Regulatory Compliance in Telecommunications Training Course

Professional Development Training Course Outline

Category	Data Security	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The global telecommunications industry is undergoing unprecedented transformation driven by 5G, IoT, Cloudification, and AI. This dynamic environment is matched by an increasingly complex and stringent regulatory landscape. Organizations operating in this space face a critical imperative: mastering compliance with diverse national, regional, and international frameworks. Failure to adhere to telecom regulation can result in massive financial penalties, significant reputational damage, and loss of operating licenses. Regulatory Compliance in Telecommunications Training Course provides an essential, practical guide for professionals to navigate the intricate web of data privacy, spectrum management, cybersecurity protocols, and competition law. We equip participants with the strategic compliance tools necessary to mitigate risk, ensure operational resilience, and maintain a sustainable competitive advantage in the digital era.

This program transcends theoretical knowledge, focusing instead on the practical application of governance, risk, and compliance principles specifically tailored for the telecom sector. Key areas of focus include the regulatory implications of emerging technologies, the necessity of robust consumer protection mechanisms, and the complexities of cross-border licensing and authorization. By integrating real-world case studies and scenario-based learning, the course builds expertise in developing and implementing an effective, future-proof compliance program. Participants will learn to engage proactively with regulatory bodies, conduct internal compliance audits, and foster a strong, ethical culture of compliance that is fundamental to long-term success and trustworthiness in the rapidly evolving world of digital regulation.

Programme Curriculum

Regulatory Compliance in Telecommunications Training Course

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5 days

Course Objectives

1. Master the Global Telecom Regulatory Frameworks and their impact on market entry and operations.
2. Navigate advanced Spectrum Management policies, including licensing for 5G and 6G technologies.
3. Implement comprehensive strategies for Data Privacy and Protection
4. Develop robust Cybersecurity Compliance programs aligned with critical infrastructure protection
5. Analyze and apply Competition Law and anti-trust regulations in interconnection and market dominance.
6. Ensure adherence to Consumer Protection and Quality of Service (QoS) mandates and reporting.
7. Understand the regulatory challenges and Digital Governance models for IoT and Cloud Services in telecom.
8. Conduct effective internal and external Regulatory Audits and risk assessments using a GRC approach.
9. Formulate a proactive Compliance Strategy to mitigate financial and reputational risks.
10. Interpret and comply with Universal Service Obligations (USO) and Digital Inclusion mandates.
11. Manage the complexities of Cross-Border Data Flows and international regulatory divergence.
12. Leverage AI and Machine Learning ethics and governance in telecommunications operations.
13. Establish a corporate Culture of Compliance through ethical leadership and continuous training.

Target Audience

1. Compliance Officers and GRC Professionals in Telecoms.
2. Legal Counsel and Regulatory Affairs Specialists.
3. C-Suite Executives and Senior Management.
4. Network Operations and Security Managers.
5. Product Development and Strategy Teams.
6. Internal Auditors and Risk Managers.
7. Professionals from National Regulatory Authorities

8. ICT Consultants and Advisory Services.

Course Modules

Module 1: The Global Telecom Regulatory Ecosystem

- Foundational principles of Telecommunications Law and Policy.
- The role and mandate of international bodies.
- National Regulatory Authorities and their enforcement powers.
- Case Study: Analyzing a major NRA fine for license non-compliance
- Regulatory Divergence, Licensing and Authorization.

Module 2: Spectrum and Infrastructure Regulation

- Policies for Spectrum Allocation, Auctioning, and Trading.
- Regulatory challenges of 5G Deployment and mid-band/high-band spectrum.
- Rules governing Network Interconnection and infrastructure sharing.
- Case Study: The regulatory process and conditions for a recent national 5G spectrum auction.
- 5G/6G Spectrum Management, Network Sharing.

Module 3: Data Privacy and Protection (GDPR Focus)

- Core principles of GDPR, CCPA, and other global data laws in the telecom context.
- Managing customer Consent, right to be Forgotten, and Data Subject Access Requests.
- Regulatory requirements for Cross-Border Data Transfers and data localization.
- Case Study: The financial and reputational fallout of a high-profile telecom data breach and subsequent GDPR fine.
- Data Minimization, Privacy by Design, Cross-Border Data Flows.

Module 4: Cybersecurity and Network Resilience

- Compliance with Critical Infrastructure Protection frameworks
- Mandatory requirements for Incident Response and breach reporting protocols.
- Securing the Supply Chain and managing vendor risk in network deployment.
- Case Study: Implementing a NIS2 compliant Security Management System for a core network operator.
- Cyber Resilience, Zero Trust Architecture, Supply Chain Security.

Module 5: Competition, Pricing, and Market Regulation

- Defining and regulating Significant Market Power and anti-competitive practices.
- Rules for Interconnection Pricing, cost modeling, and dispute resolution.
- Regulatory oversight of Mergers & Acquisitions and market consolidation.
- Case Study: An anti-trust investigation into predatory pricing or unfair interconnection charges by a dominant operator.
- Ex-ante Regulation, Market Analysis, Wholesale Access.

Module 6: Consumer Protection and Quality of Service (QoS)

- Mandates for Transparent Billing and contract clarity
- QoS metrics, monitoring, and compliance reporting to the NRA.
- Handling customer Complaints and Dispute Resolution mechanisms

- Case Study: A public inquiry and remediation plan following widespread customer complaints about poor service quality or misleading advertising.
- Digital Consumer Rights, Net Neutrality, Quality of Experience

Module 7: Emerging Technologies and Future Regulation

- Regulatory approaches to IoT, M2M, and Edge Computing connectivity and security.
- Ethical and legal considerations for AI Governance and automated decision-making.
- Policy challenges of Cloudification and virtualized network functions.
- Case Study: Developing an ethical AI policy framework for a telco's customer service and network optimization systems.
- AI Act, Cloud Compliance, IoT Security Regulation.

Module 8: Governance, Risk, and Compliance (GRC) for Telecoms

- Establishing an effective Compliance Program and organizational structure.
- Techniques for conducting Regulatory Risk Assessments and gap analysis.
- Developing internal Compliance Audits and preparing for external scrutiny.
- Case Study: Building a continuous monitoring and reporting system to demonstrate ongoing regulatory compliance to the board and regulators.
- Compliance Culture, GRC Maturity Model, Internal Controls.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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