

Vision for the Trading Standards Qualification Framework

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Vision for the Trading Standards Qualification Framework

The following statements outline the vision for the nature and operation of the Trading Standards Qualifications Framework. TSI and its Branches and Sections will develop strategies, formulate action plans and use resources in a co-ordinated manner in order to contribute to the establishment of the following...

Vision for the Trading Standards Qualification Framework

- The Framework at all times encapsulates the knowledge, skills, attitude, culture and behaviour required of officers delivering the modern Trading Standards Service in all types of local authority.
- The qualifications within the Framework have a recognised level and status within the national accreditation regimes and are used to define the professional “Trading Standards Officer”.
- All local authority officers delivering the Trading Standards Service are registered in the Framework and are using it for the purpose of training, qualifications and career progression.

Vision for the Trading Standards Qualification Framework

- The Framework includes Continuous Professional Development based on the Trading Standards Institute’s assessment of new developments at all levels regarding the knowledge and skill needed in order to maintain professional competence.
- The Framework assists employers in organising, providing and assessing the outcome of training as efficiently and effectively as possible.
- TSI has in place a process and resources to monitor and manage the market in delivery of the training and assessment process needed to complete the Framework and is, where necessary or beneficial, delivering those processes or intervening in the market to facilitate appropriate use of the Framework by local authorities.

Vision for the Trading Standards Qualification Framework

- The delivery of the Framework by the Institute, including, where appropriate and necessary, the relevant training and member support processes, is financially sustainable.
- The Framework is being used extensively by other public and private sector organisations to develop and assess officers and staff with the necessary knowledge, skills, attitude, culture and behaviour.

Strategy for Achieving the Vision

Strategy for achieving the Vision

An outline strategy for adoption by TSI, its Branches and Sections is set out below:

- Review the current format and content of the Framework to ensure that it meets the requirements of the above vision and does not present unnecessary barriers to its achievement.
- Engage with LACORS and other employer representatives in order to secure the agreement, support and commitment of the regional groups of local authority and Northern Ireland Trading Standards Services to help deliver the necessary assessment regimes.

Strategy for achieving the Vision

- Work with the regional groups of Trading Standards Services in order to establish and support a viable assessment and verification of skills process in the workplace.
- Identify examples of good practice in the use of the Framework and organise seminars, roadshows and written information to demonstrate to local authority Heads of Service the benefits of the Framework.
- Develop e-learning facilities, either in house or in collaboration with other providers, as a means of supporting the widespread and cost effective delivery of the Framework

Strategy for achieving the Vision

- Engage with LBRO and support its emphasis on developing a world class enforcement regime, supportive of legitimate business, to encourage local authorities to invest in training and demonstrate that all officers of the Trading Standards Service are trained and competent.
- Seek and utilise opportunities presented by the revision of consumer legislation being undertaken by central government to promote the importance of ensuring all officers delivering Trading Standards Services are trained and competent.

Strategy for achieving the Vision

- Develop the Framework such that it is of increasing use and value to other public and private sector organisations in developing and ensuring the competence of staff.
- Secure the help and commitment of the Branches and Sections to deliver the vision and use the expertise of their members to maintain and deliver the Framework, keeping it up to date at all times.
- Integrate the Framework with the CPD process to ensure continued competence of all staff delivering the Trading Standards Service.

TSQF Portfolio

Proposals from the review

Induction and General /Practitioner Skills

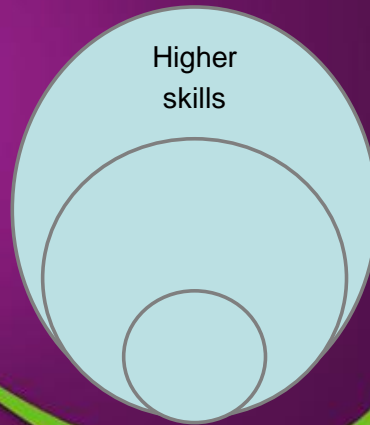
- **Induction skills (optional)**
For those completely new to an office environment e.g. basic communication skills
- **General/Practitioner skills (in any work context)**
 - a) Product examination
 - b) Provision of advice
 - c) Dealing with complaints (analysis/communication)
 - d) Evidence gathering/reporting contraventions
civil or criminal (investigations)
 - e) Premises Inspection
 - f) Projects

