

CTSI Professional Competency Framework (CPCF) - Welcome Pack

Thank you for starting your journey within the
CTSI Professional Competency Framework (CPCF)

This welcome pack contains information for the Training and assessments for the CPCF.

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Meet the team:

Sue Steward	Head of Client and Commissioning
Jackie Fisher	Education Executive
Rebecca Taylor	Education Co-ordinator
Marianne Rickwood	Education Co-ordinator
Alex Jones	Education Assistant

Contact details:

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

Registration into the Framework & Candidate ID Numbers:

When you register into the qualification framework for examinations, you will receive a registration letter which includes your Candidate ID number, this number is unique to you and is to be used on all elements of submission in the framework. Sitting exams, submitting your coursework submission within Stage 1 and when submitting your reflective statement and portfolio within Stage 2.

The welcome pack is designed to provide you with a summary of information needed for your journey through the CPCF.

CTSI also recommend that you read the [CPCF regulations](#) which identifies all the requirements.

Membership:

Joining this course tells us that you value your professional development. Any non-members registering onto the CPCF qualification in 2021 can [register for membership](#) via the CTSI website. You will receive further communications from CTSI concerning your membership and benefits and the process.

In addition to the specialist support and advice you would expect from your professional body, we are also pleased to provide our members with access to a range of discounted offers and exclusive services.

The [application](#) for membership form will need to be completed to apply to become a member.

Training:

To attend a CTSI training course you need to book online. You do not have to attend courses in order to register for the CPCF and assessments.

CTSI organise training to start delivery in the September prior to the May examination cycle. We try to advertise the courses from January of each year allowing candidates to book. The courses close approximately the first week of August.

[All courses are advertised on the website](#)

When you have booked on-line you receive an automatic booking email. This confirms your place and nearer the time of delivery, you will receive joining instructions from the training provider responsible for the course delivery.

Delivery of training is currently virtual via Microsoft teams and online distance learning via the LMS.

CTSI recommend that you study 3 hours per week running up to the examinations from the start of your course.

Your training booking does not register you for any examinations.

Learner Management System (LMS):

This is what online learning systems are called. At the start of the training course, you will be given access to the CTSI Training Together Learner Management System (LMS).

CTSI will load all delegates onto the appropriate course. This will happen two weeks prior to your contact days with your trainer.

When you are loaded onto the LMS, you will receive an automatic email from the system providing you with the login details and password for the system. Please look out for this email.

If you have not received your login details with a week to go, call the qualifications team on 01268 582242.

The trainer may choose to add further information into your learning materials, these will be added and you will be notified when available by the Education Team via email.

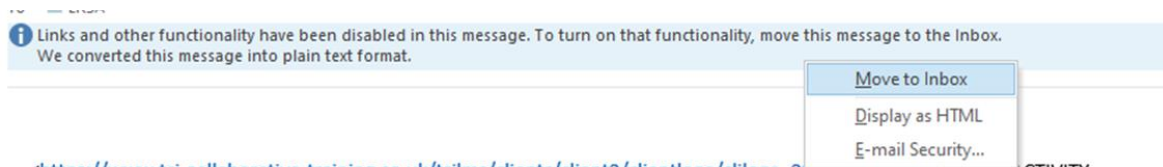
Your Training days teams invites will be provided in your joining instructions from your training provider.

Learner management system (LMS) Guide:

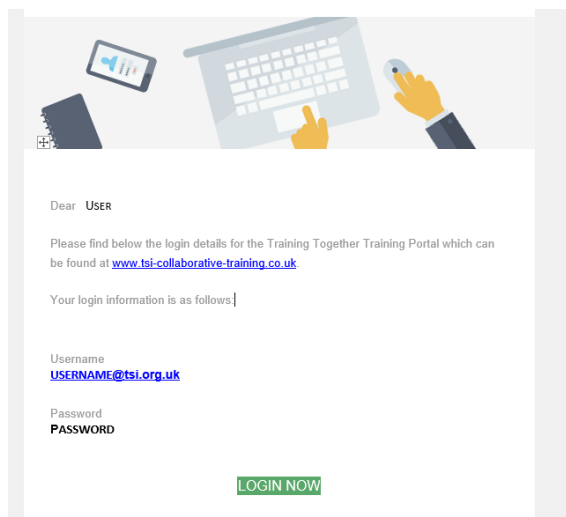
The Learning Management System or the LMS as we typically refer to this as, is the online learning portal wherein all of the distance learning and contact days information received from the trainers is uploaded for delegates who are going through training.

You will receive an email with your login details from the Training Together LMS platform, please contact a member of the team if you are unable to login.

If you have not received your login email information, please check your junk/spam mail as this may be found here; if this is the case, please move to your inbox and activate the links and other functionality that will have been removed as per below.

