

Higher Diploma/Certificate:

Management of Regulatory Services

Number of written papers:

2 of 2

Written Exam duration:

3 hours

Practical & Oral Exam:

No

Updated: 1st September 2010

October 2010

NOTE: The legislation outlined in this syllabus is not an exhaustive list. Candidates will be required to answer questions in accordance with this syllabus and the legislation in force on the day of the examination.

Aim:

To provide the candidate with the overall understanding of the environment a Regulatory Service operates in and the overall knowledge required to deliver the service successfully.

Learning Outcomes:

The competence for this module is the demonstration of knowledge and understanding of

1. An awareness of the principles of risk assessment as a means of enhancing efficiency.
2. An awareness of Local Government structures and sources of finance.
3. An awareness of Governmental and legislative concepts of performance management (e.g. Best Value, BVPIs, CAA etc).
4. A professional understanding of concepts for performance management.
5. An awareness of the relationship between local government priorities and Trading Standards service delivery.
6. An awareness of Trading Standards service delivery in concert with other agencies.

Indicative areas of knowledge:

- Investors in People standard
- Use of appraisal, training and staff development as a means of performance improvement
- EFQM self-assessment and Peer Challenge as a means of service improvement
- LGR Guide to Good Practice in Trading Standards
- Service planning requirements and techniques in local government
- Regional and national liaison
- Sources of information of use in service planning and prioritisation
- Use of available intelligence in service planning
- Sources of Best Practice
- Roles of and relationship with Local Government Regulation, Office of Fair Trading, Business Innovative and Skills, National Measurement Office, Local Better Regulation Office, Food Standards Agency, Department of Environment Food and Rural Affairs and Trading Standards Institute
- Hampton principles
- Compliance Code
- Central government priorities for local government regulatory services (Rogers Review)
- Government guidance on LAAs and Local Strategic Partnerships

- The contribution of regulatory services to LAA outcomes
- Techniques for partnership formation, assessment and development
- Structure and role of relevant Voluntary Sector advice services
- Customer Service Excellence Award scheme

The following terms have been used to indicate the level of knowledge required in each element:

Detailed: To an in-depth level, and with a fine degree of distinction between concepts

Working: With the ability to apply the learning to situations so as to resolve problems

Assessments will reflect the requisite level of knowledge in each given area of the syllabus

Syllabus

A detailed knowledge of:

- Techniques of identifying stakeholders and their needs, developing service strategies and plans to meet stakeholder needs, setting objectives and targets for regulatory services, overall purpose of legislation enforced by Trading Standards Service - the use of mission, vision and values statements, regulatory service inputs, outputs and outcomes, performance information and its use, measuring performance of individuals, and teams.

A working knowledge of:

- The concepts of risk and hazard, methodologies for risk and hazard identification and analysis, risk assessment as a means of determining priorities in the delivery of public protection services, fundamentals of risk management and reduction, sources of guidance, and information on good practice.
- The structure of government at central, regional and local levels, the roles of Local Government Elected Members, the Local Government Member/Officer relationship, the roles of Regulatory Services in Local Government, sources of finance for local authorities and their services, the nature of local authority budgetary allocation and controls.
- The measurement of performance of regulatory services using the concepts of Best Value, Best Value Performance Indicators and the Comprehensive Performance Assessment regime, the role of central government departments and agencies which are stakeholders of Trading Standards Services, the Trading Standards Peer Challenge Regime.
- External influences which determine Local Government priorities, the context of Regulatory Services in Local Government, the intended outcomes for local communities of Trading Standards Services, and identifying local priorities for Trading Standards Services.
- Techniques for partnership development, evaluation and maintenance, the development and role of Local Strategic Partnerships, Local Area Agreements, responsibilities and functions of other regulatory services and agencies, role of the voluntary sector in delivering advice and information, and the use of partnerships to enhance delivery of Trading Standards Services.