



Chartered Trading
Standards Institute

CTSI

**Helping Build a Fairer World for
Consumers and Businesses**





OUR **VISION** IS THAT THE UK
PROSPERS ECONOMICALLY
THROUGH FAIR AND SAFE
TRADE

OUR **MISSION** IS TO SUPPORT
AND REINFORCE THE
PROTECTION OF CONSUMERS
AND TO ACHIEVE A LEVEL
PLAYING FIELD FOR BUSINESS

TRADING STANDARDS

LOCAL AUTHORITIES

NATIONAL GOVERNMENT

COMMERCIAL SECTOR

NOT-FOR-PROFIT SECTOR



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OUR KEY AREAS:



MEMBERSHIP



POLICY

businesscompanion[®]

BUSINESS COMPANION



CCAS

UKICC

UK ICC



ADR

FACTS AND STATS:

5%

increasing in membership during 2024 around 2,000 members

236

training course delivered, with over 4,000 trained over the last 12 months

Top 3 member benefits:

- Journal of Trading Standards
- Annual Conference with 1000 delegates in 2024
- Branch activities

Key policy areas:



vaping, including supply and sale of vapes to those underage



online marketplaces and loophole around consumer protection



recruitment and retention in the workforce



cost of living and increase in scams/doorstep crime



concerns around food standards and food fraud

CTSI Membership

CTSI firmly believes that, in today's modern consumer society, trading standards professionals are the unsung heroes of consumer protection – and deserve far greater recognition for the important part they play. We remain committed to ensuring that, in the face of challenging conditions, the profession stays strong, and its voice is always heard.

Five Reasons to Join CTSI:

1. Strength in Unity
2. National Network
3. Professional Recognition
4. Chartered status
5. Exclusive Benefits



Supporting the workforce

- Making the case for investment
- Understanding the scale of wider workforce
- Building a sense of pride
- Celebrating diversity

Keeping us safe, healthy and well

- Raising awareness of issues with supply and sale of vapes/tobacco to underage
- Building a sense of pride
- Celebrating diversity

