

Unit 2: Business and Consumer Legal Frameworks

2026 Coursework

Coursework Medium:	Case Study
Word Limit:	2000 word (+/- 10% allowance)
Submission date:	As required for cycle

The following outlines specific information provided to the candidate on how for each area shown below, the weighting of marks will be allocated.

Marking Guidelines:

Structure and reliability:	10%
Knowledge:	25%
Analysis:	60%
Research and referencing:	5%

The marking guidelines above provide you with an overview of the emphasis on what is important for the submission of your coursework. At the end of this document is the specific assessment criteria being applied to your submission. Ensure you have read through all areas within this document to ensure you fully understand what it is you have been asked and have addressed the criteria set for this coursework.

For guidance, refer to the [Stage 1 Coursework guidance](#). Select the Stage 1 info tab.

Below indicates the specific learning outcomes and areas of the syllabus you will be assessed against as part of your submission piece.

Learning Outcomes:

Understand the type of business environment and the need to provide support and advice to assist business compliance	✓
Explain the range of options available to a trading standards department other than prosecution	✓
Understand the legislation and any related code of practice or guidance	✓
Explain effective regulation to assist economic growth	✓

Question

As an authorised Officer working for Blankshire Trading Standards, you have received numerous complaints about a business who appear to be called 123 Ltd, based in your area. They seem to be a newly established retailer selling tech accessories and digital games via their small retail shop and their website. On their website, the business claims to be a member of the ABC Trade Association. The business began trading three months ago.

123 Ltd has rapidly gained social media traction through influencer marketing and their customer base has grown significantly in the last month. The complaints received include issues such as:

- Digital games that are purchased but don't work when they are downloaded
- No refunds being offered for faulty accessories
- A compulsory monthly reoccurring charge of £5.99 to continue to use the digital game purchased, which consumers were not told about until after they had received the game
- All the reviews on the business's website are 5* reviews. They do not publish any negative reviews left by their customers.

Upon further investigation, you discover that the ABC Trade Association has a co-ordinated Primary Authority partnership with a neighbouring Local Authority and cannot locate the business on the Companies House register. You have been asked by your manager to visit the business to discuss the complaints received.

Explain in detail what further research you would do and information or intelligence you would gather and why. Outline how you would carry out an advice visit/inspection to 123 Ltd and the factors you would consider when deciding upon the most appropriate approach for you to take to achieve compliance. Your answer should also address the assessment criteria below.

Assessment Criteria:

Skills to be demonstrated	Marking requirements	% of marks
The ability to identify relevant legislation and to communicate clearly and appropriately in this situation.	Correctly identify all relevant legislation, guidance and codes of practice relating to the case study and apply them to the given facts. Demonstrate an understanding of how best to advise the business in the given scenario.	25
Knowledge	Understanding of the business environment. Understanding of self-regulation as a means to compliance. A basic understanding of what intelligence is and why it is important.	20

Explaining to a diverse audience the meaning of, and rationale behind, legal requirements as a means of securing compliance.	<p>Identification of the impact of non-compliance with the law on the business and the potential consequences that they may face.</p> <p>Explain the impact of breaches of consumer protection law on other businesses, consumers and the economy.</p> <p>Explain how to prepare for and carry out an inspection and why inspections can be an important part of securing compliance.</p>	20
Demonstrating a practical awareness of your role and the work of other Local Authorities and agencies, including any potential overlap.	<p>Awareness of your and other authorities' available civil and criminal options for dealing with the business and its staff.</p> <p>Awareness of how other agencies could be relevant to the case study.</p>	20
Structure and reliability of your case study	<p>Is your case study well presented?</p> <p>Does your case study have a logical structure?</p>	10
Research and referencing	Is the research you have carried out accurate and correctly referenced?	5

Use of attachments

Please attach any documents that are relevant to the work that you undertook when completing this case study. These will not be included in the word count of your case study and the supporting document will not be recognised within the marking system.

GDPR and compliance process

You may provide supporting documents with your submission, where appropriate.

Submissions with supporting documentation will only be accepted where any information that falls within GDPR is:

- anonymised; or
- if necessary, replaced with Person A / Company A etc.

For any submission that includes information that falls within GDPR regulations, the above process must be followed. Where an individual can be identified either directly or indirectly from that data held this data must be anonymised. Where a submission contains information that falls within GDPR, it will be rejected, and you may be withdrawn from the examinations. If the information is within the public domain, this is unnecessary.

Please ensure that you do not identify, by name, businesses or individuals involved, in line with your responsibilities under data protection and trading standards legislation.

Coursework submission

Coursework submission guidance can be found on the CTSI website under the ['Coursework – SharePoint Guide'](#). This outlines the process of submission of coursework for all of Stage 1.