General /
Practitioner skills

Induction
portfolio

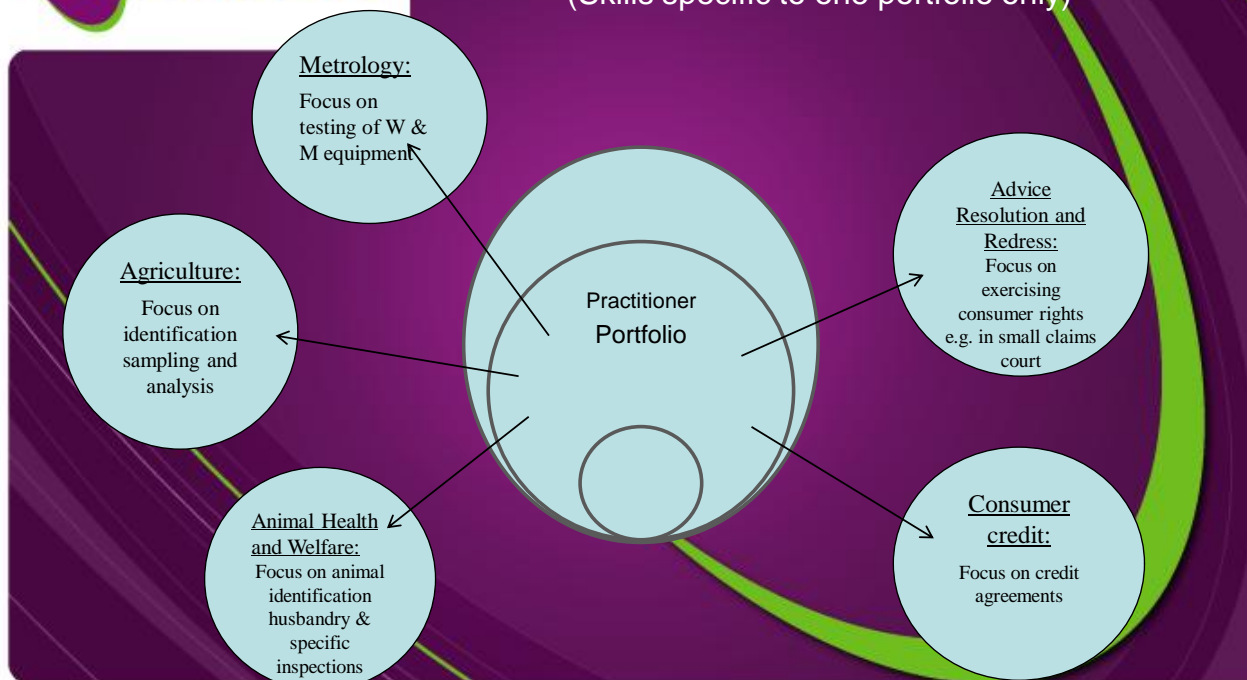
Higher Skills

- Quality Management systems
- Legal Process
- Reports
- Supervisory activity
- Service planning



