



# Credit Services Association **Level 6 Trading Standards Professional Apprenticeship (Tobacco & Vapes legislation)**



## Programme Overview







# CSA Apprenticeships

Raising standards and building careers through tailored, personal and flexible training.

## CSA Learning

An award-winning learning and development specialist and an Approved Apprenticeship Training Provider, CSA Learning\* supports firms and employers to train, improve and assess their workforces in our specialist areas including credit, debt collection, compliance, counter-fraud, trading standards and governance.

CSA provides employers with training to reskill existing staff, as well as a means of introducing new employees to your company and sector. Our tutors are all specialists in their fields, with learner feedback consistently highlighting the exceptional standard of workshop delivery.

## Credit Services Association (CSA)

The CSA is the only national trade association in the UK representing organisations in the debt collection and purchase industry.

Drawing upon this extensive experience of working within highly-regulated environments, the CSA develops and delivers learning & development solutions designed to increase capability, professionalism, standards, talent retention, and social mobility in this complex sector.

We use this specialist expertise and experience to assist employers from the public and private sectors to upskill and reskill existing or new employees in business-critical areas.

## To learn more contact:

**E: [apprenticeships@csa-uk.com](mailto:apprenticeships@csa-uk.com)**

**T: 0191 217 2948**

**W: [www.csa-uk.com/csa-learning](http://www.csa-uk.com/csa-learning)**

# 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 training 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 (Tobacco & Vapes legislation)

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

**29 months maximum** (24 months for learning delivery plus five months for End Point Assessment)

### Qualifications

**Level 6 Apprenticeship (equivalent educational level: Bachelor's Degree) plus Chartered Trading Standards Practitioner (CTSP) status from the Chartered Trading Standards Institute.** As well as the mandatory Tobacco & Vapes module, learners also have the opportunity to choose another specialism to study from Food Standards\*, Animal Feed\*, Animal Health & Welfare, Weights & Measures\*\*, or Product Safety and become competent in enforcement in those areas.

\*Option to transition to FSA certification via a CTSI oral exam and successful coursework assessment.

\*\*Designed as an introduction to Weights & Measures. Learners can opt for additional study with the CTSI for the Section 73 Certificate to become a qualified Weights & Measures Inspector.

### 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

CSA Learning is proud to be supporting the Government's initiative to stop harmful tobacco and vape products finding their way into neighbourhood shops and stopping underage sales. The Tobacco and Vapes Bill 2024-25, if enacted, would create the first "smoke-free generation" by ensuring children born on or after 1 January 2009 can never be legally sold tobacco.

The bill includes other provisions which focus on making vaping less attractive and accessible to children and young people, strengthening smoke-free restrictions, and strengthening enforcement around the sale of tobacco and vaping products. In summary, the bill contains provisions:

- on the supply of tobacco, vapes and other products, including prohibiting the sale of tobacco to people born on or after 1 January 2009
- on the licensing of retail sales and the registration of retailers
- to enable product and information requirements to be imposed in connection with tobacco, vapes and other products
- to control the advertising and promotion of tobacco, vapes and other products, and;
- on smoke-free places, vape-free places and heated tobacco-free places.

In collaboration with Trading Standards partners we have built a bespoke training programme to provide specialist training for the Trading Standards sector starting with 80 designated local authorities. Our aim is to develop a highly skilled team of enforcement officers to support the drive to make our communities a safer place.

We will be delivering this Level 6 Trading Standards Professional apprenticeship programme via a series of online Workshops over a shorter, more intensive period of no longer than 29 months (including End Point Assessment) and incorporating the new Tobacco & Vape legislation into a specialist module that all apprentices will undertake. We have altered the running order of the current Level 6 Trading Standards modules to enable Trading Standards teams to deploy competent officers earlier in the programme. co and Vapes specialism option to our existing two- and three-year programmes.

The new programme will require the learners to undertake the new Tobacco and Vapes specialist module as well as one other from the standard list (Weights & Measures, Feed, Food, Product Safety, Animal Health and Welfare).

## Learner profile

The Department of Health and Social Care (DHSC), as the funding body, has specified that use of the funding provided to Local Authorities is for new apprentices only onto the three-year Level 6 programme. These apprentices must be new recruits and not existing staff transferred over from another course. These apprentices should also be new to the profession, with no prior associated qualifications (Regulatory Compliance Officer or CTSI Stage 1), and be specifically recruited to the role.

## Enrolling

Once your new apprentice Trading Standards Officer is in post you will be able to reserve a place on one of the eight cohorts that will be launching between July and October 2025. Please follow the link to the pre-enrolment form below to register your learner. Once we receive the completed form, a member of our Enrolment Team will be in touch to start the onboarding process. This involves an eligibility check, learner portal registration and functional skills/cognitive assessments. Cohort Start Dates:

- 14 July 2025
- 29 August 2025
- 1 September 2025
- 5 September 2025
- 7 October 2025
- 13 October 2025
- 4 November 2025





# ■ Modules

## Induction Workshop

- Meet the tutor
- Digital introduction module

## Modules 1 & 2: Business and Strategy

- 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 3: Communication and Decision Making

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

## Modules 4, 5, 6: Consumer Protection

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

## Module A: Specialism 1 - Tobacco & Vapes

## 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
- Executing warrants
- Briefings
- Witness statements roleplay
- Interviewing suspects
- PACE Code C and E
- PEACE model
- Review and feedback
- Witness training

## Module B: Specialism 2 – choose one from below list:

- Product Safety
- Weights and Measures
- Food
- Animal Feed
- Animal Health and Welfare

## Module 8: Project and Change Management

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

## Module 9: Leadership and Environment

- Leadership values
- Leading teams
- Delivering results
- Creating effective relationships
- Importance of sustainability and environmental issues
- Local Authority responsibilities
- Trading Standards role

## Module 10: End Point Assessment Preparation





CSA (Services) Ltd  
2 Esh Plaza  
Sir Bobby Robson Way  
Great Park  
Newcastle upon Tyne  
NE13 9BA

T: 0191 217 2948  
E: [apprenticeships@csa-uk.com](mailto:apprenticeships@csa-uk.com)  
W: [www.csa-uk.com/csa-learning](http://www.csa-uk.com/csa-learning)

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