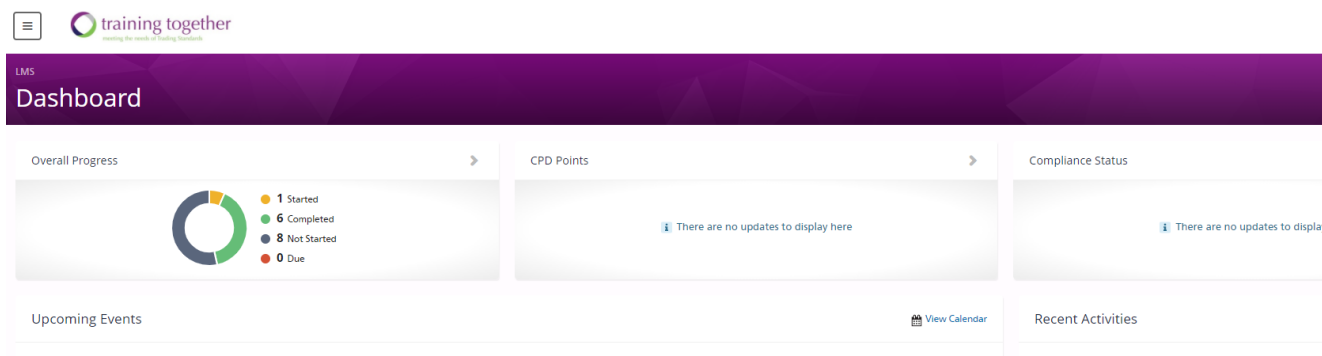


Your email should be shown as below:



Click on the green **LOGIN NOW** icon, use the username and password from your email and work through the step-by-step basic instruction tutorial for the platform. This will be available when you first log onto the LMS.

Once you are logged into the system, you will land on the dashboard area where you will see any announcements that the Qualifications Team or the trainers have put out. You will also see your overall progress chart which will show when you have completed or started a course so you can keep on top of your learning. [This is especially useful if you are undertaking other training at the same time].

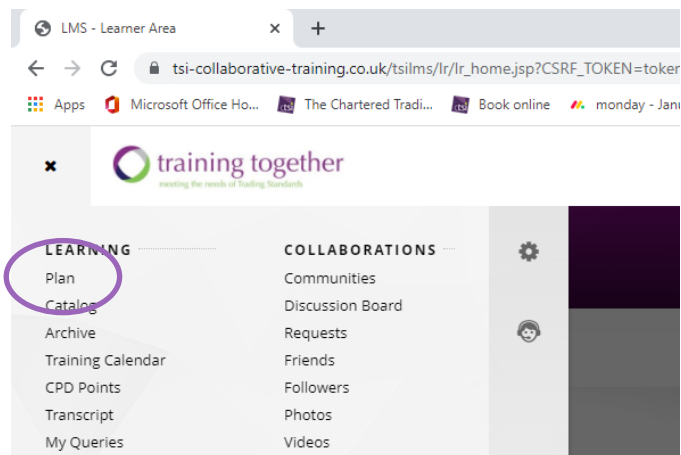


At the top of the dashboard, you will see a box with three lines.

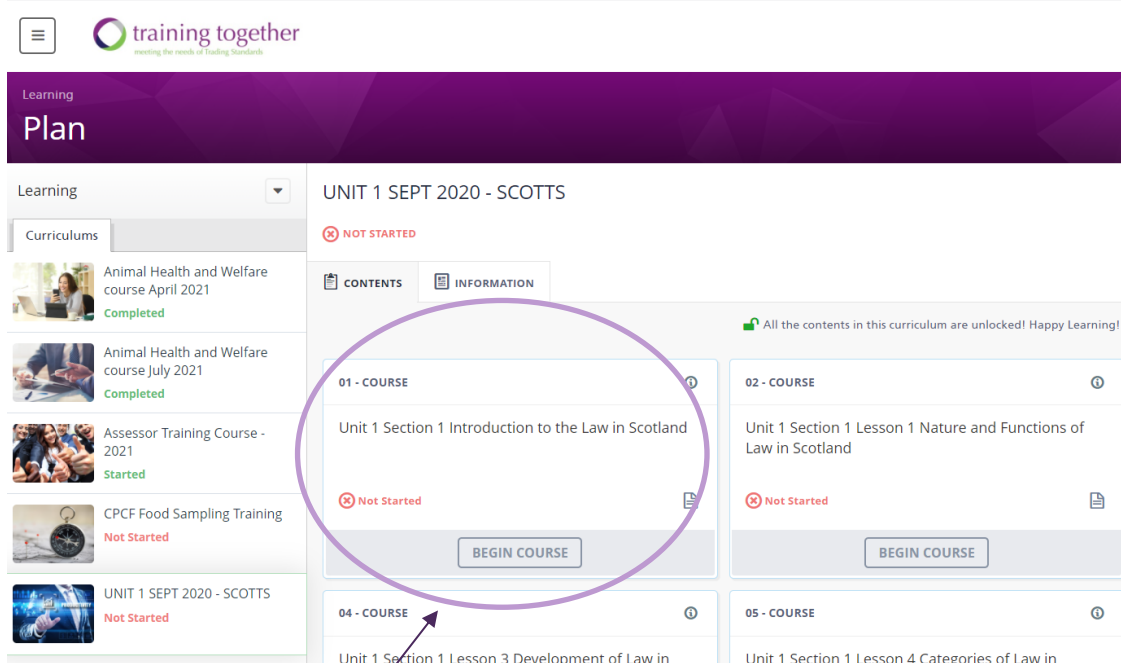


Click on the box. It will show some drop down menus.

