

Frequently asked questions

CTSI academy is a flexible learning and training solution for the Trading Standards Qualification Framework (TSQF).

This will:

- bolster the current training provision
- provide a learning alternative for students and practitioners to gain the training and knowledge to sit written exams
- offer a greater degree of certainty and control to employers and candidates alike.

Why are we providing CTSI academy?

This has been produced in response to declining numbers of training providers and the current economic climate and financial constraints. Extended out-of-office periods for study are not always an option for candidates and employers. This new blend of e-learning, student-tutor interactivity and live events (telephone tutorials and face-to-face revision days) presents the ideal solution.

What does CTSI academy provide?

Complete training courses for subjects in the Trading Standards Qualification Framework
CTSI academy provides a comprehensive programme of learning and study for subjects in the TSQF. Any necessary further reading and research are clearly signposted throughout the courses.

Course materials and events are mapped out so that learners progress through a series of structured lessons they can take on their home or work computer, including clear learning objectives, online assessments and suggested activities.

Students also benefit from tutor monitoring, feedback and guidance, and Continuous Personal and Professional Development (CPPD) points are logged, which can be used as part of your professional development plans.

Which courses are available in CTSI academy?

All courses commence in April and run through to September with written examinations in November. Enrolment opens in January. The courses are available to enrol on are:

CSCATS (formerly FCATS) - Core Skills in Consumer Affairs and Trading Standards:

- Consumer protection environment
- Contract law
- Legal systems

A Scottish version of CSCATS modules is available.

DCATS - Diploma in Consumer Affairs and Trading Standards:

- Fair trading criminal
- Food standards
- Legal metrology law

How is CTSI academy delivered?

Each course has been designed to deliver learning through a blend of materials. These include: online lessons, reference and reading materials, reflection points, tutor contact sessions through telephone tutorials, forums, face-to-face classroom days, tutor marked assignments, assessment and tests and revision materials.

What is meant by tutor-led training?

Once enrolled on a course, you are assigned a module tutor. A tutor will monitor your progress through the course, mark assignments and respond to questions.

What is structured, timetabled learning?

Each course has mapped-out learning (one unit is released at the beginning of each month April-September). Each unit details events and specific studying points for the unit (telephone tutorials/classroom days) are shown on the course calendar.

This allows you to plan your study time and deadlines in advance to fit around your work and personal commitments.

Are CPPD hours allocated to these courses?

Each unit within the course has approximately six hours of Continued Professional and Personal Development attached to it.

How many hours study per week will be required?

We suggest study will be approximately 2 - 3 hours per week. However, we advise that for every hour of taught delivery, you should also study for a further hour of personal study/additional reading research. For Metrology, we recommend 3-4 hours per week, per module, plus the additional time required for personal /research additional reading time, due to the sheer volume of content. Of course everyone studies at a different learning pace, but this will hopefully give you a guideline.

Can I progress through the units more quickly than timetabled?

Each specific unit has a start date and cannot be accessed until that date, however you can work through the lessons within the unit as quickly as you wish.

Once a unit has started, you can revisit the unit at any point until the end of the full course.

Can I print off material?

Notes will be available to print in PDF format at the beginning of each unit.

Enrolment for CTSI academy and the Trading Standards Qualification Framework (TSQF)

When can I enrol for CTSI academy courses?

Registration opens in early January. All courses commence in April and you will need to order and enrol for CTSI academy courses before the end of April.

How do I enrol on a CTSI academy course?

You can buy and enrol on courses by completing the enrolment form at [CTSI academy registration](#) or you can contact CTSI's sales team.

Once your registration has been accepted you will receive an email from CTSI with your login details, how and where to login, and the contact details of your tutor.

To contact the sales team, please email productinfo@tsi.org.uk or telephone 01268 886697.

Do I need to be a CTSI member to register into the CTSI academy?

No, CTSI academy is available to members and non-members. However, significant discounts are available to CTSI members, both for the academy modules and the TSQF fees. Applications for membership must be received prior to registration, or within two weeks of registration for CTSI academy.

How does CTSI academy fit into the Trading Standards Qualification Framework?

CTSI academy provides a method of learning for the above written exams in the TSQF. Depending on your learning style if you do not wish to learn online you can attend CTSI classroom training courses, or undertake your own study programme. For more information on training courses please visit [our courses available page](#).

Do I need to be part of the TSQF?

You need to be registered in to the TSQF to enable you to take the subject examination. The type of registration will be dependent on your employment.

Can I take CTSI academy courses if I am not in the qualification framework?

Yes, CTSI academy courses are available to everyone, however to take the examination you need to be registered in the TSQF. If you choose not to take the examination you can use the CTSI academy to demonstrate CPPD which can be used as evidence in the CTSI's CPPD scheme or your own CPD scheme.

Can I register for the TSQF after starting a course in CTSI academy?

Yes. CTSI academy is a learning tool for the TSQF. You can start your learning through CTSI academy and then register into the TSQF. Please remember that to achieve your qualifications/awards you need to be registered in the framework.

If I have an existing degree, will I qualify for an exemption?

If you send in a copy of your degree certificate and results transcript, we will be able to confirm the position for you.

You can either send this in the post addressed to our qualifications team, or scan and send by email to qualifications@tsi.org.uk **please mark in bold that you are not currently registered into the qualifications framework.**

More information and details on registration and the exam enrolment process and pricing, can be viewed on our [TSQF fees page](#).

What else do I need to do to be able to take the written exams?

In addition TSQF registration you will also need to register for examinations. The exam registration form needs to be completed so the CTSI executive can register you to take the exam at the correct venue and send you all the details you need to enable you to sit the examination.

The examination registration form can be found at: [exam registration form](#).

When am I qualified?

Each award is made up of different elements (examinations, portfolios of evidence and some modules have practical and oral examinations).

To gain the CSCATS award, you need to pass all three exams (Legal Systems, Law of Contract and Consumer Protection Environment) and have successfully completed the core skills portfolio of evidence.

To gain DCATS award, you will need to have passed the CSCATS award and gained the equivalent of four DCATS service delivery modules.

For more information on the qualification framework, please visit our [TSQF pages](#).

What are the differences between ts e-learning college and CTSI academy?

Differences include:

ts e-learning college	CTSI academy
ts e-learning college allows you to study at your own pace, set your own timetable, and undertake self-assessment and tests when you like.	CTSI academy offers courses with a preset learning plan and has timetables and deadlines to meet. Students are supported through their tutor .
ts e-learning college provides a range of knowledge, reference and training materials – a pick-and-mix approach.	CTSI academy courses have been developed and structured to follow the CSCATS/ DCATS syllabi , specifically to enable you to gain the knowledge to sit your exams.
ts e-learning college enables students to access additional information and learning materials to use as part of your own devised blended learning programme, to complement classroom training and in-role experience.	CTSI academy delivers a complete blended learning programme for each course, providing all your training in one “virtual learning environment” package .
ts e-learning college enables experienced officers to develop skills and competencies, keep up-to-date with changes in the law, share best practice and acquire CPD hours.	CTSI academy is a dedicated TSQF study resource for both students and experienced officers .

For further information or if you have any questions, please contact productinfo@tsi.org.uk or telephone 01268 886697.