

## Unit 2: Business and Consumer Legal Frameworks

### 2025 Coursework

Coursework Medium:	Case Study
Word Limit:	2000 word (+/- 10% allowance)
Submission date:	<a href="#">As required for cycle</a>

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

Blankshire Trading Standards have received a complaint about ABC Motors Limited. The complaint relates to misleading claims about the age and mileage of the vehicles they are selling. After checking your Local Authority database, you identify that several complaints have been received about this business in the last month relating to misleading claims and faulty second-hand cars being sold. Your manager asks you to visit the trader to discuss these complaints.

When preparing to carry out your visit, you identify that ABC Motors Limited are displaying the CTSI Approved logo on their website. Explain what the logo is, how such schemes impact on regulatory compliance and what checks you would carry out to identify if the business is permitted to display it.

When you arrive at ABC Motors for your visit, they are not happy to see you and are reluctant to let you look at the cars on the forecourt. They advise you that they have a Primary Authority partnership with a neighbouring Authority and that any concerns should be reported to them. During your visit, you identify that the age of the vehicles being sold does not match the descriptions on the trader's website for several of the cars on sale.

Explain in detail how you would prepare for and carry out the above visit to ABC Motors Limited. Identify any further information or intelligence that you would consider when deciding upon the most appropriate approach for you to take to achieve compliance.

### 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 case study and apply them to the given facts.  Demonstrate an understanding of how best to advise the business in the given scenario.	25
Knowledge	Understanding of the business environment.  Understanding of self-regulation as a means to compliance.  A basic understanding of what intelligence is and why it is important.	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 prepare for and carry out an inspection and why inspections can be an important part of securing compliance.	20

Demonstrating a practical awareness of your role and the work of other Local Authorities and agencies, including 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 could 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

## 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.