**Sample Unit of Learning – ‘Being a Consumer’**

**Key Concepts**

Consumer; Rights and responsibilities; consumer agencies and legislation; communication skills.

**Learning Outcomes:**

Personal finance: 1.7

Personal finance: 1.8

**Possible Learning Experiences:**

1.7 - (Group / Individual) Case Study: advising consumers in different scenarios

1.7 - (Group) Walking debate on consumer responsibilities

1.8 - (Group / Individual) Researching the relevant services and agencies

1.7; 1.8 - (Group) Role play demonstrating how to exercise consumer rights

1.7; 1.8 - (Group / Individual) Develop promotional materials to support and develop understanding of consumer rights and responsibilities

**Possible Evaluation of Student Learning:**

1.7 - Questioning, discussion around Case Study and teacher observation and questioning during walking debate

1.8 - Student representation of research findings.

1.8 - Teacher observation and peer discussion arising from scenarios in the role play.

1.7; 1.8 - Presentation within group of promotional material and write a letter to relevant agency / write a letter of complaint.

**Possible Resources:**

[**http://jctonline.ie/business\_studies/cpd\_workshop\_two**](http://jctonline.ie/business_studies/cpd_workshop_two) **–** material from Business Studies CPD Day2

[**http://www.consumerhelp.ie/**](http://www.consumerhelp.ie/)

[**http://www.consumerhelp.ie/shopsmart**](http://www.consumerhelp.ie/shopsmart)

[**http://www.consumerclassroom.eu/**](http://www.consumerclassroom.eu/)

[**https://www.youtube.com/watch?v=SaRKSdeHsjw**](https://www.youtube.com/watch?v=SaRKSdeHsjw)

[**http://thecai.ie/videos/**](http://thecai.ie/videos/)

[**http://www.centralbank.ie/regulation/Pages/home.aspx**](http://www.centralbank.ie/regulation/Pages/home.aspx) - Financial Regulator

[**http://jctonline.ie/wholeschool/classroom\_strategies**](http://jctonline.ie/wholeschool/classroom_strategies%20)- Classroom Strategies

[**http://ccpc.ie**/](http://ccpc.ie/) Competition and Consumer Protection Commission

[**http://ec.europa.eu/justice/consumer-marketing/files/crd\_arc2014\_factsheet-consumer\_general\_en.pdf**](http://ec.europa.eu/justice/consumer-marketing/files/crd_arc2014_factsheet-consumer_general_en.pdf)

[**http://www.eccireland.ie/test-your-knowledge-as-consumer/**](http://www.eccireland.ie/test-your-knowledge-as-consumer/)