To access the learning materials, select **Plan**,



You should see a curriculum named each subject on screen that you are registered for.



Under the name of your course, you will see a number of different areas, these are known as tiles, and they indicate all the different areas associated with your learning. You will need to work through all tiles to complete your learning for your course.

Website:

The Qualifications resource area on the website is where all the stage requirements, forms, portfolios, coursework, past exam papers, examination information, training, ongoing announcements etc. can be found. This is your go to place

<https://www.tradingstandards.uk/practitioners/training-development/qualifications-resources>

The screenshot shows the 'Qualifications resources' page on the Trading Standards UK website. At the top, there is a breadcrumb trail: 'tradingstandards.uk/practitioners/training-development/qualifications-resources' and a navigation bar with links: 'Home / Practitioners / CPCF Qualification / Qualifications resources'. The page title is 'Qualifications resources'. Below the title is a horizontal menu with tabs: 'CPCF TRAINING & EXAMS', 'STAGE 1 INFO', 'STAGE 2 INFO', 'STAGE 3 INFO', 'ASSESSMENT OF PRIOR LEARNING', 'ANNOUNCEMENTS & UPDATES', 'MAY 2021 EXAM INFORMATION', 'SEPT 2021 EXAM INFORMATION', 'PAST PAPERS & REPORTS', 'PROFESSIONAL QUALIFICATIONS & COMPETENCY', and 'ARCHIVE'. The main content area is divided into three columns. The first column, 'Information', lists links for Regulations, CPCF Timelines & Deadlines, Portfolio guidance, CPCF Appeals Procedure and Guidance, Verifier for my local authority?, and Re-printing of certificates. The second column, 'CPCF Fees', lists links for CPCF Stage Fees, CPCF Training Fees, Transition and exemption fees, Resit Fees, and RCO package Fees. The third column, 'CPCF Training', lists links for How to book onto a Training Together course, Qualifications Training Courses, and Printing materials from the LMS. Below these columns are three more sections: 'Structure and syllabi summary' with links for CPCF structure, Unit 1 Regulatory Environment & Enforcement, Unit 2 Business & Consumer Legal Framework, and Unit 3 Trading Standards Law Part 1; 'Registration Guides' with links for Register into Stage Examinations, Booking Training, How to register for CPCF assessments - Full Stage 1, and How to register for CPCF assessments - Stage 1; and 'Qualification Transition' with links for TSQF to CPCF Correlation Quick Guide, Brexit & Examinations Statement, RCO Exemption information, and Council Q&A.

The CPCF

The CPCF has been designed to have one exam cycles (May) and a resit opportunity (September) each year.

Trading Standards Practitioner Certificate (stage 1)

Stage one consists of three units, each with an examination and a piece of coursework to be completed.

- Regulatory Environment and Enforcement
- Business and Consumer Legal Framework
- Trading Standards Law part 1

Stage 1 Coursework submission:

Coursework requirements for the May examination cycle is advertised on the website in September. The current coursework requirements can be found on our [website](#).

The coursework **submission deadline for the May cycle is 1 March**, if feedback would like to be obtained. Or the alternative deadline is 1 April if you do not wish to receive feedback.

You will find out if you have been successful or not after the marking processes has been completed. If you are unsuccessful, you can have 2 weeks to review and update your submission, for it to be remarked. This remark is the final mark awarded.

You do not receive a mark until it has been ratified with the Qualifications and Awards Board.

The coursework submission deadline for the September resit cycle is 1 August if feedback would like to be obtained or 1 September if you do not wish to receive feedback.

Submission is via Microsoft SharePoint

Trading Standards Practitioner Diploma (Stage 2):

When you register for stage 2 you have two full exam cycles (May) to complete the requirements of this stage.

Stage 2 requires you to complete:

- Investigations (unit 5)
- Regulating Markets (unit 6)
- Weights and Measures (unit 4)
- One Option: (Food, Feed or Product Safety) (unit 4)

Each unit will have different assessment requirements.

UNIT 4	Weights & Measures	2-hour written exam	Practical and Oral exam Reflective statement Professional interview Portfolio
Plus one option:	Food Standards	1.5-hour written exam	Oral exam Portfolio
	Feed	1.5-hour written exam	Oral exam Portfolio
	Product Safety	1.5-hour written exam	Portfolio
UNIT 5	Investigations		Portfolio Professional interview
UNIT 6	Regulating Markets		Portfolio Professional interview

Stage 2 Portfolio(s)

All units in stage 2 have a portfolio to be completed. The portfolios can be found in an [excel document](#) on the website.

