

**Highfield Level 4 End-point Assessment for
Regulatory Compliance Officer
Bank of Practical Briefs**

Practical Brief 1 (OBS-RCO4001) – Selling illicit/smuggled tobacco products

You are a regulatory compliance officer working for the local council's trading standards service. You receive intelligence from the owner of a local retail shop alleging that another retailer is selling what he believes to be illicit or smuggled tobacco products.

Practical Brief 2 (OBS-RCO4002) – GDPR breach

You are a regulatory compliance officer, working for a large motor insurance broker. You receive anonymous information from one of your employees alleging that the claims department is disclosing customers' personal details to an external personal injury claims company without the customers' consent.

Practical Brief 3 (OBS-RCO4003) – Selling alcohol without a licence

You are a regulatory compliance officer, working for the local council's licensing service. You receive a complaint from a member of the public that they believe their corner shop has started selling beers and wine without a licence.

Practical Brief 4 (OBS-RCO4004) – Regulated waste: operating without a permit

You are a regulatory compliance officer, working for a regulated waste permitting authority. You receive a complaint from an established waste disposal company that they believe one of their competitors is transporting waste without the appropriate permit(s) and taking business away from them.

Practical Brief 5 (OBS-RCO4005) – Fly tipping

You are a regulatory compliance officer, working for the local council's environmental health service. You receive a complaint from a member of the public regarding repeated fly tipping in the local area and the complainant has named a local business as being responsible.

Practical Brief 6 (OBS-RCO4006) – Noise complaint against a tenant

You are a regulatory compliance officer, working for the local council's housing service. You receive a noise complaint from a neighbour of a tenant regarding frequent late-night parties and other noisy behaviour.

Practical Brief 7 (OBS-RCO4007) – Food premises with pest infestation

You are a regulatory compliance officer, working for the local council's environmental health service. You receive a complaint from a member of the public who claims they saw mouse droppings on the floor of their local sandwich shop.

Practical Brief 8 (OBS-RCO4008) – Awarding Organisation

You are a regulatory compliance officer working for a regulated Awarding Organisation. You receive an allegation from a learner who has recently undertaken a qualification at one of your approved centres. The learner has contacted you confidentially as they want to make you aware of some poor-quality training practices that they witnessed at the centre during the delivery and assessment of their qualification. They claim that minimal training was provided and that learners were talking to each other during their exam.

Practical Brief 9 (OBS-RCO4009) – Investigating Gas Theft

As a regulatory compliance officer, working for a major energy supplier, your service area is responsible for detecting, preventing and investigating the theft and illegal use of natural gas. Data analysis during an internal audit identifies a consumer where there is a high risk of gas theft and the consumer is selected for investigation.

Practical Brief 10 (OBS-RCO4010) – Housing

As a regulatory compliance officer, working for the local council's private sector housing enforcement team, you are allocated a service request from the tenant of private rented property alleging that their house is in a state of disrepair. The matters raised specifically include:

- the central heating does not work
- the home is very cold
- the home is suffering from damp and mould.

Practical Brief 11 (OBS-RCO4011) - Taxi Licensing

As a regulatory compliance officer working in a local authority licensing service, your duties include taxi/private hire driver, operator and vehicle licensing. This involves the investigation of complaints, compliance monitoring and enforcement interventions.

You are tasked with investigating a complaint from an elderly blind female who has alleged that a taxi driver has refused to allow her to get in his licensed vehicle because she had her assistance dog with her and he did not allow dogs in his vehicle. The taxi driver had driven off leaving her stranded at the side of the road. The incident had only just occurred when the lady initially contacted your service area and the person receiving the call was only able to record the complainant's name and home address.

Practical Brief 12 (OBS-RCO4012) – Commercial Statutory Nuisance

As a regulatory compliance officer working for the local council's regulatory services department, one of your duties is to investigate nuisance type complaints relating to commercial activities. One day you receive a complaint from a member of the public alleging that their household is routinely disturbed by late night and early morning deliveries to a large supermarket located in close proximity to the complainant's property. The supermarket is part of a multinational company which has a large number of retail outlets located throughout the country. The complainant's property is located on a large residential housing estate which is situated close to a retail park where the supermarket is one of several large retail outlets.

Practical Brief 13 (OBS-RCO4013) – Environmental Permitting – Pollution (Petrol Stations)

As a regulatory compliance officer working in the Pollution Control service area of a local council, your duties include Environmental Permitting for Part A2 and B installations (Environmental Permitting Regulations 2016).

You are tasked with planning and carrying out a compliance monitoring and inspection programme for all the **35 petrol stations** located within your local council's district. (Assume your local council is the regulator).

Practical Brief 14 (OBS-RCO4014) – Environmental Permitting – Pollution (Generic)

As a regulatory compliance officer working in the Pollution Control service area of a local council, your duties include Environmental Permitting for Part A2 and B installations (Environmental Permitting Regulations 2016).

You are tasked with planning and carrying out a compliance monitoring and inspection programme for all the permitted sites within your local council's district. (Assume your local council is the regulator).

Practical Brief 15 (OBS-RCO4015) – Health and Safety – Incident Investigation

As a regulatory compliance officer working for the local council's workplace health and safety enforcement service, you are allocated the following incident for investigation by your team leader. A worker at a local distribution warehouse has suffered a head injury resulting in unconsciousness after being struck by an item of stock falling from the high-level racking. The accident was reported by the injured person's employer online via the Incident Contact Centre.

Practical Brief 16 (OBS-RCO4016) – Residential Housing

As a regulatory compliance officer working for a residential housing association, your duties include monitoring fire precautions and detection systems in a variety of residential settings, ranging from single household family homes to multi-occupied high rise residential buildings. Some of the accommodation is sheltered housing for people who are normally able to live independently but need occasional help or support.

You are tasked with planning and carrying out a compliance monitoring and inspection programme of the fire safety arrangements in all the associations housing stock.

