



THE NATIONAL CREDIT REGULATOR

JUNE 2016

**TERMS OF REFERENCE TO
ACCREDIT TRAINING SERVICE
PROVIDERS TO OFFER DEBT
COUNSELLING COURSE**

RFQ NUMBER: NCR365/06/16

DUE DATE: 7 JULY 2016

**TERMS OF REFERENCE TO
ACCREDIT TRAINING SERVICE PROVIDERS TO OFFER
DEBT COUNSELLING COURSE**

1) BACKGROUND

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 for 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 in the Act, an aspiring debt counsellor must go through a course which is approved by the National Credit Regulator (“the NCR”). To this end, the course is conducted over a period of 10 (ten) days and the NCR has accredited 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, however the Act has now 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) TERMS OF REFERENCE

a) To offer training to aspiring debt counsellors

- i)** Provide the required physical, human and administrative resources to deliver the training and summative assessment.
- ii)** Keep an accurate and detailed learner database.
- iii)** Endeavour to offer high quality and meaningful training at all times.
- iv)** Offer continuous support and assistance to any learner participating in the training, including providing each learner with learner course material. The

Training Service Provider shall not change, alter, color, layout or any other feature of the Debt Counselling Course material which is available to the Training Service Provider without NCR's approval.

- v) Provide learners with information regarding the NCR requirements for registration of Debt Counsellors at learner enquiry or during the registration phase.
- vi) 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 counselor course.
- vii) Maintain an acceptable standard of training as measure by the outcome of the examination and results of the moderation. The NCR may randomly select administered summative assessments for moderation. Findings and feedback will be provided to the Training Service Provider.
- viii) Training for aspiring debt counsellors to take duration of 10 days, weekends and public holidays to be included where necessary.
- ix) On completion of the examination, a competent/ not yet competent judgment and detailed feedback will be provided to the learner by the Training Service Provider within 2 (two) weeks of the completion of the examination.
- x) The certificate of "successful completion" will be provided to successful learner/s by the Training Service Provider.

b) To submit monthly reports on training to the NCR

- i) Provide monthly progress reports to the NCR. Reporting items will include:
 - (1) Number of delegates trained and assessed;
 - (2) Success rate of the learners;
 - (3) Results of the moderation;
 - (4) Feedback on attendance.

c) Financial Implications

- i) The NCR is not involved in the costs and charges for the course offered, however, the cost for each learner may not exceed R 8000.00 (inclusive of VAT).
- ii) The NCR shall provide the following modules at no cost:

- (1) Over-indebtedness;
- (2) Reckless credit;
- (3) Consumer Credit Information;
- (4) NCR Registration requirements and codes of conduct;
- (5) The debt counselling process;
- (6) The court application/ process;
- (7) Legislative background;
- (8) Building your debt counselling business.

3) **DELIVERABLES**

- a) The training service provider will be required to meet the criteria in terms of the facilities, expertise and knowledge as required fulfilling the project.
- b) 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) **FUNCTIONALITY EVALUATION**

The functionality criteria will be evaluated based on the following:

Description	Weights
<p>Understanding of the NCR requirements</p> <ul style="list-style-type: none"> • Does the proposal show bidder's understanding of the NCR requirements to offer training to aspiring Debt Counsellors and have a good understanding of debt counselling and the credit industry. 	10
<p>Proposals should make clear the <u>relevant qualification, skills, experience and capacity</u> of the participant, in respect of this particular TOR</p> <ul style="list-style-type: none"> • The experience of the company in undertaking similar work or projects • The relevant qualifications and skills level of the entire project team (Brief CV's of the team members) 	30

<ul style="list-style-type: none"> • Capacity and experience in operating at a strategic level; • Capability statement 	
<p>Proposals must contain the details of the proposed approach to be adopted in order to deliver the service in accordance with the TOR.</p> <ul style="list-style-type: none"> • Proposed approach in relation to the scope of work and the outputs above • Project Execution Plan or Framework • Ability to meet tight deadlines and work schedules; • Ability to develop a clear and measurable project plan when appointed to undertake the project; 	30
<p>Proposals should clearly indicate whether or not bid participants have the internal capacity to meet the requirements of the TOR. This will include but not limited:</p> <ul style="list-style-type: none"> • Resources and personnel to be dedicated to the project; • Office and administrative capacity to carry on the work of this magnitude • Project team leader; • The percentage of the work if any that will be outsourced to third parties; • Project team professional resumes • Capability statement 	20
<p>References</p> <ul style="list-style-type: none"> • Contact details of at least two references from amongst recent clients with whom similar work has been conducted in the past 6 Months. 	10

Bidders are required to score a minimum of 70% points on functionality to qualify to be an accredited training service provider.

5) Additional information

- Brief company profile, as relevant to the above mentioned terms of reference.
- Experience in the relevant areas.
- A proposal including methodology
- 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.
- The proposal should contain a work plan, showing tasks, timelines etc.
- Contact details of at least two references from amongst recent clients with whom similar work has been conducted in the past 6 Months.
- Certificate of incorporation / legal status.