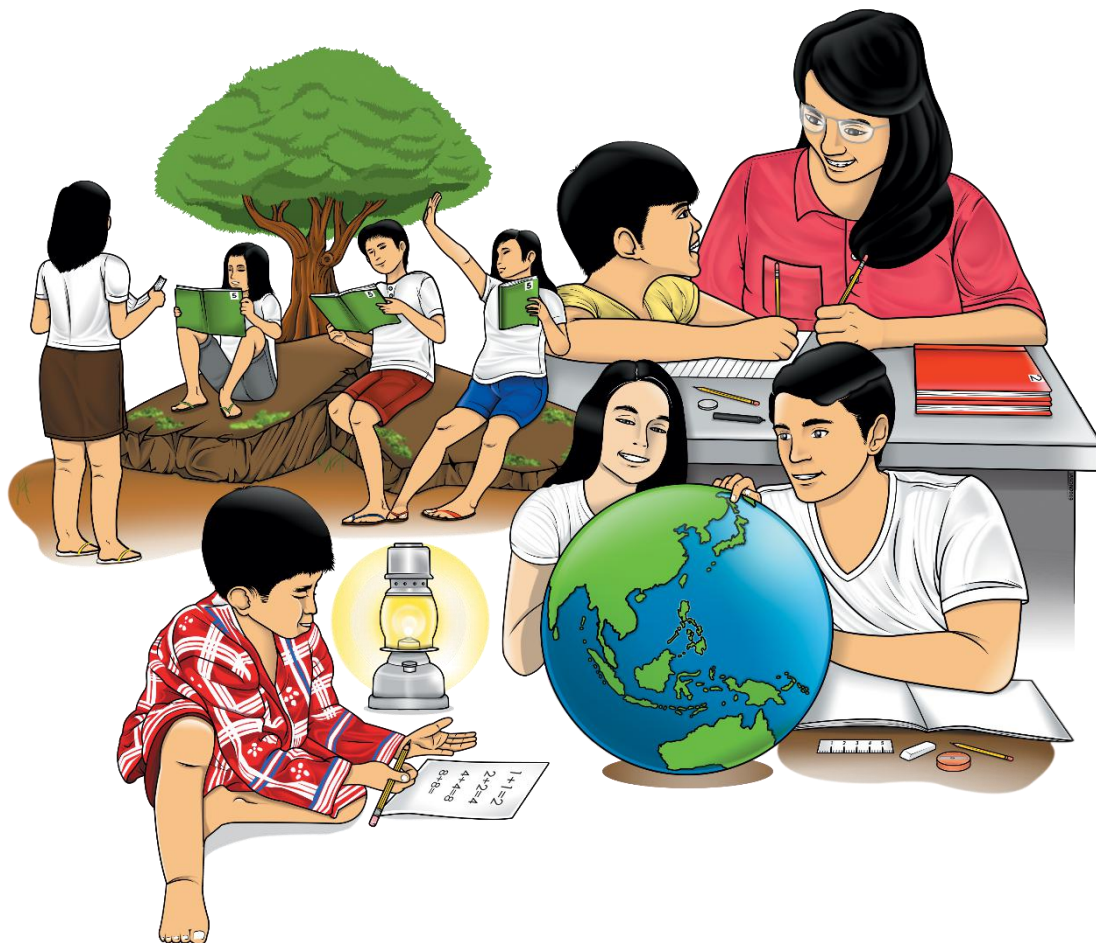


Health

Quarter 1 – Module 4: Consumer Welfare and Protection



Health - Grade 10
Alternative Delivery Mode
Quarter 1 - Module 4: Consumer Welfare and Protection
First Edition, 2020

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Health

**Quarter 1 – Module 4:
Consumer Welfare and Protection**

Introductory Message

For the facilitator:

Welcome to the **Health 10** Alternative Delivery Mode (ADM) Module on the **Components of Consumer Health!**

This module was collaboratively designed, developed and reviewed by educators both from public and private institutions to assist you, the teacher or facilitator in helping the learners meet the standards set by the K to 12 Curriculum while overcoming their personal, social, and economic constraints in schooling.

This learning resource hopes to engage the learners into guided and independent learning activities at their own pace and time. Furthermore, this also aims to help learners acquire the needed 21st century skills while taking into consideration their needs and circumstances.

