

Activity 1 – Recognising traders and private sellers on Online Marketplaces

It is important to know who you are buying from, whether it is a trader or a private seller as your consumer rights will vary.

Part one

For the first part of this activity think about and list Online Marketplaces you have heard of or use.

Type of selling sites	Examples <i>(not recommendations)</i>	Benefits of using the site	Negatives of using the site
Online Marketplaces			

Part two

Using the top tips from Trading Standards and the factsheet 'OMP Shopping rights,' discuss the importance of knowing if you are buying from a trader or a private seller.

Look at some examples and try to identify,

- The sellers contact details
- If the seller has a business address/ email/ paperwork
- How many of the items they have for sale

Example one

(who the seller is, what are their contact details, what are they selling/ how many of the item are they selling)

Example two

(who the seller is, what are their contact details, what are they selling/ how many of the item are they selling)

Example three

(who the seller is, what are their contact details, what are they selling/ how many of the item are they selling)

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Activity 2 – Making sure the item is what you need!

It is essential that when you decide to buy an item on an Online Marketplace you have the correct information available to make the purchase. If you need more information you should contact the seller before you make the purchase.

Look at the examples provided by the trainer, or you can use your own examples. Discuss and write down,

- How the issue occurred
- What could the buyer have done differently
- What would you do when buying on OMPs

Example one

Example two

Example three

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Activity 3 - What you need to know!

Consumers will have rights when they buy goods from a trader, these rights do not apply to buying from a private seller. So it is important that when buying on an OMP you know who you are buying from. For example a trader pretending to be a private seller will be avoiding their obligations to the consumer. There are also the additional risks of scams, counterfeit and stolen goods circulating on Online Marketplaces. Use the Trading Standards top tips and the Recognising Online Scams factsheet to identify ways to avoid the risks.

1. List ways you might be able to recognise a scam

2. What are the safest payment methods to use?

3. How can you recognise the site is secure?

4. Recognise something might be fake or stolen

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