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| **Advice Quality Standard****Casework Experience and Range**Form: Case 1 – Consumer / General Contract | C:\Users\shabhav.ADVICE\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\ELAROT0B\AQS_logo_CMYK(150dpi) (3).jpg |

##### This form must be completed if applying for certification to General Help with Casework in the Consumer / General Contract category.

Cases listed to fulfil the criteria must be cases which were active within the last 12 months. Please complete column 3 with either the case reference or file name. Please also state the caseworker responsible for the case if applying through the 12-hour caseworker route (D5.1).

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| **Requirement** | **File Ref No / Filename** | **Initials of Caseworker** |
| Requirement 1 is Mandatory. |
| 1 | Defective goods and services – four casefiles from the following: |
|  | 1.1 | Cars (sale of and repairs to). |  |  |
|  | 1.2 | Home improvements. |  |  |
|  | 1.3 | Holidays. |  |  |
|  | 1.4 | Domestic electrical appliances (sale of and repairs to). |  |  |
|  | 1.5 | Furniture and furnishings. |  |  |
|  | 1.6 | Clothing. |  |  |
|  | 1.7 | Other. |  |  |
| 2 | Fulfil four out of seven of sections 2.1 to 2.7: |
|  | 2.1 | Credit / loans: two casefiles from the following: |  |  |
|  |  | * 2.1.1 - HP and title.
 |  |  |
|  |  | * 2.1.2 - Early settlement.
 |  |  |

|  |  |  |  |  |
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|  |  | * 2.1.3 - Termination of HP / conditional sale.
 |  |  |
|  |  | * 2.1.4 - Equal liability.
 |  |  |
|  | 2.2 | Cancellation / withdrawal: one casefile from the following: |
|  |  | * 2.2.1 - Credit.
 |  |  |
|  |  | * 2.2.3 - Insurance (home / buildings / life).
 |  |  |
|  |  | * 2.2.4 - Utilities.
 |  |  |
|  |  | * 2.2.5 - Timeshare.
 |  |  |
|  |  | * 2.2.6 - Other.
 |  |  |
|  | 2.3 | Discrimination under the Equality Act 2010  |  |  |
|  | 2.4 | Refusal to supply goods / services on any grounds (e.g. age, postcode, gender, disability) – one casefile from the following: |
|  |  | * 2.4.1 – Credit.
 |  |  |
|  |  | * 2.4.2 – Utilities.
 |  |  |
|  |  | * 2.4.3 – Other.
 |  |  |
|  | 2.5 | Problems with insurance / pensions / savings. |  |  |
|  | 2.6 | Pricing and charging disputes. |  |  |
|  | 2.7 | Explanation of and referral for redress and enforcing judgements through the courts. |  |  |
| **I confirm the above information is accurate.** |
| **Name (please print):** |  |
| **Signature:** |  |
| **Date:** |  |