

Intro to Unit 1 Regulatory Environment and Enforcement

UNIT DESCRIPTION

This unit will introduce you to the nature, structure and regulatory framework in the UK. In addition, you will be provided with a basic understanding of the legal system in the UK and the structure of the civil and criminal courts. You will learn the formation of contracts and the concept of obligations and liabilities within contracts.

WHAT TO EXPECT

Courses are offered each year for this and all Units. You will be taught in line with the unit learning outcomes. It is also expected that you will undertake your own learning, by ensuring you are familiar with all areas shown in the unit syllabi (found on pages 3-4).

CPCF courses will use different learning delivery methods. You will have two classroom-based days with the trainer. Access to an on-line portal that provides you with on-going detailed course notes, inter block assessments plus remote sessions, with the trainer and other trainees.

In addition to this, the trainer may choose to provide, via the on-line portal, videos or other learning materials, as they deem necessary; these additional learning materials will be provided throughout the duration of the course.

You are expected to complete all assessments/assignments, as notified to you, by your trainer. You will upload them for marking, by the designated deadline.

Written exam: You will register for Stage 1 and complete the associated 2 hour written exam and demonstrate the knowledge requirements for this subject.

Reflective learning statement: The 2000-word statement will be submitted on-line using the system provided by CTSI. This will be made available to the Examiner by **1 October**. You may not take the written examination unless this piece of coursework is submitted.

UNIT INFO

Assessment types:

Written exam (2 hours)
Reflective Statement (2,000)

Resources information:

2019 reflective learning requirement is found on our website:
TBC

Examples of written exam question types, are found here:
TBC

Guidance information on assessment types are found here:
TBC

Unit designated learning hours:

TBC hours (delivered by both training and self-learning hours)

Qualifications Team info:

Available Mondays to Fridays.
9am to 4pm

Telephone: 01268 582242
Email: qualifications@tsi.org.uk

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CLASSIFICATION OF MARKS

All examinations are marked out of 100% and with a pass mark of 40%.

On passing an examination/coursework you will be graded with the following classifications: Distinction, Merit and Pass.

All effort should be made to gain the highest mark possible throughout the examining process.

Classification	Marks
Distinction	70-100%
Merit	60-69%
Pass	40-59%
Fails	0-39%

CPCF REGULATIONS AND POLICIES

All forms of assessment fall within strict regulations and you must ensure you understand and adhere to all regulation requirements.

The regulations that cover all aspects of the CPCF qualifications can be found on our website:

TBC

Please ensure you are familiar with all aspects within the regulations, taking particular notice of any area relating to examinations, coursework and deadlines.

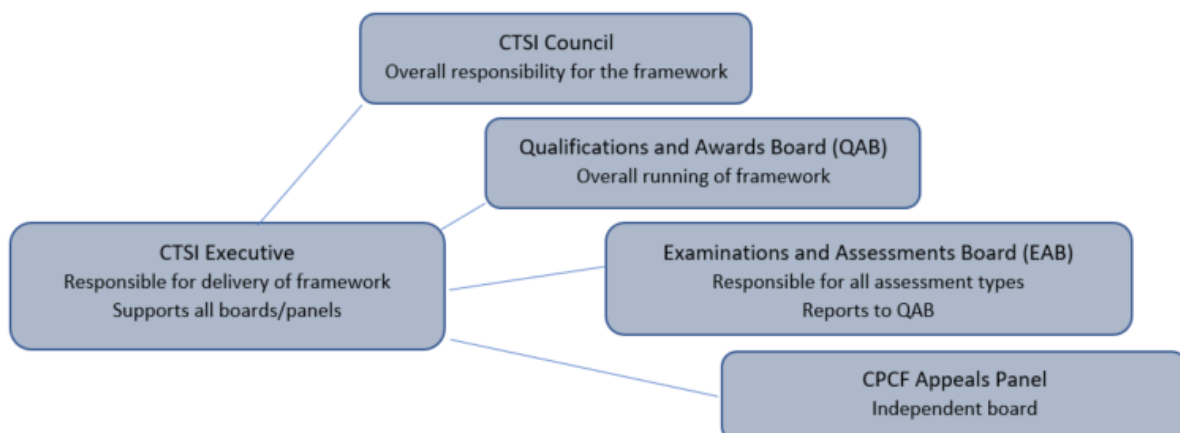
CTSI will publish policies surrounding the CPCF qualification from time to time. These are found here:

TBC

It is important that you are aware of any notifications provided by CTSI throughout the year to ensure you are meeting any/all requirements that the Executive or the Qualifications and Awards Board have put out.

GOVERNANCE

For more detailed information on the governance of the CPCF, you will find this within the regulations. Below outlines the governance structure approved by CTSI Council.



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UNIT SYLLABI

NOTE: The legislation outlined in this syllabus is not an exhaustive list. Candidates will be required to answer questions in accordance with this syllabus.

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 which are not yet in force if they are directly relevant to the subject matter of the examination.

Learning Outcomes:

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

- Understand the basic elements of a contract and how contracts for goods, services and digital content are formed and the common law and legislative remedies.
- Identify and explain the legal consumer protection framework.
- Explain the UK Court System and its use in the consumer protection environment

Indicative areas of study

The formation of contracts and consumer rights in contracts for goods, digital content and services between consumers and businesses. The legislative environment and the process for seeking legal resolution. The regulatory environment and how it can impact on the running of a business.

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 the various concepts

Working: The ability to apply the areas of knowledge to a trading standards environment

Basic: Having an awareness of relevant legislation, organisations and concepts

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

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Syllabus

Detailed knowledge of:

- Criminal and civil law – purpose and burdens of proof.
- Fundamentals of contract formation: voluntary nature, capacity, intention to create legal relations, agreement, subject matter, form
- Formation of contract – offer and acceptance; invitation to treat
- Terms – incorporation, types of terms
- Misrepresentation in relation to business to consumer contracts

Working knowledge of:

- UK system of law and how it relates to a consumer protection regime
- Civil and Criminal Court structures and procedures as relevant to the investigation of regulatory offences and to civil consumer disputes
- The relevance of case law and the doctrine of precedence
- Remedies for breach of contract between a business and a consumer
- Consumer Rights Act in relation to the sale of goods, digital content and services
- Unfair contract terms
- Alternative Dispute Resolution (ADR)
- The concept of necessity and proportionality, including enforcement policies, the Regulators' Code and Code for Crown Prosecutors
- The intelligence Operating Model and how intelligence is used.

Basic knowledge of:

- Consumer Protection Act 1987, Part 1 – Product Liability
- Negligence (Delict in Scotland)
- The law of mistake (The law of error in Scotland)
- Third party rights under contracts