Name of the project: **"Development of the Key Competences of Adults by Innovation Program of Consumer Education"**
Contract number: 2018-1-SK01-KA204-046393

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Name of the lesson	**Electronic Communications Services**

Foreword

The training program " Development of the Key Competences of Adults by Innovative Program of Consumer Education " is the result of the European ERASMUS + program, which aims to increase the range of education programs for the unemployed under the age of 29 with low skills or low qualifications. By the content and methodological processing the program is usable also for primary and secondary school students.

The program consists of ten case studies from lives of consumers in a market economy and ten teaching lessons, the aim of which is to develop Social and Civic competencies and Communication in Mother Tongue..

Assessment of development of key competencies is INNOVATIVE, it strengthens formative assessment by teachers and supports students' self-assessment. The teacher creates his own tools and indicators to measure the quality of students 'performance and supports students' self-assessment in order to critically perceive the process of their own learning.

ASSESSMENT OF THE LEARNING OUTCOMES

Educational objectives:

By the end of the project, the trainees will be able to:

- use consumer protection measures in the field of electronic communications services, inter alia with the assistance of extrajudicial bodies (Social and Civic Competencies: Ability to resolve conflict with respect of democratic principles).

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- distinguish and use different types of texts including written juristic text (Communication in Mother Tongue)

Assessment tools must help the teacher to determine how successful the development of key competences has been.

In order to assess development of **Social and Civic Competences** and **Communication in Mother Tongue** in this lesson we suggest to teacher to use an observation.

The observation sheet is a simple structure in which the indicators show three different levels of a quality development of the student´s key competences.

The observation sheets

<table>
<tr><td colspan="3"><p align="center">ASSESSMENT OF THE DEVELOPMENT
OF CIVIC AND SOCIAL COMPETENCES</p><p align="center">(Ability to resolve conflict with respect of democratic principles.)</p><p align="center"><i>The student will be able to:</i></p></td></tr>
<tr><td>Level One</td><td>Level Two</td><td>Level Three</td></tr>
<tr><td>enumerate the fundamental rights of consumers from contracts for the provision of electronic communications services</td><td>explain the rights of consumers from contracts for the provision of electronic communications services</td><td>explain the rights of consumers from contracts for the provision of electronic communications services and actively asserting consumer rights to stronger contractual partners (providers of electronic communications services) in everyday life (not to be passive)</td></tr>
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locate Alternative dispute resolution bodies competent for various types of consumer contracts	locate Alternative dispute resolution bodies competent for various types of consumer contracts and enumerate the advantages and disadvantages of ADR	locate Alternative dispute resolution bodies competent for various types of consumer contracts and explain the advantages and disadvantages of ADR The student will prefer ADR metods.
The student solves problems especially when he / she is sure that he / she knows the way to the right solution. Student usually needs the help of others.	solve simpler problems / conflicts independently, but when dealing with more complicated problems / conflicts, student can proceed unsystematically	structure and systematically solve problems / conflicts independently and able to prevent future problems. The student takes an active approach to solving the problem.

ASSESSMENT OF THE DEVELOPMENT

OF Communication in Mother Tongue

(work with written text (juristic))

The student will be able to:

Level One	Level Two	Level Three
read and orientate in a written professional text, understanding the content with necessary help	read and orientate in a written professional text independently, understanding the content	read and orientate in a written professional text independently, understanding the content and

		able to reproduce content in your own words.
find out from the text necessary informations	find out from the text necessary informations And able to distinguish between essential and non-essential information	find out from the text necessary informations, able to distinguish between essential and non-essential information and able to use this information to work with other types of texts and apply them to solve real problems.
search and collect information on the internet with necessary help	search and collect information on the internet	search, collect and process information on the internet independently and able to verify the credibility of resources

Exit ticket

TIP: Valuable information will be provided by the written communication that students leave in the classroom at the end of the lesson.