



REGULATIONS

Trading Standards Qualifications Awarded by The Chartered Trading Standards Institute

1 DEFINITIONS AND INTERPRETATION

In these regulations:

The “**Trading Standards Qualifications Framework**” (TSQF) is the description of the knowledge, skills and competences, as determined by the Council of the Institute, which are required to deliver professional Trading Standards services.

The “**Institute’s Qualifications**” are qualifications awarded by the Council of the Institute based on the proven acquisition by individuals of some or all of the knowledge, skills and competences set out in the TSQF.

“**Trading Standards services**” means those services in the public and private sectors whose purpose is to support and protect consumers and businesses by seeking to secure compliance with legislation and published standards that regulate the promotion, sale and supply of goods, services, food and farm livestock. The legislation on which these services are based is enforced principally by Local Government in the Great Britain and the Central Government Trading Standards Service in Northern Ireland. It sets, improves and maintains standards of trading practice, thereby helping to ensure fair, open, safe and transparent local, national and international markets.

“**Lead Officer for Education & Training**” means a member of the Institute recognised by the Institute’s executive as having appropriate expertise in matters of training and education and appointed by it to provide advice on all matters related to the education, training and assessment of Trading Standards professionals.

Unless the context otherwise requires, the male includes the female and the singular includes the plural and vice versa.

The Institute reserves the right to interpret and amend these regulations.

2. GOVERNANCE

The Council of the Institute

The Council of the Chartered Trading Standards Institute is the Awarding Body, responsible for determining the content of the Trading Standards Qualifications Framework, the nature of the Institute’s qualifications and the award of those qualifications to candidates who have proven that they have the knowledge, skill and competence needed to deliver some or all aspects of Trading Standards services, as set out in the Trading Standards Qualifications Framework.

In order to discharge its responsibilities effectively and efficiently the Council shall appoint a panel of members and experts to act on its behalf in developing, delivering and maintaining the TSQF and in awarding the Institute’s Qualifications. This panel shall be known as the **Qualifications and**

Awards Board (Q&AB). The membership and the specific tasks for which it is responsible are set out in Appendix i to these regulations. It may co-opt additional members of the Institute or other experts to serve on it if it deems that such additional contributions are necessary or appropriate. It may appoint a Vice Chair from amongst its members.

Membership of the Q&AB shall be reviewed and confirmed by Council on an annual basis. The Council members who serve on the Q&AB shall provide a verbal report on their activities to each meeting of Council. The Institute's executive shall provide each meeting of Council with a written report on the meetings of the Q&AB and include in that report an update on the overall delivery and operation of the TSQF.

At any meeting of the Q&AB four members shall constitute a quorum, provided the Chair or Vice-Chair is present. In exceptional circumstances, where this is not possible, the quorum will elect a temporary Chair for the purpose of the meeting.

Decisions of the Q&AB should be taken by consensus if possible, but where a majority decision is needed every member of Q&AB has a single vote and the Chair for any item on the agenda has a casting vote in the event of a tie. Co-opted members shall not have voting rights.

The Council and the Q&AB shall be assisted in the discharge of their responsibilities with regard to the assessment of candidates and the award of the Institute's Qualifications by panel of experts and stakeholders appointed by the Institute's executive. This panel shall be known as the **"Examinations and Assessments Board" (E&AB).**

Membership of the E&AB shall be determined by the executive of the Institute and may include representation from relevant stakeholders such as central government departments responsible for the legislation on which the TSQF is based, enforcing authorities, business and individuals which the executive considers have appropriate expertise and involvement with the training and qualification process, including moderators, examiners and a lead external verifier appointed by the Institute to deliver the assessment processes. The responsibilities of the E&AB are set out in Appendix ii to these regulations. It shall provide appropriate advice to all meetings of the Q&AB.

The E&AB will operate under a Chair and Vice-Chair appointed by the Institute's executive and shall meet at such times and places as the executive may decide.

At any meeting of the E&AB four members shall constitute a quorum, provided the Chair or Vice-Chair of the E&AB or is present. In exceptional circumstances where this is not possible, the quorum will elect a temporary chair of the E&AB.

