

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Understanding Retail Consumer Law

Unit Reference Number: M/615/9464

Level: Two (2)

Credit Value: Two (2)

Minimum Guided Learning Hours: 11

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
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 including: <ul style="list-style-type: none"> a) Fitness for purpose b) Misinterpretation c) Merchantable quality
2. Know the main provision 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 employee's responsibilities in ensuring fair trading practices
3. Know the main provisions of consumer credit legislation in relation to retail Know the main provisions of data protection 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
	3.2 Describe the key responsibilities and obligations of a retail business and its employees under current data protection legislation
4. Know the main provisions of the law relating to the sale of licensed and age-restricted products	4.1 Identify the responsibilities and obligations of a retail business and its employees in relation to the sale of licensed goods
5. Understand the consequences for businesses and employers of contravening retail law	5.1 Identify the responsibilities and obligations of a retail business and its employees in relation to the sale of age-restricted goods

	5.2	Describe the legal consequences for businesses and employers of contravening retail law
6.	6.1	Describe the probable commercial consequences and sanctions for employees and businesses of contravening retail law
	6.2	State the purpose of consumer legislation in relation to retail