Portfolios are about gathering evidence of the skill requirements as identified in the portfolio itself.

CTSI always recommend that you ensure you read your subject portfolio so that you can more easily recognise evidence that could be used to demonstrate your skills.

Please ensure your [read the portfolio guidance](#) on the website

Generic Portfolio:

If you have not completed the TSQF core skills portfolio you are required to complete the [generic portfolio](#). You can do this alongside your first portfolio you build but it must be submitted at the same time or before.

Submission requirements

If a subject area has an oral assessment or a professional interview assessment, your portfolio must be submitted to [your regional verifier](#) prior to taking these assessments.

The portfolio submission deadline for the May cycle is 1 April. The portfolio submission deadline for the September resit cycle is 1 September.

Submission is via Microsoft SharePoint

Stage 2 Unit 4 Weights and Measures:

Weights and Measures in unit 4 is required by all candidates. This subject area is delivered in partnership with Office of Product Safety and Standards (OPSS) as they are responsible for the section 73 certification.

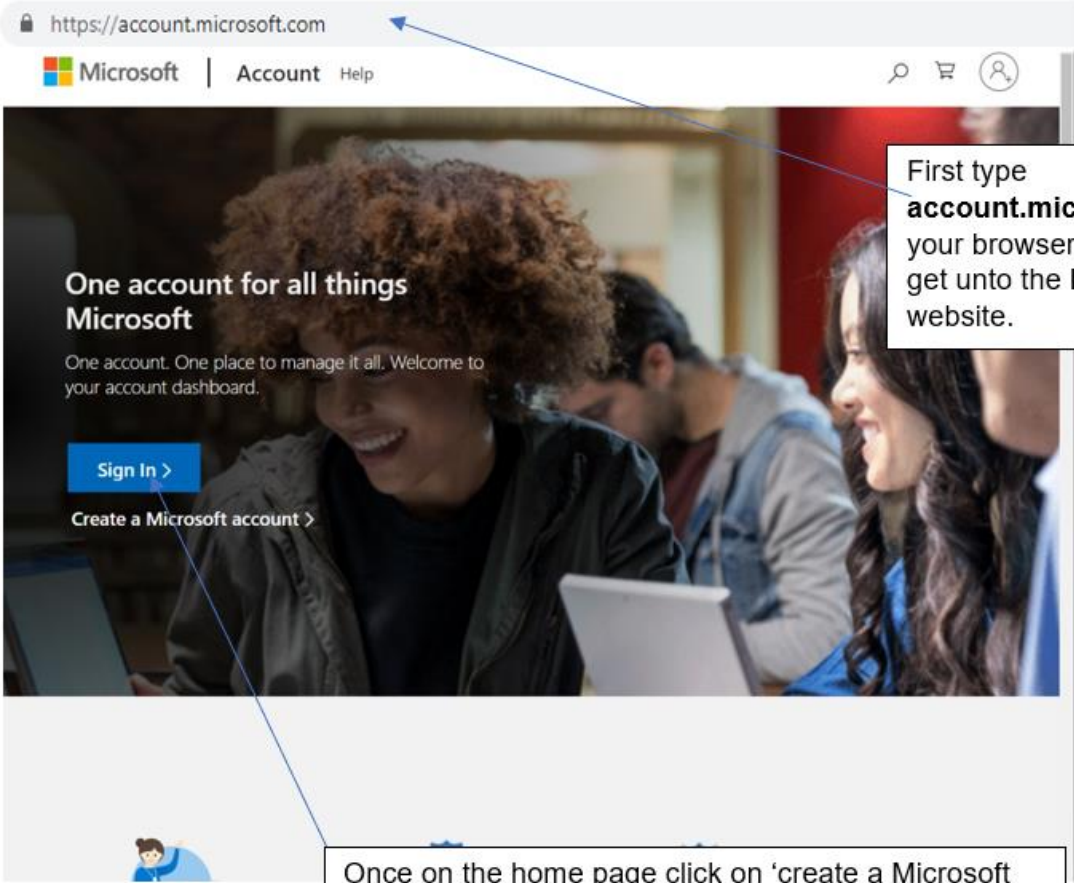
Assessments:

- The assessments for **practical and orals** are held at the OPSS building in Teddington London.
- **Professional interviews** are held virtually via Microsoft teams
- **Written exam** is held at the same time as all written examinations.
- **Portfolio** completion is required to be submitted prior to taking practical and oral examinations. The portfolio is found on the [excel spreadsheet](#) with all the other portfolios. You can start this as soon as possible to gain maximum exposure to the field of Weights and Measures. The portfolio can be submitted at any time but on later that the 1 April is sitting practical and orals in the May.
- **Reflective statement** is required to be submitted prior to taking practical and oral examinations. The requirement for reflective statements is put onto the website in September each year in preparation for submission the following April 1.