Decisions of the E&AB should be reached on a consensus basis, but where majority decisions are needed every member of the E&AB has a single vote and the chair of the E&AB for any item on the agenda has a casting vote in the event of a tie.

Any business of the E&AB may be carried on by a committee appointed by the E&AB for that purpose and the E&AB or its committee may direct the chairman of any meeting to complete any business which it is not possible to complete at the meeting.

The executive of the Institute

The employees of the Institute constitute its executive and its role is to develop, organise and administer all processes needed to deliver and maintain the TSQF in accordance with the decisions of Council and the Q&AB. It will publish the syllabi and regulations. In fulfilling this role the executive will determine the nature and form of evidence that is required for candidates to demonstrate the acquisition of the knowledge, skills and competences described in the Institute's

qualifications. It will devise, organise and administer the assessment processes which are necessary to enable candidates to provide evidence of their knowledge, skill and competence so that the appropriate qualifications may be awarded.

3 THE INSTITUTE'S QUALIFICATIONS

3.1 The Trading Standards Qualifications Framework is comprised of the following elements:

- The knowledge and skills needed to deliver any aspect of Trading Standards services, termed the “Core Knowledge” and “Core Skills”
- The knowledge and skills which, in addition to the Core Knowledge and Core Skills, are needed to deliver various aspects of Trading Standards services. These are set out in accordance with the requirements for each aspect of service provision and each constitutes a “Service Delivery Module” (SDM) when combined with the Core Skills and Knowledge.
- The knowledge, skills and competences needed within Trading Standards service organisations to develop the efficient and effective use of the legislative tools and partnerships available in responding to the needs of consumers and businesses, termed the “Higher Knowledge and Skills”.

The content of the elements of the Framework, as determined by Council, are set out in Appendix iii to these regulations.

3.2 The qualifications available within the Framework, as determined by Council, are as follows:

The Core Skills in Consumer Affairs and Trading Standards (CSCATS) – Available to candidates who have acquired the Core Skills and Core Knowledge, as shown by successfully completing examinations of the Core Knowledge set by the Institute and whose Portfolio includes verified evidence of having demonstrated the Core Skills

Service Delivery Module Certificates - Available to candidates who meet the requirements of the CSCATS and have successfully completed examinations set by the Institute in the knowledge requirements for the Service Delivery Module, including practical examinations where appropriate, and whose Portfolio includes verified evidence of having demonstrated any skills which are required in addition to the Core Skills.

The Diploma in Consumer Affairs and Trading Standards (DCATS) – Available to candidates who meet the requirements of the CSCATS and four Service Delivery Modules or three Service Delivery Modules if these include the Legal Metrology module.

The Higher Diploma in Consumer Affairs and Trading Standards (HDCATS) – Available to candidates who meet the requirements of the DCATS and have successfully completed examinations set by the Institute in the Higher Knowledge and whose Portfolio includes verified evidence of having demonstrated the Higher Skills.

The Higher Certificate in Consumer Affairs and Trading Standards (HCCATS) – Available to candidates who have successfully completed examinations set by the Institute in the Higher Knowledge and whose Portfolio includes verified evidence of having demonstrated the Higher Skills.

Certificates of Competence for a Service Delivery Module, except Legal Metrology, are available to candidates who have successfully completed examinations set by the Institute in the knowledge elements of the Service Delivery Module and the Legal Systems element of the Core Knowledge and whose Portfolio includes verified evidence of having demonstrated all the Core Skills plus any skills which are required by the Service Delivery Module which are in addition to the Core Skills. All elements of the Certificate of Competence in Animal Health and Welfare must be completed within two years.

