

## Qualification Framework Stage 1 Coursework guidance for Candidates

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This guidance document will outline what requirements are needed for the completion of the Stage 1 coursework. Where we require you to pay particular attention to information, you will see the Information symbol.

ALL COURSEWORK WILL BE PUBLISHED SEPARATELY ON THE QUALIFICATIONS RESOURCE AREA – AND ON THE STAGE 1 TAB. PUBLISHED COURSEWORK IS ALIGNED TO THE FORTHCOMING EXAM CYCLE ONLY.

<https://www.tradingstandards.uk/practitioners/training-development/qualifications-resources#stage1info>

### Overview

#### Stage 1 assessments

This first stage of the Qualification Framework consists of three Units.

- Unit 1: Regulatory Environment and Enforcement;
- Unit 2: Business and Consumer Legal Frameworks;
- Unit 3: Trading Standards Law Part 1.

Each unit will be assessed via a written 2-hour written exam and a piece of coursework (detailed below):

- Unit 1: 2,000-word reflective statement;
- Unit 2: 2,000-word case study;
- Unit 3: 2,000-word report.

The following will provide you with guidance on the setting of each of the pieces of coursework and the requirements as set out by the Qualification Panel (QP)

### The Objective

The purpose of the coursework is to instruct candidates to complete a set piece of work that will be worked on by them remotely. This provides an assessment vehicle that determines that candidates coming into the profession can undertake, to a satisfactory level and has been assessed and standardised nationally; that these knowledge and skill types will aide them within their day-to-day duties and work life.

On completion, these will be submitted to CTSI and passed to the examiner/moderator for marking.

The following guidance sets out how this will be achieved. Please ensure you have read through this guidance sheet prior to starting your assigned piece of coursework.

## Assessment

Assessment of an exam paper, or in this case a piece of coursework is the process of evaluating a candidate's learning. The examiner will generate and collect evidence of a candidate's attainment of knowledge and skills and determine whether their submission of work has been met against the assessment criteria.

The assessment criteria identified by the examiner and moderator is included within the coursework documents, published on the website. This outlines where the marks can be found within the coursework requirement.

Example Assessment Criteria:

Skill	Abilities to show	% of marks
Knowledge	Use of relevant contract and consumer rights law. Identification of relevant parts of consumer protection framework. Identification of appropriate Courts.	20
Understand the business you work with	Have you engaged constructively with the business? Have you taken account of the provisions of statutory codes in order to engage effectively with businesses?	10
Choose appropriate interventions	Have you made appropriate and proportionate intervention choices to have the greatest impact on supporting compliance? Have you worked effectively with other organisations?	30
Evaluate	How have you monitored and reported on your activities and performance? Have you evaluated your activities in relation to your regulatory objectives and your organisations strategic priorities?	30
Structure and reliability of your reflective statement	Have you produced a well presented and logical statement? Does your report contain balanced reflection of your work?	5
Research and referencing	Is any research that you have carried out accurate and any referencing correct?	5

(The above may change for each year dependent on what the examiner and moderator want you to concentrate on.)

### Important information below:

As part of the assessment process, in addition to ensuring you meet the assessment criteria, you are expected to ensure that you have provided all the relevant areas of information needed for each piece of coursework and to sufficient detail. You should research what a reflective piece of work, a problem-solving report, and an analytical case study should include.

Marks are available for well set out, presented, concise piece of work. That you have shown you have understood what the examiner has requested.

Please pay attention to where the higher marks are available in each piece of coursework. As shown in the image above, in the **% of Marks** column. This shows you where the majority of marks can be found.

If you work outside of the UK legislative jurisdiction, where there are local legislative requirements, these can be referenced within your coursework. However, where this occurs, you should also make reference to the equivalent UK legislation (and relevant sections/regulations) as listed on the syllabus. Where the UK legislation is not referenced, your piece of coursework will be sent back to you for amendment and re-submission.”

If you work outside of local authority trading standards departments, in compliance roles, where it fits against the coursework requirement, you may use a compliance issue which has occurred that has either been investigated internally only, or has involved the intervention/investigation of a TS department.

It is understood that in both of these cases you may not be able to show that you have 'real life' experience of undertaking the activities. Therefore, your coursework should explain your involvement internally, but also provide narrative addressing the assessment criteria from a TS enforcement perspective, "as if" you were investigating as a TS officer would.

Please note that the deadline for coursework for each May cycle is the 1 March. The coursework will then be sent to the examiners after this date and if the examiner feels that this may be deemed unsuccessful, they will provide some feedback. Once we have sent this feedback to the delegate, the resubmission of this piece of coursework will need to occur within 14 days.

