

## Consumer Learning Outcomes

Students are introduced to the concept of being a good consumer, consumer rights and consumer protection.

### **The Consumer**

- The informed consumer
- Reasons for protection
- Agencies involved
- Legislation (elementary knowledge)
- Procedure for redress
- Writing a business letter
- Ordering goods/services; receipts; credit notes

*Upon completion students should, from given data, be able to:*

- Identify causes for complaint
- Apply legislation
- Present oral or written complaint
- File and record details
- Carry out simple research into consumer products