Practical Brief 17 (OBS-RCO4017) – Underage Sales

As a regulatory compliance officer working for the local council's trading standards service, you receive intelligence from the owner of a local retail shop alleging that another local retailer is selling cigarettes and alcohol to persons under the age of 18, including local school children. The source of the intelligence states that it is starting to adversely impact on his business because local children now avoid his shop, as they know they will be refused age-restricted goods. Consequently, his sales of other items such as confectionery and soft drinks are declining. The complainant thinks it is unfair that by doing things right he should lose customers to someone that is breaking the law.

Practical Brief 18 (OBS-RCO4018) – HMO Licensing

As a regulatory compliance officer, working in the private sector housing team at a local council, one of your duties is the licensing of houses in multiple occupation (HMO). Your role includes identifying unlicensed HMO properties and, where necessary, bringing the person in control to compliance. You receive intelligence via a colleague in another service area, that they are dealing with an accumulation of domestic refuse at the rear of a large domestic house, which leads you to believe that the house is potentially being operated as an unlicensed HMO.

Practical Brief 19 (OBS-RCO4019) – Level Crossing Safety

As a compliance officer, working for the Office of Rail and Road your duties include undertaking proactive inspections on a range of priority topics set out in ORR's annual business plan. Level crossing safety is a priority topic identified for proactive inspection. The area that you are responsible for has a significant number of mainline level crossings but there are also some that are located on a heritage railway.

You are tasked with planning and carrying out a compliance monitoring and inspection programme of level crossing safety.

Practical Brief 20 (OBS-RCO4020) – Rail Maintenance Depots

As a regulatory compliance officer, working for the Office of Rail and Road (ORR) your duties include undertaking proactive inspections on a range of priority topics set out in ORR's annual business plan. This year, depot health and safety is one of the topic areas identified for proactive inspection. The area that you are responsible for has a significant number of light maintenance depots, the majority of which are in the mainline sector. However, there are also a couple in the non-mainline heritage sector.

You are tasked with planning and carrying out a compliance monitoring and inspection programme of the rail maintenance depots.

Practical Brief 21 - (OBS-RCO4021) – Selling firework categories without appropriate licence

You are a regulatory compliance officer working for the trading standards department of the local council. You have received a report about a retailer who is storing more than the allowed amount of fireworks classed as Hazard type 3 explosives without the appropriate licence.

You are tasked with conducting an investigation into the retailer, reporting on your findings and taking the necessary actions.

Practical Brief 22- (OBS-RCO4022) – Overhanging tree on road sign

You are a regulatory compliance officer working for the Environmental Health department within the local council. A motorist submits a concern regarding an overhanging tree that is covering a speed limit sign on a local public highway.

You are tasked with carrying out a site visit and investigating the issue, ensuring any necessary works have been carried out.

Practical Brief 23 - (OBS-RCO4023) – Water temperature concern

You are a regulatory compliance officer working for a large organisation in the health and safety department. You are carrying out your monthly routine checks on sentinel outlets and discover that one of these outlets has a temperature reading of 23°C.

You are tasked with investigating the concern, ensuring immediate precautions are taken and remedial actions completed.

Practical Brief 24- (OBS-RCO4024) – Complaint about the smoking of Shisha in an enclosed space

You are a regulatory compliance officer working within the licensing team of a local government organisation. You have received a report from a local resident that a shop selling Shisha pipes have set up an enclosed gazebo in their rear courtyard where customers are smoking Shisha.

You are tasked with conducting an investigation into the complaint, establishing the person in control, and taking the appropriate action as a result of your investigation.

Practical Brief 25 -(OBS-RCO4025) Due diligence checks for money laundering

You are a regulatory compliance officer working for an Estate Agency. On carrying out your regular checks you notice that one property transaction looks suspicious as it's a cash purchase and well above the price expected for that type of property. The responsible person in the team has failed to escalate this according to procedure and failed to follow this up with the seller. Furthermore, you notice that the responsible person within the team has also failed to request a copy of the seller's passport or other acceptable form of ID.

You are tasked with investigating the issue, reporting on your findings and taking the necessary actions.

Practical Brief 26 - (OBS-RCO4026) – Regulatory Services – water supply investigation

You are a regulatory compliance officer working in the regulatory services department of a local council. You receive a report from Public Health England that two local residents have been infected with E.coli, with early suspicions that it could be related to water supply.

You are tasked with carrying out a formal investigation involving residents, owners of property and any relevant external organisations and reporting back to the Drinking Water Inspectorate.

Practical Brief 27- (OBS-RCO4027) – Gas Safety Checks

You work as part of the compliance team within a local housing association. As a landlord it is your organisation's responsibility to ensure that relevant gas safety regulations are adhered to. As part of your annual audit, you note that there are several properties who are overdue an annual gas safety check.

You are tasked with looking into this matter, liaising with all relevant stakeholders, and taking appropriate action to ensure your organisation is compliant.

Practical Brief 28 - (OBS-RCO4028)– Chemical discharge

You are a compliance officer working for a chemical manufacturing company. You notice on your regular sewer checks that chemical levels exceed the discharge limit applied to your organisation.

You are tasked with carrying out an investigation into the matter with a view to reporting back to the company directors and the relevant external regulators.

Practical Brief 29 - (OBS-RCO4029)– Failure to meet minimum standards for horticultural produce

You are a compliance officer working for the inspectorate responsible for horticultural marketing compliance. During a routine inspection at a wholesale market, you notice a labelling error on some fresh fruit and vegetable products.

You are tasked with carrying out an investigation into the issue and taking appropriate action with the trader.

Practical Brief 30 - (OBS-RCO4030) – Learner ILR compliance

You are a compliance officer working for an apprenticeship training provider who are regulated by the Education and Skills Funding Agency (ESFA). On carrying out an internal audit you notice some discrepancies between documentation submitted and information on your learner management system which may lead to non-compliance against funding rules.

You are tasked with looking into the discrepancies and reporting back to relevant stakeholders.

