



Co-funded by the  
Erasmus+ Programme  
of the European Union

Name of project: “Development of the Key Competences of Adults by Innovation Program of Consumer Education”

Report on the verification of the educational material.

Contract number: 2018-1-SK01-KA204-046393

## **OUTPUT 5 - Creating an Educational Program and Verifying it**

**Form of verification: Action Research**

**Research objective: To verify the impact of the consumer education program on the development of key competencies**

**Research methods: observation, evaluation, data processing methods, method of presentation of results**

**Research questions:**

1. Was the chosen topic of consumer education attractive and motivating?
2. Did experiential teaching stimulate students' activity for learning?
3. What was the quality of elaborated tasks which the participants have presented?
4. Did the students manage to solve the tasks in the set time?
5. Were all members of the group active in solving the tasks?
6. Were all participants in the communication involved?
7. Have the tools for measuring the development of key competencies been appropriately developed?
8. Did the indicators measure different levels of development of the participants' key competencies?
9. Has the verification confirmed the development of Social and Civic competencies? What knowledge, skills and attitude were developed and in what quality?
10. Did the verification confirm the development of Communication in the Mother Tongue? What communication skills were developed and in what quality?
11. Was the self-assessment of the participants in the training objective?
12. Have participants confirmed that consumer education is useful and want to be educated?
13. Has the Action Research confirmed that the Consumer Education Program has met the objectives of developing of key competencies?

### **Introduction**

The “Development of the Key Competences of Adults by Innovation Program of Consumer Education” is a project that focuses on the value of the key competences to the successful life of individuals in society and consequently to designing educational material which through lifelong learning educational sessions will aim at the development of those competencies. The scope of this report is to summarize the results from the verification Action Research sessions for the educational material designed for the

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“Development of the Key Competences of Adults by Innovation Program of Consumer Education” project. The details of the two verification sessions are given below.

### THE FIRST VERIFICATION

#### **THEME: Traveler Rights**

#### **Specific objectives:**

1. Ability to practice consumer protection measures at Traveler Rights (Social and Civic Key Competencies).
2. Ability to express opinions, experiences and attitudes by clear and coherent way (Communication in Mother Tongue).

Date and time: 01.07.2020

Address of the venue: Athens, 28, Ioulianou str 10433

Name of the researchers: Anastasia Chatzipavlou, Konstadia Zogaki

Duration of the event: 90 minutes

Number of the respondents: 4

Research sample		Men	Women
Age	16-19 years	3	
	20-24 years	1	
	25-29 years		
Level of education	ISCED 1 Primary education		
	ISCED 2 Lower secondary education		
	ISCED 3 Upper secondary education	4	
Unemployment time	1-4 years	4	
	5-9 years		
	More than 10 years		

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For the first verification session the theme examined was “Traveller Rights”. The specific objectives were to examine the ability to:

- ✓ Practice consumer protection measures at Traveller Rights (Social and Civic Key Competencies).
- ✓ Express opinions, experiences and attitudes by clear and coherent way (Communication in Mother Tongue).

The session took place on the 01<sup>st</sup> of July 2020 at Athens, 28, Ioulianou str 10433. The researchers participating at the session were Ms Anastasia Chatzipavlou and Ms Konstadia Zogaki. The session lasted for 90 minutes and 4 participants, all male, were present. Three of the participants were between 16-19 years of age while the other was 20-24 years old. All of the participants had attended upper secondary education and all have been unemployed for 1-4 years. The session had the form of an Action Research focus group with the objective to verify the impact of the consumer education program on the development of key competencies, through observation, evaluation, data processing methods and method of presentation of results. A set of thirteen (13) questions were used to generate data, the answers of the opinions and experiences expressed by the participants.

