

Grade 7 EMS Worksheet

Assessment Task: Rights and Responsibilities of customers

The rights and responsibilities of consumers (Group activity)

- a) Discuss the role consumers play in the economy. Write down a definition of consumers as well as an explanation of the role they play in the economy. [4marks]
- b) Brainstorm the rights and responsibilities of consumers. Copy the table below in your workbook and write down five rights and five responsibilities. One example has been filled in to assist you. Assess the performance of your group. [10 marks]

Rights of consumers	Responsibilities of consumers
To receive a refund if a product is not of acceptable quality	To pay for goods and services they receive

Group assessment checklist

Criteria	Yes	No
Our group could discuss the role of consumers in the economy.		
Our group could write down a definition of consumers and explain their role in the economy.		
Our group could brainstorm the rights and responsibilities of consumers.		
Our group could write down the rights and responsibilities of consumers in a table.		

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Suggested Solutions

Question number	Possible marks	Solution														
1	14	<p>a)</p> <p>Definition of consumers: The consumers are the individuals, households and communities who create a demand through their needs and wants and their ability to pay for goods and services. [2 marks]</p> <p>Role of consumers: Consumers play an essential role in the economy. They form the market for goods and services. The economy would not exist without consumers. [2 marks]</p> <p>b)</p> <table border="1"> <thead> <tr> <th>Rights of consumers</th> <th>Responsibilities of consumers (any five)</th> </tr> </thead> <tbody> <tr> <td>Example: To receive a refund if a product is not of acceptable quality</td> <td>Example: To pay for goods and services they receive</td> </tr> <tr> <td>To insist that the service be rendered properly</td> <td>To be aware of all the terms and conditions that go with a sale</td> </tr> <tr> <td>The right of choice who to buy from and what to buy</td> <td>To be aware of prices, quality and safety of products</td> </tr> <tr> <td>The right to be heard on issues such as prices and quality</td> <td>To act against exploitation</td> </tr> <tr> <td>The right to safety in the use of products or services they buy</td> <td>To practise responsible consumption and be aware of the impact of their consumption on other consumers and the environment</td> </tr> <tr> <td>The right to be informed about products and services</td> <td>To organise with other consumers to protect and promote the interests of consumers</td> </tr> </tbody> </table> <p style="text-align: right;">[10 marks]</p>	Rights of consumers	Responsibilities of consumers (any five)	Example: To receive a refund if a product is not of acceptable quality	Example: To pay for goods and services they receive	To insist that the service be rendered properly	To be aware of all the terms and conditions that go with a sale	The right of choice who to buy from and what to buy	To be aware of prices, quality and safety of products	The right to be heard on issues such as prices and quality	To act against exploitation	The right to safety in the use of products or services they buy	To practise responsible consumption and be aware of the impact of their consumption on other consumers and the environment	The right to be informed about products and services	To organise with other consumers to protect and promote the interests of consumers
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Appendix of Assessment Tools

Group assessment checklist

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