**2016**

**(a)** Name four **types of packaging** used by manufacturers and suggest a different use for each type.

**(b)** Give four **reasons** why packaging is necessary on products.

**(c)** What **information** would you expect to find on the packaging of a mobile phone?

**(d)** What form of **redress** is available to a consumer if a new mobile phone is faulty?

**(e)** Write an informative note on the **Small Claims Court**.

**2015**

**(a)** Discuss the changes that have occurred in **shopping** practices in recent years.

**(b)** List the factors that influence consumers’ decision-making when shopping.

**(c)** **(i)** Describe three **marketing** techniques used in shopping outlets.

**(ii)** Name one technique that you consider effective and give a reason for your answer.

**(d)** Outline how the **Sale of Goods and Supply of Services Act 1980** protects the consumer.

**(e)** Explain the term **loss leader**.

**2014**

**(a)** List the advantages of **budgeting**.

**(b) (i)** Discuss the points that should be considered when planning a **household budget**.

**(ii)** Plan a household budget based on an average weekly income.

**(c)** Explain the difference between statutory **deductions** and voluntary deductions and give **one** example of **each** type

**(d)** Explain the term **tax credits**.

**2013**

Ann bought a new school bag and discovered it was **damaged** when she got home.

**(a)** Outline the **procedure** Ann should have followed when she discovered the school bag was damaged.

**(b)** Write Ann’s **letter of complaint** to the shop where the school bag was purchased.

**(c)** Name **two organisations** Ann could contact if she was not satisfied with the way in which her complaint was handled.

**(d)** Explain the consumer terms: **redress** and **guarantee**.

**2012**

**(a) (i)** What is a **consumer**?

**(ii)** Give threeexamples of **services** available to consumers.

**(b)** Outline fourconsumer **rights** and fourconsumer **responsibilities**.

**(c) (i)** Name three **methods of payment** that can be used when shopping.

(ii) Give one advantage and one disadvantage of each of the three methods of payment you have named.

(d) Name one **consumer law** and state how it protects consumers.

**2011**

**(a)** State the reasons for **advertising**.

**(b)** Give three **advantages** of advertising.

**(c)** List fourdifferent **sources** of advertising.

**(d)** Describe some modern **techniques used by shopping outlets** to increase sales.

**(e)** Outline the role of the **Advertising Standards Authority of Ireland (ASAI)**

**2010**

**(a)** Suggest fourreasons for using **packaging** on goods.

**(b)** List four **types of packaging** used on goods and suggest twoproducts for which eachtype is suitable.

**(c)** What **information** would you expect to find on the packaging on a frozen chicken?

**(d)** Give the **disadvantages** of packaging on goods.

**(e)** Explain how consumers can **dispose of the packaging** on frozen foods in an **environmentally friendly** way.

**2009**

**(a)** List and explain fourreasons why consumers need to be **informed**.

**(b)** Outline four **sources of consumer information**.

**(c)** A mobile phone, still under guarantee, becomes faulty. List threeforms of **redress** available to the consumer in this situation.

**(d)** Write the consumer’s **letter of complaint** to the shop where the mobile phone was bought.

**(e) (i)** What is a **guarantee**?

**(ii)** When is a consumer not covered by the terms of a guarantee?

**2008**

**(a)** In relation to income, explain the difference between statutory **deductions** and voluntary deductions. Give oneexample of eachtype of deduction.

**(b)** Explain the term **tax credit**.

**(c)** State the **advantages of budgeting**.

**(d) (i)** Discuss fivepoints that should be considered when planning a **household budget**.

**(ii)** Plan a household budget based on an average weekly income.

**(e)** Outline ways to ensure **‘value for money’** when shopping.

**2007**

**(a)** What is a **consumer**?

**(b) (i)** Explain the difference between **needs and wants**. Give examples in your answer.

**(ii)** Name twofactors that influence a consumer’s needs and wants.

**(c)** Outline **(i)** fourconsumer **rights** and **(ii)** fourconsumer **responsibilities**.

**(d)** Name two **consumer laws** and explain how eachprotects the consumer.