**BUSINESS STUDIES JSS 3**

**FIRST TERM**

## SCHEME OF WORK

1. Advertising/Media/Jingles-Meaning, Types, Functioning,

Radio,Television,Newspaper, etc. Different Jingles used in Advertising Media. 2. Transportation- Meaning, Importance and Types

1. Advantages/ Disadvantages of Transportation of Each Type of Transportation
2. Communication- Meaning, Means of Communication and Importance
3. Communication- Services Provided by Communication Agencies
4. Simple Single Business Goal- Meaning, Weaknesses, Opportunity, Threats
5. Drawing A Simple Single Business Plan-Meaning of Simple Business Plan,

Procedure for Drawing up a Simple Single Business Plan

1. Consumer Protection Agencies- Meaning and Uses, National

CommuncationComission (NCC), Standard Organisation of Nigeria(SON), National

Electricity Regulatory Commission(NERC), National Agency for Food and Drug

Administration Control (NAFDAC) Roles and Responsibilities of Consumer Protection Agencies.

1. How To Make Complaints- Meaning, Justification, Unjustified Complaints, Steps in

Lodging a Complaints,Writing a Complaint Letter, Reasons of Borrowing Claim Cards, Procedures for Burning Chemicals not Suitable for Use, Reason for Restricting Chemicals not Suitable for Use.

1. How To Seek Redress

11 & 12 Revision&Examination

**Week One**

**Topic: Advertisement**

Content

i. Meaning of Advertising

Advertising refers to the process of creating awareness among the public about a specific product. It ensures that consumers are informed about the existence and availability of a particular product, encouraging them to make a purchase. Advertising takes various forms.

ii. Various Forms of Advertising

Informative Advertising

This type aims to disseminate information, informing consumers about available goods and services.

Persuasive Advertising

This form endeavors to persuade customers to buy a particular brand by emphasizing its distinctiveness from other brands.

Competitive Advertising

This type persuades customers to prefer one product brand over another produced by a different company.

Mass/Generic Advertising

Manufacturers of similar products join forces in this type, collectively promoting their products to the public.

iii. Importance/Roles of Advertising

1. Introducing New Products: Advertising creates awareness about product availability.

2. Informing the Public: It enlightens the public about a product's utility.

3. Highlighting Product Quality: Advertising communicates information about product quality.

4. Facilitating Price Comparison: It helps consumers compare prices of competing products.

5. Boosting Sales: Advertising contributes to increased sales.

6. Introducing New Products: It aids in introducing new products to the market.

7. Brand Publicity: Advertising publishes brand names.

8. Market Share Enhancement: It boosts a product's market share.

9. Enhancing Organizational Image: Advertising enhances the public image of organizations.

10. Gentle Reminders: It subtly reminds consumers about a product.

Evaluation

1. Define advertising.

2. List five roles of advertising.

General Evaluation Questions

1. What are aids to trade?

2. List the aids to trade that you know.

3. Provide an alternate term for aids to trade.

4. Define production.

5. Enumerate the factors of production along with their corresponding rewards.

Weekend Assignment

1. Which of the following is not an aid to trade?

a. Transportation

b. Communication

c. Advertising

d. Commerce

2. \_\_\_ is a type of advertising.

a. Information

b. Informative

c. Marketing

d. Competition.

3. Advertising \_\_\_ demand for the advertised product.

a. discourages

b. reduces

c. stimulates

d. hinders.

4. The form of advertising that involves producers of similar products coming together to advertise their products is known as \_\_\_ advertising.

a. competitive

b. generic

c. persuasive

d. indirect.

5. The cost of advertising a product is borne by \_\_\_.

a. marketers

b. advertisers

c. consumers

d. producers.

Theory

1. What is advertising?

2. List five roles of advertising.

3. State five means of advertising.

**WEEK TWO**

**Topic: Transportation**

Content

Definition/Meaning

Transportation involves the movement of people and goods from one place to another. It encompasses all activities ensuring an efficient transportation system and involves professionals like drivers, pilots, and sailors.

Importance of Transportation

1. Facilitates efficient distribution of goods and services.

2. Promotes trading activities.

3. Enables the efficient movement of productive resources, including manpower and materials.

4. Prevents waste, especially for perishable goods.

5. Encourages rural development.

6. Fosters international trade.

7. Expands the market for goods and services by delivering them where needed.

8. Drives economic growth and development.

9. Improves the standard of living.

Means of Transportation in Nigeria

1. Transport by Land: Includes road transport (motor vehicles, trailers, buses, bicycles, motorcycles, carts, camels, walking) and rail transport.

