

Business Studies- Consumer Education

3rd Year Business Class- Exam Preparation

Scoil Mhuire Clane



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'IF YOU FAIL TO PLAN, YOU PLAN TO FAIL'

Learning Outcome: Distinguish between and appreciate the rights and responsibilities of the consumer.

Learning intentions: Students will carry out research on how to be a responsible, informed and wise consumer.

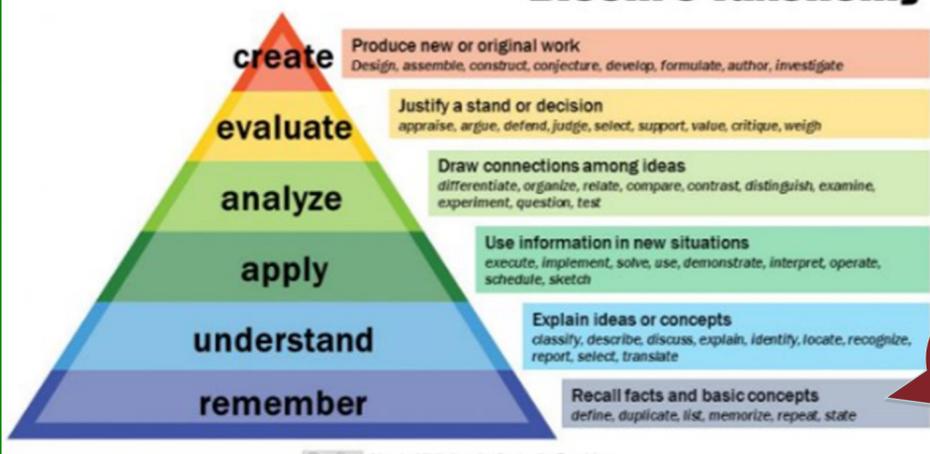
Students will analyze the steps involved to make a consumer complaint and procedures for redress.

Students will evaluate consumer legislation involved in the 'Sale of goods and supply of services act 1980' and 'Consumer Information Act 2007'.

PLAN →
DELIVER →
REVIEW

'extra attention that is supportive and I don't have to wait as long to ask questions'-3rd Year Student

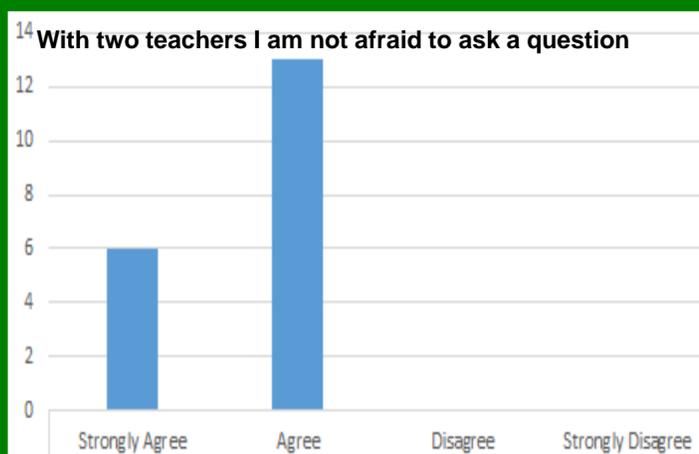
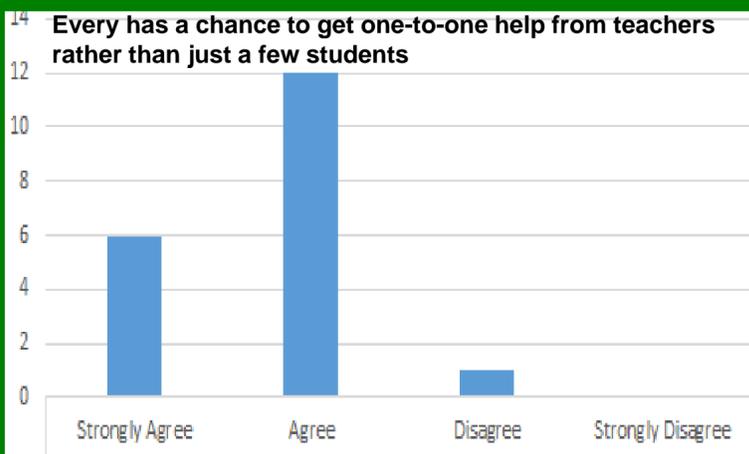
Bloom's Taxonomy



Helpful, it increased my confidence

Active Teaching and Learning Methods

- The consumer steps of complaint were integrated into the classroom with the support of the 'stair steps' graphic organizer. Firstly, the students mapped their prior knowledge of the steps involved in pairs. Then students were given a new stair steps and filled in each relevant step, this involved student enquiry and information processing through peer assessment and learning.
- During the 'Sale of goods and supply of services' consumer law activity, each law contains many subtitles and new business jargon. It is important to define, explain and give examples to allow student's to process these literacy words. Each student had a 'visual word' activity sheet and given the subtitles 'merchantable quality, fit for the purpose, sold as described, sold to sample and qualified skill'. Students had to define, give examples and use each term within a statement.
- At the end of the class, students were given question buzz words to create their own higher order questions as a form of summative assessment. Then after students created their own questions, student's did a whip around questions and answer session at the end of class which engaged pupil-led learning



Stair Steps Activity- Steps involved for consumer complaint