3.3 The following provisions and requirements also apply to the award of the above qualifications:

- 3.3.1 Where award of a qualification involves undertaking practical and oral examinations, prior to that examination candidates must have submitted for verification evidence in their Portfolio that they have demonstrated all the skills relevant to that qualification. The date by which the Portfolio must have been submitted will be determined and published by the Institute's executive.
- 3.3.2 In the case of all the above qualifications evidence included in the portfolio must be less than 2 years old to ensure currency. Evidence which is more than two years old is presumed to be too old to use unless the candidate can demonstrate how the past performance translates into current competence and can evidence this. This will need to be discussed and agreed with an assessor chosen by the Institute's executive for this purpose.
- 3.3.3 Candidates wishing to use successful completion of examinations more than 5 years prior to their current application for an award of qualification will be required to produce evidence of continuous professional development which has ensured that their knowledge is up to date.
- 3.3.4 Candidates for the Legal Metrology Service Delivery Module must take both the Legal Metrology Weights and Measures Practical and Oral examinations in the same examination cycle on their first sitting of these examinations.
- 3.3.5 Candidates for the Food Standards Service Delivery Module or Certificate of Competence must take the Food Standards Practical and Oral examination in the same examination cycle on their first sitting of these examinations.
- 3.3.6 Candidates for the Agriculture Service Module or Certificate of Competence must take the Agriculture Practical and Oral examination in the same examination cycle on their first sitting of these examinations.

3.4 Keeping the Qualifications Framework up to date

In order to ensure the relevance and suitability of the TSQF the Council shall, on annual basis, update it by adding, amending or removing content or qualifications as it considers necessary, based on recommendations of the Q&AB. The recommendations of the Q&AB shall be based on consideration of the views, suggestions and proposals of the Branches and Sections of the Institute, the TSQF examiners and moderators and the E&AB.

3.5 The assessment processes

Assessment of knowledge will be by written, oral or practical examination, or any combination of these methods, as determined by the Qualifications and Awards Board and in accordance with any specific requirements of stakeholders.

The pass mark for all written, practical and oral examinations is 40%.

Candidates achieving marks of 40 – 59 % will be awarded a "Pass".

Candidates achieving marks of 60 – 69 % will be awarded a "Merit"

Candidates achieving marks greater than 70% will be awarded a "Distinction"

Assessment of skill and competence will be by practical demonstration in the delivery of services or by practical or oral examination if appropriate, as determined by the Qualifications and Awards Board.

Examinations of knowledge shall be set by a suitably qualified and experienced person, the “**Examiner**”, appointed by the Institute’s executive to set appropriate examinations of knowledge for the TSQF. Examinations may include written exercise, completion of set tasks or questioning in person.

Moderation of results will be conducted by means a suitably qualified and experienced person, the “**Moderator**”, appointed by the Institute’s executive to act as a senior examiner for the TSQF.

A “suitably qualified and experienced” person in respect of the Examiner and Moderator roles means a person determined by the Institute’s executive to hold appropriate qualifications in the subject matter, to have undertaken relevant Continuous Professional Development and to have experience which will enable them to undertake the process robustly and fairly.

Elements of the Higher Skills may be demonstrated by means of a service project which is accepted as suitable by the Institute’s executive and is successfully completed in the employing organisation.

Assessment in service delivery situations will be by trained assessors registered with the Institute. In order to ensure a robust and consistent regime of assessment there are three stages of verification in the process. These are set out below:

Stage 1- Service delivery assessment

Assessment, using appropriate techniques such as observation, of the candidate’s skill and competence in service delivery situations will be conducted by an “**Internal Assessor**”, i.e. a suitably qualified person trained by and registered with the Institute. An Internal Assessor may be employed within the candidate’s employing organisation or external to that organisation. Written evidence of the candidate’s satisfactory performance, as confirmed by the Internal Assessor, will be included in a Portfolio of evidence held by the candidate.

Stage 2- Verification of assessment

The adequacy of the evidence within a candidate’s Portfolio will be verified by an “**Internal Verifier**”, i.e. a suitably qualified person trained by and registered with the Institute to review the portfolios of candidates and confirm, or otherwise advise on adequacy of the evidence that candidates have proven that they have acquired and demonstrated the necessary skill or competence. An Internal Verifier may employed within the candidate’s employing organisation or be external to that organisation;

Stage 3 – External verification

The adequacy of completed Portfolios to be submitted as evidence that the candidate has satisfactorily demonstrated all the skills and competences required by one of the Institute’s qualifications will be assessed by an “**External Verifier**”, i.e. a suitably qualified person trained by and contracted to the Institute to review the adequacy of portfolios of candidates. External Verifiers are appointed directly by the Institute. When an External Verifier determines that a Portfolio which has been submitted for qualification purposes is not adequate, feedback on the reasons for its rejection will be given to the candidate.

