

Support Materials for Tutors

Understanding Your Consumer Rights



1. The Consumer Council

- **Buy Rights DVD**

www.consumercouncil.org.uk/education/youth-sector/buy-rights-dvd/

2. BBC

- **Interviews Belfast pensioner loses thousands in lottery scam**

www.bbc.co.uk/news/uk-northern-ireland-11233525

- **Authorities issue warning over counterfeit brake pads**

www.bbc.co.uk/news/uk-northern-ireland-10845668

- **Internet Shopping**

www.bbc.co.uk/watchdog/consumer_advice/online_shopping.shtml

3. Office of Fair Trading - Scams

- DVD Part 1 - Don't let them con you (9.56 mins clip)

www.youtube.com/watch?v=8WrtzrwoZ4k

- OFT - Scams DVD Part 2 - Don't let them con you (2.46 mins clip)

www.youtube.com/watch?v=cshxUZ6hLg0&feature=related

- OFT - Scams DVD Part 3 - Practitioners guide (2.44 mins clip)

www.youtube.com/watch?v=FyAlQ1Rlk5M&feature=related

- OFT - Scams DVD - be on your guard (9.23 mins clip)

www.youtube.com/watch?v=tWVIY5WfuMQ

3. OFT – Consumer Rights and Responsibilities

- Buying a second hand car (7.29 mins clip)

www.youtube.com/watch?v=xfEVq1o2yiU

- Internet shopping (6.13 mins clip)

www.youtube.com/watch?v=Ghc7Z7WBGGQ

- Buying shoes and clothing (6.26 mins clip)

www.youtube.com/watch?v=cz4ThDI0Qu8

4. Trustmark - How To Spot A Top Tradesman (2.16 mins clip)

www.youtube.com/watch?v=_lfUTHVI16o&feature=relmfu