Practical Brief 31 - (OBS-RCO4031)– Suspected Unauthorised Development

You are a compliance officer working in a planning department of a local authority. You've received a complaint from a resident that their adjoining neighbour has started construction of an outbuilding on their property and doesn't believe they have planning permission to do so.

You are tasked with investigating the issue and carrying out the appropriate action.

Practical Brief 32 - (OBS-RCO4032)– Data Protection Impact Assessment

You are a compliance officer working in a local government department, supporting the information governance function. In supporting a department with a Data Protection Impact Assessment, you notice that their proposed data processing approach will mean that they are non-compliant with General Data Protection Regulations (2018) and Data Protection Act (2018).

You are tasked with working with the department to identify the issue and ensure they are fully compliant.

Practical Brief 33 - (OBS-RCO4033)– DVSA compliance checks

You are a compliance officer working for the Driver and Vehicle Standards Agency (DVSA). You are carrying out your remote routine checks on operator compliance and identify that one of their drivers appears to be non-compliant with the working time regulations.

You are tasked with carrying out an investigation and carrying out the appropriate regulatory action.

Practical Brief 34 - (OBS-RCO4034) – Claims management

You are a compliance officer working for a claims management company. You are carrying out some call monitoring and have a concern that one of the agents may not be complying with the vulnerable customer requirements of the organisation, potentially breaching the FCA guidelines.

You are tasked with carrying out an investigation into the matter and reporting back to key stakeholders.

Practical Brief 35 - (OBS-RCO4035) – Animal transport concern

You are a compliance officer working for the Animal and Plant Health Agency (APHA). You receive a report that there is a suspected commercial carrier of animals without the necessary operating license and that animals are not being kept in suitable conditions during transport.

You are tasked with looking into the matter, reporting to stakeholders and taking appropriate action.

Practical Brief 36 - (OBS-RCO4036) – Suspected illegal animal import

You are a regulatory compliance officer working for the Animal and Plant Health Agency (APHA). During routine vehicle checks at port you spot some very young puppies in the back of a van being kept in poor conditions. The owner of the vehicle has been asked to transport them into the country.

You are tasked with looking into the matter, reporting to stakeholders and taking appropriate action.

Practical Brief 37- (OBS-RCO4037) – Animal welfare concern

You are a regulatory compliance officer working in the animal welfare department of your local authority. Upon a routine inspection of a local livestock holding, you have concerns about the conditions in which some animals are kept.

You are tasked with investigating the matter, taking appropriate action and reporting to the necessary stakeholders and agencies.

Practical Brief 38 - (OBS-RCO4038) – Audit Management Checks

You are a regulatory compliance officer working as part of an audit management company. Upon conducting some regular checks, you notice that customer due diligence checks have not been conducted correctly.

You are tasked with looking into the concern, taking appropriate action and reporting to the necessary stakeholders.

Practical Brief 39 - (OBS-RCO4039) – Gambling Operations

You are a regulatory compliance officer working for a gambling operator. Upon carrying out your internal compliance checks you notice that marketing communications have been sent to customers who have excluded themselves from these communications.

You are tasked with looking into the non-compliance, taking appropriate action and reporting to the necessary stakeholders.

Practical Brief 40 -(OBS-RCO4040)– Product Safety – Batteries

You are a regulatory compliance officer working for the Office of Product Safety and Standards. You are passed a complaint from a consumer who has purchased a product online where the batteries are non-removable.

You are tasked with looking into the complaint, taking appropriate action and reporting to the necessary stakeholders.

Practical Brief 41 - (OBS-RCO4041)– Alternative Fuel Compliance

You are a regulatory compliance officer working for the Office of Product Safety and Standards. On one of your routine inspections of an alternative fuel site you notice that the dispensers do not have the required labelling in place.

You are tasked with investigating the non-compliance, taking appropriate action and reporting to the necessary stakeholders.

Practical Brief 42- (OBS-RCO4042) – Product Standards – Timber

You are a regulatory compliance officer working for the Office of Product Safety and Standards. Upon carrying out some routine checks you come across a trader who cannot provide information about where timber has been purchased from.

You are tasked with looking investigating the matter, taking appropriate action and reporting to the necessary stakeholders.

Practical Brief 43 - (OBS-RCO4043) – Product Standards – Electrical

You are a regulatory compliance officer working for the Office of Product Safety and Standards. You are passed a complaint from a consumer who has purchased a product online where the wires are exposed and do not look safe.

You are tasked with looking into the complaint, taking appropriate action and reporting to the necessary stakeholders.

Practical Brief 44 - (OBS-RCO4044)– DVSA – Overweight vehicle

You are a compliance officer working for the Driver and Vehicle Standards Agency (DVSA). You are carrying out your remote routine checks on operators and identify that one of their vehicles appears to be over the maximum weight limit.

You are tasked with carrying out an investigation and taking the appropriate regulatory action.

Practical Brief 45 - (OBS-RCO4045)– Unregistered livestock

You are a regulatory compliance officer working for the Rural Payments Agency. On one of your routine inspections at a farm you notice there are livestock which you have no record of and are not ear-tagged.

You are tasked with investigating the matter, taking appropriate action and reporting to the necessary stakeholders and agencies.

Practical Brief 46 – (OBS-RCO4046) – Fund Breach

You are a regulatory compliance officer working for an outsourced fund administration service. You are conducting your regular monitoring activities and notice that there is a potential breach of rules with one or more of the funds you are reviewing.

You are tasked with looking into the fund breach, taking appropriate action and reporting to the relevant stakeholders.

Practical Brief 47 – (OBS-RCO4047) – Food Allergen information

You are a regulatory compliance officer working for a food distribution company. You notice on a regular audit that one of the products your company have sourced does not contain food allergen information on their labelling.

You are responsible for investigating the matter, carrying out the appropriate actions and reporting to relevant stakeholders.

Practical Brief 48 – (OBS-RCO4048) – Health and Safety Risk Assessments

You are a regulatory compliance officer working in a large organisation and responsible for ensuring health and safety information is up to date and risk assessments are completed. During your regular checks you notice that one department has not updated their risk assessments and returned these to you.