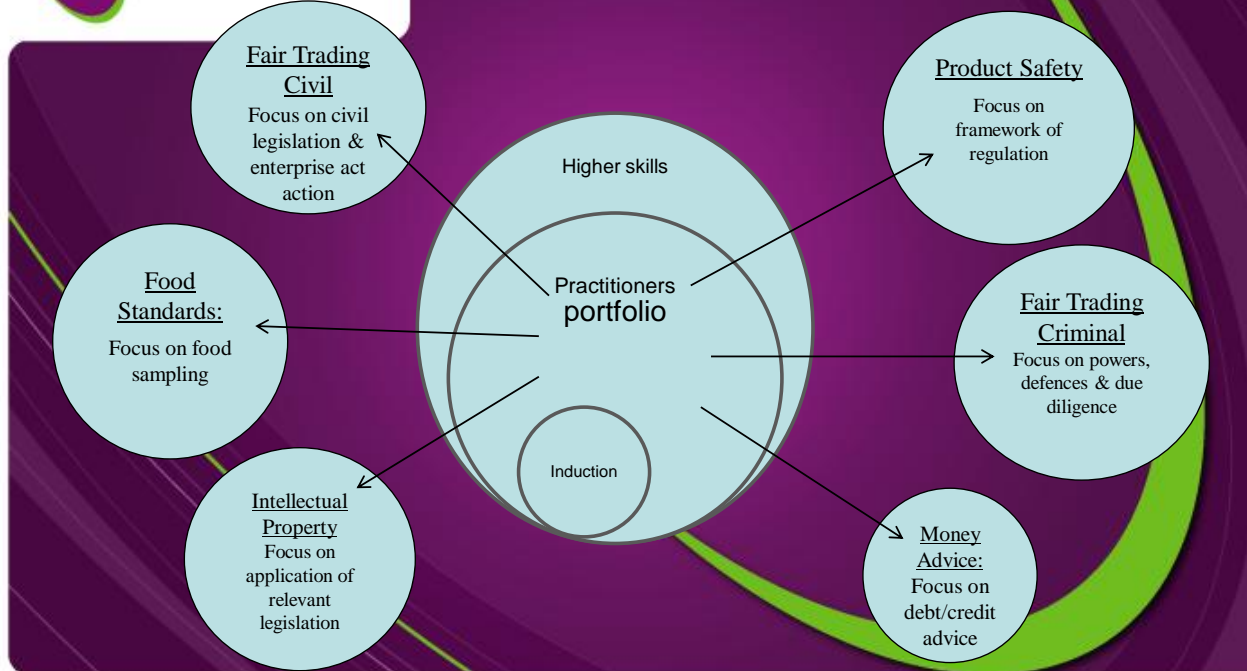
Modular Portfolios

(Skills specific to one portfolio only)



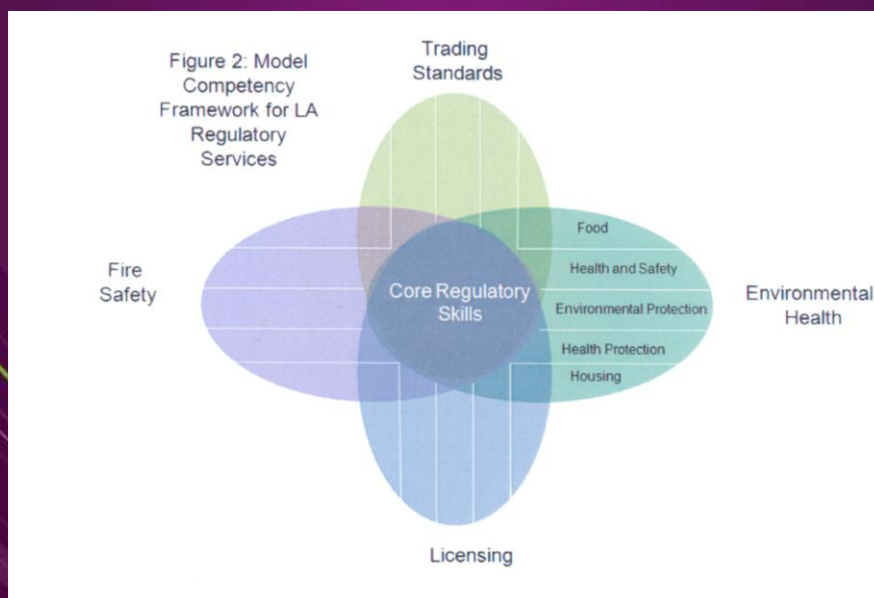
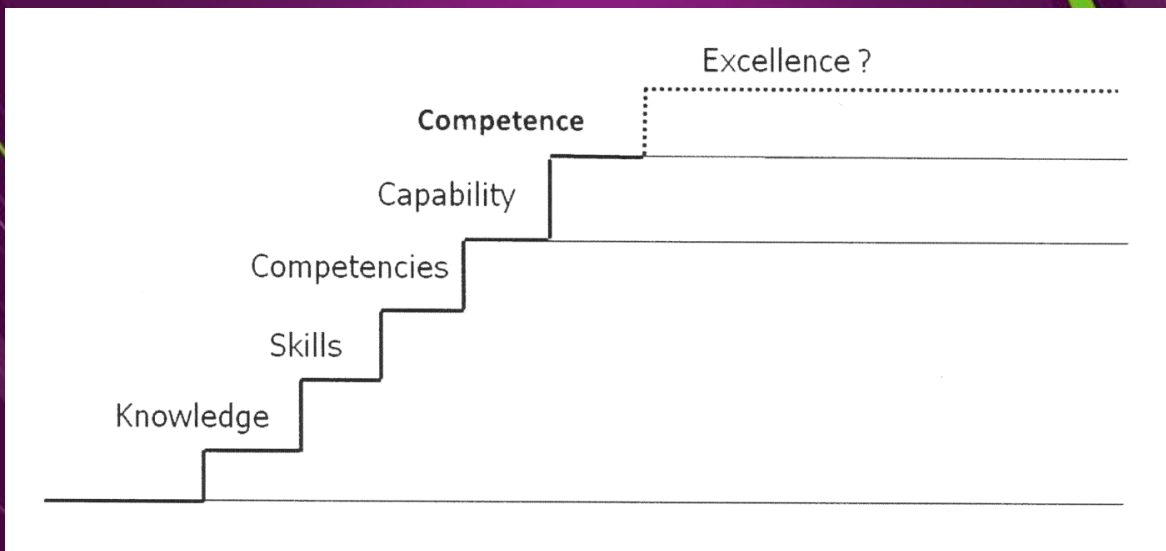
Modular Portfolios continued

