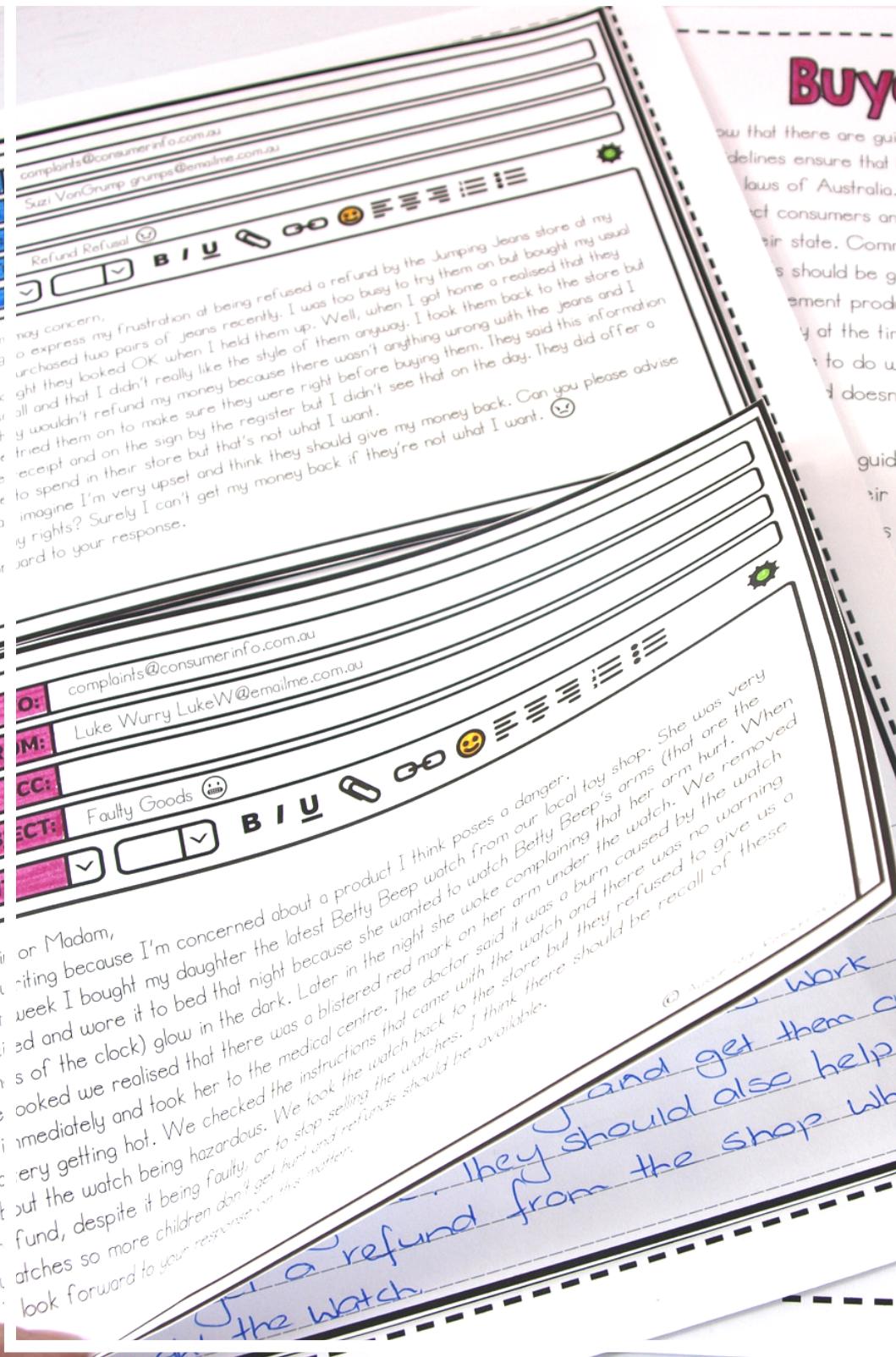


Being a Strategic Consumer

Grade 5 HASS - Business and Economics



Buyer Beware!

ow that there are guidelines and rules that businesses must follow? These guidelines ensure that businesses are conducting their business honestly and fairly. In Australia, each state has its own government consumer protection laws. These laws aim to protect consumers and ensure business owners are following the rules. For example, in Victoria, the Consumer Protection Act 2007 states that businesses must provide fair treatment to consumers. Common guidelines include outlining when refunds and replacements should be given.

Businesses must provide a refund or replacement products should be given when:

• the item is faulty at the time it is bought.

• the item does not do what it is intended to do.

• the item does not match what was shown in store or online.

Businesses must also provide guidelines for business owners, consumers and governments to follow. These guidelines help consumers make informed decisions about their consumer behaviour and choices. Consumers should be aware of their rights and responsibilities when purchasing goods and services. They should meet their requirements before purchasing a product and ensure that the product does what they want it to do.

Before purchasing a product, consumers should:

• check that the item is not faulty or damaged.

• compare prices prior to purchase.

• read the product specifications.

• consider the purpose only and in a manner that suits their needs.

• purchase only and in a manner that suits their needs.

