

**Unit Title:** Understanding retail consumer law  
**Level:** 2  
**Credit value:** 2  
**Guided learning hours:** 11  
**Unit expiry date:** 31.12.16

## Unit purpose and aim

The purpose of this unit is to provide learners with the knowledge and understanding of legislation relevant to consumers. It covers regulations/acts such as Consumer Protection from Unfair Trading Regulations and Data Protection, as well as legislation for consumer credit and the provision of licensed and age-restricted products.

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
1. Understand how consumer legislation protects the rights of customers	1.1 State the purpose of consumer legislation in relation to retail  1.2 Describe the key principles and concepts of consumer legislation such as fitness for purpose, misinterpretation, and merchantable quality	1.1 Candidates will be expected to understand the main purposes of consumer legislation - this may include what is, and is not, covered/included  1.2 OCR questions will refer to <i>satisfactory</i> quality, rather than <i>merchantable</i> quality, in line with the change of terminology in current legislation
2. Know the main provisions for the protection of consumers from unfair trading practices	2.1 Describe the provisions in place to protect consumers from unfair trading practices  2.2 Describe retail employees' responsibilities in ensuring fair trading practices	2.1 and 2.2  OCR assessments will refer to the <i>Consumer Protection from Unfair Trading Regulations</i> , rather than the <i>Trade Descriptions Act</i> , in line with recent changes in legislation  Candidates will be expected to be familiar with the <i>Consumer Protection from Unfair Trading Regulations</i> . This may include: <ul style="list-style-type: none"> <li>• the purpose of the regulations and/or</li> <li>• the contents of the regulations</li> <li>• how the regulations apply to retail businesses and employees</li> </ul>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
3. Know the main provisions of consumer credit legislation in relation to retail	3.1 Describe the key legal responsibilities of a retail business and its employees when offering credit facilities to customers	3.1 Candidates will be expected to be familiar with the <i>Consumer Credit Act</i> . This may include: <ul style="list-style-type: none"> <li>• the purpose of the Act and/or</li> <li>• the contents of the Act</li> <li>• how the Act applies to retail businesses and employees</li> <li>• the process for gaining a consumer credit licence</li> </ul>
4. Know the main provisions of data protection legislation in relation to retail	4.1 Describe the key responsibilities and obligations of a retail business and its employees under current data protection legislation	4.1 Candidates will be expected to be familiar with the <i>Data Protection Act</i> . This may include: <ul style="list-style-type: none"> <li>• the purpose of the Act and/or</li> <li>• the contents of the Act</li> <li>• how the Act applies to retail businesses and employees</li> <li>• security measures that should be in place as a result of the Act (eg security of computerised files)</li> </ul>
5. Know the main provisions of the law relating to the sale of licensed and age-restricted products	5.1 Identify the responsibilities and obligations of a retail business and its employees in relation to the sale of licensed goods  5.2 Identify the responsibilities and obligations of a retail business and its employees in relation to the sale of age-restricted goods	5.1 For example, this may include: <ul style="list-style-type: none"> <li>• what constitutes a licensed good</li> <li>• the basics of how businesses apply for a licence to sell licensed goods</li> <li>• the responsibilities of both the business and/or the employees in selling licensed goods</li> </ul> 5.2 For example, this may include: <ul style="list-style-type: none"> <li>• what constitutes an age-restricted good</li> <li>• the age restrictions that apply to certain goods (eg cigarettes, alcohol, fireworks, national lottery tickets, solvents, petrol etc)</li> <li>• the responsibilities of both the business and/or the employees in selling age-restricted goods</li> </ul>

Learning Outcomes	Assessment Criteria	Knowledge, understanding and skills
6. Understand the consequences for businesses and employees of contravening retail law	6.1 Describe the legal consequences for businesses and employees of contravening retail law  6.2 Describe the probable commercial consequences and sanctions for employees and businesses of contravening retail law	6.1 and 6.2  Candidates will need to be familiar with both the <i>bodies</i> and the <i>legislation</i> that may apply. For example, this may include: <ul style="list-style-type: none"> <li>• the bodies that may become involved if laws have been breached</li> <li>• the processes that businesses may be subject to if they are found to contravene consumer protection laws, and the penalties that they may incur</li> <li>• the legislation under which businesses may be prosecuted</li> <li>• the possible sanctions that businesses and/or employees may incur for contravening retail laws</li> </ul>

## Assessment and evidence requirements

There are **two** assessment routes available to candidates and centres can use both routes within the Level 2 qualification. Candidates can achieve the full award/certificate via on-screen multiple-choice tests **and/or** can provide evidence of their knowledge and skills, collated in an evidence booklet or a portfolio. The evidence is internally assessed and externally moderated. Centres must select the most appropriate assessment route for the candidate.

### E-assessment:

The on-screen test for this unit will be 30 minutes in length and consist of 20 questions. Results will be graded pass or fail.

Each test will consist of multiple-choice questions which will test candidates' knowledge and understanding across the learning outcomes and associated assessment criteria. Candidates will be required to have knowledge and understanding of all assessment criteria within the unit, as all assessment criteria will be covered within any one test.

A number of multiple-choice question types may be used. These could include: closed questions; statements for completion; multiple response questions; true/false questions or ordering questions (including a maximum of 4 steps).

In order to deliver the on-screen test for this unit, centres will need to meet minimum hardware requirements as specified in the Surpass System Requirements. This document is available from the [e-assessment area](#) of our website.

For further information on the e-assessment route please refer to the centre handbook which is available on our [website](#).

**Postal moderation:**

Evidence booklets must be completed by the candidate under supervised conditions. The candidate's responses and evidence in the booklet must be internally assessed by centre staff (e.g. teachers/tutors, assessors) before being submitted to OCR for external moderation. Results will be graded pass or fail.

We have created OCR Candidate Evidence Booklets for each unit which are available to download from the qualification page of our [website](#).

Centres are permitted to devise their own evidence booklets. If they choose to devise their own evidence booklets they must, however, also use the OCR Evidence Checklists.

For further information on the postally moderated route please refer to the centre handbook which is available on our [website](#).