

Core Skills in Consumer Affairs and Trading Standards

Consumer Protection Environment

NOVEMBER 2017

Candidates answering the questions from the Scottish or Welsh law viewpoint: Please ensure you write "Scottish" or "Welsh" on the front of your examination booklet.

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.

There are three sections to the examination paper:

<i>Section A</i>	Consists of five questions. Candidates should attempt to answer all questions. Total allocation of marks is 25 marks. Suggested time allocation is 45 minutes.
<i>Section B</i>	Consists of two questions. Candidates should attempt to answer one question. Total allocation of marks is 25 marks. Suggested time allocation is 45 minutes.
<i>Section C</i>	Consists of three questions. Candidates should attempt to answer two questions. Total allocation of marks is 50 marks. Suggested time allocation is 90 minutes.

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

The Consumer Protection Environment paper is a closed book; no materials are permitted to be taken into the examination room.

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

Section A

Candidates should attempt to answer **all** questions -
total of 25 marks.

1. The Regulators' Code provides a principles-based framework for how regulators should engage with those they regulate.

Provide brief descriptions of these principles.

(5 marks)

2. Discuss how and why statutory powers given to enforcement officers protect them in the exercise of their duties.

(5 marks)

3. Trade sectors where consumers have access to an ombudsman service offer great advantages to consumers.

Using an example, briefly explain the advantages of an ombudsman scheme over more traditional routes for redress.

(5 marks)

4. Briefly explain the purpose and function of the United Kingdom's European Consumer Centre.

(5 marks)

5. Briefly outline the purpose and role of the Advertising Standards Authority.

(5 marks)

Section A total of 25 marks.

End of Section A.

Section B

Candidates should attempt to answer **one from two** questions -
total of 25 marks.

6. Other than prosecution, there are now a wide range of options in place for trading standards services.

Explain what these alternatives are and why you believe, or do not believe, that these are better than prosecuting an offender.

(25 marks)

7. Some of the criticisms levelled at local government enforcement include a lack of coordination between local authorities, which can increase burdens on businesses and an inability to tackle problems that cross a number of local authority boundaries.

Discuss the different ways that the government, the Chartered Trading Standards Institute and the trading standards community itself address these problems. In doing so, consider the extent to which the problems identified above have been addressed.

Do **not** include a discussion of the Regulators' Code in your answer; focus instead on other initiatives.

(25 marks)

Section B total of 25 marks.

End of Section B.

Section C

Candidates should attempt to answer **two from three** questions - total of 50 marks.

8. The government is seeking feedback on why it should invest more resources in trading standards services.

As a representative of your authority, explain, with examples, how you think trading standards contributes to the wealth of the nation and the local economy.

(25 marks)

9. Members of a local neighbourhood watch group are worried about doorstep selling and underage antisocial behaviour. They have asked your department to give a talk to them describing what trading standards can do to tackle these problems.

Describe the nature of the work carried out by trading standards to tackle doorstep crime and the underage sales of products such as alcohol, cigarettes and fireworks.

Your answer should include the efforts of the local trading standards service to combat these problems, and the initiatives that businesses employ to supplement such work.

(25 marks)

Section C is continued over the page.

10. Trading standards has very strong links with a number of government departments and agencies.

Using your knowledge of **three** of these departments and/or agencies, explain what they do and how this affects or impacts on the work of trading standards.

(25 marks)

Section C total of 50 marks.

END OF EXAMINATION PAPER.