

## CTSI Professional Competency Framework (CPCF) written examination

### Unit 2: Business and Consumer Legal Frameworks

May 2022

#### Guidance for this examination

Please ensure that you indicate clearly, at the top of the answer booklet, the law viewpoint from which you will be answering: English, Scottish or Welsh.

The examiners may expect candidates to show knowledge of legislation which is in place but not in force (i.e. has been enacted) and regulations which have been made but are not yet in force, if they are directly relevant to the subject-matter of the examination.

#### Examination structure

There are two sections to the examination paper:

*Section A* Consists of six questions.  
Candidates should attempt to answer three questions.  
Total allocation of marks is 30 marks.  
Suggested time allocation is 30 minutes.

*Section B* Consists of four questions.  
Candidates should attempt to answer two questions.  
Total allocation of marks is 70 marks.  
Suggested time allocation is 90 minutes.

Total time allowed – two hours (plus ten minutes' reading time).

#### Note:

The Business and Consumer Legal Frameworks paper is a **closed book**; no materials are permitted to be taken into the examination room.

*The examination paper has (3) pages, including this front sheet.*

Section A

Candidates should attempt to answer three questions.

Each question carries ten marks.

Total: 30 marks.

1. **Answer both parts:**

- (a) Outline what is meant by the terms 'primary legislation' and 'secondary legislation'.  
(5 marks)
- (b) Using examples, explain the purposes of each.  
(5 marks)  
(total 10 marks)

2. What are the benefits of someone from the Trading Standards profession being a member of the Chartered Trading Standards Institute?  
(10 marks)

3. **Answer both parts:**

- (a) Why do some businesses break the law unintentionally?  
(5 marks)
- (b) Using examples of interventions, other than prosecution, how can a local authority regulator bring a business that is non-compliant back into compliance?  
(5 marks)  
(total 10 marks)

4. Many businesses have a positive attitude to complying with the law. Explain, with examples, how businesses can, either alone or grouping with other businesses, provide a better service to consumers and the advantages that can be gained.  
(10 marks)

5. "Regulators should carry out their activities in a way that supports those they regulate to comply and grow" \*.

The Regulator's Code 2014\*, among other things, places a duty on Trading Standards. Using examples from the work of Trading Standards, explain how they do this.  
(10 marks)

6. What are the main functions of the Department for Business Energy and Industrial Strategy that impact on local authority regulators?  
(10 marks)

**Section A total of 30 marks.**

**End of Section A.**

Section B  
Candidates should attempt to answer two questions.  
Each question carries 35 marks.  
Total: 70 marks.

7. Your Head of Service has asked you to prepare a presentation on the Primary Authority Scheme, including details of benefits and disadvantages to both the local business community and for other Regulatory partners. (35 marks)
8. Many scams are directed directly at vulnerable people.
- (a) Identify how rogue traders operate and the methods they use to target vulnerable consumers. (20 marks)
- (b) State the various ways vulnerable consumers can protect themselves from being the victims of rogue traders, including any help that is available from Trading Standards. (15 marks)  
(total 35 marks)
9. Your local authority is very worried about a spate of counterfeit alcohol and tobacco that is being sold from a number of small businesses throughout your region. There are many reports of children managing to purchase these items. Councillors want to know how you could contain this problem and what other agencies would need to be brought in to help manage this situation.
- Your Head of Service has requested that you prepare a strategy to solve the situation.
- (a) How would you research this to determine where the problem areas are? (12 marks)
- (b) Once you have identified the premises, what strategies would you employ to try and prevent further sales? (13 marks)
- (c) Which agencies would you involve, and why? (10 marks)  
(total 35 marks)
10. For many years successive governments have talked about Better Regulation. Initially this was talked about as being a “bonfire of regulations”, however, this would now appear to mean a change in the way Regulators enforce the law.
- How do local Regulators effect the 5 principles of Better Regulation? (35 marks)

**Section B total of 70 marks.**

**END OF EXAMINATION PAPER.**