

Unit 2: Business and Consumer Legal Frameworks

May 2024 Coursework

Coursework Medium:	Case Study
Word Limit:	2000 word (+/- 10% allowance)
Submission date:	1 March 2024

The following outlines specific information provided to the candidate on how for each area shown below, the weighting of marks will be allocated.

Marking Guidelines:

Structure and reliability:	10%
Knowledge:	25%
Analysis:	60%
Research and referencing:	5%

The marking guidelines above provide you with an overview of the emphasis on what is important for the submission of your piece of coursework. At the end of this document is the specific assessment criteria being applied to your submission. Ensure you have read through all areas within this document to ensure you fully understand what it is you have been asked and have addressed the criteria set for this coursework.

For guidance, refer to the [Stage 1 Coursework guidance](#). Select the Stage 1 info tab.

Below indicates the specific learning outcomes and areas of the syllabus you will be assessed against as part of your submission piece.

Learning Outcomes:

Understand the type of business environment and the need to provide support and advice to assist business compliance	✓
Explain the range of options available to a trading standards department other than prosecution	✓
Understand the legislation and any related code of practice or guidance	✓
Explain effective regulation to assist economic growth	✓

Question

Choose a business in your area that you have not previously inspected and which provides goods and/or services to consumers. To do this, you could use your Local Authority database to search for premises in your area or carry out a search for local businesses via the internet. In your case study, explain in detail how you would prepare for and carry out an inspection of this business.

When preparing to carry out your inspection, you identify that the business is claiming to be a member of a trade association and is also displaying the Primary Authority logo on their website. Explain what checks you would carry out to verify this information and what questions you would ask of the business during the inspection.

If the business is not a member of the trade association or does not have a Primary Authority partnership, outline how you would explain to the business the significance of the claims and logos that they are displaying and the importance of complying with the legal requirements covering such claims. Consider what your options for achieving compliance would be and the factors you would take into account when deciding upon the most appropriate course of action to take.

During the inspection, the owner of the business admits she is new to this type of work and has very little knowledge about the law. She explains that she is keen to learn more and would welcome any support or advice that you can give her; including signposting to any other organisations that she could approach for assistance. She has plans to expand her business and wants to make a valuable contribution to the economy. She tells you she has also opened a new office/premises in your neighbouring authority. Outline what advice you would provide to the business and how you would provide this advice.

Identify what risk rating you would give to the business to determine the frequency of their future inspections. Explain your reasoning for the risk rating given.

Assessment Criteria:

Skills to be demonstrated	Marking requirements	% of marks
The ability to identify relevant legislation and to communicate clearly and appropriately in this situation.	Correctly identify all relevant legislation, guidance and codes of practice relating to the business selected and apply them to the facts of the case study. Demonstrate an understanding of how best to advise the business in the given scenario.	20
Explaining to a diverse audience the meaning of, and rationale behind, legal requirements as a means of securing compliance.	Identification of the impact of non-compliance with the law on a business and the potential consequences that they may face. Explain the impact of breaches of consumer protection law on other businesses, consumers and the economy. Explain how to carry out an inspection and why inspections can be an important part of securing compliance.	20

Demonstrating a practical awareness of where the work of Trading Standards finishes, the work of other agencies begins and any potential overlap.	Awareness of your and other authorities' available civil and criminal options for dealing with the business and the staff. Awareness of how other agencies would be relevant to this case study.	20
Structure and reliability of your case study	Is your case study well presented? Does your case study have a logical structure?	10
Research and referencing	Is any research you have carried out accurate and are your references correct?	5
Knowledge	Understanding of the business environment. Understanding of risk assessment and its impact on the frequency of inspections. Understanding of self-regulation as a means to compliance.	25

Use of attachments

Please attach any documents that are relevant to the work that you undertook when completing this case study. These will not be included in the word count of your case study and the supporting document will not be recognised within the marking system.

GDPR and compliance process

You may provide supporting documents with your submission, where appropriate.

Submissions with supporting documentation will only be accepted where any information that falls within GDPR is:

- anonymised; or
- if necessary, replaced with Person A / Company A etc.

For any submission that includes information that falls within GDPR regulations, the above process must be followed. Where an individual can be identified either directly or indirectly from that data held this data must be anonymised. Where a submission contains information that falls within GDPR, it will be rejected and you may be withdrawn from the examinations. If the information is within the public domain, this is unnecessary.

Please ensure that you do not identify, by name, businesses or individuals involved, in line with your responsibilities under data protection and trading standards legislation.

Coursework submission

Coursework submission guidance can be found on the CTSI website under the ['Coursework – SharePoint Guide'](#). This outlines the process of submission of coursework for all of Stage 1.