Updated August 2026

Intro to Unit 2 Business and Consumer Legal Frameworks

UNIT DESCRIPTION

This unit will provide you with the knowledge of business formation and the role of self-regulation in order to maintain compliance. You will explore the various agencies involved in this process.

You will learn about the role of business advice to develop an environment of compliance, and understand how this is achieved, including the concept of Primary Authority.

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 (found on pages 3-4).

QF courses will use different learning delivery methods. You will have two classroom-based days with the trainer, access to an online portal providing you with on-going detailed course notes, inter block assessments and remote sessions with the trainer/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 - Case Study: The 2000-word case study 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)
Case study (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 – Education Coordinator
Rebecca Taylor – Education Coordinator
Sophia Robinson – Education Assistant
Sophie Brand – Education Assistant

Telephone: 01268 582242
Email: qualifications@tsi.org.uk

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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-forced, i.e. it has been enacted and the regulations which been made which are not yet in force, if they are directly relevant to the subject matter of the examination.

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UNIT SYLLABI

The examiners may expect candidates to show knowledge of legislation, which is in existence, but not in force, (i.e. Acts which have not finally been enacted, or Regulations which have not reached their commencement date) if it is directly and significantly relevant to the subject-matter of the examination.

Learning Outcomes:

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

- Compare and contrast business formation, different legal entities, and the controls on each.
- Explain the variety of business environments within which they work and identify key factors which may influence the operations of the business.
- Describe various consumer protection organisations, including the role of trading standards, and how they work together to maintain a fair-trading environment.
- Understand the different approaches to gain compliance and the tools available to regulators, including the civil enforcement regime.
- Explain how safeguarding influences the work of a modern trading standards service.

Indicative areas of study

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 system of Primary Authority including different types of partnerships, assured advice, inspection plans and the roles of organisations within the scheme.
- Different types of business entities that exist in the UK and their liabilities and controls.
- The civil enforcement regime under Part 3 of the Digital Markets, Competition and Consumers Act 2024.

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Working knowledge of:

- The role of regulation as a mandatory tool of Government.
- Devolved government in respect of its impact on the consumer protection environment.
- The role of regulators, the principles of good regulatory delivery and the impact on businesses.
- Alternative approaches to prosecution.
- The impact and relationship between policy, Trading Standards services, and the consumer protection landscape.
- The use of voluntary controls such as self-regulation and Codes of Practice as a means to compliance.
- Alternative Dispute Resolution (ADR) requirements under Part 4, Chapter 3 of the Digital Markets, Competition and Consumers Act 2024.
- Business groups, trade associations, and approved trader schemes.
- Knowledge of the business environment in which Trading Standards operate.
- The need to provide support and advice to assist with business compliance and how to do this effectively.
- Effective regulation to assist economic growth.
- The role and responsibilities of partner organisations, including other regulators and consumer protection organisations, and how they work with Trading Standards.
- Structure and linking of trading standards services; locally, regionally, and nationally.
- Safeguarding issues that may be relevant in the course of work with businesses, including areas such as scams, public health, underage sales, doorstep crime, and the protection of vulnerable consumers.
- Consumer saving scheme requirements under Part 4, Chapter 4 of the Digital Markets, Competition and Consumers Act 2024.

Basic knowledge of:

- Intelligence, including what it is and how the Intelligence Operating Model is used within Trading Standards.
- Risk assessment as a tool to secure compliance, including risk-based approaches to inspections.
- Underage sales, and legislation associated with this.
- Trade Marks Act 1994.
- Copyright, Designs and Patents Act 1988.
- Registered Designs Act 1949.

Indicative Legislation:

- Regulatory Enforcement & Sanctions Act 2008.
- The Regulators' Code 2014.
- Enterprise and Regulatory Reform Act 2013.
- Enterprise Act 2016.
- Co-ordination of Regulatory Enforcement Regulations 2017.
- Companies Act 2006.
- Limited Liability Partnership Act 2000.
- Limited Liability Partnerships (Application of Companies Act 2006) Regulations 2009.
- Company, Limited Liability Partnership and Business Names (Sensitive Words and Expressions) Regulations 2014.

- Company, Limited Liability Partnership and Business (Names and Trading Disclosures) Regulations 2015.
- The Partnership Act 1890.
- Limited Partnership Act 1907.
- Limited Liability Partnership Act 2000.
- Companies (Audit, Investigations and Community Enterprise) Act 2004.
- Digital Markets, Competition and Consumers Act 2024 – key definitions, Part 3 and Chapters 3 and 4 of Part 4.
- Trade Marks Act 1994.
- Copyright, Designs and Patents Act 1988.
- Registered Designs Act 1949.