



# Credit Services Association

## **Level 6**

## **Trading Standards Professional**



### **Programme Overview**





## CSA Apprenticeships

Raising standards and building careers in regulation, governance, compliance, financial crime investigation and debt services

The Credit Services Association (CSA) is the only national trade association in the UK for organisations active in the debt collection and purchase industry. Our membership employs nearly 11,000 people, held over £20bn of consumer debt for collection last year across over 20 million accounts, and they held nearly £4bn of commercial debts in over 1.5 million commercial accounts. Our members act on behalf of a large and diverse range of creditors including banks and utility companies, and comprises specialist organisations such as tracing agencies and law firms.

We have extensive experience in developing and delivering Learning & Development solutions designed to increase capability, professionalism, standards, talent retention, and social mobility in this heavily regulated and complex sector.

In 2017, we became an Approved Apprenticeship Training Provider (you can find us on the Register of Apprenticeship Training Providers) and we are also an accredited centre for Functional Skills Assessment. We hold a highly sought-after Ofsted GOOD rating, which endorses our work to teach a challenging curriculum and highlights our culture of high expectations, high standards of integrity and professional behaviour.

Our aim is to use our specialist expertise in regulatory compliance, risk, and debt and advice services to enable employers from the public and private sectors to upskill or reskill existing or new employees in these business-critical areas.

### To learn more contact:

E: [apprenticeships@csa-uk.com](mailto:apprenticeships@csa-uk.com)  
T: 0191 217 3073 (CSA Members)  
T: 0191 217 2948 (Non-members)

# Our Apprenticeships

Our apprenticeships team, which combines training, coaching, and assessment excellence, has a **track record** of delivering tangible organisational and learner outcomes. We are currently dealing with more than **110 employers** (including more than 50 Local Authorities). We hold an Excellent rating from both employers and apprentices following reviews - and further details can be found [here](#). The blended learning programmes, which we offer both **digitally** and **face-to-face** to **250+ apprentices**, build career pathways in roles including:

- **Credit Controller and Collector (Level 2)**
- **Advanced Credit Controller and Debt Collection Specialist (Level 3)**
- **Compliance Risk Officer (Level 3)**
- **Debt Adviser (Level 3)**
- **Counter Fraud Investigator (Level 4)**
- **Governance Officer (Level 4)**
- **Regulatory Compliance Officer (Level 4)**
- **Senior Compliance and Risk Specialist (Level 6)**
- **Trading Standards Professional (Level 6)**

These programmes are open to **Apprenticeship Levy paying** and **non-Levy paying** organisations across England through their digital apprenticeship account, and can be combined with other relevant qualifications and internal training for a fully **integrated L&D package**.

We sit on the following **public sector frameworks** as an apprenticeship provider:



\*According to CSA apprenticeship evaluation feedback carried out in 2021

# What to expect from CSA Apprenticeships



**Free consultancy** on your skills and talent requirements and how they can be met through the delivery of our specialist apprenticeships and other L&D solutions.

**Advice and guidance** on the Apprenticeship Levy and specific Government incentives for apprenticeships, and how these can be used to maximise ROI.



**Integration and mapping** of your own policies, procedures, training content, and competence frameworks into the apprenticeship programmes to ensure relevance and business impact.

**Dedicated account management and support** through the entire process, including regular progress reports, from a friendly and knowledgeable team.





**Expert professional coaching, training, and assessment** of your apprentices using innovative approaches to blended learning which add real value to your organisational performance.

**Digital delivery** for flexible work-based learning throughout the apprenticeship.



**Scheduled group workshops** that support the development of the knowledge, skills, and behaviours required for the role – 96% of CSA apprentices say they can directly apply learning from these workshops to their daily work\*.

**Personal development, safeguarding, and pastoral support** for learner wellbeing and mental health including free access to CSA's Employee Assistance Programme.



**Robust** quality assurance policies and procedures.





# CSA Level 6 Apprenticeship

## Trading Standards Professional

Our expert team of account managers and tutors guide learners and their line managers/mentors through the apprenticeship from enrolment to End Point Assessment. Following initial learning assessments we tailor the programme to individual learners' needs.

