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# 037: Telecoms Code of Practice Regulation - 6.0 CEUs

**CEU:** 6.0 **Duration:** 17hours 30minutes **Tuition:** $5,700

Course Banner

**Teachers:**

- Dr. Cici Brown (President of AEMPIN)

**Course Topics:**

- Regulation Managers

**Program Locations & Dates:**

- Houston, Texas USA: Sep 14-18
- Houston, Texas USA: Nov 2-6
- Istanbul, Turkey: Nov 2-6

**Program Tags:**

- Telecommunication

## About Course

This course on Telecoms Code of Practice Regulation (6.0 CEUs) provides an in-depth understanding of the regulatory obligations and expectations in the telecommunications industry. It equips participants with the knowledge to interpret, enforce, and evaluate compliance with quality of service (QoS) standards and consumer protection frameworks. It is specifically tailored for regulatory agencies and telecom professionals operating in dynamic and consumer-sensitive environments.

## Course Overview

The regulatory agency is empowered to establish minimum Quality of Service (QoS) standards in service delivery for the telecommunications industry. These QoS standards ensure that consumers continue to have access to high quality telecommunications service by setting basic minimum quality levels for all operators.

These standards define the lower and upper bounds of acceptability of such technical issues as transmission rates, error rates, call completion rates, etc., and commercial consumer issues such as access to customer care centers, billing integrity and other characteristics that can be measured and improved. In particular, this seminar is tailored to the application of consumer code of practice in telecommunications by regulatory bodies.

## Course Objectives

The objective of this course is to provide participants with the knowledge and practical skills to develop, implement, and enforce codes of practice that ensure high service quality and consumer protection in the telecoms sector.

- Understand the legal and operational framework for telecom regulation
- Interpret and apply consumer codes of practice in various telecom environments
- Establish enforceable standards for billing, service delivery, and consumer rights
- Implement procedures for handling complaints and ensuring compliance
- Enhance organizational readiness to meet regulatory audits and reviews
- Protect consumer data and uphold confidentiality standards
- Improve overall accountability in service delivery operations

## Learning Outcomes

- Demonstrate understanding of telecom code of practice requirements and their application
- Effectively monitor and enforce QoS standards across operators
- Design procedures for fair consumer billing and service marketing
- Create and implement effective complaints-handling frameworks
- Assess compliance levels and respond to non-conformities

## Course Outline

- Scope and Object
- Code Administration
- Provision of Information to Consumers
- Advertising and Representation of Services
- Consumer Billing, Charging, Collection and Credit Practices
- Consumer Obligations and Protection of Consumer Information
- Complaints Handling
- Code Compliance

## Why This Course Matters

**Amaka Umeh**
**Telecom Compliance Officer, Nigeria**
"This course completely transformed how we engage with telecom operators on consumer rights. The code compliance section is especially valuable."

**Rashid Al Zayani**
**Director of Regulation, Bahrain**
"It's comprehensive, relevant, and practical. We now have a clearer strategy for overseeing QoS and consumer billing standards in our market."

**Tanvi Mehta**
**Consumer Affairs Officer, India**
"The billing and complaint modules were exactly what our department needed. The sessions were very interactive and informative."

## Course Content

**Module 1: Introduction to Telecom Code of Practice**
**Understand the scope, objectives, and fundamental principles of telecom consumer protection codes.**

- **Scope and objective of the Code**
- **Roles and responsibilities of regulatory bodies**
- **Introduction to Quality of Service standards**

**Module 2: Code Administration and Governance**

**Explore the mechanisms for code enforcement, compliance, and periodic reviews.**

- **Establishing and administering the code**
- **Role of stakeholder consultations**
- **Monitoring and auditing compliance**

**Module 3: Consumer Rights and Obligations**
**Understand consumer rights regarding information, billing, and confidentiality.**

- **Provision of information and service transparency**
- **Advertising and fair representation**
- **Consumer data privacy and responsibilities**

**Module 4: Billing and Complaints Handling**
**Address issues around billing accuracy, collection practices, and consumer complaints resolution.**

- **Billing integrity and transparency**
- **Credit and collection practices**
- **Effective consumer complaint management systems**

**Module 5: Code Compliance and Enforcement**
**Explore the enforcement of the Code and the consequences of non-compliance.**

- **Tools for compliance assessment**
- **Sanctions and penalties**
- **Reporting and review mechanisms**

## Target Audience

This course is for Managers, Assistants Managers, Field Managers, Directors, Regulators, Administrative Managers, Commissioners, Board members, Staff members, and Secretaries.

## Certificate of Completion

Participants who successfully complete the Telecoms Code of Practice Regulation course (6.0 CEUs) will receive a Certificate of Completion. This certificate validates their comprehensive understanding of telecom regulatory frameworks, consumer protection mechanisms, and compliance principles. It demonstrates their readiness to enforce quality standards and contribute meaningfully to the telecommunications regulatory landscape, both locally and globally.

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