“Suitably qualified” assessors and verifiers are those trained by the Institute’s executive in the relevant stages of the above process. They must hold appropriate qualifications and have undertaken Continuous Personal and Professional Development, as determined by the Institute’s executive. The training must include attendance at update meetings when required.

3.6 Transitional provisions

In deciding on the award of the above qualifications the Q&AB shall take into account relevant qualifications awarded by the Institute prior to the introduction of the TSQF, as set out below:

Candidates holding passes in the DCA part 1, DCA part 2, single/additional papers, Certificates of Competence and parts for DCA examinations are deemed able to meet the knowledge requirements for correlating examinations within the Institute's qualifications. Candidates holding those qualifications, and wishing to claim credit for them within the Institute's Qualifications, need to have been registered as participating in the TSQF by 31st July 2009.

3.7 External qualifications and APEL

Candidates for the Institute's Qualifications and who are in receipt of an appropriate award achieved through the study of a programme accredited by the Institute's executive may be credited with having achieved the standards required for the knowledge elements of any of the qualifications in 3.2 to such extent as the Institute's executive may from time to time determine. Candidates will still be required to provide verified evidence in their Portfolio that they have demonstrated all requisite skills and successful completion of a practical and oral examination, where appropriate, will be required before any qualification is awarded.

Any qualifications considered for the above purpose must not be more than 5 years old, subject to the following exception:

Where the qualifications referred to above are more than 5 years old candidates have the option, on payment of the appropriate fee, of submitting supporting evidence to an assessment panel appointed by the Institute's executive to demonstrate that their knowledge is current and up to date. This panel will consider documentation as supplied by candidates who may be seeking to demonstrate successful completion of various parts of the TSQF. This can only be sought in respect of the knowledge requirements of the Institute's Qualifications, not against the skills requirements. The decision of the Panel is final.

4 REGISTRATION IN THE TSQF AND FOR THE EXAMINATIONS

- 4.1 Candidates for the Institute's Qualifications must be registered with the Institute's executive as participants in the TSQF prior to engaging in related activities. Registration as a participant in the TSQF requires applicants to confirm that they have read and agree to adhere to the Institute's Code of Professional Conduct. The Institute's executive may accept the registration of any person it deems to be suitably qualified. Registration as a participant in the TSQF is in addition to any entry for an examination.

Registration is by the completion of Candidate registration form A (Registration form A 4.1) and payment of the appropriate fee. Where a local authority or other employing organisation is making payment a purchase order number is required.

4.2 Registration Fees

The initial registration fee will cover the first three years of participation in the TSQF, after which an annual fee will be payable. Fees for registration and participation in the TSQF shall be set by the Institute's executive.

The amount of annual to be paid for continued registration as a participant in the TSQF fee is to be based situations (a) or (b) below, whichever applies. The fee for situation (a) shall be lower than that for situation (b):

- a) the participant has completed elements of the TSQF in the previous calendar year
- b) the participant has not completed any elements of the TSQF in the previous calendar year

- 4.2.1 Completion of elements of the TSQF refers to candidates having an outcome taken to the Q&AB for ratification.
- 4.2.2 The Institute's executive will undertake a yearly review of all registrations in the TSQF and apply fees (a) or (b) to all relevant registrations and contact participants as necessary.
- 4.2.3 A participant who does not wish to continue completing elements of the TSQF can record his or her participation as dormant. Dormant participation can last for a period of six years, after which participation will have ceased. During this period participation can resume subject to payment of the appropriate fee. Persons who resume participation in the TSQF after a period of dormancy shall not be permitted to subsequently make their record dormant and will be required to pay the annual registration fee or cease participation. Persons who have ceased participation and subsequently wish to re-register will be required to pay the initial registration fee.
- 4.2.4 If, after the initial registration period, payment of the appropriate annual fee is requested but not received within one year, the candidate's participation in the TSQF will be recorded as dormant. The six year dormancy rules will apply.
- 4.2.5 After cessation of participation in the TSQF candidates wishing to resume their participation will be required to re-register and any qualifications older than five years that may have previously been registered under the grandfather rights period will be required to go through the assessment of prior learning procedure, subject to payment of an appropriate fee, in order to determine their continued validity for the purpose of these regulations.

