Appendix 2 - Skills and Knowledge Checklists

Introduction

These Checklists are designed to be used as an aid for the preparation of Learning and Development Plans and for self-assessment by individuals. They are not intended to reflect every aspect of either the skills or knowledge required by a Member of the Institute in any particular job role. Instead they should be used as a guide to identify potential areas and skills that may require development.

They may be of greatest assistance in the absence of other internal guidance for example Local Authority progression schemes, corporate competency schemes etc.

The Knowledge Checklist is not an exhaustive list. It is intended to prompt candidates and their supervisors to as appropriate for the candidate. Clearly there will be a need to assess the level of knowledge required by each participant, as this will differ depending upon experience and current level of competence.

It is not necessary to return the completed checklists to CTSI.

Use of the checklists

- The relevant column in the checklist should be 'ticked' where the skill or knowledge is a requirement for the current post or for future development

- Alternatively, an indication of the level of skill required may be made by an indication, e.g. 1 for very important, 3 if unimportant.

Skills Checklist ✓ ✓

To evaluate a quality management system used as a means of ensuring compliance with legislative requirements		To identify, evaluate and deploy a range of options for action, based on evidence and or information obtained	
To demonstrate effective decision making skills in identifying information needs		Make use of the GRIP (Guidance for Regulators – Information Point) tool	
To identify appropriate mechanisms that provide consumer protection		To understand and apply the principles of equality and diversity	
To apply contract law and tort in relation to the provision of goods and services		To deploy appropriate interpersonal skills to achieve an identified outcome	
To select and apply the appropriate criminal law provisions which may govern the promotion and supply of goods and services		The roles, hierarchies and inter- relationships of the various organisations involved in quality management and assurance	
To understand and describe the differing forms of interaction between the consumer and the supplier of goods and services		To communicate effectively on all relevant matters through diverse media and to a variety of audiences	
To understand the role and impact of marketing techniques		To identify and explain the role of the Trading Standards Service in the UK	
To apply appropriately interpersonal skills in advisory and investigative interview situations with traders and consumers		To be aware of the requirements of the relevant international quality management system standards	
To appreciate the process of developing, obtaining and maintaining certification of a quality management system		To understand concepts of probability and statistical sampling as a means of gathering evidence and information	

The various ways in which an equitable TS environment is achieved		To access, process analyse and interpret legal provisions	
To identify, evaluate and deploy appropriate techniques for securing compliance		To identify, evaluate and deploy appropriate techniques of inspection and investigation	
To evaluate, synthesise and report research findings using appropriate conventions		To apply appropriately interpersonal skills to gather evidence in civil and criminal cases	
The philosophy of quality management systems		To evaluate performance at appropriate levels	
The process of law making and sources of law in the UK and at EU level		Civil and criminal court structures and processes	
Primary and Secondary Legislation (list available on following pages)		Tort of negligence and the common duty of care	
The separation of powers		The nature of contractual obligations	
The role of the Primary Authority and Home Authority Principle and other bodies in Consumer Protection		To evaluate and develop an appropriate response to the external and internal factors that influence service delivery	
To apply appropriate techniques to the collection, collation, analysis interpretation and presentation of data and information		The nature and role of consumer and trader education and the need for its provision both locally and nationally	
Other organisations providing education and advice		The role of other regulatory services impact on the TS service	
Self regulation through trades codes of practice		The operation and role of electronic trading in the modern trading environment	
The general regulatory framework		Local Government structures and sources of finance Governmental and legislative concepts of performance management	
The relationship between local government priorities and Trading Standards service delivery		Trading Standards service delivery in concert with other authorities and agencies	
Legal research methodologies. The principles of risk assessment and management as a means of enhancing efficiency		To be used after RDNA self-assessment to help identify training methods and opportunities helping you to deliver on your RDNA assessment	
Complete the RDNA (Regulators Development Need Analysis) self-assessment which enables regulators to identify and prioritise their development needs.		The completed report of your self-assessment is intended to be used in discussion with your manager as part of your development review process. Following that discussion, the development needs you have agreed with your manager will guide the production of a personal development plan	