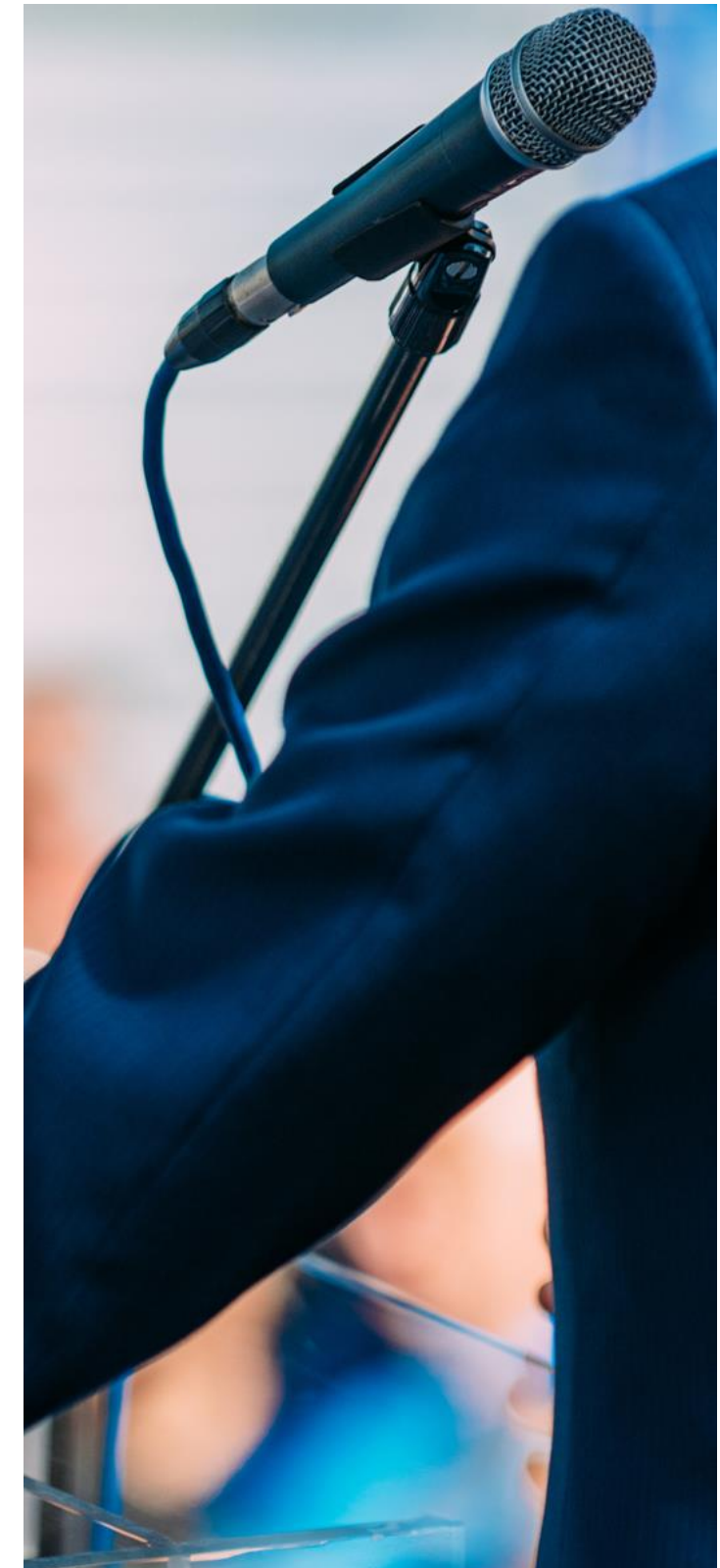


Protecting the public, including the most vulnerable

- Clamping down on doorstep crime - link to licensing for vendors
- Tackling scams associated with net zero/ green issues
- Educating young people

Supporting local businesses and communities

- Better protections in housing, particularly for renters
- Moving to risk based regulation
- Tackling gaps in online protections – including Online Travel Agents, Fulfillment Houses
- Animal welfare
e.g. Kept Animals Bill