These next pages will outline specifics for each individual piece of coursework. Please ensure you have read through this guidance sheet prior to writing your assigned piece of work.

## Unit 1: Reflective Statement – the basics

Coursework Medium:	Reflective Statement
Word Limit:	2000 word (+/- 10% allowance)
Format:	Word document. Ariel 11; 1.5 line spacing
Submission medium:	Electronic – contact Qualifications Team prior to submission on <a href="mailto:qualifications@tsi.org.uk">qualifications@tsi.org.uk</a> – <b>DO NOT SUBMIT YOUR COURSEWORK TO THIS EMAIL ADDRESS</b>
Pass mark:	This is a stand-alone element. Candidates must pass at a minimum of 40%
Anonymous marking:	Yes
Submission date:	For May assessment cycle, 1 March.
Submission template:	Template found on CTSI website.
<b>Data protection:</b>	<b>Ensure you follow your authorities/employer's data protection policies</b>

### What is reflected learning?

Whatever you are reflecting on, the following points are important:



- Reflection is an exploration and explanation of events. It is **not** a description of what you did.
- Reflection often involves revealing anxieties, errors and weaknesses, as well as strengths and successes. Acknowledging any errors, weaknesses or anxiety is not seen as a terrible outcome for the examiner. By acknowledging them, you have shown you have reflected, but importantly, that you have learnt from your experience.
- It is usually necessary to select just the most significant parts of the event or idea on which you're reflecting. Don't try to tell the whole story, or you will end up only describing rather than reflecting.
- It is often useful to reflect forward to the future – when you might do something differently as a result of reflecting – as well as reflecting back on the past.

When writing your piece of reflective coursework, you should write in the **first person**. For example, I, me, we and our. You are **reflecting** on yourself, your thoughts, and your understanding of your experience, in the context of the criteria set to you by the examiner. You may find it useful to have a journal to write down what your thoughts are at the time, any concerns you had. Thoughts on how you could handle the same situation differently in the future.

To help you better understand what reflection is, the following links are videos that outline what reflection is

<a href="https://www.youtube.com/watch?v=-gbczr0IRf4">https://www.youtube.com/watch?v=-gbczr0IRf4</a>	Gibbs Reflective Cycle Explained.	Expert Program Management (EPM)
<a href="https://www.youtube.com/watch?v=SntBj0FIAPw">https://www.youtube.com/watch?v=SntBj0FIAPw</a>	Reflective writing	University of Melbourne
<a href="https://www.youtube.com/watch?v=QoI67VeE3ds">https://www.youtube.com/watch?v=QoI67VeE3ds</a>	Reflective writing	Hull University
<a href="https://www.youtube.com/watch?v=X1xkFgHAWD0">https://www.youtube.com/watch?v=X1xkFgHAWD0</a>	Reflective writing – a very brief guide	vccbaking

## What is the examiner expecting from your submission?



The examiner will be expecting you to have covered specific areas that outline your experience. They have provided you with set criteria that they want you to cover that will meet specific requirements. Using the assessment criteria found at the end of the coursework document, this will help you to understand where you will gain and lose marks.

The areas below outline what sections you should include. You will need to determine where these take you and what you should include within your submission.

- Description;
- Exploration; and
- Analysis

In addition to this, you should expect:

- An outcome or a conclusion.

Coursework can be found using the following link:

[Unit 1 coursework requirements](#)

## Unit 2: Case Study – the basics



Coursework Medium:	Case study
Word Limit:	2000 word (+/- 10% allowance)
Format:	Word document. Ariel 11; 1.5 line spacing
Submission medium:	Electronic – contact Qualifications Team prior to submission on <a href="mailto:qualifications@tsi.org.uk">qualifications@tsi.org.uk</a> – <b>DO NOT SUBMIT YOUR COURSEWORK TO THIS EMAIL ADDRESS</b>
Pass mark:	This is a stand-alone element. Candidates must pass at a minimum of 40%
Submission date:	For May assessment cycle, 1 March.
Submission template:	Template found on CTSI website.
<b>Data protection:</b>	<b>Ensure you follow your authorities/employer's data protection policies</b>

### What is a case study?

Within higher education, an often-used method for assessing knowledge is the use of case studies. For the Qualification Framework, candidates are expected to complete an **Analytical** style case study. This means you will attempt to understand and write in detail what has happened and why.

