



# Consumer Champion Gold Badge Award

A Training Guide For Senior Section Leaders  
for The Boys' Brigade Northern Ireland



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## Introduction

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The Consumer Council and The Boys' Brigade have jointly developed this resource pack to help young people understand their consumer rights when they shop online or on the high street.

The Consumer Council's research shows young people are often unaware of their basic consumer rights and, as a result, lack the confidence to complain if they buy something that is faulty or if they receive poor service.

For the Boys to receive their gold 'Consumer Champion' badge and certificate, they need to complete 15 challenges in this pack and join in the fun!

These challenges offer the opportunity to work individually and in groups as well as catering for different interests.

The Consumer Council would be keen to see photos of The Boys' Brigade activities in action. Please send photos for The Boys' Brigade website, ([www.bbni.org.uk](http://www.bbni.org.uk)), provided of course the Boys' parents/guardians have given their permission to do so.

Photos should be emailed to [nihq@boys-brigade.org.uk](mailto:nihq@boys-brigade.org.uk)

### Before we begin, who is The Consumer Council?

The Consumer Council is a statutory body whose main aim is to promote and safeguard the interests of consumers in Northern Ireland.

The Consumer Council has specific statutory duties in relation to energy, water, transport, and postal services. These include dealing with consumer complaints and enquiries, carrying out research, and increasing consumers' understanding of their rights.

Over the last three years, The Consumer Council helped to return more than £1.8 million in compensation to consumers, following investigation of their complaints.

### What is a consumer?

A consumer is someone who purchases goods and services for personal use.

### What does a confident consumer look like?

A confident consumer:

- Knows their consumer rights;
- Understands when they do not have rights; and
- Is able to complain calmly and effectively if things go wrong with their purchases.

### What does being a responsible consumer mean?

A responsible consumer:

- Avoids buying things just for the sake of it;
- Realises that their consumer decisions today will affect generations in the future;
- Tries to use the 3Rs – reduce, reuse and recycle; and
- Does not waste precious resources such as water and energy.

**This program of activities is designed to give the Boys the skills to become:**

- Informed and confident consumers;
- Responsible consumers; and
- A Consumer Champion - who will speak up when they need to complain, and share their knowledge with family, friends, schoolmates and other members of The Boys' Brigade.

### List of Challenges

The challenges cover a range of activities (**Appendix A**) and can be completed during usual group meeting nights or outside The Boys' Brigade setting. The activities range from individual tasks to group discussions/debates and tasks involving other boys in The Boys' Brigade or family, friends and schoolmates.

These challenges fit under the programme zone 'Life Skills' and the cards are easy to use with the option for the Boys to choose what challenges they would like to do and what they would like to learn about.

**The participants must complete at least 15 activities to achieve their gold 'Consumer Champion' badge and certificate.**

### Evaluation of Learning

Once the activities are complete, please complete the evaluation form in **Appendix B**, and badge and certificate order form in **Appendix C**.

This evaluation will be used to measure the success of the activities and improve future initiatives.

Please return the evaluation form, and badge and certificate requests to The Consumer Council in the freepost envelope provided, along with the resource request form (**Appendix D**). You can also email these to **[contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)**

*Thank you for taking the time to deliver the activities. The team at The Consumer Council hopes the Boys had fun and are looking forward to receiving their gold 'Consumer Champion' badge and certificate.*

Do not forget to send photos of the Boys with their new badges!

The Consumer Council's website offers a wealth of materials and resources. Visit [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk) for more information or telephone us on 0800 121 6022.

## Challenge Card List

- Fashion Show
- Charity Shop Challenge
- Food Bank
- Market Day
- Presentation: The Consumer Rights Act 2015
- Presentation: The Consumer Contracts Regulation (CCR) 2014
- Consumer Quiz
- Are you covered by The Consumer Rights Act?
- Consumer Scenarios
- When a consumer loses their rights
- Make a complaint in person
- Deal or Steal Quiz
- Supermarket own-brand vs branded products
- Taste Test Challenge
- Shop around
- Supermarket sweep
- Bake off
- Budgeting
- Lights, Camera, ACTION!
- Advertising
- Your family need you!
- Opening a bank account
- Different ways of banking
- Protecting your bank account
- Scams

## Tell us what you thought of The Consumer Champion Training Guide

Thank you for taking part in the activities. We would now appreciate your feedback to help us improve and develop future resources.

After completing all the activities, on a scale of 1 – 5 (with 1 being the lowest), how would you rate the Boys' knowledge of their rights and responsibilities?

No understanding			Excellent understanding	
1	2	3	4	5

On a scale of 1 – 5 (with 1 being the lowest), how would you rate the activities?

Poor	Satisfactory	Good	Very good	Excellent
1	2	3	4	5

Please rate the top 5 Challenges in order of preference.

Challenge	Rate (1 being the most popular)

Do you have any recommendations to improve the activities?

Would you recommend these activities to other youth groups? Yes/No

If yes, please explain

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## Appendix B - Evaluation Form

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If no, please explain

Are there any additional comments you would like to make?

As a Leader, is there anything that you would do differently as a consumer, having now taken part in the activities?



Thank you for taking part in this evaluation.

Please return your request order forms for 'Consumer Champion' badges, certificates, and resources in the prepaid envelope!

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## Appendix C - Badge and Certificate Order Form

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### Badge and Certificate Order Form for The Boys' Brigade Northern Ireland

Please send me \_\_\_\_\_ badges and certificates  
to be delivered to:

Name of Unit: \_\_\_\_\_

\_\_\_\_\_

Leader's name: \_\_\_\_\_

\_\_\_\_\_

Leader's address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Please post the completed resource order form  
using the freepost envelope or email your  
request to [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)

If you would like to discuss this resource  
with anyone, please contact us on  
**0800 121 6022** or email us at  
[contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)



Please send us the following resources:

	Quantity
<b>Safer Ways to Pay</b>	<input type="text"/>
<b>Your Guide to Shopping Safely Online</b>	<input type="text"/>
<b>Receipt Wallets &amp; Consumer Rights Card</b>	<input type="text"/>
<b>Opening a Bank Account</b>	<input type="text"/>

Name of Unit: \_\_\_\_\_

\_\_\_\_\_

Leader's name: \_\_\_\_\_

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Leader's address: \_\_\_\_\_

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Telephone: \_\_\_\_\_

Email: \_\_\_\_\_



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### The Boys' Brigade

Tel: 028 9268 8444

Email: [nihq@boys-brigade.org.uk](mailto:nihq@boys-brigade.org.uk)

Website: [www.bbni.org.uk](http://www.bbni.org.uk)



@BBNI



Boys' Brigade Northern Ireland

### The Consumer Council for Northern Ireland

Complaints line: 0800 121 6022

Tele/Textphone: 028 9025 1600

Fax: 028 9025 1663

Email: [contact@consumerCouncil.org.uk](mailto:contact@consumerCouncil.org.uk)

Website: [www.consumerCouncil.org.uk](http://www.consumerCouncil.org.uk)



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