	15
Proof of Registration/s with the necessary regulatory bodies	10
<b>TOTAL</b>	<b>100</b>

Bidders are required to score a minimum of **70%** points on functionality to qualify to be invited to do a presentation to the Evaluation panel if applicable. Bidders who do not score the minimum of **70%** points will be disqualified.