



ActUpInternational



S3 Consumer rights

This classroom-based module encourages students and teachers to discuss consumers and consumer rights.

Preview pages

Social Sciences/Studies teacher's lesson plan
Suitable for teaching at most secondary school years or levels

Consumer rights

How to use this module

Photocopy required numbers of the module. Distribute to students, invite them to choose their characters and then either individually or in groups act out the roleplay and work through the discussion and activities. Use as a class lesson or within your teaching plan.

Lesson duration

One-two class lessons depending on objectives.

Achievement objectives

To understand how and why individuals and groups seek to safeguard the rights of consumers.

Assessment

By performing this module students and teachers will have explored:

- the concept of consumer and consumer rights.
- why consumer rights need protecting.

Characters

Students perform characters One, Two, Three and Four who discuss their rights regarding a faulty cellphone.

Note

ActUp modules are fictional works. Any similarity or reference to actual events or places or products or persons, living or dead, is entirely coincidental and not intended.

SETTINGS: STUDENTS ARE IN THE CLASSROOM. STUDENTS ONE, THREE AND FOUR WATCH STUDENT TWO SHAKING A NEW CELLPHONE.

- ONE What's wrong?
- TWO It doesn't work.
- THREE Shaking it probably won't help much.
- TWO It makes me feel better.
- FOUR Probably makes the phone feel worse.
- TWO I don't know what else to do.
- THREE You can borrow mine.
- TWO Thanks but I bought this phone for me to use, not to borrow yours.
- FOUR You must have worn it out.
- TWO Worn it out? I only brought it two days ago.
- ONE How many times have you used it?
- TWO Twice.
- THREE Did it go alright?
- TWO Not really. First time it wouldn't ring out and the second time it wouldn't shut down.
- FOUR Sounds faulty to me.
- TWO My faulty.
- ONE It's not your fault.
- TWO I bought it. That was my fault.
- THREE But if it doesn't work.
- TWO I'm stuck with it. Why out of all the phones in the store did I have to pick the one that didn't go?
- ONE Luck.
- TWO Yeah. Bad luck and heaps of it.
- THREE You should take it back.
- TWO I tried.
- ONE What happened?

Student worksheet

Discussion and activities

Students perform the play then work through some or all of the following discussion and activities, either individually or in groups.

Discussion

1. Three asks "But if it doesn't work" and Two replies "I'm stuck with it." Do you agree with Two? Why?

2. Seven says "They said there was no warranty." What is your reaction to this? What would you do if you were Seven?

3. One says "You've got rights." Do you agree with One? In what way?

4. One says "You're consumers." What is a consumer?