As a facilitator you are expected to orient the learners on how to use this module. You also need to keep track of the learners' progress while allowing them to manage their own learning. Furthermore, you are expected to encourage and assist the learners as they do the tasks included in the module.

For the learner:

Welcome to the **Health 10** Alternative Delivery Mode (ADM) Module on the **Components of Consumer Health!**

The hand is one of the parts of the human body. It is often used to depict skill, action and purpose. Through our hands we may learn, create and accomplish. Hence, the hand in this learning resource signifies that you as a learner is capable and empowered to successfully achieve the relevant competencies and skills at your own pace and time. Your academic success lies in your own hands!

This module was designed to provide you with fun and meaningful opportunities for guided and independent learning at your own pace and time. You will be enabled to process the contents of the learning resource while being an active learner.

This module has the following parts and corresponding icons



What I Need to Know

This will give you an idea of the skills or competencies you are expected to learn in the module.



What I Know

This part includes an activity that aims to check what you already know about the lesson to take. If you get all the answers correct (100%), you may decide to skip this module.



What's In

This is a brief drill or review to help you link the current lesson with the previous one.



What's New

In this portion, the new lesson will be introduced to you in various ways such as a story, a song, a poem, a problem opener, an activity or a situation.



What is It

This section provides a brief discussion of the lesson. This aims to help you discover and understand new concepts and skills.



What's More

This comprises activities for independent practice to solidify your understanding and skills of the topic. You may check the answers to the exercises using the Answer Key at the end of the module.



What I Have Learned

This includes questions or blank sentence/paragraph to be filled in to process what you learned from the lesson.



What I Can Do

This section provides an activity which will help you transfer your new knowledge or skill into real life situations or concerns.



Assessment

This is a task which aims to evaluate your level of mastery in achieving the learning competency.



Additional Activities

In this portion, another activity will be given to you to enrich your knowledge or skill of the lesson learned. This also tends retention of learned concepts.



Answer Key

This contains answers to all activities in the module.

At the end of this module you will also find:

References

This is a list of all sources used in developing this module.

The following are some reminders in using this module:

1. Use the module with care. Do not put unnecessary mark/s on any part of the module. Use a separate sheet of paper in answering the exercises.
2. Don't forget to answer *What I Know* before moving on to the other activities included in the module.
3. Read the instruction carefully before doing each task.
4. Observe honesty and integrity in doing the tasks and checking your answers.
5. Finish the task at hand before proceeding to the next.
6. Return this module to your teacher/facilitator once you are through with it.

If you encounter any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator. Always bear in mind that you are not alone.

We hope that through this material, you will experience meaningful learning and gain deep understanding of the relevant competencies. You can do it!



What I Need to Know

Consumers have basic rights. They have the right to be protected from the selling of dangerous and unsafe products. They also have the right to be protected from misleading information or advertisement. Consumers can ask for the complete information they need to make good choices in buying a product. Their rights to speak out when not satisfied with the products or services should be exercised.

Consumers must know where to go for any complaint. The Department of Health, the Department of Agriculture, and the Department of Trade and Industry are some of the government agencies that protect the consumer's rights.

Let us check what you know about consumer welfare and protection.

Are you ready? Good luck!



In this module, you are expected to:

1. identify national and international government agencies and private organizations that implement programs for consumer protection (**H10CH-le-f-27**);
2. participate in programs for consumer welfare and protection (**H10CH-lg-h-28**).