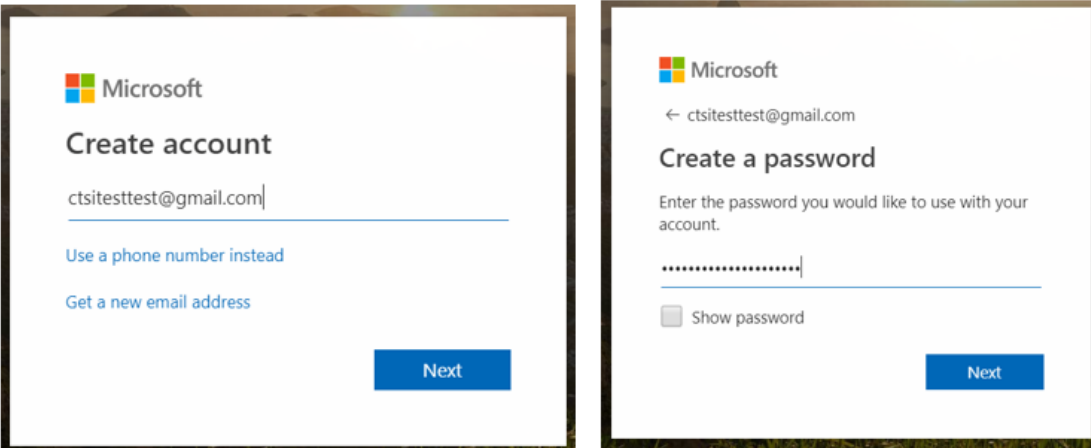
Please ensure you read the [website](#) for all information about Weights and Measures.

How to submit Stage 1 coursework, Stage 2 portfolios and Stage 2 Unit 4 Weights and Measures reflective statement via SharePoint:

- 1) Create a Microsoft account (if you have an account already, please go to Page 4)



The screenshot shows the Microsoft account creation page. The browser address bar displays `https://account.microsoft.com`. The page header includes the Microsoft logo, 'Account', and 'Help'. The main content area features the heading 'One account for all things Microsoft' and the subtext 'One account. One place to manage it all. Welcome to your account dashboard.' Below this, there are two buttons: 'Sign In >' and 'Create a Microsoft account >'. A callout box points to the address bar with the text: 'First type **account.microsoft.com** into your browser address bar to get unto the Microsoft website.' Another callout box points to the 'Create a Microsoft account >' button with the text: 'Once on the home page click on 'create a Microsoft account'.'



The first screenshot shows the 'Create account' page. It features the Microsoft logo, the heading 'Create account', and a text input field containing 'ctsitesttest@gmail.com'. Below the input field, there are two links: 'Use a phone number instead' and 'Get a new email address'. A blue 'Next' button is at the bottom right.

The second screenshot shows the 'Create a password' page. It features the Microsoft logo, the heading 'Create a password', and a text input field for the password. Below the input field, there is a checkbox labeled 'Show password'. A blue 'Next' button is at the bottom right.

Use your already existing email to set up your Microsoft account along with your password. Once done click 'Next'.

You will be asked to input personal detail such as your date of birth. When done click 'Next'

The final stage of your account set up is to verify your email. Visit your email and click the link that was sent by Microsoft to verify your email address

Verify your email address Inbox x

Microsoft account team <account-security-noreply@accountprotection.microsoft.com> 3:40 PM (4 minutes ago) ☆ ↩
to me ▾

Microsoft account

Verify your email address

To finish setting up your Microsoft account, we just need to make sure that this email address is yours.

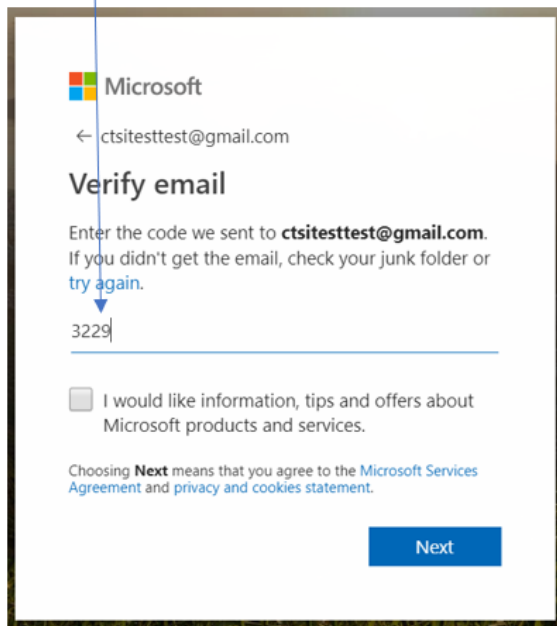
To verify your email address, use this security code: **3229**

If you didn't request this code, you can safely ignore this email. Someone else might have typed your email address by mistake.