(Skills specific to one portfolio only)



- Induction and General/Practitioners skills
 - Provides an officer with 80% of the fundamental skills required by T.S professional
- Practitioner skills portfolio ensures
 - Ensures no repetition in the service delivery modular portfolio – stream lining the process
 - Which should also streamline the assessment and verification process
 - Work is also being undertaken to address further streamlining of the assessment and verification

Figure 1: The Professional Development Stairway



LBRO Competency Working Group Issues to be Addressed

- Development of the knowledge modules
- Funding
- Take-up
- The local element
- Resource implications for LA's
- Linked to performance management and rewards?

CPPD

- The Trading Standards Institute is committed to empowering members of the profession.
- TSI wants you to maximise your learning and development opportunities and to achieve your full potential.

CPPD

- As a professional you have a personal responsibility to maintain your competence.
- Therefore you are encouraged to participate in the Continuous Personal and Professional Development (CPPD) scheme.
- This also helps you fulfill your obligations under the Institute's code of conduct.

CPPD

- The CPPD scheme has three complementary purposes:
- To enable you to develop your knowledge, skills and experience for your present role and any potential future roles.
- To demonstrate to your employer that you have planned, updated and maintained your knowledge, skills and experience in a structured manner.
- To provide a means for your employer to demonstrate that you are professionally competent. This information is recorded in a retrievable manner.

Our responsibility

- In response to this TSI has a responsibility to invest resources in assisting you to meet these development commitments. The scheme is inclusive of all trading standards professionals. It is voluntary and is at no cost to you as a member.

Workforce Futuring

- Definition of a TSO
- Workforce Survey – state of the nations
- European recognition
- Key worker Status
- Chartered Status
- Chartered Membership

Any Questions?