During the first verification session all participants agreed that the chosen topic for education was both attractive and motivating for learning purposes. The method of experiential teaching used during the session was stimulating for all participants to learn from one another. They all seemed willing to participate in the procedure, both actively listening to others and by making an effort to reply to all given questions. All but one of the participants solved the given tasks in set time and all but one of the participants seemed to be fully engaged in actively solving the given tasks and therefore communicate appropriately throughout the procedure. The results obtained from the session gives us enough data to believe that the tools for measuring the development of key competencies performed adequately, overall serving their purpose by efficiently measuring different levels of development of the participants key competencies.

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At first participants seemed hesitant to express their opinions however after thoroughly reading the case study material, they began to actively participate in the problem solving procedure. They learned to identify the steps for problem solving of similar cases.

The second scope of the verification session was to confirm the development of communication in the Mother Tongue and the results from the session showed that all participants had a very good response in terms of verbal communication as well as the written communication. One of the participants showed a limited engagement at first, only to see his level of participation increasing during the session. All the participants showed an increased level of interest in further educational programs around consumers’ issues and seemed to be fully aligned with the scope of the Educational scope and the development of Key competencies. Self-assessment was not included in the verification material.

## THE SECOND VERIFICATION

### **THEME: E-commerce: Withdrawal Right**

#### **Specific objectives:**

1. Ability to practice consumer protection measures in distant contracts/e-commerce (Social and Civic Key Competencies).
2. Ability to express opinions, experiences and attitudes by clear and coherent way (Communication in Mother Tongue).

Date and time: 02.07.2020

Address of the venue: Elefsina, 28, Charilaou str, 19200

Name of the researchers: Anastasia Chatzipavlou, Konstadia Zogaki

Duration of the event: 90 minutes

Number of the respondents: 5



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Research sample		Men	women
Age	16-19 years		
	20-24 years	3	
	25-29 years	1	1
Level of education	ISCED 1 Primary education		
	ISCED 2 Lower secondary education		
	ISCED 3 Upper secondary education	5	
Unemployment time	1-4 years	3	1
	5-9 years	1	
	More than 10 years		

The second verification session was held on the 2<sup>nd</sup> of July 2020, at Elefsina, 28, Charilaou str, 19200. The researchers leading the session were Ms Anastasia Chatzipavlou and Ms Konstadia Zogaki. The session lasted for 90 minutes and there were 5 participants. The theme of the session was about “E-commerce and the Withdrawal Right”. The objectives of the session were similar to the previous session i.e.:

- ✓ Ability to practice consumer protection measures in distant contracts/e-commerce (Social and Civic Key Competencies).
- ✓ Ability to express opinions, experiences and attitudes by clear and coherent way (Communication in Mother Tongue).

The session had the form of an Action Research focus group with the objective to verify the impact of the consumer education program on the development of key competencies, through observation, evaluation, data processing methods and method of presentation of results. A set of thirteen (13)

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questions were used to generate data, the answers of the opinions and experiences expressed by the participants. In this session four (4) male and one (1) female were present. Three of the participants were aged 20-24 years old and two of them were 25-29 years old. They all held an upper secondary education level. All of the participants have been unemployed for 1-4 years.

During the second verification session all participants agreed that the topic chosen for consumer education was both attractive and motivating. The method of experiential teaching used during the session was stimulating for all participants to learn from one another. All participants were actively participating in the entire procedure and managed to solve the given tasks in the set time, being fully involved communication-wise throughout the process. They were actively participate in the problem solving procedure and they learned to identify the steps for problem solving of similar cases.

The second scope of the verification session was to confirm the development of communication in the Mother Tongue and the results from the session showed that all participants had a very good response in terms of verbal communication as well as the written communication. All the participants showed an increased level of interest in further educational programs around consumers’ issues and seemed to be fully aligned with the scope of the Educational scope and the development of Key competencies.

Self-assessment was included in the verification material. Participants answered positively to the self-assessment questions. Specifically they declared that they contributed to the work of the group, they submitted the views and opinions and they found useful the knowledge, skills and experience of the specific lesson.