2. Water Transport: Involves boats, canoes, and ships.

3. Air Transport: Utilizes airplanes, connecting airports within Nigeria.

4. Pipeline Transport: Suitable for liquid products like water, crude oil, and gas.

Evaluation

1. Define transportation.

2. State the main modes of transportation.

General Evaluation

1. What is a reception office?

2. Who is a receptionist?

3. List four job qualities of a receptionist.

4. Name four documents handled by a receptionist.

5. Define bookkeeping.

6. Explain a petty cash book.

Weekend Assignment

1. Transportation involves the movement of \_\_\_\_\_ and \_\_\_\_ from one place to another.

A. goods and services B. goods and loads C. people and children D. people and goods.

2. Which of the following is not an importance of transportation? Transportation \_\_\_

A. expands the scope of the market for manufactured goods. B. facilitates the distribution of goods C. increases the spoilage of goods D. encourages tourism.

3. Which means of transport is suitable for transporting crude oil?

A. Ferry B. Coaster C. Pipeline D. Road transport.

4. The means of transport that involves special iron tracks for movement is known as \_\_\_ A. pipeline transport B. road water transport C. rail transport D. air transport.

5. Which is the odd one among the following? A. Ferry B. Camel C. Trailer D. Bus.

Theory

1. What is transportation?

2. Name the main means of transportation.

3. State five importance of transportation.

**WEEK THREE**

**Topic: Advantages and Disadvantages of Transportation**

Road Transport

Advantages of Transport by Road:

1. Road transport offers flexibility in routes.

2. Suitable for transporting perishable goods efficiently.

3. Relatively faster compared to other modes of transport.

4. Low maintenance costs.

5. Easy loading and unloading processes.

6. Provides door-to-door service for goods transportation.

Disadvantages of Transport by Road:

1. High accident rates.

2. Prone to traffic congestion.

3. Unsuitable for fragile goods.

4. Lack of fixed schedules.

5. Absence of welfare facilities like canteens and toilets.

6. Not ideal for heavy and bulky goods transportation.

Rail Transport

Advantages of Rail Transport:

1. Trains efficiently carry bulky goods.

2. Accidents are less frequent.

3. Train fares are cheaper than road transport.

4. Suitable for long-distance journeys.

5. Trains offer on-board facilities like canteens and toilets.

6. No traffic delays.

Disadvantages of Rail Transport:

1. Less flexible than road transport.

2. High maintenance costs for trains and tracks.

3. Loading and unloading processes are challenging.

4. No door-to-door service.

5. Not suitable for door-to-door advertising.

6. Delays are common due to frequent stops.

Water Transport

Advantages of Water Transport

1. Ideal for transporting bulky goods.

2. Connects countries and facilitates international trade.

3. Cost-effective for long-distance journeys compared to air transport.

4. Cargoes are professionally packed in ships.

5. Provides luxurious facilities for passengers.

Disadvantages of Water Transport:

1. Slow, especially for long distances.

2. High initial investment for acquiring ships.

3. Construction of new seaports is expensive.

4. Vulnerable to sea storms.

5. Not a common mode of transportation.

6. Loading and unloading goods on ships is challenging.

Air Transport

Advantages of Air Transport:

1. Fastest mode of transport.

2. Ideal for transporting perishable goods.

3. Offers efficiency and comfort.

4. Operates on fixed schedules, ensuring reliability.

5. Suitable for long-distance travel.

6. Requires minimal infrastructure investment for air routes.

Disadvantages of Air Transport:

1. Expensive mode of transport.

2. Lack of flexibility due to fixed schedules.

3. Not suitable for transporting bulky goods.

4. Operations are weather-dependent.

5. Costly construction and maintenance of airports.

6. Airports are often located away from populated areas.

Pipeline Transportation

Advantages of Pipeline Transportation:

1. Efficient for transporting liquids.

2. Cost-effective mode of transport.

3. Simple loading and off-loading processes.

Disadvantages of Pipeline Transportation:

1. Prone to vandalism.

2. Pipelines carrying toxic materials pose environmental risks.

3. High costs for patrolling pipelines against vandalism.

Evaluation

1. List four advantages of air transport.

2. What are the five shortcomings of rail transport?

General Evaluation

1. Provide the second eight consonants and their outlines.

2. Provide the third eight consonants and their outlines.

3. Outline the upward and downward R in shorthand.

4. How many vowels are there in Pitman shorthand?

5. Write out the vowels.

Weekend Assignment

1. \_\_\_ is the fastest means of transport. A. Air B. Water C. Road D. Rail

2. \_\_\_ is the most suitable means of transport for carrying bulky goods. A. Water B. Air C. Road D. Rail

3. \_\_\_ transport system is the most suitable for carrying perishable goods. A. Road B. Air C. Rail D. Pipeline

4. \_\_\_ transport system is affected by traffic jams. A. Road B. Rail C. Air D. Water

5. The transport system most affected by weather is \_\_\_. A. Rail B. Road C. Water D. Air

Theory

1. State five advantages and five disadvantages of air transport.

2. Name three advantages of water transport over air.

**WEEK FOUR**

**Topic: Communication**

Definition of Communication:

Communication is the exchange of information, news, ideas, and opinions, either orally or in written form.

Importance of Communication:

1. Facilitates global connectivity, turning the world into a unified market.

2. Maintains constant contact among manufacturers, wholesalers, retailers, and consumers.

3. Provides accurate market information without the need for extensive travel.

4. Ensures the smooth flow of goods from manufacturing to consumption points.

5. Enables swift settlement of foreign debts through telegraphic money orders.

6. Assists in controlling and directing aircraft in the air and ocean vessels in the middle of the ocean.

Types of Communication:

1. Oral communication

2. Written communication

3. Advertising

4. Non-verbal communication, etc.

Evaluation:

1. Define advertising.

2. List five roles of advertising.

General Evaluation:

1. What is insurance?

2. Name the types of insurance.

3. Provide five principles of insurance.

4. State four importance of insurance.

5. Explain subrogation as a principle of insurance.

Weekend Assignment:

1. Which of the following is not a source of receiving information in an office?

a. Drums b. Internet c. Letters d. Telephones.

2. Metal gong is an example of \_\_\_\_

a. indirect b. modern c. traditional d. written.

3. Which of the following is NOT a GSM service provider in Nigeria?

a. Airtel b. Nokia c. Globacom d. MTN

4. The following are auxiliaries to trade EXCEPT

a. advertising b. insurance c. communication d. accounting.

5. Signs are also a form of —————

a. communication b. interviewing c. celebrating d. none of the above.

Theory:

1. What is communication?

2. Mention four importance of communication.

**WEEK FIVE**

**Topic: Communication**

Post Office as a Means of Communication:

The National Institute for Postal and Telecommunications Services (NIPOST) is a vital branch of the Federal Ministry of Communications, responsible for internal and international postal services in Nigeria.

Postal and Telegraphic Services:

Postal Services: NIPOST handles the delivery of letters, parcels, and cards within Nigeria. Charges for these services vary.

Telegraphic Services: NITEL facilitates the dispatch of telegrams within and outside Nigeria, including to ships on the seas.

Types of Postal Services:

Ordinary Letter Postage Service: NIPOST delivers letters, cards, etc., within Nigeria.

Express Letter Postage Service: NIPOST dispatches express letters quickly, incurring additional charges.

Postage by Air: Air mail service transports mails via airplanes.

Registered Letters and Parcels:

- Registered Letters: Important letters can be registered for safety, incurring extra charges.

- Registered Parcels: Parcels containing crucial items can be registered to secure their contents, also incurring additional charges.

Telephone Services:

The post office provides telephone services, including local, international, and trunk calls.

International Calls: Calls made from one country to another are charged based on the destination and call duration.

Trunk Calls: Calls within a country but between different towns incur varying charges based on call time and duration.

Local Calls: Calls made within the same town have standard charges.

Evaluation:

1. Explain: a) registered letters b) ordinary letters and c) trunk calls.

2. Mention four types of communication.

General Evaluation Questions:

1. What is a typewriter?

2. List ten parts of a typewriter.

3. What is the movable part of a typewriter when typing?

4. Provide the function of each part of the typewriter mentioned above.

5. In what year was the typewriter invented?

Weekend Assignment:

1. The call made from Aba to Kano in Nigeria is called a) trunk b) local c) internal d) international call.

2. Which of the following attracts extra charges for handling? a) ordinary mail b) postcard c) business letter d) express letter

3. A call from Lagos to Accra is a) local b) trunk c) ordinary d) international call.

4. What helps save an ocean-going vessel in danger? a) diagram b) telegram c) program d) none of the above

5. The following are services rendered by the post office except? a) express letters b) money orders c) poster orders d) satellite services.

