

## CTSI Professional Competency Framework (CPCF) written examination

### Unit 2: Business and Consumer Legal Frameworks

November 2019

#### Guidance for this examination

Please ensure that you indicate, by writing on the front of your examination booklet, the law viewpoint from which you will be answering: English, Scottish or Welsh.

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

#### Examination structure

There are two sections to the examination paper:

*Section A* Consists of six questions.  
Candidates should attempt to answer three questions.  
Total allocation of marks is 30 marks.  
Suggested time allocation is 30 minutes.

*Section B* Consists of four questions.  
Candidates should attempt to answer two questions.  
Total allocation of marks is 70 marks.  
Suggested time allocation is 90 minutes.

Total time allowed – two hours (plus ten minutes' reading time).

#### Note:

The Business and Consumer Legal Framework paper is a **closed book**; no materials are permitted to be taken into the examination room.

*The examination paper has **three** pages, including this front sheet.*

**Section A**

Candidates should attempt to answer three questions.

Each question carries 10 marks.

Total: 30 marks.

1. The Regulators' Code 2014 has a significant impact on the work of enforcement officers in the field of Trading Standards. Explain the main points of this Code and how it affects the day-to-day work of officers.

(10 marks)
2. Two local residents are intending to start a new beauty therapy business and will be employing one or two other people. Briefly discuss different business entities and explain which would best suit their situation.

(10 marks)
3. Briefly describe how risk assessment can be used as a tool to secure compliance.

(10 marks)
4. Select a partner organisation of your choice and briefly explain how they support and influence the work of one local authority regulator.

(10 marks)
5. Using an example, briefly explain how industry codes of practice can be used within the consumer protection landscape.

(10 marks)
6. Briefly describe the enforcement options available to Trading Standards.

(10 marks)

**Section A total of 30 marks.**

**End of Section A.**

**Section B**  
Candidates should attempt to answer two questions.  
Each question carries 35 marks.  
Total: 70 marks.

7. Self-regulation in business is used as a means to compliance. Drawing on examples, discuss the advantages and disadvantages of this method of compliance. (35 marks)
8. Describe the principle of Primary Authority Partnerships. Explain how they work and assess what the benefits are for businesses of all sizes. (35 marks)

**English and Welsh candidates only**

9. The Care Act 2014 [in Wales, the Social Services and Well-being (Wales) Act 2014] has imposed safeguarding responsibilities on Trading Standards. Drawing on two examples, discuss how Trading Standards can fulfil these responsibilities. (35 marks)

**Scottish candidates only**

9. The Adult Support and Protection (Scotland) Act 2007 places a legal duty on all public servants, if they suspect that an adult may be at a risk of harm, to refer their concerns to the local Adult Protection Officer (APO) and to assist the APO when requested.
- Using examples, discuss how Trading Standards can fulfil these responsibilities. (35 marks)

10. Trading Standards is currently a local authority function. Discuss the benefits of this arrangement and explore the advantages and disadvantages if Trading Standards became a regional or a national function. (35 marks)

**Section B total of 70 marks.**

**End of examination paper.**