Thanks,
The Microsoft account team

Go to your email and open the email sent from Microsoft account team, look for the code in the email. In this case the code was **3229**.

Enter the code that was sent to your email and press 'Next'.



Microsoft
← ctsitestest@gmail.com

Verify email

Enter the code we sent to **ctsitestest@gmail.com**. If you didn't get the email, check your junk folder or [try again](#).

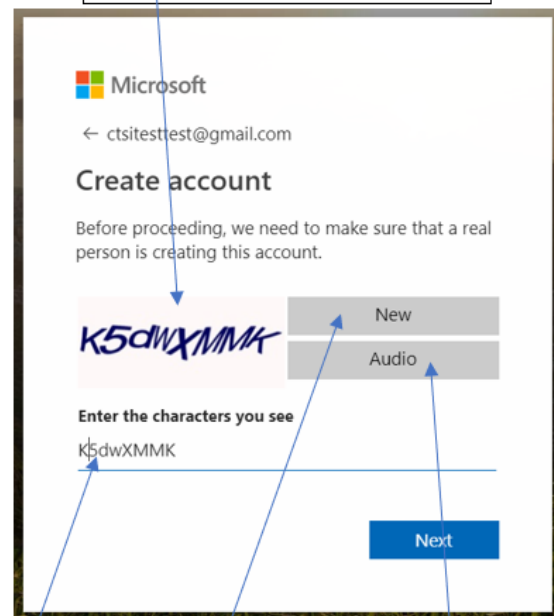
3229

☐ I would like information, tips and offers about Microsoft products and services.

Choosing **Next** means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

Next

Before you officially create your account, you will need to complete a CAPTCHA as part of the process. Once done press 'Next'.



Microsoft
← ctsitestest@gmail.com

Create account

Before proceeding, we need to make sure that a real person is creating this account.

k5dwXMMK

Enter the characters you see

k5dwXMMK

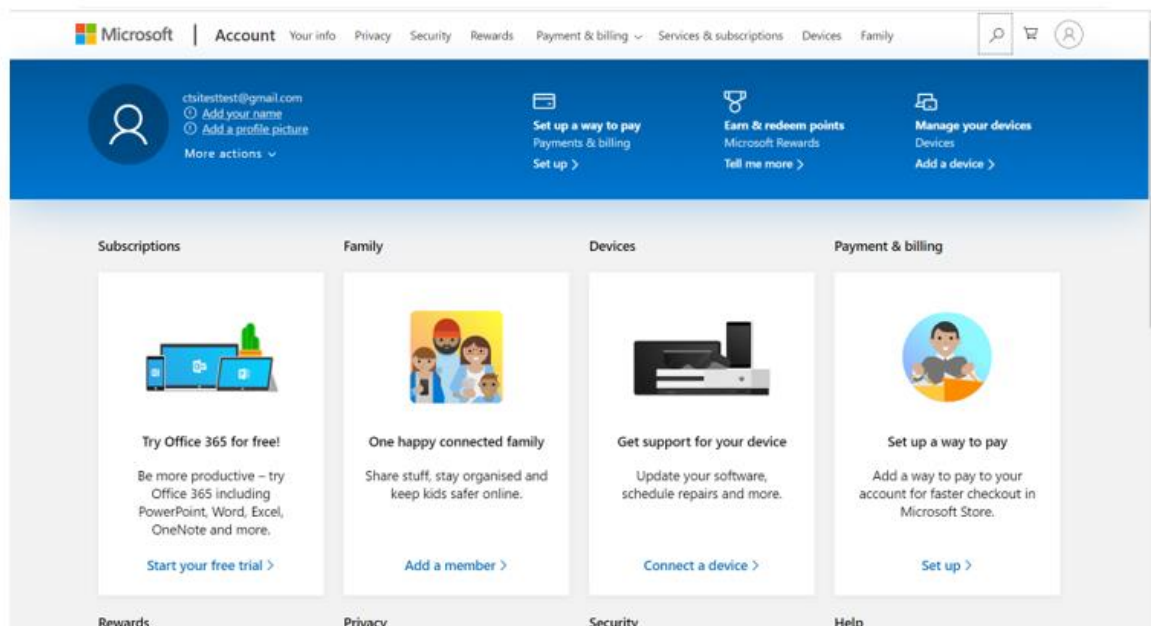
New Audio

Next

Enter the letters/numbers you see on the screen.

If you find the CAPTCHA unreadable choose another by pressing 'New'.

If you want to hear the CAPTCHA press 'Audio'.