Theory:

1. List and explain three importance of communication.

2. How does communication serve as an aid to trade? Provide five examples.

**WEEK SIX**

**Topic: Simple Single Business Goals**

Content

Meaning of Business Goals

When establishing a business, it is essential for the entrepreneur to identify the goals to be achieved. Subsequently, they set their sights on these business goals and work towards their realization. Therefore, a business goal can be defined as a specific business objective or target that must be achieved within a defined period. Failure to identify business goals at the initial stage can result in business failure.

SWOT Analysis

SWOT analysis is a planned approach to assess the strengths, weaknesses, opportunities, and threats of a business. The term SWOT stands for:

Strengths (S): Strengths refer to the internal characteristics of a business that provide it with an advantage over competitors. Examples include having sufficient capital, a strategic business location, an effective and efficient workforce, and strong customer relations, which can help a business achieve its goals.

Weaknesses (W): Weaknesses are internal characteristics that put a business at a disadvantage compared to others. Examples include insufficient capital, low-quality products, poor marketing, subpar customer service, and absenteeism among workers.

Opportunities (O): Opportunities are external factors or characteristics in the business environment that facilitate the achievement of business objectives. Examples include the provision of infrastructure facilities such as good roads and constant power supply.

Threats (T): Threats are external factors in the business environment that can have adverse effects on the business. Examples include the enactment of new government laws and regulations, bad debts, and other external challenges.

SWOT analysis can be applied to evaluate an enterprise, a specific product, an industry, or a business venture. It is crucial to perform SWOT analysis before setting business goals as this enables the establishment of realistic and attainable objectives for the business.

Evaluation

1. Define a business goal.

2. Explain what SWOT analysis is.

**General Evaluation**

1. What is a sole proprietorship?

2. Provide three advantages and three disadvantages of a sole proprietorship.

3. List four other forms of business organizations that you are aware of.

4. Who is an entrepreneur?

5. State four qualities of an entrepreneur.

Weekend Assignment

1. The objective of a business to be achieved within a specific period is called \_\_

(a) business strategy (b) business purpose (c) business document (d) business map.

2. Before establishing a business venture, it is necessary to identify the goals of such business. (a) Sometimes true (b) False (c) Always true (d) One cannot be sure.

3. Who among the following should be the one to identify the business goals? The \_\_\_

(a) receptionist (b) secretary (c) manager (d) entrepreneur.

4. The following terms explain the acronym SWOT analysis except

(a) objectives (b) threat (c) strengths (d) weakness.

5. Insufficient capital and poor customer services can be regarded as \_\_\_ to a business. (a) threats (b) weaknesses (c) opportunity (d) strengths.

Theory

1. What is a business goal?

2. Provide the acronym for SWOT.

3. Explain what SWOT analysis is.

**WEEK SEVEN**

**Topic: Drawing a Simple Single Business Plan**

Business Plan

A business plan is a written document describing a business's objectives and the strategies to achieve them. It functions as a roadmap, guiding the business in the right direction. This plan encompasses background information about the business venture.

Characteristics of a Business Plan

1. A good business plan must have clear and achievable objectives.

2. It should be measurable, allowing easy assessment of business growth.

3. The plan must be time-bound, specifying when objectives will be achieved.

4. It should be documented for easy reference.

Uses of a Business Plan

1. It acts as a guide for the business and its operations.

2. It aids entrepreneurs in researching the business they want to pursue.

3. It informs employees about business objectives, enabling them to work towards these goals.

4. It assists in developing business policies and rules.

5. It helps investors assess the management's accountability and the established business structure.

Procedures for Drawing a Simple Single Business Plan

1. Background/Preamble: Includes product/service details, name, logo, vision, and goals.

2. Market Research: Involves understanding customer needs, pricing, and market competitors.

3. Marketing: Focuses on creating awareness for the goods or services.

4. Production: Describes production methods and quality control measures.

5. Organization/Management: Specifies the number of employees and their roles.

6. Finance: Estimates the required startup funds, their sources, and planned expenditures.

7. Action Plan: Outlines the steps to be taken.

Evaluation

1. What is a business plan?

2. State two uses of a business plan.

**General Evaluation**

1. What is an office?

2. List the types of office you know and provide an example for each.

3. State seven functions of an office.

4. Name seven components of Business Studies.

5. What is trade by barter?

Weekend Assignment

1. The written form of a business's objectives and their strategies is called a business \_\_\_ (a) product (b) service (c) plan (d) management.

