



Section A  
Candidates should attempt to answer three questions.  
Each question carries ten marks.  
Total: 30 marks.

1.

5. The Price Marking Order 2004 stipulates how prices of products must be indicated to consumers.

(a) Outline the meaning of the terms selling price and unit price

(4 marks)

(b) How must these prices be indicated to consumers?

(6 marks)

## Section B

Candidates should attempt to answer two questions.

Each question carries 35 marks.

Total: 70 marks.

7. Blankshire Council have received a consumer complaint about a locally-based website: [www.discountstockclear.uk](http://www.discountstockclear.uk). The consumer, Mrs Neal, placed an order which was delivered yesterday:

**6 packs of branded cakes**

Product listing details:

2 Chocolate Cake Slices (BB Jan 23 – May 23) RRP £1.39 now 59p or £1 for 2

**1 carton of professional laundry liquid**

FREE DELIVERY Professional Eco Extra 20 Litres RRP £113.97 now £25

**A pack of 2 kids fancy dress costumes**

Children's Fancy Dress Police Shirts UK Size 8/10 Years RRP £8.99 now £2

Mrs Neal was charged £5.99 for delivery as well as the price of the goods, a total of £3 nEMC /P MCID 28>

8. **Answer all parts of the question.**

Irshan Ali has contacted your department in relation to his new business venture, Certified Comfort Ltd, who import and sell mobility furniture. He is currently recruiting his sales and marketing team and would like to include some training on the relevant trading standards legislation as part of their induction training. There are some members of the team who have experience, but most are new to this type of business. Once trained, marketing staff will be preparing marketing campaigns online, through social media and printed leaflets to be delivered door to door, and the sales team will be cold calling on the telephone and door-to-door. Mr Ali is particularly concerned about the sales team and

Prepare a plan for a training session for the sales and marketing teams.

(25 marks)

Provide some written advice to Mr Ali on what else he can do to avoid offences being committed.

(10 marks)

Your answer should include reference to the Consumer Protection from Unfair Trading Regulations 2008 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

(Total: 35 marks)

9. **Answers all parts of the question.**

You receive a complaint from Zoe, daughter of Jack Stevens, aged 72, who lives alone after losing his wife. Zoe is helping Jack to organise household bills and is concerned about payments from her father s accounts.

Several large sums of money have been paid into both business and personal bank accounts for:

- o New boiler £5,000
- o Loft and roof

A few weeks later Damien visited Jack and told him he was starting a new company with introductory prices on energy saving improvements, including 25% discount on a new boiler. interested, but Damien called back twice after that saying he was local and checking in on how wife was. The last visit was just after Jack lost his wife and was upset, Damien invited himself in to make Jack a cup of tea, then convinced him to agree to the new boiler.

Jack was given a receipt and brochure with the boiler details a week after the boiler had been fitted. Damien then sold the loft insulation and special roof insulation paint, persuading Jack over several visits that he would save more money on his energy bills, and if he had solar panels installed at the same time, they could do him a special offer as the scaffolding would already be up.

- (a) Apply the provisions of the Consumer Protection from Unfair Trading Regulations 2008 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, identify potential offences in relation to the works carried out by Phoenix Eco Pro. (20 marks)
- (b) Outline the powers to be used for a visit to Phoenix Eco Pro, and what evidence you will need to collect. (10 marks)
- (c) You suspect that Jack has been misled in relation to the appliance cover plans and has unwittingly agreed to them. What steps could you take to investigate this? (5 marks)

(Total: 35 marks)

10. You receive a complaint from Lucy and Steph about a puppy purchased from Fabulous Frenchies after seeing a social media advert for "Pedigree French Bulldog puppies £2000". The advert was on several local buying and selling groups and the profile had photos of various puppies, the parents and the Kennel Club logo.

They had been told that the mother was a family pet and the father was Crufts Champion 2022 and would be ready for forever homes three weeks later. view the puppies as the family were isolating two weeks after a virus, but sent photos of the puppies to Lucy and Steph who saw a bitch they liked. Fabulous Frenchies said in social media posts that most of the puppies had been sold, and messaged Lucy and Steph asking for a deposit to secure their puppy. They asked again if they could see the puppy but were told building work. Fabulous Frenchies offered to meet somewhere else after a deposit of £500 was paid. Lucy and Steph agreed and arranged to meet at a motorway services, and were given a mobile telephone number.

On arriving, the mobile number was answered by a female who directed them to a white van. The puppy was lying down in a crate in the back. The woman, introduced herself as Fiona and said the puppy was travel sick after injections yesterday. Lucy ses74(ol)6(d5ApTf1 0 0 1 355.27 261.38 Tm0 g0 G[w

(a) Outline the potential impact of the Consumer Protection (Cancellation of Contracts Made in a Consumer's Home or Place of Work or by Door-to-Door Sales) Regulations 2008 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 on the consumer market. (10 marks)