What I Know

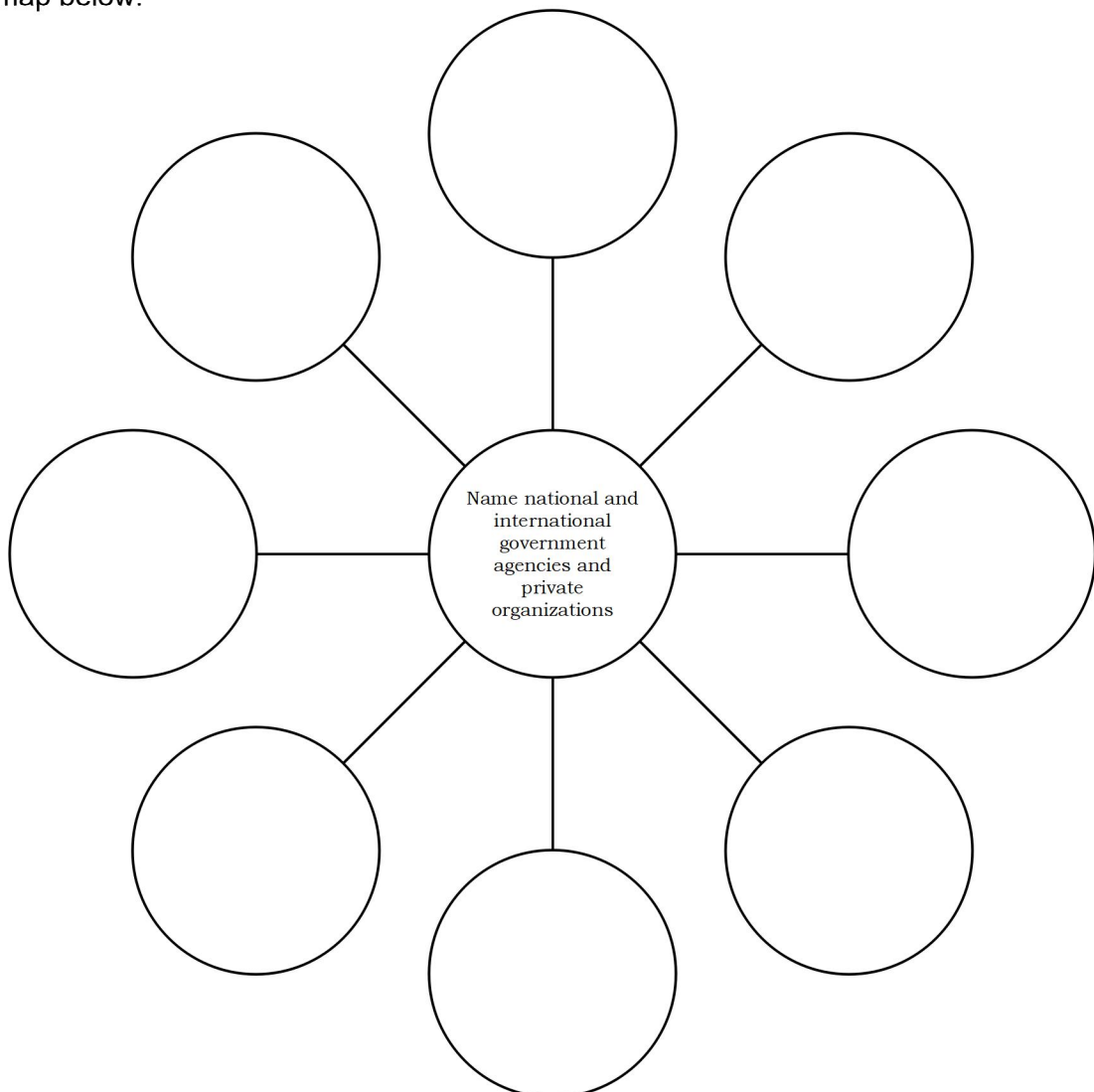
Pretest

Try answering the items without worrying at all. Why? The result of this activity will not be graded. I just want to check what you already know about the lesson. Is that fine? Let's begin!



I. MY RIGHTS AS A CONSUMER

Directions: Identify national and international government agencies and private organizations that implement programs for consumer protection and write these in the bubble map below.



II. DO YOU KNOW IT?

Directions: Identify the functions of the international and national government agencies relative to consumer protection described in each statement. Choose your answer from the word box below.

A. National Agencies

Bureau of Food and Drugs (BFAD)
Department of Health (DOH)
Department of Trade and Industry (DTI)

1. Enforces laws and regulations relating food
2. Adopts measures to ensure the quality of meat, milk products, cosmetics, and other consumer foods
3. Ensures the quality and safety of products
4. Inspects establishments that dispense food
5. Monitors advertisements and retail ways in order to prevent any deception of consumers

B. International Agencies

World Health Organization (WHO)
International Food Protection Institute (IFPI)
Food and Drug Administration (USFDA)

6. Ensures food protection through policies and practices for a safer global food supply.
7. Protects and promotes public health through control and supervision of food safety.
8. Directs international health within the United Nation's System and to lead partners and global health responses.

Module

4

Consumer Welfare and Protection



What's In



In the previous module, you have learned about the complementary and alternative healthcare modalities.

