

Aim:

This module will introduce the student to the nature, structure and institutions of consumer protection in the UK.

The student will learn about the historical development of Trading Standards services up to the present day, and gain an appreciation of the statutory and non-statutory services provided. The connection between Trading Standards and other consumer protection agencies will also be examined.

Factors influencing Trading Standards service delivery such as the Regulators Code and the Primary Authority Partnership and the Home Authority principle will be identified and appraised.

Consumer protection will be put into its wider context of national and local provision, governmental, municipal, private and voluntary services.

Differing forms of regulation will be examined – from the traditional criminal enforcement model, to administrative enforcement (such as licensing), to injunctive enforcement under the Enterprise Act 2002 Part 8. Self-regulation will be analysed and its effectiveness evaluated by reference to examples.

The module is not concerned with substantive law, but it is recognised that relevant examples of offences and consumer rights and obligations may be drawn upon to aid explication.

Learning Outcomes

At the end of this module, the student will be able to:

- identify and explain the role of UK consumer protection institutions at local, central and self-regulatory levels;
- describe the relationship between different consumer protection agencies;
- identify and explain the ways in which an equitable Trading Standards environment is achieved;
- identify and evaluate the mechanisms of UK consumer protection;
- explain the concept of self-regulation within the UK;
- identify and describe in general terms key areas of UK civil and criminal consumer protection legislation.

Indicative areas of study

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

Basic: Having an awareness of the organisations and concepts

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

SYLLABUS	EVIDENCE REFERENCE	ASSESSOR COMMENT/AGREEMENT	MODERATOR COMMENT/AGREEMENT
Detailed Knowledge			
<ul style="list-style-type: none"> The historical, current and likely future role of Trading Standards in the UK 			
<ul style="list-style-type: none"> The institutional structure of Trading Standards 			
<ul style="list-style-type: none"> The methods by which trading standards services are delivered and measured 			
<ul style="list-style-type: none"> Methods of regulation: criminal, administrative, injunctive and self 			
<ul style="list-style-type: none"> Regional and national co-ordination of trading standards services 			
<ul style="list-style-type: none"> The role of Local Government Regulation 			
<ul style="list-style-type: none"> The Primary Authority Principle 			
<ul style="list-style-type: none"> The Home Authority Principle 			
<ul style="list-style-type: none"> The concept of and rationale for self-regulation 			
<ul style="list-style-type: none"> The concept of and rationale for consumer education 			
Working Knowledge			
<ul style="list-style-type: none"> The spectrum of consumer advice agencies; national and local; regulatory, private sector and voluntary 			
<ul style="list-style-type: none"> Enforcement powers 			
<ul style="list-style-type: none"> The Regulators Code 			
<ul style="list-style-type: none"> Enterprise Act 2002 Part 8 			
<ul style="list-style-type: none"> The consumer role of the Department of Business, Innovation and Skills 			
<ul style="list-style-type: none"> The work of the Advertising Standards Authority 			
<ul style="list-style-type: none"> Enterprise Act 2002, Part 8 			
Basic Knowledge			
<ul style="list-style-type: none"> The concept of consumer protection through regulatory offences 			
<ul style="list-style-type: none"> The concept of consumer protection through civil law provisions 			
<ul style="list-style-type: none"> The key areas of legislation enforced by TS in safety, fair trading, quality and metrology 			

• Awareness of the role of Ombudsmen in consumer protection			
• Awareness of the consumer role of Citizens' Advice Bureaux			
• Awareness of the Small Claims process and methods of alternative resolution			
• Awareness of the means of alternative dispute resolution			
• Awareness of self regulatory bodies			
• Form and role of Local Government			
• Appreciation of the functions of Environmental Health, Police, Her Majesty Revenue and Customs, Companies Investigation Branch, Department for Environment, Food and Rural Affairs, Financial Conduct Authority and Health and Safety Executive and the role of Competition and Markets Authority (CMA)			
• Awareness of Codes of practice; TSI approved and others			
• Appreciation of the roles and functions of agencies involved in delivering consumer advice in partnership with Trading Standards Services			

Evidence Reference: Give all your evidence a reference number and allocate the correct reference, which demonstrate the particular aspect of the syllabus. Please use the following for the reflective statement.

RS = Reflective Statement