2. The external factors of a business environment that can have a negative effect on the goals of a business are termed as \_\_\_ (a) objectives (b) strengths (c) threats (d) weaknesses.

3. The business plan should describe the business objectives and the \_\_\_ of achieving it. (a) layout (b) components (c) strategies (d) plan.

4. Which one of the following is not a characteristic of a business plan? (a) Achievable (b) Measurable (c) Cheap and easy (d) In written form.

5. What is the first procedure in drawing the business plan? (a) Action plan (b) Market research (c) Background preamble (d) Production.

Theory

1. Define a business plan.

2. State three uses of a business plan to an entrepreneur.

**WEEK EIGHT**

**Topic: Consumer Protection Agencies**

Meaning of Consumer Protection

Consumer protection ensures consumers receive maximum protection from the goods and services they buy, preventing exploitation such as low-quality products and exorbitant prices.

Meaning of Consumer Protection Agency

A consumer protection agency monitors manufacturers and middlemen to prevent exploitation and unscrupulous activities.

Need for Consumer Protection

1. Reducing price hikes caused by artificial scarcity.

2. Preventing consumers from buying low-quality products due to false advertising.

3. Ensuring consumer satisfaction with goods and services.

4. Ensuring a constant supply of essential goods.

5. Preventing artificial scarcity due to hoarding.

Agencies of Consumer Protection

1. Government Organizations:

- National Agency for Food Drug Administration and Control (NAFDAC): Oversees food and drug production and distribution.

- National Drug Law Enforcement Agency (NDLEA): Fights against drug use and trafficking.

- Standard Organisation of Nigeria: Ensures goods meet quality standards.

- Ministry of Health: Regulates food safety.

- Ministry of Environment: Regulates building and environmental sanitation.

2. Legislations:

- Sale of Goods Act 1893: Protects consumers from misrepresented goods.

- Weights and Measures Act 1963: Prevents exploitation in product measurements.

- Food and Drug Act: Ensures food labeling and safety.

- Rent Edicts: Prevents tenant exploitation.

- Hire Purchase Acts 1965, Misrepresentation Act 1968, Consumer Credit Act 1974: Protect consumer interests.

3. Independent Organizations:

- Trade Associations

- Consumer Associations

- Mass Media

- Research Institutions

Evaluation

1. Define consumer protection.

2. List four laws enacted to protect consumers.

General Evaluation

1. Define manuscript.

2. What is a margin?

3. Name ten types of office equipment and state their functions.

4. List four roles of wages office.

Weekend Assignment

1. Consumer protection ensures maximum satisfaction from goods and services. (c) Consumer protection.

2. The needs for protecting consumers include all except: (c) to allow unscrupulous activities of the manufacturers.

3. True.

4. (b) Sale of Goods Act 1893.

5. (d) NDLEA.

General Evaluation Questions

1. Give five forms of business organization.

2. Describe each form of business organization.

3. The oldest form of business organization is sole proprietorship.

4. Merits: Easy decision-making, full control, quick decisions. Demerits: Limited resources, unlimited liability, lack of continuity.

5. Bookkeeping involves recording financial transactions and preparing financial statements.

**WEEK NINE**

**Topic: How to Make Complaints**

Meaning of a Complaint

A complaint is an expression of dissatisfaction with a behavior, activity, product, or service, whether oral or written, which can be justified or unjustified. Consumers may voice their dissatisfaction to seek compensation.

Justified and Unjustified Complaints

A complaint is justified when it has a valid basis for redress. For example, if a consumer buys a product, follows the instructions, and the product fails to perform as expected, their complaint is justified.

Conversely, an unjustified complaint lacks a fair basis for redress. For instance, a customer may complain about a blender's performance but may not have a valid basis if they have mishandled the equipment or ignored the user's manual.

Steps to Lodging a Complaint

Complaints should be made as soon as dissatisfaction is noticed. Consumers can call a dedicated complaints line to discuss the issue with a company representative, addressing the problem instantly.

Companies may also have designated hours for addressing customer complaints. Complaints can be made via email by selecting a link and detailing the issue. Another option is to write a formal letter addressed to the organization. Response times may vary based on the nature of the complaint.

Formats of Complaints

Complaints can be presented in various formats, including large prints, audio tapes, and Braille for those with visual or auditory impairments.