4.3 Registration for examinations

Prospective candidates for one or more examinations for the Institute's Qualifications must submit an examination entry form (ref Examination registration form C 1.3.1), together with correct payment or notice to invoice, by a date specified and published by the Institute's executive. Candidates with Special Educational Needs are responsible for making requests in advance with an appropriate period of notice to the Institute's executive regarding any specialist need during examinations and assessment. The Institute's executive will ensure that arrangements are made to accommodate such needs where reasonably practical. Candidates making such requests will be asked to provide appropriate independent documentary evidence of their special need and how performance in the examination may be affected.

- 4.3.1 Examination fees will be either deferred or cancelled only in the following circumstances:
 - a) On the submission of satisfactory medical or other evidence, the whole fee will be refunded to a candidate who is unable to attend the examination owing to illness or other unavoidable circumstances. Such applications must be received by the Institute's executive not later than one month after the last day of the examination.
 - b) A candidate who withdraws from the examination no later than 4 weeks after the examination entry closing date will be refunded 50% of the fee. No fee will be refunded where a candidate withdraws at a later date.
 - c) A candidate is able to defer an examination(s) on payment of the appropriate fee until one week prior to the start of the examination week. Deferrals will be deemed as a cancellation one week prior to the start of the written examinations. At the discretion of the Institute's executive, deferral may be offered free of charge on submission of satisfactory medical or other evidence.

5 LEARNING OUTCOMES, SYLLABI AND PORTFOLIOS

- 5.1 The learning outcomes and syllabi for each examination, service delivery module, project and oral examination will be published by the Institute's executive.
- 5.2 Candidates will be examined on the legislation that is in place on the day of their examination (see syllabus), unless otherwise stipulated by the Institute's executive prior to the exams.
- 5.3 The Institute's executive will publish the skills to be evidenced in the Portfolio which are required to be submitted by a candidate for any qualification within the Qualifications Framework.

6 THE AWARD OF QUALIFICATIONS

- 6.1 The Qualifications and Awards Board shall award the appropriate qualifications to candidates whom it is satisfied have met the requirements of the Institute's Qualifications and these regulations, based on evidence from the assessment processes conducted and administered by the Institute's executive.
- 6.2 The Institute's executive will notify candidates of the decisions of the Q&AB.

Meetings of the Qualifications and Awards Board for the above purposes will take place as determined by the Council of the Institute on dates to be advised by the Institute's executive. The award of qualifications to candidates may be officially confirmed and recorded only if a quorum at least four members of the Q&AB, including the Chair or nominated Chair, are in attendance.

7 IRREGULARITIES AND MISCONDUCT

- 7.1 Where it is alleged that:

- any irregularity has occurred in the conduct of an examination, whether generally or in relation to a particular candidate, or
- a candidate has been guilty of misconduct, cheating, falsification of evidence, unauthorised co-operation with any other person or plagiarism with a view to unjustly gaining a qualification

The Institute's executive may appoint a disciplinary panel of not less than three made up of moderators and/or examiners to investigate the allegation and report its conclusions to the E&AB and the Institute's executive. After consideration of the panel's conclusions the E&AB shall make appropriate recommendations to the Q&AB.

- 7.2 Any candidate against whom an allegation referred to above is made shall receive notice of any meeting of the disciplinary panel and shall be entitled to attend its meeting and make representations either in person, in writing or through a representative.
- 7.3 As part of any investigation candidates may be requested to attend the disciplinary panel at which they may be accompanied by a representative.
- 7.4 After consideration of the recommendations of the E&AB, the Qualifications and Awards Board shall take appropriate action. It may make a report to Council for its consideration regarding the action to be taken if it decides it necessary to do so. Any appeal against the final actions of the Q&AB or Council shall be made in writing and considered by a panel consisting of the Chair, Vice-Chair and Chief Executive of the Institute. The panel's decision shall be final.