### Duration

- **41 months** (36 months learning delivery, plus 5 months for End Point Assessment).
- **29 months\*** (24 months learning delivery, plus 5 months for End Point Assessment).

*\*This course is aimed at people who have completed the Level 4 Regulatory Compliance Officer apprenticeship standard, CTSI Stage 1 qualification or have similar prior knowledge*

### Qualifications

**Level 6 Apprenticeship** (Equivalent educational level: Bachelor's degree).

### Funding

We will work with you to maximise **Apprenticeship Levy** funds and access any other support or incentives that are available to fund the programme.

### CSA blended learning delivery

**Flexible combination** of group workshops, e-learning, structured workplace learning, tutorials, and mini projects – can be fully integrated with wider internal training and organisational needs.

# Programme Overview

This occupation is found in Local Authorities, government departments and small and medium service and business compliance teams in the private sector such as manufacturing and retail. The occupation is found where there is a need for the organisation to comply with consumer protection legislation and regulatory requirements and/or where the organisation has a duty or responsibility for ensuring that businesses and/or individuals comply with those standards, specifications and/or legal requirements.

The broad purpose of the occupation is to help ensure safe, fair and legal marketplaces, helping businesses succeed and protecting communities.

An employee in this occupation will be responsible for developing and managing staff, legal compliance, safety compliance, quality and risk management systems, managing auditing systems and implementing outcomes. They have autonomy, making judgements and take responsibility for their own work. They plan and develop actions which lead to substantial changes regarding service delivery or developments both internally and externally.

Trading Standards professionals provide best practice, delivering high quality technical advice and knowledge for their organisation's compliance and regulatory departments; and to other organisations which they regulate or audit to ensure compliance with the law and standards. They initiate and lead tasks and processes, taking responsibility for the work of others and the allocation of significant resources such as staff, equipment and budget for its projects and services. They support best practice and provide guidance to their organisation's regulatory, business, consumer and trading compliance functions.

## **This standard is available in two course durations:**

- **41 months** (36 months learning delivery, plus 5 months for End Point Assessment).
- **29 months\*** (24 months learning delivery, plus 5 months for End Point Assessment).

*\*This course is aimed at people who have completed the Level 4 Regulatory Compliance Officer apprenticeship standard or have similar prior knowledge.*



# Modules: 24 month course

## Module 1: Consumer protection

- Introduction to apprenticeships
- Behaviours on this course
- General and sector-specific legislation
- Fair trading
- Fraud
- Scams
- Pricing
- Strict liability and due diligence defences
- Investigatory powers



### ADDITIONAL MODULES

Select up to two additional modules from the selection on the following page (modules A - E) to undertake between modules 1 & 2.



#### Disclaimer

Please note the modules undertaken must be relevant to your current employment.

## Module 2: Data analysis, intelligence and risk management

- Data analysis
- The intelligence operating model
- Market surveillance activities
- The mechanisms for collection of market surveillance data
- The concepts of product risk, process risk and compliance risk
- Hazards and risks in relation to products
- An understanding of risk management protocols in securing compliance

## Module 3: Investigation and evidence gathering

- Prosecution
- Types of evidence
- PACE
- Criminal Procedures and Investigations Act
- Safeguards
- Human Rights Act
- RIIPA surveillance
- IPA communications data
- Executing warrants
- Briefings
- Witness statements roleplay
- Interviewing suspects
- PACE Code C and E
- PEACE model
- Court day
- Review and feedback

## Module 4: Leadership and management

- Leadership values
- Leading teams
- Delivering results
- Creating effective relationships

## Module 5: Environment and sustainability

- Importance of sustainability and environmental issues
- Local Authority responsibilities
- Trading Standards role

# Additional modules: 24 month course



## ADDITIONAL MODULES

Select up to two additional modules from the selection below (modules A - E) to undertake between modules 1 & 2 on previous page.



### Disclaimer

Please note the modules undertaken must be relevant to your current employment.