• purchase only and in a manner that suits their needs.

• ask for a refund or replacement if the product is faulty or damaged.

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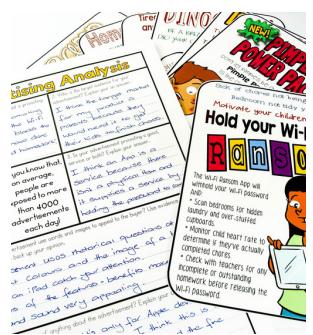
• ask for a refund or replacement if the product is faulty or damaged.

Lesson Plan : Being a Strategic Consumer

Subject
HASS
Grade
5
Curriculum Area
Business & Economics
ACARA Links
ACHASSK121 ACHASSI102 ACHASSI105

Duration
Single Lesson

Resources
Printouts Pens/Pencils Scissors Glue Workbooks



Anticipated Outcomes

It is anticipated that at the end of this lesson students will have an understanding of the strategies that can be used when making informed consumer decisions and their rights and responsibilities as a consumer.

Introduction or Consolidation?

This lesson is an ideal opportunity to discuss and reinforce their new knowledge on consumer behaviour and the factors that influence their decision making.

Students' Prior Knowledge

Prior to this lesson students have defined the concept of a consumer and the influences on their consumer behaviour.

Beginning

- Prior to the lesson print, worksheets and foldable templates.
- As a class briefly recap the previous lesson on being an informed consumer.
- Ask the students if they've ever bought something they've been unhappy with. Generate discussion to explore what happened, why they were unhappy and what they did about it.
- Draw a table on the board with two columns. The first should be titled Rights and the second Responsibilities.
- As a class read through the Buyer Beware page and identify the Rights and Responsibilities on the board as you go.

Middle

- Hand out the Scenario Flipbook pages.
- Ask students to read the scenarios independently and then re-group and re-read them as a class. Discuss their understanding of each passage the rights and responsibilities that come in to question, and clarify any questions. You could split the students in to groups to analyse and respond to their scenario.
- Allow time for students to work alone or in pairs to complete the written portion of the activity including their response to the sender.

Suggestion

You might like to split the pages and have half of the class complete Suzi VonGrump's email and the other half take on Luke Wurly's. It is important that the whole class are able to discuss and evaluate both scenarios to fully explore how consumer rights and responsibilities apply to each scenario.

End

Regroup students and end the session and ask volunteers to read their responses to the questions and their reply to the sender.

- When are you able to request a refund or replacement for a product?
- Do you think businesses should have to give refunds if you change your mind? Why? Why not?
- What would you have done if you were in their shoes?
- How will you use your new knowledge to make better consumer decisions?



Where to next?

The next lesson will focus on being a financial transactions.

Buyer Beware!

Did you know that there are guidelines and rules that businesses must follow? These rules and guidelines ensure that businesses are conducting their business honestly, safely and within the laws of Australia. In Australia each state has its own government department who protect consumers and ensure business owners are following the rules and guidelines for their state. Common guidelines include outlining when refunds and replacement products should be given.

Refunds and replacement products should be given when:

- A product is faulty at the time it is bought.
- A product isn't able to do what it is intended to do.
- The product received doesn't match what was shown in store or online.

While there are rules and guidelines for business owners, consumers are also required to take responsibility for their consumer behaviour and choices. Consumers should:

- Ensure goods and services meet their requirements before purchasing eg. the right size or colour etc and that it does what they want it to do.
- Conduct their own research prior to purchase.
- Make sure that they can afford the item, check that it isn't faulty to the best of their ability. They should also compare prices prior to purchase.
- Keep receipts and warranty documents.
- Use the goods for their intended purpose only and in a manner that follows any safety guidelines provided with the product.

If consumers believe they are entitled to a refund or replacement they should contact the place of purchase and return the item as soon as possible. They will need to provide proof of their purchase and explain their issues with the product or service and justify their request for a replacement or refund. If they are unhappy with the outcome they can contact their state consumer affairs department to seek advice on what can be done.



TO: complaints@consumerinfo.com.au**FROM:** Suzi VonGrump grumps@emailme.com.au**CC:****SUBJECT:** Refund Refusal 😠**FONT****B** **I** **U**

To Whom it may concern,

I am writing to express my frustration at being refused a refund by the Jumping Jeans store at my local mall. I purchased two pairs of jeans recently. I was too busy to try them on but bought my usual size and thought they looked OK when I held them up. Well, when I got home and realised that they were too small and that I didn't really like the style of them anyway. I took them back to the store but they said they wouldn't refund my money because there wasn't anything wrong with the jeans and I should have tried them on to make sure they were right before buying them. They said this information was on the receipt and on the sign by the register but I didn't see that on the day. They did offer a credit note to spend in their store but that's not what I want.

As you can imagine I'm very upset and think they should give my money back. Can you please advise me about my rights? Surely I can get my money back if they're not what I want. 😠

I look forward to your response.

Suzi

TO: complaints@consumerinfo.com.au**FROM:** Luke Wurry LukeW@emailme.com.au**CC:****SUBJECT:** Faulty Goods 😬**FONT****B** **I** **U**

To Sir or Madam,

I'm writing because I'm concerned about a product I think poses a danger.

