



LifeSmarts

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Lesson Plan: *Consumer Rights & Responsibilities*

Overview

Consumers have rights in the marketplace and those rights link directly to consumer responsibilities. When exercising their responsibilities, consumers help sellers and other consumers by communicating their needs and wants and by expressing their concerns to the appropriate person or agency.

This lesson complements the ConsumerMan LifeSmarts video titled *How to Complain*.

Lesson Objectives

- Summarize consumer rights.
- Contrast consumer responsibilities and consumer rights.
- Explain the consumer complaint process.

CCSS Correlation

Language: *Vocabulary Acquisition and Use*

CCSS.ELA-LITERACY.CCRA.L.4

Determine or clarify the meaning of unknown and multiple-meaning words and phrases by using context clues, analyzing meaningful word parts, and consulting general and specialized reference materials, as appropriate.

CCSS.ELA-LITERACY.CCRA.L.6

Acquire and use accurately a range of general academic and domain-specific words and phrases sufficient for reading, writing, speaking, and listening at the college and career readiness level; demonstrate independence in gathering vocabulary knowledge when encountering an unknown term important to comprehension or expression.

Reading

Integration of Knowledge and Ideas

CCSS.ELA-LITERACY.CCRA.R.7

Integrate and evaluate content presented in diverse media and formats, including visually and quantitatively, as well as in words.

Time

2-3 class periods

Background

In 1962, President John F. Kennedy outlined the “Consumer Bill of Rights” to Congress. His intent was to offer consumers key assurances in the marketplace. Later, in 1985, the United

Nations adopted eight basic consumer rights, offering a worldwide platform for consumer protection. When consumers know and exercise their rights and responsibilities, the marketplace relationship between buyer and seller is strengthened. When consumers make businesses and government agencies aware of problems it helps all parties resolve consumer complaints.

Materials

- Worksheet—*Consumer Rights and Responsibilities* Vocabulary List
- Worksheet Key— *Consumer Rights and Responsibilities* Vocabulary Prompts
- ConsumerMan Video—*How to Complain*
- PowerPoint Slide Presentation—*Consumer Rights and Responsibilities*
- PowerPoint Slide Presentation Notes—*Consumer Rights and Responsibilities*
- Handout—Consumer Action’s *How to Complain* booklet—Download from: http://www.consumer-action.org/english/articles/how_to_complain
- Student Activity—*How to Complain*
- Student Activity Key—*How to Complain*
- Student Activity—*Discussion of Consumer Rights and Responsibilities*

ProceduresDay 1

1. Distribute Vocabulary List.
2. Assign students to define only the vocabulary they are confident they understand.
3. View the ConsumerMan Video *How to Complain*.
4. Clarify and define vocabulary with the large group.

Day 2

1. View PowerPoint Slide Presentation—*Consumer Rights and Responsibilities*
2. Distribute Handout—Consumer Action’s *How to Complain* booklet. Ask students to skim the handout for the most important points.
3. Discuss student findings.

Day 3

1. Using Consumer Action’s *How to Complain* booklet assign students to complete the Student Activity *How to Complain*
2. Review and correct the Student Activity using Student Activity Key—*How to Complain*

Discussion Questions

1. How does the Internet make it easier for dishonest businesses and individuals to take advantage of consumers?
2. Why is it important for consumers to take the time and effort to complain about poor products and service?
3. What right would you add to the Consumer Bill of Rights?
4. In 1985, the United Nations adopted eight basic consumer rights. Why are consumer rights a worldwide concern?
5. Web browsers allow advertisers to customize ads from a consumer’s Internet browsing history. How is this an advantage and a disadvantage to the consumer?

Differentiated Instruction Tips

1. Distribute the Worksheet—*Consumer Rights and Responsibilities* Vocabulary List and define content vocabulary with students at the beginning of the lesson.
2. Distribute Student Activity—*Discussion of Consumer Rights and Responsibilities* to small groups. Ask students to discuss and complete the assignment prior to viewing the PowerPoint Presentation.
3. Brainstorm consumer complaint scenarios. Assign students to write sample consumer complaint letters, using the format provided in Consumer Action’s *How to Complain* booklet.