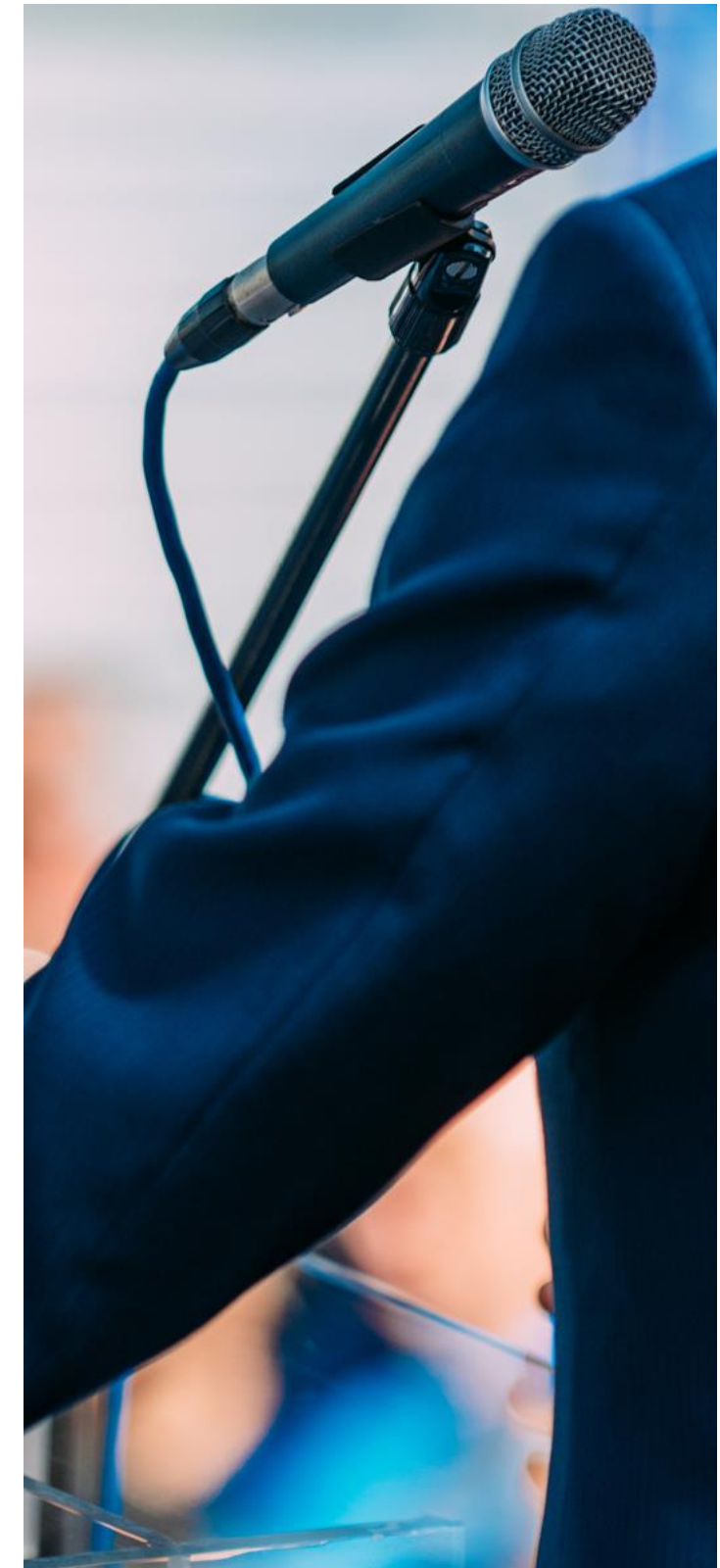


CTSI in the Media

CTSI has achieved National overage in a number of top outlets including; BBC News, The Sunday Telegraph, The Guardian and the Independent.

Top Stories include:

- Concerns over Oasis ticket sales and pricing
- Risks from online marketplaces
- Short measures of drinks
- Definition of vegan food
- Food allergens
- Risks from vapes for young people



Business Companion

Business Companion is a Government-backed website that sets out guidance to help you make informed decisions about how to protect your business.

Keeping up-to-date with changes in legislation that affect your business and understanding your rights and obligations, will help you reduce the risk of legal action and costly mistakes.

The screenshot shows the Business Companion website interface. At the top left is the logo 'businesscompanion' with the tagline 'trading standards law explained'. To the right of the logo is a dropdown menu for 'England', a search bar with the placeholder text 'Search for a guide...', and two buttons: 'Log in' and 'Sign Up'. Below the navigation bar is a blue banner with the text 'Free, impartial legal guidance for businesses'. Underneath the banner are three dark blue cards, each with a different icon and a call-to-action button. The first card is titled 'The basics' and features a white arrow icon; its text asks if the user is unsure of the law on trading standards and offers to find out how the law applies to businesses that sell to consumers. The second card is titled 'Concise guidance' and features a green checkmark icon; its text asks if the user wants answers right now and offers Quick Guides arranged by what, where, and how to sell. The third card is titled 'Detailed information' and features a pink book icon; its text offers to browse a list of specific guidance arranged by category or to deliver the detail through In-depth Guides. Each card has a corresponding colored button at the bottom: 'GET STARTED' (teal), 'QUICK GUIDES' (green), and 'IN-DEPTH GUIDES' (pink).

businesscompanion
trading standards law explained

England

Search for a guide...

Log in Sign Up

Free, impartial legal guidance for businesses

The basics
Unsure of the law on trading standards or whether the rules apply to you? Find out how the law sees businesses that sell to consumers
GET STARTED

Concise guidance
Want answers right now? Quick Guides are arranged by what, where and how you sell to help you find the information you need
QUICK GUIDES

Detailed information
Know what you're looking for, or want to browse a list of specific guidance arranged by category? In-depth Guides deliver the detail
IN-DEPTH GUIDES



Consumer Code Approval Scheme

CTSI's Approved Code programme - otherwise known as the Consumer Codes Approval Scheme (CCAS) - aims to protect consumers by letting them see, quickly and easily, which businesses have committed to providing the highest levels of customer service.



£97 BILLION

Over £97 billion of consumer spending has been protected by CCAS.



40,000

Almost 80,000 businesses are CCAS code members and can display the logo.

UKICC

ABOUT UKICC ▾ TOPICS ▾ RESOURCES ▾ FEEDBACK ▾ NEWS+ CONTACT US 🔍

The UK International
Consumer Centre | UKICC



Free and impartial advice - for when
you encounter problems buying goods
and services from outside of the UK

Call our Helpline:

 01268 88 66 90

Lines are open **Mon-Fri, 10pm-4pm** (excl. bank holidays). Standard UK geographical (i.e. non-premium) call rates apply.

The UK International Consumer Centre

The **UK International Consumer Centre (UKICC)** specialises in cross-border disputes, between UK consumers and businesses in other countries.

The UKICC was established in 2007, to provide **free advice and assistance** to consumers that have problems with purchases made from companies based in another country.



Alternative Dispute Resolution

Since October 2015 traders, who have an unresolved dispute with a consumer, have been required, to give the consumer the details of an Approved Alternative Dispute Resolution (ADR) body and to indicate whether they are willing to use them or not.

CTSI now operates as the competent authority auditing and approving ADR bodies, in all non-regulated sectors against the requirements of the legislation.





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THANK YOU!

