**Self-Reflection**

List 3 things that I should do next to help my learning

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Guardian Signature

**Please ask me about the following**

After studying my notes and the one-page summary I should be able to answer the following

1. Outline the main provision of the Sales of Goods and Supply of Service acct 1980 and how it protects consumers
2. Outline the mina provision of the Consumer Protection act 20017 and how it protects consumers
3. Identify the difference between goods and services
4. Explain the redress available to consumers for faulty goods
5. List and explain the role of agencies that help support consumers
6. List the steps involved in making a complaint
7. Describe the layout of a letter of complaint
8. Explain the term Caveat Emptor
9. Explain the term CAI and what do they do

How well was you daughter able to explain what they have been leaning in Business Studies and learning outcome 1.8?

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Is there anything that they need to revise

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