Before you commence writing, you should consider the following:

- Review in detail the 'case'.
- Make notes and highlight any areas of particular or pertinent facts. Highlight the key problems.
- What will you focus on for your analysis? Pinpoint the significant problems. [Remember that you have a word count that you will need to fit what you want to state, make sure you don't focus on too many areas.]
- Are there any possible solutions? Identify them in your coursework. ...
- Provide the examiner with your 'best' solution.

The following are resources on case law:

<a href="https://emedia.rmit.edu.au/learninglab/content/writing-legal-scenario">https://emedia.rmit.edu.au/learninglab/content/writing-legal-scenario</a>	RMIT University
<a href="https://www.mindtools.com/pages/article/newSTR_98.htm">https://www.mindtools.com/pages/article/newSTR_98.htm</a>	Mindtools.com
<a href="https://www.survivelaw.com/post/951-writing-convincing-assignments-critical-analysis-checklist">https://www.survivelaw.com/post/951-writing-convincing-assignments-critical-analysis-checklist</a>	Survivelaw.com

### What type of a study?

You will be required to provide an analytical case study. You would be expected to:

- analyse a specific case in all its complexity; and
- explain the elements of its complexity by using a certain theory / different theory

The examiner will set each year assessment criteria that you will use to complete the case study that looks at a 'real life' situation/subject that you have been/or is involved in. You will analyse this situation.

## What is the examiner expecting from your submission?



The examiner will assess your submission to see how it meets the assessment criteria. You should use the criteria to help you understand where you will gain marks and lose them. The assessment criteria is found at the end of the coursework document.

The areas below outline what sections you should include. You will need to determine where these take you and what you should include within your submission.

- Introduction.
- Background.
- Analysis.
- Any theories
- Conclusion

The format you will provide your submission is using essay style.

Coursework can be found using the following link:

[Unit 2 coursework requirements](#)

## Unit 3: Report – the basics

Coursework Medium:	Report
Word Limit:	2000 word (+/- 10% allowance)
Format:	Word document. Ariel 11; 1.5 line spacing
Submission medium:	Electronic – contact Qualifications Team prior to submission on <a href="mailto:qualifications@tsi.org.uk">qualifications@tsi.org.uk</a> – <b>DO NOT SUBMIT YOUR COURSEWORK TO THIS EMAIL ADDRESS</b>
Pass mark:	This is a stand-alone element. Candidates must pass at a minimum of 40%
Submission date:	For May assessment cycle, 1 March.
Submission template:	Template found on CTSI website.
<b>Data protection:</b>	<b>Ensure you follow your authorities/employer's data protection policies</b>

### What is a Report?

“an account given of a particular matter, especially in the form of an official document, after thorough investigation or consideration by an appointed person or body.”

The report concisely identifies and examines the criteria set by the examiner. It will inform the reader simply and objectively of the information requested.

Essentially, your report will be a short, sharp, concise document which is written for the purposes of identifying your knowledge in a particular area, to the examiner. The examiner will ask you to identify/explain your understanding within certain areas associated with the syllabus.

The use of writing a report as an assessment method, is to identify that you are able to collate your findings/thoughts and understanding, in a concise manner. It is set out clearly and is easily understood.

A report is a structured form of writing that will follow set conventions. The main qualities to a report are:

- Accuracy;
- Simplicity;
- Clarity; and
- Readability

The report's structure and presentation should help the reader to understand the main points quickly and easily.

The following links are video links to resources on report writing.

<a href="https://www.youtube.com/watch?v=unsFK23vJjk">https://www.youtube.com/watch?v=unsFK23vJjk</a>	Report Writing	Queen's University Belfast
<a href="https://www.youtube.com/watch?v=z7tU3tKfjsE">https://www.youtube.com/watch?v=z7tU3tKfjsE</a>	Writing Effective Short Reports	Gregg Learning
<a href="https://www.youtube.com/watch?v=A59_arTTq9w">https://www.youtube.com/watch?v=A59_arTTq9w</a>	Report Writing	University of Wolverhampton
<a href="https://uwl.libguides.com/c.php?g=653848&amp;p=4601832">https://uwl.libguides.com/c.php?g=653848&amp;p=4601832</a>	Resource info from University of West London	



## What is the examiner expecting from your submission?



The examiner will assess your submission to see how it meets the assessment criteria. You should use the criteria to help you understand where you will gain marks and lose them. The assessment criteria is found at the end of the coursework document.

The areas below outline what sections you should include. You will need to determine where these take you and what you should include within your submission.

- Introduction;
- Purpose;
- Analysis;
- Conclusion;
- Appendices.

Coursework can be found using the following link:

[Unit 3 coursework requirements](#)