7.5 Where it is felt that a candidate has failed to abide by the Institute's Code of Professional Conduct, the Institute's Council reserves the right to take such action as it thinks fit.

8 EXTENUATING CIRCUMSTANCES

- 8.1 Where a candidate wishes to make known to the E&AB and Q&AB any extenuating circumstances affecting their performance in any examination they should inform the Institute's executive prior to the examination or on the examination day or immediately after the examination. Any such notification should be confirmed in writing immediately and in any case within 5 days of sitting the examination, enclosing any supporting evidence.
- 8.2 If a candidate believes their performance in any examination was materially affected on the grounds of ill health, they must contact the Institute's executive within 5 days of the examination taking place, and where appropriate have sought medical attention within that timeframe. Should an appeal result, the candidate will be then asked to supply all relevant medical documentation, including that from any post examination consultation.
- 8.3 An application for consideration of extenuating circumstances may be submitted by the candidate personally or their line manager in respect of the candidates performance in the examination.
- 8.4 If the request complies with the above requirements of these regulations the Institute's executive shall provide the E&AB with all the information submitted by the candidate. After due consideration of the candidate's request and supporting evidence of the extenuating circumstances, the E&AB shall make recommendations to the Q&AB for such action thereon as it may think fit. The Q&AB's decision shall be communicated to the candidate by the Institute's executive.

9 EXAMINATION APPEALS

- 9.1 A candidate may appeal against a decision of the Q&AB on the grounds that:
- (a) there was a material irregularity in the conduct of the examination or its assessment;
 - (b) there were circumstances affecting the candidate's performance which were unknown to the E&AB and Q&AB at the time of their decisions. Evidence that should have been submitted under the provisions of Regulation 8 will carry less weight if subsequently submitted under these provisions.
- 9.2 A candidate wishing to appeal against a decision of the Q&AB must do so within 20 days of the date on the notification of the result of the relevant examination or other assessment. An appeal application may be submitted only by the candidate personally and in respect of their own performance in the examination.
- 9.3 An appeal shall be accompanied by such fees as may from time to time be prescribed.
- 9.4 The Institute's executive has the right to refuse appeals which are based solely on marks awarded being too low, or any other matter of academic judgement.
- 9.5 The Institute's executive shall appoint an appeal panel of not less than three persons to consider an appeal under this section, with representation from the following: Institute's Chief Executive, the Chairman of the Institute, a Member of the College of Fellows, a representative of the Chief Officer Sections and a previous Chairman of the Institute.
- 9.6 The appeal panel shall consider any representations and evidence submitted by the candidate and may, if it considers the appeal to be well founded, vary the decision of the Q&AB to such extent as it

may think fit, provided that the appeal panel shall not have the power to vary any mark approved by the Q&AB except in the case of a material irregularity in the conduct of the examination or its assessment, when the outcome of an investigation under Regulation 7 may be relevant.

- 9.7 The appeal panel has the right to consult with relevant examiners, moderators and invigilators on whether the circumstances being complained of were likely to impact on the performance of the student
- 9.8 The appeal panel's decision is final.
- 9.9 The appeal panel will inform the Q&AB of its decision and the Institute's executive will inform the candidate in accordance with the instructions of the appeal panel.

Appendix i

Trading Standards Qualifications Framework Regulations – Appendix i

Membership and Responsibilities of the Qualifications and Awards Board

Members of the Qualifications and Awards Board are appointed by Council and shall include:

- 4 Council members
- 2 appropriate officers of the Institute's executive
- 2 of the Institute's Lead Officers for Education
- a Chair with appropriate expertise

The responsibilities of the Qualifications and Awards Board are to:

- a. satisfy itself that all examination and assessment procedures and processes needed to determine whether or not candidates have met the requirements of the Institute's qualifications are adequate and have been correctly implemented and followed;
- b. decide on the award of qualifications to individual candidates following receipt of reports and recommendations from the Examinations and Assessment Board;
- c. instruct the Institute's executive regarding the notification and publication of awards;
- d. ensure that any appeals or exceptional circumstances notified by candidates have been fully considered in a consistent and moderate manner;
- e. consider and respond appropriately to any recommendations or suggestions for changes to the TSQF made by Branches, Sections and executive of the Institute and the advice or recommendations of the Examinations and Assessment Board regarding such changes;
- f. oversee and implement on behalf of Council any review or modification of the TSQF, including the update of syllabi for examinations and Portfolio requirements;
- g. report to Council any recommendations or decisions regarding the form and content of the TSQF, setting out the reasons for those decisions.

