

CTSI Professional Competency Framework (CPCF) written examination

Unit 2: Business & Consumer Legal Framework

September 2021

Guidance for this examination

Please ensure that you indicate, on the front of your answer 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 & Consumer Legal Framework paper is a **closed book**; no materials are permitted to be taken into the examination room.

An additional 10 minutes of reading time is allowed at the start of the examination.
You may highlight, underline and make notes on the EXAM PAPER ONLY

The examination paper has four pages, including this front sheet.

Section A

Candidates should attempt to answer three questions.

Each question carries ten marks.

Total: 30 marks.

1. Why would a local authority regulator use risk assessment to help with their daily work?
(10 marks)

2. Using examples, outline the benefits to Trading Standards of the Office of Product Safety and Standards, providing specific help and advice.
(10 marks)

3. What are a local authority byelaws? Using a couple of examples, explain how they help local enforcement authorities.
(10 marks)

4. With the use of examples, briefly describe how a small business might prevent underage sales.
(10 marks)

5. Briefly describe two areas in which Trading Standards fulfil their duties in looking after vulnerable people. Regulatory authorities have a duty to protect the vulnerable. Outline two of these areas with which you are familiar.
(10 marks)

6. Explain how the principle of Primary Authority could be difficult for small authorities with limited resources.
(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. In the economic climate, it is imperative that Trading Standards have a business-friendly approach.
- a) Using a specific piece of legislation with which you are familiar, highlight the economic benefits to the local economy of Trading Standards helping local businesses. (20 marks)
 - b) Discuss how a Trading Standards Service can weigh the benefits against the potential resource cost of providing help to businesses. (15 marks)
- (total: 35 marks)
8. Your authority has received a number of complaints from residents which the police have stated are civil matters and not criminal. Your managers have decided that it would be appropriate for you to provide a training session to frontline police officers, to inform and advise about the role of Trading Standards and matters that can be considered further. Prepare, in detail, your training session as follows:
- a) The functions carried out by Trading Standards. (10 marks)
 - b) Two different offences that are enforced by Trading Standards, and the evidence that would be required to investigate the matters further. (15 marks)
 - c) How the police and Trading Standards can work together to a mutual advantage. (10 marks)
- (total: 35 marks)
9. The life cycle of a business could be described as starting as a sole trader, or partnership, and then progressing through the stages of a private limited company and, finally, to a plc.
- a) Explain the four main types of business entity outlined above, and the advantages of each of them. (25 marks)
 - b) What do you believe would be the reasons why a business would want to progress from one of those stages to the next? (10 marks)
- (total 35 marks)

Section B continues on the next page

10. A pop-up shop has opened in the high street of your local area. The shop is selling branded perfume and clothing. Several complaints have come in, via the Citizens Advice Complaints Service, that the perfumes can cause a rash and the branded clothing is very poor quality. Whilst the packaging on the items seems just like it should be, there is a strong suspicion that the items are not genuine.

a) What evidence would you gather from the complainants and why?

(15 marks)

b) What further steps would you recommend taking regarding the shop?

(20 marks)

(total: 35 marks)

Section B total of 70 marks.

END OF EXAMINATION PAPER.