Qualifications Framework

Stage 1:

Section B

Q7 5 candidates answered Q7
Marks ranged from 15 to 23
This was a pricing, and promotions question mainly focussing on the Consumer Protection from Unfair Trading
Regulations 2008 with a few other aspects such as the Price Marking Order 2004 and the Business Protection
from Misleading Marketing Regulations 2008. The main issue was that candidates failed to identify all the
potential issues in the scenario or failing to identify the relevant offences and correct legislation. None of the
candidates discussed the fact that the goods were all catalogue stock, and the prices referred to with those from
the original retailer and had never been charged by the trader. In general, the answers regarding the covert
human intelligence sources element were reasonable, some candidates failed to obtain all the available marks
where they did not explain the process in sufficient detail. Similarly with the final part of the question, candidates
generally didn't go into enough detail regarding the considerations in terms of all the different types of
enforcement action or informal action they could take.

Q8 6 candidates answered Question 8
Marks ranged from 12 to 22
This question was a typical trader advice question with some specific issues that the trader had raised. Candidates
often struggle with how to word trader advice questions and can often fail to recognise the importance of being
able to explain requirements

most candidates did not include asking/requiring a person on the premises to open the container first before
breaking it open. Powers are extremely important for candidates and officers to know in depth.

Q10 2 candidates answered Question 10
Marks ranged from 19 to 24
The two candidates that attempted this question achieved a reasonable mark. As with many scenario questions,
there is a lot for candidates to read and various potential offences to cover. It’s understandable that most
candidates miss a few points. This question was no different, in general answers were good but failed to pick up
on or identify relevant offences, here potentially bait and switch as well as misleading actions, when identifying
offences candidates should be including reference to the relevant regulation e. g. Reg 5(4)(a) nature or 5(5)(b)
benefits etc. for full marks. Candidates who are aware of current developments should have been mentioning the
NTSEALT material information guidance. The second part of the question draws on topics in the basic knowledge
such as Tenants Fees, and holding deposits, therefore neither candidate scored particularly well in this area. The
final part of the question was a typical scenario element asking candidates to identify the evidence they would
collect and how they would do it, both candidates achieved good marks for this part.