

LESSON PLAN

Trainer: _____ Course: DI / FI Blended

Modules: 8 – Reducing Energy Costs, 9 – Resolver and Demotivator

Location: _____ Date: _____

Number of Learners _____ Week Number: 3

Previous Knowledge of the Topic: None Required

Aims of the Lesson:

To introduce the Learner to how they can save money by reducing energy costs and also to methods relating to resolving complaints and how to appreciate what non-essential items are.

Objectives and Learning Outcomes:

By the end of the session the Learner will be able to use facilities to resolve disputes and complaints with suppliers and will be able to identify and use methods using online websites which will enable them to reduce their energy costs.

Assessment Methods

Hand-On Practice

Promotion of Equality, Diversity and Every Learner Matters

Additional notes:

TEACHING AND LEARNING STRATEGIES

<i>Modules / Units</i>	<i>Learning / Teaching Outcomes</i>	<i>Learners' Activities</i>	<i>Trainer Activities / Notes</i>
Introduction to Session	<ul style="list-style-type: none"> • Explanation of the content that will be covered in the session <ul style="list-style-type: none"> ➤ Reducing energy costs ➤ Resolving complaints ➤ How to stop spending money on non-essential items 	<ul style="list-style-type: none"> • Listening • Watching 	<ul style="list-style-type: none"> • General overview of the modules and what is going to be covered during the session
Module 8 Reducing Energy Costs	<ul style="list-style-type: none"> • Understand the methods and whereabouts of online websites available that help to reduce energy costs • Understand what a comparison website is and what they are used for • Appreciate general methods of saving energy and reducing costs 	<ul style="list-style-type: none"> • Visit a variety of comparison websites 	<ul style="list-style-type: none"> • Slide 116 Websites which are related to: • Access energy saving websites with Learner (See guidelines) • Outline top energy saving tips (See Guidelines)
Module 9 Resolver and Demotivator	<ul style="list-style-type: none"> • Understand how Resolver can help you resolve a complaint • Understand how to create a Resolver account • Understand how to register a complaint against a supplier • Understand how to use the Demotivator tool 	<ul style="list-style-type: none"> • Start up Laptop / Desktop • Open a web browser • Use Resolver to resolve a complaint • Use Demotivator to identify money wasted on non-essential items 	<ul style="list-style-type: none"> • Slide 117 Websites which are related to: • Direct the Learner towards the Resolver website (See guidelines) • Create a Resolver account • Guide them through starting a complaint • Direct the Learner towards the Demotivator website (See guidelines) • Use the Demotivator tool with the Learner

Session Recap	<ul style="list-style-type: none">• Recap of what has been covered during session• Question Session	<ul style="list-style-type: none">• Answering Questions	<ul style="list-style-type: none">• Questions<ul style="list-style-type: none">➤ Name ways of reducing energy costs in your home?➤ What does Resolver do?➤ What does the Demotivator tool do?
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