Qualifications and Training Briefing

Phil Owen

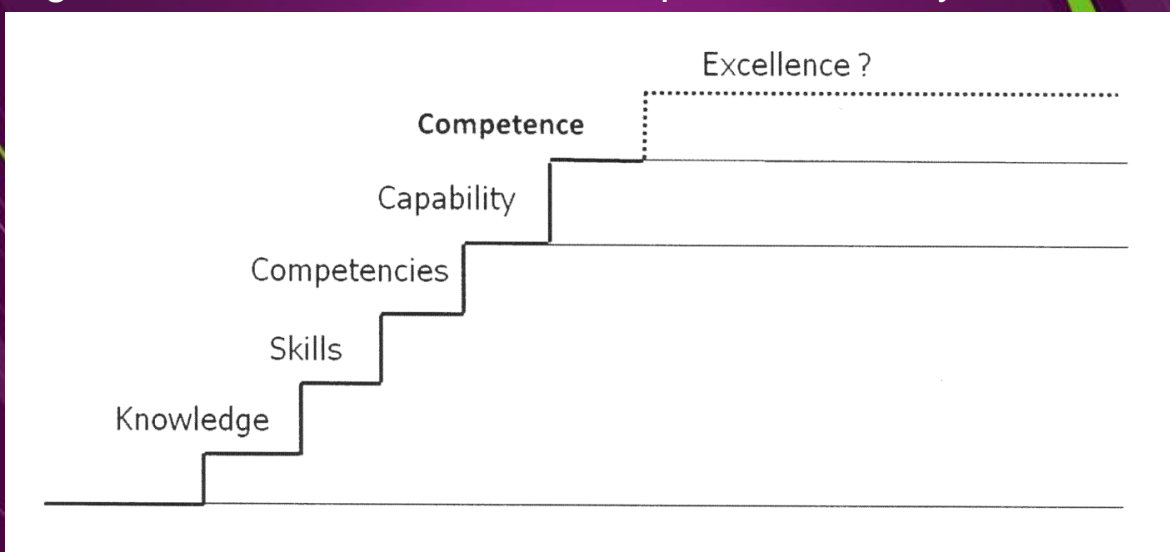
Education and Training Manager

Qualifications and Training Briefing

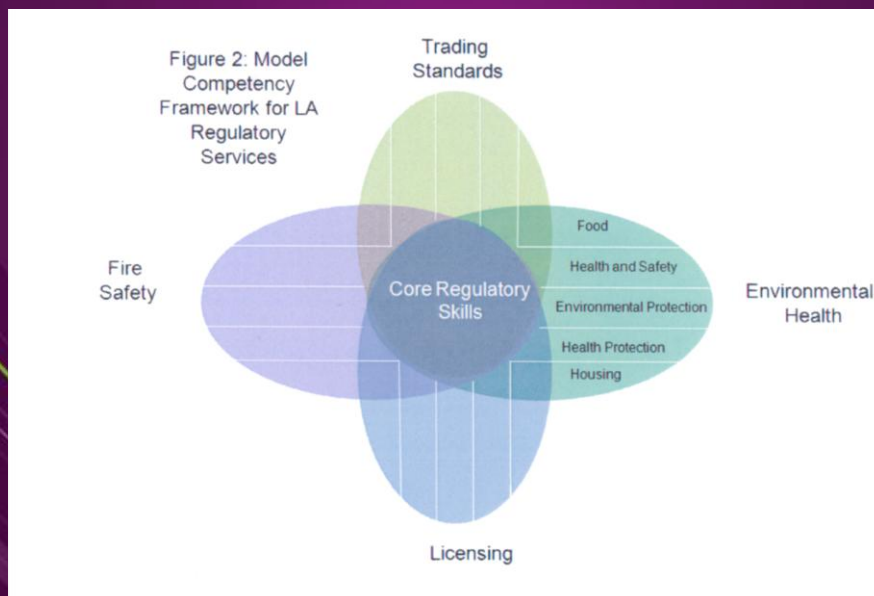
- TSQF Vision and Strategy
- TSQF Strategic Review Group
 - Portfolio review
 - Definition of a TSO
 - Mandatory CPD
 - Link with business
 - Engaging with stakeholders

LBRO Competency Working Group A Common Approach?

Figure 1: The Professional Development Stairway



LBRO Competency Working Group A Common Approach?



Matters arising

- **Delay between DCAT Exams and Results?**
- Exams Sat
Boxes Returned to TSI (time frame 1 Week)
Papers sorted and sent to Examiners (time frame 1 Week)
Examiners Marking (6 - 7 weeks to do this incl Xmas)
Marked papers returned to TSI (this occurs at the beginning of Jan for Nov Cycle)
Papers sent for moderation (they have 4 weeks to do this)
Once received TSI have 7 days to prepare the results for presentation to the Awarding body for ratification.