You are tasked with following up the matter with the relevant department head, liaising with stakeholders and taking appropriate action.

Practical Brief 49 – (OBS-RCO4049) – Food Manufacturing Regulatory Audit

You are regulatory compliance officer working for a food manufacturer. You are preparing for an external regulatory audit and notice that records are not up to date in relation to training and relevant safety data.

You are tasked with looking into the matter, liaising with relevant stakeholders and taking appropriate action.

Practical Brief 50 – (OBS-RCO4050) - Regulatory Submission Issue – Pharmaceutical Industry

You are a regulatory compliance officer working for a pharmaceutical company. In preparation for a regulatory submission you notice that the patient information leaflet included with the product is incorrect.

You are tasked with looking into the matter with appropriate stakeholders, reporting the issue and taking appropriate action.

Practical Brief 51 – (OBS-RCO4051) Estate Services Inspection

You are a regulatory compliance officer working in a local government organisation within the housing department. Your role is to support the housing department with health and safety matters relating to communal areas. You notice on a routine inspection that repairs required from a previous reported accident have not been completed.

You are tasked with looking into the matter, liaising with relevant stakeholders and taking the necessary action.

Practical Brief 52 – (OBS-RCO4052) Environmental Permitting – Pollution (Controlled Watercourse)

You are a Regulatory Compliance Officer working in the Environment Agency in Environment Management, your duties include investigating breaches of Environmental Permitting for Section 38 of the EPR (Environmental Permitting Regulations 2016). The duty officer receives a report of pollution into a river (controlled watercourse).

You are tasked with planning and carrying out an investigation into the report and following up on the findings with any relevant advisory service or enforcement action.

Practical Brief 53 – (OBS-RCO4053) Plant Health Imports

You are a regulatory compliance officer working for the Animal and Plant Health Agency (APHA). During your routine inspection of imports there is a concern that harmful organisms may have been found on a consignment arriving from a foreign country.

You are tasked with investigating the matter, liaising with relevant stakeholders and taking the necessary action.

Practical Brief 54 – (OBS-RCO4054) GDPR Breach – Conference Call Booking

You are a regulatory compliance officer, working for court certified conference call provider. You receive information from one of your team alleging that the booking team has sent the booking for a conference call to the incorrect person.

You are tasked with looking into the concern, liaising with relevant stakeholders and taking the necessary action.

Practical Brief 55 – (OBS-RCO4055) Suspicious gambling activity

You are regulatory compliance officer working for a pool betting service. You notice during your compliance monitoring that there may have been some suspicious betting activity that has not been escalated correctly.

You are tasked with looking into the concern, reporting to appropriate stakeholders and taking appropriate action where necessary.

Practical Brief 56 – (OBS-RCO4056) Electrical product documentation concern

You are a regulatory compliance officer working for the Office of Product Safety and Standards. You are carrying out routine documentation checks and notice that there could be some errors and omissions in the technical documentation for a product.

You are tasked with looking into the concern, liaising with appropriate stakeholders and carrying out actions as required.

Practical Brief 57 - (OBS-RCO4057) Connected Care Software Concern

You are a regulatory compliance officer working for an organisation who provide software solutions for connected care to the NHS. On one of your routine checks you discover a client's practices may not be in line with the NHS Data Digital Security and Protection Toolkit which may result in a misuse of data.

You are tasked with looking into the matter, taking appropriate action and informing relevant stakeholders.

Practical Brief 58 – (OBS-RCO4058) Event safety concern

You are a regulatory compliance officer working for a local authority licensing department. You receive reports of an accident which took place on site during the set up of the event with one of the site workers.

You are tasked with looking into the matter, reporting to necessary stakeholders and taking necessary action.

Practical Brief 59 – (OBS-RCO4059) Unlicensed event

You are a regulatory compliance officer working for a local authority public protection department. You receive reports of tickets being sold for what appears to be a large event in a public space, where no event notification has been received.

You are tasked with looking into the concerns, reporting to the necessary stakeholders and taking the necessary action.

Practical Brief 60 – (OBS-RCO4060) Product Safety and Standards Concern

You are a regulatory officer working for the Office for Product Safety and Standards. During your monitoring activities you notice that one of your UK users has not submitted the correct documentation.

You are tasked with looking into the matter, taking the necessary action and reporting to relevant stakeholders.

Practical Brief 61 – (OBS-RCO4061) Failure to adhere to ICAO guidelines

You are a regulatory compliance officer working for the Civil Aviation Authority. You receive reports that a customer is not currently complying with ICAO guidelines in relation to annexes.

You are tasked with investigating the matter, reporting to the relevant stakeholders and taking the necessary action.

Practical Brief 62 – (OBS-RCO4061) Quality Management Systems

You are a regulatory compliance officer with responsibility for ensuring compliance with a recognised quality management system within your organisation. Whilst contributing to an internal audit you notice a couple of areas of potential non-compliance.

You are tasked with looking into the concerns, taking the relevant action and liaising with relevant stakeholders.

Practical Brief 63 – (OBS-RCO4062) Civil Aviation Authority

You are a regulatory compliance officer working for the Civil Aviation Authority. You notice during an audit that a company is not being consistent in keeping and maintaining appropriate records across a range of activities. In reviewing previous audit reports, you find this has been raised previously but it has not been rectified fully.

You are tasked with investigating the non-compliance, taking appropriate action and reporting to the necessary stakeholders.

Practical Brief 64 – (OBS-RCO4064) Unsafe Storage of Hazardous Materials

You are a regulatory compliance officer working for the Transport Authority. A local mechanic informs you that his employer is no longer using Safety Data sheets to record the handling of hazardous material, and that waste oil drums on the premises are being incorrectly stored.

You are tasked with investigating the concern, reporting your findings, and carrying out the necessary actions.

Practical Brief 65 – (OBS-RCO4065) Water Treatment Equipment Malfunction

You are a regulatory compliance officer working for the Environment Agency. You are informed that operators at a local water treatment plant have failed to notify your department of an equipment malfunction within the mandated 7-day period and are now in breach of their permit conditions.