Last week I bought my daughter the latest Betty Beep watch from our local toy shop. She was very excited and wore it to bed that night because she wanted to watch Betty Beep's arms (that are the hands of the clock) glow in the dark. Later in the night she woke complaining that her arm hurt. When we looked we realised that there was a blistered red mark on her arm under the watch. We removed it immediately and took her to the medical centre. The doctor said it was a burn caused by the watch battery getting hot. We checked the instructions that came with the watch and there was no warning about the watch being hazardous. We took the watch back to the store but they refused to give us a refund, despite it being faulty, or to stop selling the watches. I think there should be recall of these watches so more children don't get hurt and refunds should be available.

I look forward to your response on this matter.

Luke

What do you think?

1. Why did Suzi want a refund for her jeans?

GLUE HERE

2. How could Suzi have avoided wasting her money on jeans she can't return?

3. How did the store advise customers of their rights? Do you think they made it clear enough?

4. Suzi is obviously angry about being unable to get her money back. Do you think she's entitled to a refund? Explain your answer.

What do you think?

1. Summarise what Luke's email is about?

GLUE HERE

2. Should Luke have received a refund? Explain your answer.

3. What action do you think the Consumer Affairs office should take? Explain your answer.

Imagine that you work for the Consumer Affairs Information Office. Write a professional response to Suzi explaining her rights and responsibilities as a consumer.

GLUE HERE

Imagine that you work for the Consumer Affairs Information Office. Write a professional response to Luke explaining his rights and responsibilities as a consumer. You might like to suggest some ways Luke can take his concerns further.

GLUE HERE

Meet The Author

Amy Price | Director | Curriculum Nerd



Is this you?

- I love teaching upper primary students. They can connect with topics with insight and maturity. I even love their sassy attitude.
- I'm always pressed for time. I'm flat out and never have time for myself and my family. I want something to take some pressure off!
- The Australian Curriculum has some really important topics for upper primary students but they can be so boring!
- I want resources that meet my planning requirements but are fun and engaging for my students. Is that so hard?

We hear you! That's why we've created resources, just like this one, for Australian upper primary teachers.

Our mission is pretty straight forward:

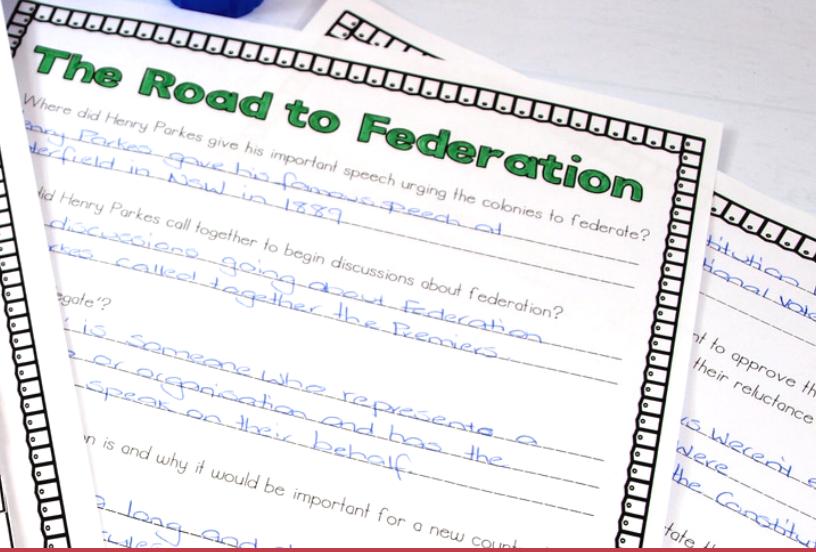
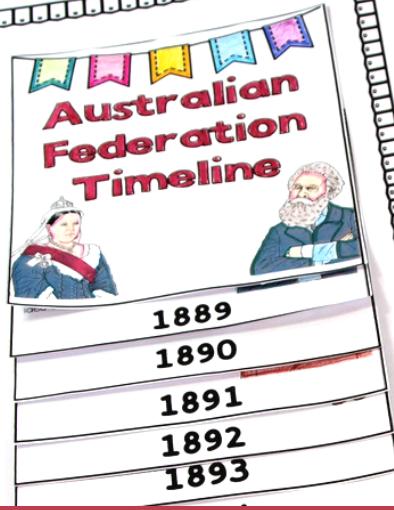
- ✓ We want teachers to have access to curriculum aligned resources that truly engage students.
- ✓ We want teachers to feel confident they've got their planning and lessons covered so they can stress less and enjoy teaching more.
- ✓ We want to liven up those dry and often complicated topics for both teachers and students.
- ✓ We want the big kids to have hands-on and interactive resources that are loaded with learning because the big kids should have fun learning too!

We hope this resource ticks all those boxes for you! If you'd like to keep up to date with our latest resources and updates click the links to follow us on your favourite social media platform.

Happy Teaching
Amy



Aussie Star Resources Australian Federation Timeline



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