Microsoft | Account Your info Privacy Security Rewards Payment & billing Services & subscriptions Devices Family

ctsitestest@gmail.com
Add your name
Add a profile picture
More actions

Set up a way to pay
Payments & billing
Set up >

Earn & redeem points
Microsoft Rewards
Tell me more >

Manage your devices
Devices
Add a device >

Subscriptions

Try Office 365 for free!
Be more productive – try Office 365 including PowerPoint, Word, Excel, OneNote and more.
Start your free trial >

Family

One happy connected family
Share stuff, stay organised and keep kids safer online.
Add a member >

Devices

Get support for your device
Update your software, schedule repairs and more.
Connect a device >

Payment & billing

Set up a way to pay
Add a way to pay to your account for faster checkout in Microsoft Store.
Set up >

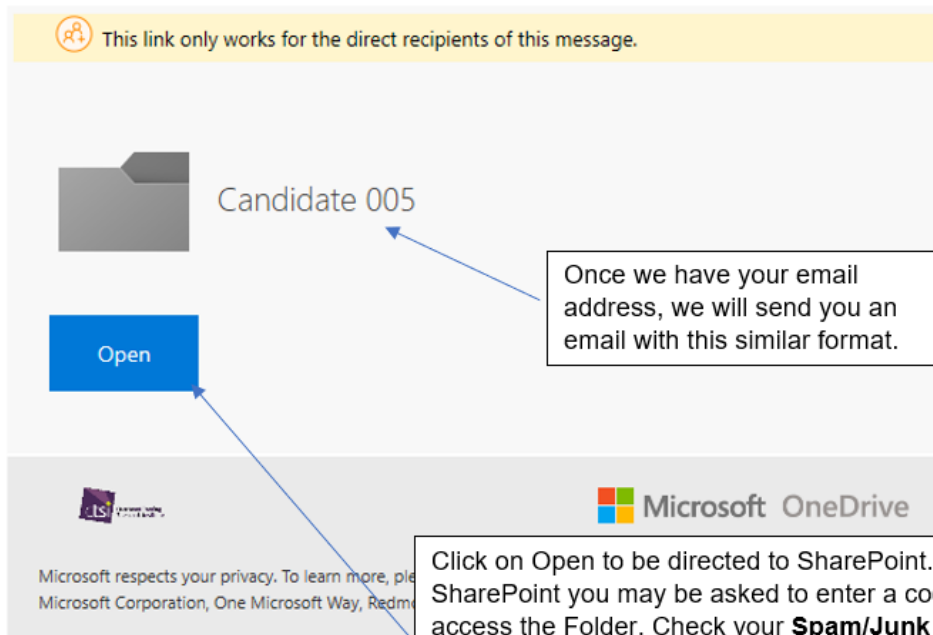
Rewards Privacy Security Help

You now have a Microsoft account and will be able to access SharePoint, a web-based collaborative platform.

Next you must:

Provide the Education Department your email address by emailing (qualifications@tsi.org.uk) or phone us on **01268 582242** as soon as possible. The team will provide you with a link via email.

2) Open the link sent to you via email



This link only works for the direct recipients of this message.

Candidate 005

Open

Microsoft OneDrive

Microsoft respects your privacy. To learn more, please visit [Microsoft's privacy statement](#). Microsoft Corporation, One Microsoft Way, Redmond, WA 98073-0850, USA

Once we have your email address, we will send you an email with this similar format.

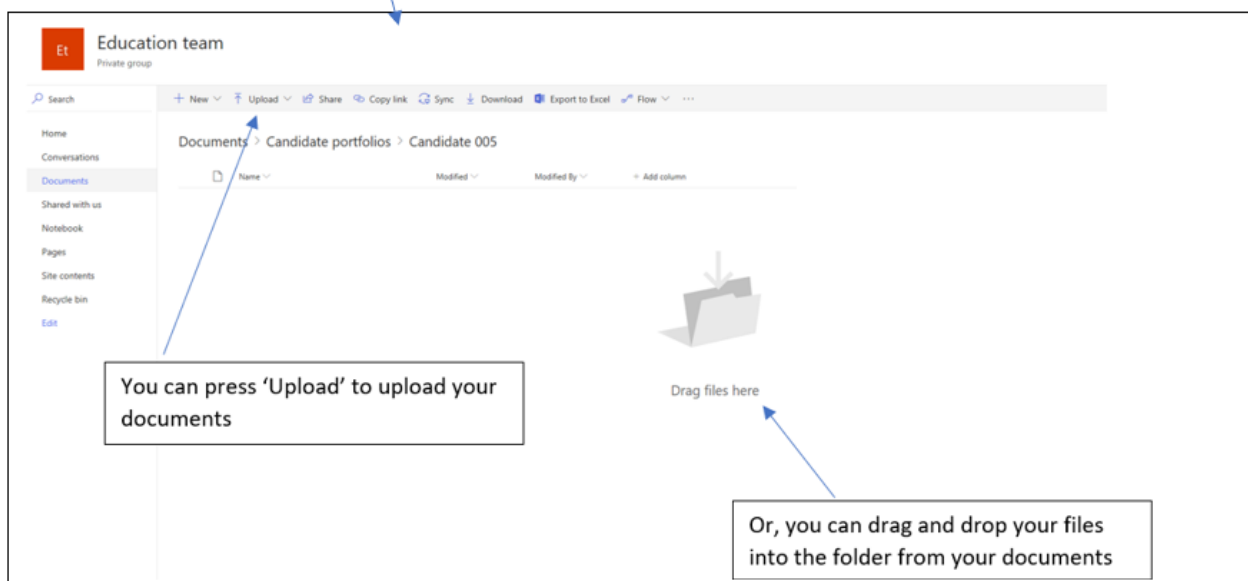
Click on Open to be directed to SharePoint. Once you're on SharePoint you may be asked to enter a code before you can access the Folder. Check your **Spam/Junk mail** in your email for the code.

