

Intro to Unit 1 Regulatory Environment and Enforcement

UNIT DESCRIPTION

This unit will introduce you to the nature and structure of the consumer regulatory framework in the UK. In so doing you will be provided with a basic understanding of the legal system in the UK and the structure of the civil and criminal courts. You will learn about the role and formation of contracts as well as the concept of obligations and liabilities within contracts.

WHAT TO EXPECT

Courses are offered each year for this and all Units. You will be taught in line with the unit learning outcomes. It is also expected that you will undertake your own learning by ensuring you are familiar with all areas shown in the unit syllabi.

Qualification Framework (QF) courses will use different learning delivery methods. You will have two classroom-based days with the trainer, access to an online portal that provides you with ongoing detailed course notes, inter block assessments and remote sessions with the trainer/other trainees.

In addition to this, the trainer may choose to provide via the online portal, videos or other learning materials as they deem necessary. These additional learning materials will be provided throughout the duration of the course.

You are expected to complete all assessments/assignments, as notified to you by your trainer. You will upload them for marking by the designated deadline.

Written exam: You will register for Stage 1 and complete the associated 2 hour written exam and demonstrate the knowledge requirements for this subject.

Coursework - Reflective statement: The 2000-word statement will be submitted online using the system provided by CTSI. You may not take the written examination unless this piece of coursework is submitted.

UNIT INFO

Assessment types:

Written exam (2 hours)

Coursework (2,000 words)

Coursework Deadline:

MAY CYCLE

1st March (Feedback given)

1st April (No feedback given)

NOVEMBER CYCLE

1st September (Feedback given)

1st October (No feedback given)

Resources Information:

Coursework Criteria

Previous examination papers

Guidance information

Unit designated learning hours:

135 hours (delivered by both training and self-learning hours)

Qualifications Team info:

Available Monday to Friday 9am to 4pm

Team members:

Sue Steward

Head of Education and Training

Richard Cowles

Education and Training Manager

Marianne Rickwood

Coordinator

Rebecca Taylor Coordinator

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CLASSIFICATION OF QUALIFICATIONS

All examinations are marked out of 100% with a pass mark of 40%.

On passing the qualification you will be graded with the following classifications: Distinction, Merit and Pass.

All effort should be made to gain the highest mark possible throughout the examining process.

Classification	Award
Distinction	70-100%
Merit	60-69%
Pass	40-59%
Fails	0-39%

QUALIFICATION FRAMEWORK (QF) REGULATIONS AND POLICIES

All forms of assessments fall within strict regulations, and you must ensure you understand and adhere to all regulation requirements.

The regulations that cover all aspects of the QF qualifications can be found on our website:

[Qualifications Framework resource area](#)

Please ensure you are familiar with all aspects within the regulations and take particular notice of any areas relating to examinations, coursework or deadlines.

CTSI will publish announcements surrounding the QF qualification from time to time. These are found here:

[Qualifications Framework Announcements](#)

It is important that you are aware of any notifications provided by CTSI throughout the year to ensure you are meeting any/all requirements that the Executive or the Qualifications and Awards Board have put out.

GOVERNANCE

For more detailed information on the governance of the QF, you will find this within the regulations.

UNIT SYLLABI

NOTE: The legislation outlined in this syllabus is not an exhaustive list. Candidates will be required to answer questions in accordance with this syllabus.

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

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Learning outcomes:

At the end of this module, you will be able to:

- Understand the key elements of a contract and how contracts for goods, services and digital content are formed.
- Map contractual obligations as well as common law and legislative remedies for breach of contract.
- Understand vitiating factors (defences) in contract law.
- Explain the UK court system and its use in the consumer protection environment.
- Identify and understand the legal consumer protection framework in the UK, including key consumer protection legislation.

Indicative areas of study:

The legal environment and the process(es) for seeking legal resolution. The regulatory environment and how it can impact on the running of a business. The formation and operation of contracts. Consumer rights in contracts for goods, digital content and services.

The following terms have been used to indicate the level of knowledge required in each element:

Detailed: To an in-depth level, and with a fine degree of distinction between the various concepts.

Working: The ability to apply the areas of knowledge to a trading standards environment.

Basic: Having an awareness of relevant legislation, organisations and concepts.

Assessments will reflect the requisite level of knowledge in each given area of the syllabus.

SYLLABUS

Detailed knowledge of:

- The distinction between criminal and civil law, including purposes and burdens of proof.
- The role and use of contract law including voluntary nature, subject matter and form.
- Formation of contract, including (where relevant) offer and acceptance, intention to create legal relations, consideration and capacity.
- Terms including incorporation, express and implied terms.
Types of terms:
 - Consumer Rights Act 2015 in relation to the sale of goods, digital content and services.
 - Misrepresentation in relation to business to consumer contracts.

Working knowledge of:

- UK system of law and how it relates to a consumer protection regime.
- Civil and Criminal Court structures and procedures, particularly in relation to regulatory offences and civil consumer disputes.
- The relevance of case law and the doctrine of precedent.
- Unfair contract terms.

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- Remedies for breach of contract between a business and a consumer.
- Vitiating factors (defences) in contract law, including frustration.
- Alternative Dispute Resolution (ADR) – types of ADR available, practical importance and the framework related to the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 (or the successor(s) of these regulations).
- The concept of necessity and proportionality, including enforcement policies, the Regulators' Code, the Code for Crown Prosecutors and (in Scotland) the Crown Office & Procurator Fiscal Service's *Prosecution Code*.

Basic knowledge of:

- Consumer Protection Act 1987, Part 1 – Product Liability.
- Negligence (delict in Scotland).
- The law of mistake (the law of error in Scotland).
- Third party rights under contracts.