

Being an effective consumer

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| Identify who is a consumer | Lesson plan – Being a consumer (download from CC website/education/GCSE Home. Ec) Consumer Futures – What's in a name? Consumer Focus Scotland (hardcopies supplied in support packs or download from Consumer Focus Scotland – address provided next page) |
| Rights and responsibilities | Shoppers' Rights card (hardcopy from CC) Shop Around website: www.shoparound.org.uk Buy Rights – Have Your Say (DVD supplied in support packs and available from CC, download support materials and lesson plans from CC website/education) How to complain factsheet (download from CC website/education/GCSE Home Ec) See also: Home Economics for CCEA GCSE textbook, published by Hodder Education |
| Explore barriers | Silver Service? Are supermarkets meeting the needs of older consumers (download from CC website/publications) Silver Service DVD (hardcopy supplied in support packs and available from CC) Consumer Proficiency Research (download from CC website/publications) |
| Legislation: Sale and Supply of Goods Act 1994 Trade Descriptions Act 1968 Consumer Protection (Distance Selling) Regulations 2000 Unfair Trading Regulations 2008 | Shoppers' Rights Card (hardcopy from CC) Shop Around website: www.shoparound.org.uk Buy Rights – Have Your Say (DVD supplied in support packs and available from CC, download support materials and lesson plans from CC website/education) Quick Consumer Rights Quiz PowerPoint presentation (download from CC website/education/GCSE Home Ec) Consumer Skills For Life (hardcopy from CC or download from CC website/publications) Section 1 – Know Your Consumer Rights Section 2 – Complaining by Telephone Section 3 – Complaining by Letter Section 4 – Buying a Sofa Factsheets supplied in support packs or download from CC website/education/GCSE Home Ec: Trade Descriptions Act 1968 Factsheet Consumer Protection (Distance Selling) Regulations 2000 Factsheet Unfair Trading Regulations 2008 Factsheet The Consumer Protection from Unfair Trading Regulations: OFT basic guide for business. |

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Publications

Consumer Futures - What's in a name? Consumer Focus Scotland

http://webarchive.nationalarchives.gov.uk/20090724135150/http://scotcons.demonweb.co.uk/publications/book_guid/Consumer_whats_in_a_name.pdf

The Consumer Protection from Unfair Trading Regulations: OFT basic guide for business.

http://www.oft.gov.uk/shared_of/business_leaflets/cpregs/oft979.pdf

BBC Learning Zone Clips

Disability access - Barriers

<http://www.bbc.co.uk/learningzone/clips/6034.bb.wmv>

Your consumer rights on the high street.

Includes shopping online and signposts to Consumerline for NI consumers

<http://www.bbc.co.uk/learningzone/clips/know-your-rights-on-the-high-street/6859.html>

The law – consumer rights

Local girl Julie Morton tells about her difficulties getting a refund – has useful advice and clarification from a solicitor

<http://www.bbc.co.uk/learningzone/clips/the-law-consumer-rights/4830.html>

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Websites

Shop Around

This is the website version of the popular Consumer Council resource Shop Around, developed in partnership with CCEA. In addition to interactive quizzes, the site has animated scenarios for discussion and problem-solving and table quiz questions/answers.

www.shoparound.org.uk

Dolceta Online Consumer Education

This website has modules including Consumer Education, Financial Capability, Product Safety and Sustainable Consumption.

<http://www.dolceta.eu/united-kingdom/index.php>

The Teachers' Corner <http://www.dolceta.eu/united-kingdom/Mod4/spip.php?mot42> has learning tools and quick quizzes including the **Clever Consumer Quiz**.