### Module A: Product safety

- Legislative Overview - New Approach v Old Approach
- Standards
- CPA
- GPSR
- Powers and duties
- DD
- Toys
- Electrical equipment
- Cosmetics

### Module B: Weights and measures

- Introduction to weights and measures legislation
- Roles of Trading Standards and other major organisations
- The Weights & Measures Act
- Powers and general enforcement
- Units and standards of measurements
- Types of weights and measures equipment
- Introduction to weights and measures controls over prescribed equipment used in the field of weighing
- Introduction to UK weights and measures legislation concerning packing food and commodities
- Weights and measures controls over prescribed equipment used in the field of volume

### Module C: Food

- Introduction to food law
- Relevant codes of practice
- The duties and responsibilities of food authorities and their relationship with central government departments
- Legal framework for sampling food products
- Legislation for specific foods
- Regulations that apply more generically to food products, including:
  - Nutrition and health claims regulations
  - Novel food regulations
  - Food additives, flavourings, enzymes and extraction solvents regulations

### Module D: Animal feed

- Introduction to feed
- Feed labelling and feed additives
- Sampling and undesirable substances

### Module E: Animal health and welfare

- Introduction to animal health and welfare legislation
- Animal Health Act
- Animal Welfare Act
- Roles of regulators and other organisations
- Disease control
- Animal welfare
- Enforcement

### PLEASE NOTE

If you require more than two additional modules further modules are commercially available. Please contact us to learn more.

# Modules: 36 month course

## Module 1: Business and strategy

- Introduction to apprenticeships
- Behaviours on this course
- Presentation skills
- Essay writing skills
- Analysis at Level 6
- Supporting business in compliance
- Growth duty
- Primary and Home Authority
- The range of consumer protection organisations
- Structure and linking of trading standards services
- Devolved government
- Partner organisations and collaborative working
- Self-regulation
- Business groups, trade associations and good trader schemes
- Codes of Practice
- Complaint handling, conducting root cause analysis, and alternative dispute resolution

## Module 2: Communication and decision making

- Fundamentals of decision making
- Regulators code
- Risk-based approach
- Checking and responding to compliance
- Effective communication

## Module 3: Project and change management

- Project management
- Change management
- Using information and feedback to improve regulatory performance

## Module 4: Regulation and legislation

- Introduction to regulation
- Sources of law
- UK system of law
- Civil and criminal court structures
- The relevance of case law
- EU exit

# Modules: 36 month course

## Module 5: Consumer protection

- General and sector specific legislation
- Fair trading
- Fraud
- Scams
- Pricing
- Strict liability and due diligence defences
- Investigatory powers



### ADDITIONAL MODULES

Select up to two additional modules from the selection on the following page (modules A - E) to undertake between modules 5 & 6.



#### Disclaimer

Please note the modules undertaken must be relevant to your current employment.

## Module 6: Data analysis, intelligence and risk management

- Data analysis
- The intelligence operating model
- Market surveillance activities
- The mechanisms for collection of market surveillance data
- The concepts of product risk, process risk and compliance risk
- Hazards and risks in relation to products
- An understanding of risk management protocols in securing compliance

## Module 7: Investigation and evidence gathering

- Prosecution
- Types of evidence
- PACE
- Criminal Procedures and Investigations Act
- Safeguards
- Human Rights Act
- RIPA Surveillance
- IPA communications data
- Briefings
- Witness statements roleplay
- Interviewing suspects
- PACE CODE C and E
- PEACE model
- Court day
- Review and feedback

## Module 8: Leadership values

- Leadership values
- Leading teams
- Delivering results
- Creating effective relationships

## Module 9: Environmental and sustainability

- Importance of sustainability and environmental issues
- Local Authority responsibilities
- Trading Standards role

# Additional modules: 36 month course



## ADDITIONAL MODULES

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Rated



“Excellent”

by employers and apprentices.

100%

of apprentices agree that the training helped them learn new skills and develop existing ones.

96%

of apprentices agree that the training they received helped them perform their job better.

100%

of employers state that improving apprentices' skills is one of our strengths.







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