You are tasked with determining which piece of equipment malfunctioned and undertaking the appropriate regulatory action.

Practical Brief 66 – (OBS-RCO4066) – Environment Agency – local complaints

You are a regulatory compliance officer working for the Environment Agency. You are reviewing a permit application for a site but have been made aware of local complaints relating to pollution coming from the site in question.

You are tasked with investigating the matter further, liaising with the required stakeholders and taking appropriate action.

Practical Brief 67 – (OBS-RCO4067) Sewage Plant Wastewater Sampling

You are a regulatory compliance officer and monitor waste management companies for the Environment Agency. During a routine inspection of a local sewage treatment plant, you learn that the employer has failed to report the results of a wastewater sampling that showed levels of ammoniacal nitrogen have risen above the 5mg/L threshold.

You are tasked with providing a full report of your findings, ensuring that immediate precautions are taken, and remedial actions completed.

Practical Brief 68 – (OBS-RCO4068) Unauthorized Waste Exports

You are a regulatory compliance officer and monitor waste management companies for the Environment Agency. You receive a complaint from a waste management firm who believes one of their competitors has exported intentionally mislabeled waste to a prohibited country.

You are tasked with determining whether a breach has occurred and putting the appropriate regulatory response in place.

Practical Brief 69 – (OBS-RCO4069) Improper Handling of Personal Data

You are a regulatory compliance officer working for the Education and Skills Funding Agency. You are notified by a student at a local training provider that their contact details and address, as well as those of their classmates, have been made publicly available.

You are tasked with investigating the concern, presenting a report of your findings to the relevant stakeholders, and enacting the appropriate response.

Practical Brief 70 – (OBS – RCO 4070) Community Protection Notice Non-compliance

You are a regulatory compliance officer working for the local council. You receive a complaint from a member of the public who informs that their neighbour's dog has attacked their pet for the third time, and that they are failing to comply with the reasonable measures laid out in the community protection notice they were served.

You are tasked with determining the extent of the non-compliance, compiling your findings before presenting them to the relevant stakeholders, and enforcing the appropriate regulatory response.

Practical Brief 71 – (OBS – RCO 4071) Repeated Statutory Nuisance

You are a regulatory compliance officer working for the local council as an Environmental Health technical support officer. You receive a complaint from a local resident who informs you that their neighbour has repeatedly used loudspeakers to hold street parties late into the night and has ignored the warning notices they were previously served by the council.

You are tasked with looking into the complaint, taking appropriate action, and reporting to the necessary stakeholders.

Practical Brief 72 – (OBS – RCO 4072) - Air Carrier Non-Compliance

You are a regulatory compliance officer working for the Civil Aviation Authority. During a routine audit you are notified by a whistle-blower that their employer is failing to comply with several of the Standards and Recommended Practices (SARPs) laid out in International Civil Aviation Organisation (ICAO) Annex 19.

You are required to verify whether the air carrier in question is non-compliant, enforce the appropriate regulatory response, and present a report of your findings to the relevant stakeholders.

Practical Brief 73 – (OBS – RCO 4073) - Waste Management Audit

You are a regulatory compliance officer working for the Environment Agency in the waste regulation and enforcement department. While conducting an audit of a local waste management company, you find that the majority of the paperwork on file is incomplete.

You are tasked with ascertaining the extent of the non-compliance, compiling a report of your findings ready to present to the relevant stakeholders, and enacting the appropriate regulatory response.

Practical Brief 74 – (OBS – RCO4074) Consumer Rights Act Non-compliance

You are a regulatory compliance officer working for the local council in the Trading Standards

enforcement department. You receive a complaint from a member of the public alleging that a second-hand car dealership in their area knowingly sold them a car of an unsatisfactory standard, failed to provide the correct documentation on point of sale, and neglected to perform repairs on the vehicle as required by the Consumer Rights Act (2015).

You are tasked with establishing the extent of the non-compliance, compiling a report ready to present to the relevant stake holders and enforcing the appropriate regulatory response.

Practical Brief 75 – (OBS – RCO4075) Falsified Registration Information

You are a regulatory compliance officer working for the Environment Agency. During a routine audit of a waste carrier, you learn that they submitted false information during the registration process and are in violation of the Controlled Waste Regulations (1999).

You are tasked with confirming that a breach has occurred, enacting the necessary regulatory actions, and presenting a report of your findings to the relevant stakeholders.

Practical Brief 76 – (OBS – RCO4076) – Food Safety Non-compliance

You are a regulatory compliance officer working for the Trading Standards agency. You receive a complaint from a member of the public who informs you that they suffered an allergic reaction after being served allergens in a meal they were told would be adjusted in order to fit their specific dietary requirements.

You are tasked with investigating the validity of the claim, compiling a report of your findings ready to present to the relevant stakeholders, and enforcing the appropriate regulatory response.

Practical Brief 77 – (OBS – RCO 4077) – Breach of Food Safety Regulations

You are a regulatory compliance officer working for the Trading Standards agency. You receive a complaint from an employee at a local restaurant who claims that the proprietor has instructed the head chef to use foodstuffs that are past their use-by date in meals that are being served to the general public.

You are tasked with investigating the validity of the claim, compiling a report of your findings ready to present to the relevant stakeholders, and enforcing the appropriate regulatory response.

Practical Brief 78 – (OBS – RCO 4078) – Overpriced Home Renovations

You are a regulatory compliance officer working for the local council. You receive a complaint from a member of the public claiming that the building contractor they hired to renovate their property overcharged them, and carried out work that was not agreed upon during the tender process.

You are tasked with investigating the concern, presenting a report of your findings to the

relevant stakeholders and enacting the appropriate response.

Practical Brief 79 – (OBS-RCO 4079) Consumer Rights Breach

You are a regulatory compliance officer working for the local council in the Trading Standards enforcement department. You receive a complaint from a member of the public alleging that a second-hand car dealership in their area knowingly sold them a car of an unsatisfactory standard, and falsified documents to mislead the customer on the vehicles service history.

