
1.8

Exploring Business

Protecting the Consumer (Legislation and Agencies)

Learning Outcome Notes

LO 1.8 - Compare the services provided by consumer agencies and financial institutions to assist and support customers.

1.8

Exploring Business

Protecting the Consumer-(Laws & Agencies)

Past Exam Questions and Answers

NOTE - Very Important

It is very important when answering exams question that you use the following steps -

1. That you know the information for the learning outcome
2. That you understand the information form the learning outcome
3. That you can apply the information form the learning outcome to the question
4. Be able to give at least two full sentences for your answer (Fill up the space)

Questions are changing from rote learning to applying the knowledge to the Question

QUESTIONS

2019 - Question 16 - Part b - (ii)

Your friend Deirdre (@deirdre22) has ordered a book from a business in the European Union. Forty days have passed, and the book has not arrived. Write a tweet to @deirdre22 to let her know what agency she should go to help for.

2019 - Sample Paper - Question 16 - Part a (i) & (ii)

You sent this text message to a friend asking for consumer advice.

'I bought a pair of runners online and they were damaged when they arrived. What will I do'
She advised you to e-mail the company with your complaint. Write an email to the company ensuring the following information is included.

1. Use the email address customerservice@runrun.ie for the company.
2. Insert a subject of the email.
3. Clearly outline the complaint
4. Explain your rights in this situation

From	kateogrady@mail.ie
To	
Subject	

(ii) Name one agency that could assist if you need further support.

State one function of this agency

Agency	
Function	

SUGGESTED SOLUTIONS

2019 - Question 16 - Part b - (ii)

Your friend Deirdre (@deirdre22) has ordered a book from a business in the European Union. Forty days have passed, and the book has not arrived. Write a tweet to @deirdre22 to let her know what agency she should go to help for.

Get in contact with the Competition and Consumer Protection Commission (CCPC)

@ccpc.ie , #buyingonline #consumerhelp #letthebuyer beware
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2019 - Sample Paper - Question 16 - Part a (i)

You sent this text message to a friend asking for consumer advice.

'I bought a pair of runners online and they were damaged when they arrived. What will I do' She advised you to e-mail the company with your complaint. Write an email to the company ensuring the following information is included.

1. Use the email address customerservice@runrun.ie for the company.
2. Insert a subject of the email.
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From	kateogrady@mail.ie
To	customerservice@runrun.ie
Subject	Complaint - Damaged runner bought online
	<p>Dear Sir/Madam</p> <p>On the 12.01.2023 I purchase a pair of runners form your company.</p> <p>When they arrived, they were damaged. As outline under the sale of goods and supply of service act 1980 as a consumer my rights are that 1. Goods must be of merchantable quality - of certain standard and 2. They must be fit for purpose.</p> <p>As these two rights have not been met, I am entitled to a Refund, Repair or Replacement. I would like a Replacement.</p> <p>I look forward to your reply.</p>

	<p>Kind Regards</p> <p>Mr. Ryan</p>
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(ii) Name one agency that could assist if you need further support.

State one function of this agency

Agency	CCPC (Competition and Consumer Protection Commission)
Function	Protecting consumers: The CCPC has a range of powers to protect consumers,
	by provides information and advice to consumers about their rights and how to
	make informed purchasing decisions. This is don thought their website and
	radio and TV advertisement