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| **Btec National Extended Diploma Level 3 in** **IT** | | |
| **Assignment no: 8.2**  **Assessment Title: Consumer Guide** | | |
| Assessor: | Student: | Group: Level 3 Yr 2 |
| Unit Number: 8 | Unit Title: E Commerce | |
| Hand out date: 17/01/2020  Resubmission authorised by:  (BTEC only) | Hand in date: 07/02/2020  Resubmission hand in date: | Date handed in:  Date handed in: |

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| **Scenario**  When we buy a product or a service, as a consumer we expect to get a good quality product/service. As consumers there are many laws and legislation that protect us when buying goods or services either from the high street or online through e-commerce. Not everyone is aware of the legislation that protects us as consumers.  There are also many methods of payment that can be used when paying for a product online. As a consumer we expect to get a good service from the payment method we choose to use. Not everyone is aware of the different payment methods on offer to us as consumer to use.  Therefore, you need to design an informational leaflet that will advise and communicate the regulations that an organisation has to meet in order to trade as a reputable business. You must also communicate the different payment methods on offer. Including the benefits and drawbacks to each.  **Tasks**  **Task 1 (P4) Review the regulations governing e-commerce**     1. Using the citizens advice (consumer section) and trading standards to help you, review and describe what is meant by the regulations surrounding us as consumers. Describe what citizen’s advice do and how they support us as consumers. 2. Document the types of legislation that protects us as consumers such as the data protection act, copyright legislation, computer misuse act and consumer credit and how organisations meet these laws to protect us when trading through e-commerce. 3. Now using a chosen organisation to help you, research and demonstrate your findings within your information leaflet. Use and annotate print screens to help you demonstrate this.   **Task 2 (P5) Examine the social implications of e-commerce on society.**   1. With the regulations governing e-commerce in mind, In your own words document the potential benefits and risks that we as consumers can face when trading through the internet, and how this may have an impact on us as a society.   Remember to include the benefits such as added value, quick and ease of service, access to goods from remote locations, anytime access and internet discounts.  For the drawbacks remember to include payment security, fraud, assessing quality and fit, reliance on delivery services, impact on employment and the effect to us socially i.e. no face to face contact.  **Task 3 (D2) Compare different payment systems used by e-commerce systems.**   1. Make a table to compare the different methods of payment that are relevant to e-business. You need to consider the availability, currency, fees, security and where you can use it.   Remember to cover all points and to include the good points and consider the not so good points.   1. Following the creation of your comparison table, you must build upon the information you have researched and analyse the information you have to ensure you can give your readers informative information on the different payment methods available.   **You will need to present all of your research into your leaflet**. **Ensure you produce an interesting leaflet demonstrating all of your findings which will keep your reader interested!** |

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| **What to hand in:**  1. An information leaflet |

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| **How to hand in your assessment**  This assessment must be handed into / uploaded to the VLE assignment page by the hand in date on the front of the assignment brief. If you have a valid reason why you will not be able to hand in the work on time you will need to fill out and hand in an AE form to your assessor or the Head of School. |

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| **Student declaration:**  I have read the Assignment Submission Procedure. I agree that this is my own work or my own work and that of other members of my group. It has not been copied (plagiarised) from any other source e.g. the internet, a book, another student or group of students. I know that I may FAIL this assignment if the Head of School proves that this is not my own work. | | | |
| Student signature |  | Date: |  |

For staff use only.

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| **Internal Verification** | This assessment has been verified and form IV8 completed: | IV name:  Laura Powles | IV signature:  L Powles | Date:  17/09/19 |

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| **SMOG index:** | 17.1 |

Test for readability on scenario and tasks only OR workbooks tasks. Appropriate scores are: L3 = 16; L2 = 13/14; L1 = 11/12; entry level = 9/10

Link here: <http://www.readabilityformulas.com/free-readability-formula-tests.php>

**Assessor marking grid**

**Student name:**

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| Grading criteria | Grading criteria | Achieved  Not submitted  Fail  Resubmission | Comments/Feedback | Target date  for resubmission  (BTEC FE only - within 15 working days of receipt of results of assessment) |
| P4 | Review the Regulations governing e-commerce |  |  |  |
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| P5 | Examine the social implications of e-commerce on society |  |  |  |
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| D2 | Compare different payment systems used by e-commerce systems |  |  |  |
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| **General comments**  **Feedback on English and maths** |

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| ***Actual Grade*** | ***Grading criteria*** | *P4* | *P5* | *D2* |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ***Achieved?*** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Please note that the grade that you have been awarded is subject to confirmation following internal verification and external sampling by the Awarding Body.

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| I certify that the evidence submitted for this assignment - either via the VLE or other method - is the learner’s own. The learner has clearly referenced any sources used in the work. I understand that false declaration is a form of malpractice. |

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| Assessor signature: | Date marked: |