You are tasked with establishing the extent of the non-compliance, compiling a report ready to present to the relevant stake holders, and enforcing the appropriate regulatory response.

Practical Brief 80 – (OBS-RCO 4080) Reasonable Adjustment Noncompliance

You are a regulatory compliance officer working at a regulatory authority in Education Regulation. The commissioner has raised concerns over the application of reasonable adjustments in a major Awarding Organisation after receiving information suggesting that it failed to sufficiently outline the provisions put in place for customers requiring additional support with their examinations.

You have been tasked with establishing the degree of noncompliance, compiling a report of your findings ready to present to the relevant stakeholders, and enforcing the appropriate regulatory response.

Practical Brief 81 – (OBS-RCO 4081) Unattended Car in Local Town Centre

You are a regulatory compliance officer working for the local council as a civil enforcement officer. During a routine patrol of the town centre, you encounter an unattended car whose windows have been broken.

You are tasked with gathering the pertinent information ready to present to the relevant stakeholders and putting the appropriate regulatory response in place.

Practical Brief 82 – (OBS-RCO 4082) Obligated Packaging Producer Non-compliance

You are a regulatory compliance officer working for the Environment Agency in the enforcement of Producer Responsibility regulations. You receive an anonymous tip from a member of the public notifying you of an obligated packaging producer who has failed to register. As a result, they have also failed to comply with the rules governing the recycling of packaging.

You are tasked with compiling a report of your findings ready to report to the relevant stakeholders and taking the relevant regulatory action.

Practical Brief 83 – (OBS-RCO 4083) Insurance Fraud

You work for an insurance broker who provides life insurance policies. Your colleague informs

you that they suspect one of their customers has finalised a policy on behalf of someone who was not present on the call at the time of signing.

You are tasked with establishing the extent of the noncompliance, compiling a report of your findings ready to present to the relevant stakeholders, and enforcing the appropriate regulatory response.

Practical Brief 84 – (OBS-RCO 4084) Failure to Maintain Information Security Policies

You are a regulatory compliance officer working at an IT service provider. During a routine check of the information security policies, you notice that they haven't been reviewed at pre-arranged intervals and may now contain inaccurate information.

You are tasked with establishing the extent of the non-compliance, compiling a report of your findings ready to present to the relevant stakeholders, and enacting the appropriate regulatory response.

Practical Brief 85 – (OBS-RCO 4085) Failure to Meet Quarterly Returns Data Deadline

You are a regulatory compliance officer working for the environment agency. You are notified by one of your colleagues that one of the businesses you regulate has failed to submit quarterly returns data by the statutory deadline.

You are tasked with establishing the validity of the claim, compiling a report of your findings ready to present to the relevant stakeholders and enacting the appropriate regulatory response.

Practical Brief 86 – (OBS-RCO 4086) Updates Not Made To Fob System

You are a regulatory compliance officer working for an IT solution and Service Provider. One of your colleagues has recently transferred roles within the company but has not had their access level updated on the fob system and is unable to access parts of the building required for their job role.

You are tasked with gathering the pertinent information ready to present to the relevant stakeholders and putting the appropriate regulatory response in place.

Practical Brief 87 – (OBS-RCO 4087) Unenforceable Customer Agreements

You are a regulatory compliance officer working for a financial services company. You are notified by a colleague that one of the recently signed customer agreements is unenforceable.

You are tasked with establishing the extent of the non-compliance, compiling a report of your findings ready to present to the relevant stakeholders, and enacting the appropriate regulatory response.

Practical Brief 88 – (OBS-RCO 4088) Incorrect Site Exemption Permits

You are a regulatory compliance officer working for the Environment Agency. Whilst conducting a routine audit, you learn that the site you are visiting does not have the correct site exemption permits in place.

You are tasked with gathering the pertinent information ready to present to the relevant stakeholders and putting the appropriate regulatory response in place.

Practical Brief 89 – (OBS RCO 4089) Counterfeit E-cigarettes

You are a regulatory compliance officer working for the council. Your department have received an anonymous tip from a member of the public alleging that counterfeit e-cigarettes are being sold in a popular newsagent in the local area.

You are tasked with establishing the extent of the non-compliance, compiling a report of your findings ready to present to the relevant stakeholders and enacting the appropriate regulatory response.

Practical Brief 90 (OBS-RCO4090) – Road Closure

You are a regulatory compliance officer working for a large construction company. You have received complaints from residents and businesses from the local area that no advance warning was given before beginning road works and construction, and that diversions, as a result, are causing huge delays.

You have been tasked with investigating these complaints and liaising with relevant stakeholders with the goal of taking appropriate action where necessary.

Practical Brief 91 (OBS-RCO4091) – Ancient Woodland

You are a regulatory compliance officer working for a large construction company. You have received a complaint from the woodland trust that a stockpile of topsoil has been stored a few metres away from the edge of an ancient woodland. Residents and campaigners have reported that no protective fencing had been installed before work to remove the topsoil began.

You are tasked with investigating the reports and informing the relevant stakeholders so that appropriate action can be taken where necessary.

Practical Brief 92 (OBS-RCO4092) – Surveillance

You are a regulatory compliance officer working with the Home Office. It has been brought to your attention that a local police force has been using overt closed-circuit television (CCTV) cameras for covert and pre-planned surveillance operations, without receiving authorisation from the Regulation of Investigatory Powers Act (RIPA).

You have been tasked with looking into these reports and liaising with relevant stakeholders to ensure that appropriate action is taken.

Practical Brief 93 (OBS-RCO4093) – Releasing Data

You are a regulatory compliance officer working for a CCTV hub. You have been made aware of allegations that data has been sent to the police by staff that work in the hub. This data was obtained from public CCTV cameras that are used by the hub and was released without following the appropriate processes.

You have been assigned to judge whether the appropriate processes and procedures were followed, and to liaise with relevant stakeholders.

