

# Consumer rights - How much do you know? *Consumer education for students*

Dear Ladies and Gentlemen,

the year 2022 has been declared the “Year of Youth” by the European Union. Children are among the most vulnerable consumer groups and require special protection and support. It is therefore our concern to educate children and young people about consumer rights in an age-appropriate way. As a part of a project, we have therefore created English-language materials that are free, easy to use and individually applicable. They are intended to support English lessons.

## Who we are

The European Consumer Centres Network (ECC Net) comprises 29 Centres across all EU Member States, Iceland and Norway, to support a better enforcement of consumer rights. Each centre is co-funded by the European Commission and national governments. We not only directly assist consumers with protecting and asserting their rights but also provide free information and publications. In this sense the ECCs of Austria, Cyprus, Greece, Luxemburg, Sweden, Slovakia and Portugal contributed to this consumer education project.

More information about our network and this project: <https://www.eccnet.eu/consumer-education>

## What it is about

This teaching material is aimed at students with English language skills from 2 - 5 years or more. We want to make them aware of "consumer issues" and show them how to protect themselves. In our work, we see that young people today are confronted with consumer problems earlier than ever before. Whether unforeseen costs with app store games, subscription traps or online shopping - education in this area must not lag behind technological progress.

- Firstly, we created an animated video with English subtitles that playfully illustrates various problems children can have when playing with their mobile phones.
- Secondly, we have prepared a quiz with additional topics that are already increasingly affecting the youngest consumers, such as online shopping, scams & subscription traps and social media platforms.

## How to use it

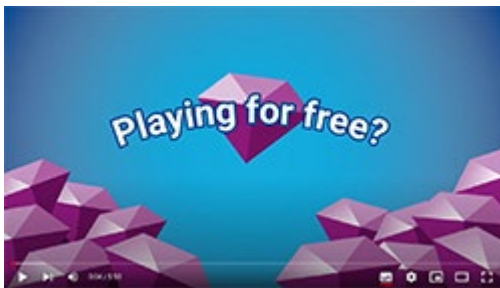
Our legal experts designed and laid out the material so it can be used straight away. It was important to us that they are user-friendly and can be used regardless of the different curricula in the EU.

The materials are intended for students who have been learning English for 2-5 years or longer. However, we recommend that teachers decide which class they are best suited for depending on the individual aptitude of the students

It was also important for us to provide you with material that can be used flexibly. Both the video and the quiz work on their own. For example, one class could watch and discuss the video together while another receives the quiz as homework. The quiz itself contains some questions that are covered in the video, so there is a recognition value, but both can also be used independently.

### - Video

The [animated video](#) shows 3 episodes. Each is an example about what can happen to children while playing with their mobile phone. These short stories are thought-provoking and motivate to share own experiences with each other. To spark discussion, question sequences appear during the video.



We recommend pausing the video at this point and discussing the content and your own experiences. For further tips on how to get the most out of the video, see the separate guides for teachers and students and the guide you can use while your class is watching the video. English subtitles can be activated on YouTube.

### - Quiz

The quiz has 40 questions on consumer rights, 10 each on the following topics:



Mobile games, (online) shopping, scams & subscription traps and platforms & social media.

You can complete the interactive [quiz online](#) or use the [PDF version](#) (e.g. for printing or projecting). A teacher's guide contains not only the correct answers, but also brief explanations of the legal background being asked.

## Enjoy the materials!

We hope the resources provided are helpful and spark your students' interest in consumer rights.

If you have any questions or would like to give us feedback, please feel free to contact us.

You can find the contact details of the ECC in your country on the following website:

<https://www.eccnet.eu/contact-your-local-ecc>

Your ECC-Net