Appendix ii

Trading Standards Qualification Framework Regulations - Appendix ii

Responsibilities of the Examinations and Assessment Board

It is the responsibility of the Examinations and Assessment Board to:

- a. receive the marks achieved by candidates in the written, practical and oral examinations and make appropriate recommendations to the Qualifications and Awards Board regarding the award of qualifications;
- b. consider any applications by candidates for the consideration of extenuating circumstances in relation to their performance in any assessment and make appropriate recommendations to the Qualifications and Awards Board;
- c. advise the Qualifications and Awards Board and the Institute's executive in relation to any matters relating to use, content, development, maintenance and delivery of the Qualification Framework;
- d. consider the results of any investigations instigated by the Institute's executive in respect of allegations of irregularity in the conduct of an examination and make appropriate recommendations to the Qualifications and Awards Board and, if necessary, Council;
- e. consider the results of any investigations instigated by the Institute's executive in respect of allegations of misconduct by a candidate with a view to unjustly gaining a qualification and make appropriate recommendations to the Qualifications and Awards Board and, if necessary, Council.

Appendix iii

Trading Standards Qualifications Framework Regulations – Appendix iii

Elements of the Framework

The structure of the Trading Standards Qualification Framework is as follows:

Core Knowledge

Knowledge of following subject and areas of law as they relate to the delivery of any aspect of professional Trading Standards Services:

- Consumer Protection Environment
- Law of Contract
- Legal Systems

Core Skills

The skills required to deliver any aspect of professional Trading Standards Services comprising the ability to:

- Interpret and apply the law in relevant circumstances
- Identify and explain the role of regulatory services in the United Kingdom
- Identify and apply appropriately the mechanisms available to the organisation to achieve its stated objectives
- Communicate effectively on all relevant matters using a variety of methods and to a range of audiences
- Use appropriate interpersonal skills to achieve an identified outcome
- Apply appropriate techniques and research skills to the collection, collation, interpretation and presentation of data and information
- make effective decisions

Service Delivery Modules

Knowledge of the law on which the following aspects of service delivery are based plus any necessary skills or competences not contained within the Core Skills

- Legal Metrology
- Fair Trading (Criminal)
- Fair Trading (Civil)
- Food Standards
- Product Safety
- Animal Health and Welfare
- Agriculture
- Intellectual Property
- Advice, Resolution and Redress

Higher Knowledge

Knowledge and understanding of the following techniques as they are relevant to the delivery of Trading Standards services:

- The philosophy of quality management systems
- The requirements of relevant international quality management system standards
- The process of developing, obtaining and maintaining certification of a quality management system
- The concepts of probability and statistical sampling as a means of gathering evidence and information

An awareness of the following:

- The principles of risk assessment as a means of enhancing efficiency
- Local government structures and sources of finance
- The concepts of performance management in professional public services, including that imposed by legislation
- The relationship between local government priorities and Trading Standards Services
- Delivery of Trading Standards Services in concert with other agencies

Higher Skills

Demonstration of the skill and ability:

- Evaluate a quality management system as a means of ensuring compliance with regulatory requirements
- Access, process, analyse and interpret legal provisions
- Evaluate, synthesise and report research findings using appropriate conventions
- Identify and synthesise appropriate techniques for securing compliance
- Identify, evaluate and deploy appropriate techniques of inspection and investigation
- Identify, evaluate and deploy a range of options for action based on evidence or information obtained
- Evaluate and develop an appropriate response to the external factors which influence service delivery
- Evaluate performance at appropriate levels
- Deliver services in concert with other agencies

Note: The learning outcomes and syllabuses for the TSQF are published by the Institute's executive on the Institute's website at: <http://www.tradingstandards.uk/quals/syllabusesandregualtions.cfm>