Practical Brief 94 (OBS-RCO4094) – Overnight Roadworks

You are a regulatory compliance officer working for National Highways. You have discovered that multiple overnight closures on several of the UK's busiest motorways have not provided the public with adequate warning of the works commencing, causing major disruption around some of the country's largest towns and cities.

You have been given the task of understanding why ample warning signage was not put in place and liaising with the necessary stakeholders to explain why.

Practical Brief 95 (OBS-RCO4095) – Roadworker Personal Protective Equipment (PPE)

You are a regulatory compliance officer working for National Highways. You have been informed that roadworkers on motorways have not been wearing full PPE when moving around the site and working with heavy machinery.

You have been tasked with looking into these reports and liaising with relevant stakeholders to ensure that appropriate action is taken.

Practical Brief 96 (OBS-RCO4096) – Raised Ironworks

You are a regulatory compliance officer working for a local council. Work has recently been completed on the installation of cycle lanes throughout the town centre. However, reports have come in that poor road reinstatements have meant that raised ironworks have been causing damage to vehicles driving on the newly surfaced road.

You have been tasked with investigating these complaints and liaising with relevant stakeholders with the goal of taking appropriate action where necessary.

Practical Brief 97 (OBS-RCO4097) – Street Works Permit

You are a regulatory compliance officer working for the Department for Transport. You have been made aware of small, temporary roadworks taking place in a town centre. The residents challenged the works, and it has since been revealed that the undertakers of the works do not have the appropriate permit.

You have been tasked with investigating these complaints and liaising with relevant stakeholders with the goal of taking appropriate action where necessary.

Practical Brief 98 (OBS-RCO4098) – General Data Protection Regulations (GDPR) Failure

You are a regulatory compliance officer working for a health and social care company. You have been made aware that the medical information of patients within the company's care is being handled inappropriately by staff and medical professionals.

You have been tasked with looking into these reports and liaising with relevant stakeholders to ensure that appropriate action is taken.

Practical Brief 99 (OBS-RCO4099) – Care Plans

You are a regulatory compliance officer working for a health and social care company. The families of patients have complained that the approved care plans for their relatives have not been followed, which is causing distress, both to the patients and their families.

You have been tasked with looking into these complaints and liaising with relevant stakeholders with the goal of taking appropriate action where necessary.

Practical Brief 100 (OBS-RCO4100) – Asbestos Removal

You are a regulatory compliance officer working with the local council. You have been made aware of allegations that a demolition company has been working on buildings containing asbestos and has been removing asbestos from the property without holding the appropriate license to do so.

You have been tasked with looking into these allegations and working with relevant stakeholders to take appropriate action where necessary.

Practical Brief 101 (OBS-RCO4101) – Gas Certification

You are a regulatory compliance officer working for a local council. You have been informed that a local gas company has not been providing suitable gas certification to customers when installing appliances for businesses in the local area, nor have they been carrying out inspections on an annual basis.

You have been tasked with investigating this information and liaising with relevant stakeholders with the goal of taking appropriate action where necessary.

Practical Brief 102 (OBS-RCO4102) – Data Processing

You are a regulatory compliance officer working for an automobile company. You have been made aware that customer data is not being appropriately stored, used or deleted by a supplier in line with the signed data processing agreement.

You have been tasked with looking into these reports and liaising with relevant stakeholders to ensure that appropriate action is taken.

Practical Brief 103 (OBS-RCO4103) – Supplier Key Performance Indicators (KPIs)

You are a regulatory compliance officer working for a car rental company. You have discovered that a supplier to the business has not been accurately recording, and subsequently reporting, accurate key performance indicators (KPI's), on any of the services that have been outsourced to them by your rental company.

You have been tasked with further investigating what has been found and liaising with relevant stakeholders to ensure that appropriate action is taken.

Practical Brief 104 (OBS-RCO4104) – Contract Review

You are a regulatory compliance officer working for a not-for-profit social enterprise in the employment sector. The previous employee failed to perform a full review of, and update, a Participant's Action Plan every 4 weeks, leading to intervention by the Department for Work and Pensions (DWP).

You have been tasked with highlighting any non-compliance found and actioning this accordingly in line with the DWP's expectations, and liaising with other stakeholders to ensure that appropriate action is taken.

Practical Brief 105 (OBS-RCO4105) – Customer Service Standards

You are a regulatory compliance officer working for a charity in the employment sector. The Department for Work and Pensions (DWP) monitor the performance of the contract with the charity through the customer service standards and have found that it has not been adhered to by the charity.

You have been given the task of working alongside the DWP and other relevant stakeholders to assess areas of non-compliance and complete a performance improvement plan (PIP) with a view to ensuring appropriate action is taken.

Practical Brief 106 (OBS-RCO4106) – Testing Failure

You are a regulatory compliance officer working for a construction product regulator. You have undertaken a programme of testing of a construction product in relation to one of the essential characteristics of the product. You receive testing results which indicate that the product performs to a lower performance than the manufacturer has declared on the declaration of performance for the product.

You have been tasked with investigating any non-compliance and liaising with relevant stakeholders to ensure the appropriate action is taken.

Practical Brief 107 (OBS-RCO4107) - Assessment and Verification of Constancy of Performance (AVCP)

You are a regulatory compliance officer working for a construction product regulator. It has been brought to your attention that a construction product manufacturer is not manufacturing their product using the correct AVCP system required by the designated standard applicable to the product.

You have been tasked with investigating any non-compliance and liaising with relevant stakeholders to ensure the appropriate action is taken.

Practical Brief 108 (OBS-RCO4108) – Learner Off-the-job Training Hours

You are a regulatory compliance officer working for an audit company. As part of your role, you conduct audits of training providers who teach apprenticeships to enable them to meet Education and Skills Funding Agency (EFSA) funding requirements. It has come to your attention while completing an audit that learners have not completed sufficient off-the-job training hours as part of their course.

You have been tasked with investigating why this is the case, assessing whether any non-compliance has occurred on the part of the training provider and liaising with the relevant stakeholders to ensure that the appropriate action is taken.