3) Upload your coursework into the Folder

In this folder you should submit all your coursework with relevant file names e.g. 'Candidate 005 Case Study'.

Once you have uploaded ALL coursework documents, let the Qualifications team know through phone or email.

Do NOT put your name anywhere on your coursework documents.



Education team
Private group

Search

+ New Upload Share Copy link Sync Download Export to Excel Flow

Documents > Candidate portfolios > Candidate 005

Drag files here

You can press 'Upload' to upload your documents

Or, you can drag and drop your files into the folder from your documents

When you have loaded your coursework, the Education Team will revoke your access during the marking period.

Dates and Deadlines:

As discussed previously in this welcome pack, there are certain deadlines associated with the framework that must be met. This section outlines what these deadlines are and for what aspect.

Deadlines are shown below:

Complete the distance learning materials on LMS if completing training
Submit your coursework/portfolio submission – by 1 March/April deadline (May cycle) or by 1 August/September deadline (September cycle)
Sit the written examinations – Second week of May (May cycle). Second week of September (September cycle)
Sit the oral, practical and professional interview examinations – Week 23 (June)(May cycle). Week 40 (October) (September cycle)

It is IMPORTANT that you do not miss any deadline or assessment date as shown above.

CPCF Assessments:

A summary of assessment can be found on the website alongside each unit syllabi – found in each stage tab in the [qualifications resource area](#).

CTSI feel it is important that you review each unit syllabi so that you recognise the requirements of learning for that subject.

Running up to the examinations in May and September there will be a separate tab in the resource area that holds all the information you may need for the examination. Make sure you visit this tab as it will have aspects like

Timetables / conduct in exams/ oral guidance / special requirements form / photo ID / delivering exams in a LA etc

As part of **Trading Standards Practitioner Certification (stage 1 for short)** there are two types of assessment:

- Written examination (2 hours in length)
- Coursework (a 2,000-word reflective statement (Unit 1), a 2,000-word case study (Unit 2) and a 2,000-word report (Unit 3))

All the detail of these assessments can be found on page 8 – 9. You must be successful in all types of assessments to achieve the qualification.

As part of the **Trading Standards Practitioner Diploma (Stage 2 for short)**, there are six types of assessment:

- Written examination
- Reflective Statement (Unit 4 Weights and Measures)
- Portfolio
- Oral
- Practical (Unit 4 Weights and Measures)
- Professional Interview (Unit 4 Weights and Measures, Unit 5 Investigations and Unit 6 Regulating Markets)

You must be successful in all types of assessments to achieve the qualification.

Extenuating circumstances:

CTSI recognise that circumstances may occur that may lead to you not sitting an assessment or submitting your coursework/portfolios. Where this is known, please contact the team (contact details found on Page 2) prior to the dates shown above.

Where you are unable to sit the oral or online assessments due to medical or other reasons, please contact the team immediately. For medical reasons, ensure you have been seen by a GP within 5 days of the assessment date. CTSI reserves the right to request a letter or a copy of any sickness certificate issued. The team will discuss your options directly with you.

If the reason for not attending an assessment is due to bereavement or medical reason, your manager may contact the team on your behalf.

You are required to complete all elements to achieve the qualification. If there are any circumstances that you need to raise with the team, please contact us as soon as possible

Re-sits:

Candidates undertaking stage 1 for the first time are required to complete all examinations, coursework within the same assessment diet, May, with resit opportunities in the September).

A candidate is limited to re-sitting any one assessment 3 times consecutively.

A candidate cannot progress to stage 2 until they have successfully completed Stage 1.

A candidate is limited to re-sitting any one assessment 3 times consecutively.

A candidate cannot progress to Stage 3 until the successful completion of stage 2.

Certification:

CTSI take all outcomes of individual assessments to the Qualifications and Awards Board (QAB) where they are ratified (confirmed).

Candidates will receive results letter a week after this meeting. This letter lists all outcomes that have been ratified at the meeting.

A week later, candidates who have successfully completed all elements that make up an award will receive their awards letter.

CTSI will then look to start certification. Candidates should receive their certificate within 12 weeks of the awards letter.