

Teaching Intentions	<p>Students will learn</p> <p>Some basic consumer rights What problems they may face trying to exercise their rights How to deal with a situation of returning faulty goods Who to contact for help</p>
Starter	<p>Discuss learning intentions Short discussion about what students like going shopping for List answers from students</p>
Main Session	<p>Use the activities one after the other so that they link up and reinforce learning OR use one activity alongside the Student handout – Di Lemma makes a complaint Consider what rights the students think they have and how they can deal with difficult situations. Research into consumer protection can continue via website search or contacting your local authority for more information or a possible visit from a Trading Standards officer</p>
Resources and Materials	<p>Faulty Goods activity Faulty Goods activity – Right or Wrong? activity Student handout – Di Lemma makes a complaint Website for research about consumer protection Examples of damaged or faulty goods. Copies of receipts or contracts to look at (adhere to confidentiality issues though)</p>
National Curriculum	
PSHE	2(d) 3(k) 4(g)
Citizenship	1(a)(g) 2 (b)(c) 3 (a)(b)(c)
Differentiation	<p>All students must: be able to suggest a way of dealing with the problem</p> <p>Most students should: identify some correct ways to resolve a situation by exercising their consumer rights</p> <p>Some students will: be able to understand the consequence for shops who do not comply with the law</p>
Assessment	<p>Class discussions Students questions/answers Faulty Goods activity Faulty Goods activity – Right or Wrong? activity Student handout – Di Lemma makes a complaint</p>