Practical Brief 109 (OBS-RCO4109) – Insufficient Evidence of Reasonable Adjustments

You are a regulatory compliance officer working for a further education audit company. It is reported that support funding that has been claimed for by training providers to support some of their learners includes insufficient evidence of a plan of support. This has resulted in the claim for reasonable adjustments being questioned, in addition to whether they are necessary.

You have been tasked with looking into these reports to assess whether any non-compliance has taken place, and liaising with the relevant stakeholders and authorities to ensure that the appropriate action is taken.

Practical Brief 110 (OBS-RCO4110) - Incorrect Immigration Permissions

You are a regulatory compliance officer working for a university. It has been brought to your attention that a student attending the university has entered the UK using e-gates but has not applied for entry clearance as a student visa holder prior to travelling to the UK and, therefore, does not hold the correct immigration permissions.

You have been tasked with investigating these reports and providing support to the student and the university regarding the matter, as well as liaising with the relevant stakeholders so that appropriate action can be taken.

Practical Brief 111 (OBS-RCO4111) - Withdrawal of Visa Sponsorship

You are a regulatory compliance officer working with a UK university, providing support to staff and international students. You have been made aware of a student visa holder that has ceased studying for a period exceeding 60 days. The university has failed to make the required report to the Home Office explaining the withdrawal of sponsorship for the student's immigration visa.

You have been tasked with making inquiries into the reports, working with the relevant stakeholders and regulatory bodies to correct any non-compliance and ensuring that appropriate action is taken.

Practical Brief 112 (OBS-RCO4112) – Breach of S106 Agreement

You are a regulatory compliance officer working for a local council. It has been brought to your attention that a property developer has breached their S106 agreement imposed by the council, by not paying the agreed financial contributions when planning permission was originally approved.

You have been tasked with investigating non-compliance by the developer on behalf of the council and liaising with the relevant stakeholders so that appropriate action can be taken.

Practical Brief 113 (OBS-RCO4113) – Community Infrastructure Levy (CIL) Non-payment

You are a regulatory compliance officer working with a local council. As part of your role, you must investigate the status of development schemes that have commenced without paying CIL. During your investigations, you have found that a developer has failed to pay CIL on time and is continuing to delay the payment to the council.

You have been tasked with working with the relevant stakeholders involved to assess non-compliance and ensure that the appropriate action is taken.

Practical Brief 114 (OBS-RCO4114) – Obstruction of a Public Right of Way

You are a regulatory compliance officer working for a local council. You have recently been made aware by tourists and people that live in the local area that a popular walking route via a public right of way has been blocked by construction material that is being used on a nearby site. The materials allow for no access to the path in either direction.

You have been tasked with investigating these reports by working with any relevant stakeholders to assess and correct any non-compliance that is found to ensure that appropriate action is taken.

Practical Brief 115 (OBS-RCO4115) – Housing Development Over a Public Right of Way

You are a regulatory compliance officer working for a local council. A planning application has been submitted by a large housing developer that has not taken into consideration the footpaths and public rights of way (PROW) surrounding the local area. The plans would involve closing the PROWs for a sustained period, causing disruption to residents who use them as regular walking routes.

You have been tasked with highlighting any non-compliance to the developer and liaising with the relevant stakeholders in the local area to ensure that the appropriate action is taken.

Practical Brief 116 (OBS-RCO4116) – Failure to Arrange a Face-to-face Meeting

You are a regulatory compliance officer working for a charity that helps to provide job opportunities for young people. As part of the role, referrals to the charity must have a face-to-face meeting with a charity representative within 10 working days of being referred to the charity. It has been brought to your attention that the charity is arranging these meetings as late as 15 working days after referral.

You have been tasked with investigating any non-compliance by the charity and liaising with the relevant stakeholders to ensure that the appropriate action is taken.

Practical Brief 117 (OBS-RCO4117) – Incomplete Exit Report

You are a regulatory compliance officer working for a charity that helps provide job opportunities for young people. It has been brought to your attention that an exit report for a young person currently in work has not been completed within the last 10 working days of their time on-programme. As this is a monitored service standard, there is a risk that the contract will be deemed non-compliant by the commissioner.

You have been tasked with investigating why exit reports are not being completed on time and working with the relevant stakeholders to ensure that appropriate action is taken.

Practical Brief 118 (OBS-RCO4118) – Report of Disrepair

You are a regulatory compliance officer working for a local council. It has been brought to your attention that a tenant living in the area has reported disrepair within their property, notably a broken boiler, which is subsequently not producing any hot water. They have also stated that the landlord responsible has not taken action to resolve the issue.

You have been tasked with investigating the report and the lack of action from the landlord, and liaising with relevant stakeholders so that appropriate action can be taken.

Practical Brief 119 (OBS-RCO4119) - Unlicensed Property

You are a regulatory compliance officer working for a local council. You have been made aware of a property that is currently being privately rented in the local area, and that is within the boundaries of a selective licensed area, which has not been licensed by the landlord of the property.

You have been tasked with investigating the landlord and property, and working with the relevant stakeholders to ensure that appropriate action is taken.

Practical Brief 120 (OBS-RCO4120) – Defective Drainage

You are a regulatory compliance officer working for a local council. It has been brought to your attention that in several areas across the borough, the drainage system alongside major roads and infrastructure is either blocked or defective. This is causing issues with flooding as well as over-saturating the ground surrounding building foundations and other underground infrastructure.

You have been tasked with investigating the cause of the defective drainage and working with the relevant stakeholders to ensure that the appropriate action is taken.

Practical Brief 121 (OBS-RCO4121) – Rodent Infestation

You are a regulatory compliance officer working with an environmental health agency. You have been made aware of numerous complaints of vermin infestations at a derelict building close to a school in the local area, triggering an investigation into the accumulation of vermin at the premises.

You have been tasked with looking into these complaints and liaising with the relevant departments and stakeholders to ensure the appropriate action is taken.

If none of the briefs above are suitable for your apprentice, please contact Highfield as soon as possible.