

Unit 2: Business and Consumer Legal Frameworks

2027 Coursework

Coursework Medium:	Case Study
Word Limit:	2000 word (+/- 10% allowance)
Submission date:	1 March 2027 / 1 September 2027

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 piece of 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

G Gardens is a small retailer which operates in the area where you work. The business sells gardening tools and decorative outdoor items, such as small stone animals and bird tables. They appear to have opened four months ago and claim membership of The Gardeners' Trade Association (GTA) on their website. GTA operate a Code of Practice which all their members must adhere to. The businesses' website states they sell goods online and from their premises.

Blankshire Trading Standards, where you work, have received numerous complaints from consumers about the following issues:

- The business will not provide any repairs or replacements for faulty lawn mowers if the fault occurs after one month
- The stone animals and bird tables blow over in the wind and break within a few days
- The business charges a compulsory fee of £3.99 for ordering online and this cost is added on at the end, just before the consumer goes through the check-out process
- The business will not permit returns of any of the goods they sell online and provide no cancellation rights.

You are asked by your manager to pay a visit to the business to provide them with advice and guidance. Explain what research you would undertake and additional information or intelligence you would gather before your visit. Outline how you would carry out the visit to the business, including anything you would need to take with you on the visit, what advice you would provide and how you would provide the advice to the trader.

After conducting your advice visit, more complaints about the same breaches are received by Blankshire Trading Standards. After a further three months of continued complaints, your manager asks you to engage in a consultation with the business under Part 3 of the Digital Markets, Competition and Consumers Act 2024 (DMCCA). Explain what criteria would need to be met to be able to take action under Part 3 of the DMCCA and the steps you would need to follow to correctly engage the business in a consultation under the Act. Outline whether there are any other options available to you to address the businesses' non-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.	Identification of the impact of non-compliance with the law on a business and the potential consequences that they may face. Explain the impact of breaches of consumer protection law on other businesses, consumers and the economy. Explain how to prepare for and carry out an inspection and why inspections can be an important part of securing compliance.	20
Demonstrating a practical awareness of your role and the work of other Local Authorities and agencies, including any potential overlap.	Awareness of your and other authorities' available civil and criminal options for dealing with the business and the staff. Awareness of how other agencies could be relevant to this case study.	20
Structure and reliability of your case study	Is your case study well presented? Does your case study have a logical structure?	10
Research and referencing	Is any research you have carried out accurate and are your references correct?	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.