Benefits of Resolving Complaints

1. Resolving complaints allows businesses to identify and rectify product or service weaknesses.

2. It fosters customer satisfaction, enhancing loyalty.

3. Administrative costs decrease as resolved complaints do not require further reporting.

4. Reduction in follow-up correspondence and requirements.

Evaluation

1. Define a complaint.

2. Differentiate between justified and unjustified complaints.

**General Evaluation**

1. State the means of making payment.

2. What is a margin?

3. Provide ten types of office equipment and their functions.

4. State four roles of the wages office.

Weekend Assignment

1. A complaint can be oral or written. (True)

2. An expression of dissatisfaction is called a complaint.

3. A complaint that has a defendable basis is known as a justified complaint.

4. Resolving complaints brings several benefits except for c. increasing customers' complaints.

5. Which of the following agencies protects consumers? c. NAFDAC

Theory

1. What is a complaint?

2. Explain the following: i. justified complaint ii. unjustified complaint.

3. List the steps to take when making a complaint.

**WEEK TEN**

**Topic: How to Seek Redress**

Meaning of Consumer Right and Redress

Consumer rights entail the benefits consumers must enjoy when purchasing goods and services. Consumer redress refers to rectifying a wrong done to a consumer concerning a product bought or service rendered. Seeking redress can occur through legal means.

Origin of Consumerism

Consumerism is the organized effort of consumers to protect themselves from unfair business practices. It emerged in the 1960s as a movement to secure better product quality and information. The essence of consumerism is to enhance consumer influence, power, and rights.

Eight Universal Consumer Rights

1. The right to choose between alternatives.

2. The right to good quality products.

3. The right to safety.

4. The right to be heard.

5. The right to be informed.

6. The right to seek redress for injustices.

7. The right to get value for money.

8. The right to live in a healthy environment.

Ways by Which Consumers Can Be Protected

1. Formation of consumer associations to test product quality and make recommendations.

2. Implementation of the Foods and Drugs Act to ensure consumable items have expiry dates.

3. Enforcing price control measures to curb arbitrary price increases.

4. Censoring advertisements before airing.

5. Enacting the Sales of Goods Act to ensure quality products are sold.

6. Implementing the Weights and Measures Act for accurate product quantities and trade descriptions.

Consumer Redress

Consumer redress involves correcting a wrong done to a consumer over a purchased product or service. Redress avenues include criminal, civil, and regulatory/administrative redress.

Steps in Seeking Redress

1. Report the complaint promptly.

2. Provide detailed information, including names, addresses, phone numbers, and product details.

3. Specify the problem, product identification marks, and date of purchase.

4. Attach a photocopy of the receipt and forward the complaint to the manufacturer or distributor.

Benefits of Providing Redress

1. Enhances consumer satisfaction and problem resolution.

2. Demonstrates regulatory agency efficiency.

3. Improves the company's public relations profile.

4. Reduces legal disputes through immediate complaint resolution.

5. Encourages research and development, fostering company growth.

Banning and Restricting Chemicals Not Suitable for Use

Chemicals harmful to human health are banned or restricted in Nigeria, following international treaties. Banned chemicals cannot be imported, while restricted ones require special permits. Chemicals are banned or restricted if they pose health hazards, cause irritation, or have adverse effects on various bodily functions.

Procedures for Banning and Restricting Chemicals Not Suitable for Use

1. Notify the international Prior Informed Consent (PIC) secretariat of the harmful chemical.

2. The secretariat investigates and shares findings with PIC member countries.

3. The chemical review committee assesses the information.

4. PIC recommendations are sent to member countries' conference for acceptance.

5. Accepted bans or restrictions are circulated with reasons for the action.

Evaluation

1. Define consumerism.

2. State four ways by which consumers' rights can be protected.

**General Evaluation Questions**

1. Define a commercial bank.

2. Describe a stale cheque.

Weekend Assignment

1. The act of putting right the wrong that has been done is called redress.

2. One of the following is not a consumer right: c. right to credit facility.

3. All of the following are reasons for banning chemicals EXCEPT: c. when they improve human health.

4. The full meaning of PIC is: c. Prior Informed Consent.

5. Consumers can seek redress through the following agencies EXCEPT: d. NDLEA.

Theory

1. What is consumer redress?

2. Explain the following:

a. Criminal redress

b. Civil redress

c. Administrative redress.

3. Give three ways by which consumer rights can be protected.