The government also plays an important role in consumer protection. A consumer has rights mandated by law. These are privileges that an individual is guaranteed of health products and services. The Republic Act No. 7394 also known as Consumer Act of the Philippines is a law that protects the interest of the consumer, promotes the general welfare, and establishes standards of conduct for business and industry. There are eight basic rights of a consumer according to the Act (Banzon, et al. 2005).



What's New

Activity 1: FIND ME!

Directions: Read the following situations carefully and identify what particular consumer's right is violated. Write your answers in the activity notebook.

Right to safety
Right to basic needs
Right to choose
Right to safety

Right to redress
Right to representation
Right to consumer education
Right to a healthy environment

1. Mario is a 15-year-old out-of-school youth. He planned to enroll in the Alternative Learning System (ALS) but he was not accepted because he was caught smoking many times. _____

2. Kevin is fond of promos offered in big groceries. When Kevin went to his favorite grocery, he bought one box of canned goods for a very low price. He later discovered that the canned goods already expired. _____
3. Mrs. Sandoval works in a big company. Marie, an Insurance Agent, is a close friend of hers. One day, Marie asked Mrs. Sandoval to visit her at home to introduce the insurance products. While she was introducing her products, she started to give negative comments about other insurances. _____
4. During Christmas, XYZ Merchandize offers clearance sale. After knowing about the big sale, the students went to the store to buy goods. While they were looking for some items, a saleslady told them that they were not allowed to choose items in the second floor. _____
5. Government formulates policies without consultation from consumers group. _____
6. Angelo longs to own an external drive. After three months of saving enough money to buy it, he finally owned one. He bought it from a department store. Before leaving, he made sure that it has warranty certificate. _____
7. Toti was suffering from severe cough for one week. He went to a clinic for his check-up. He was given bottled medicine without label. _____
8. Bagani Marikit is a far-flung barangay. It serves the people by giving free water. One day, the people in the barangay got sick after drinking water. It was found out that the water was contaminated with a certain chemical from the discharge of the factory nearby. _____



What Is It

The Consumer Act of the Philippines is a law that protects the interest of the consumer, promotes general welfare, and establishes standards of conduct for business and industry.

Below are their functions relative to consumer protection.

A. Bureau of Food and Drugs (BFAD)

1. Serves as DOH key regulatory agency and implementer of the country's food control system
2. Ensures safe and good quality processed food, drug, and cosmetics
3. Regulates production, sale and traffic of food, drug, and cosmetics
4. Protects the health of the consumers and handles consumer complaints

B. Department of Health (DOH)

1. Provides national policy direction and develops national plans, technical standards and guidelines in health
2. Regulates all health services and products
3. Inspects establishments that dispense food
4. Adopts measures to ensure the quality of meat, milk products, cosmetics, and other consumer goods

C. Department of Trade and Industry (DTI)

1. Serves as the primary coordinative, promotive, facilitative, and regulatory arm of the government for the country's trade, industry, and investment activities
2. Ensures the quality and safety of products
3. Checks the warranty and price tags of products
4. Monitors advertisements and retail ways in order to prevent any deception of consumer
5. Guaranties consumer welfare and protection

Below are some international organizations relevant to consumer protection

- A. International Food Protection Institute (IFPI)** ensures food protection through policies and practices for a safer global food supply.
- B. Food and Drug Administration (FDA)** protects and promotes public health through control and supervision of food safety.
- C. World Health Organization (WHO)** directs international health within the United Nation's System and to lead partners and global health responses.



It's Time:

According to the latest Pulse ASIA survey (Ulat ng Bayan), 80% of the Filipino consumers are aware that there are laws protecting basic consumer rights. (/archives/news-archives/dti-gains-80-consumer-awareness/)

Date Acquired: Thursday, May 14, 2020



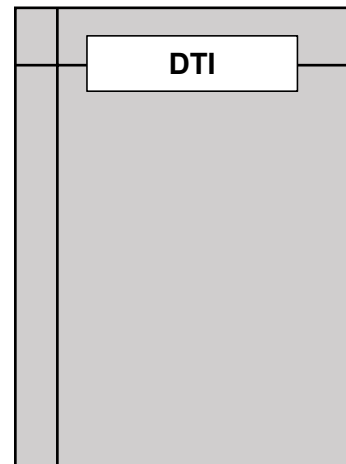
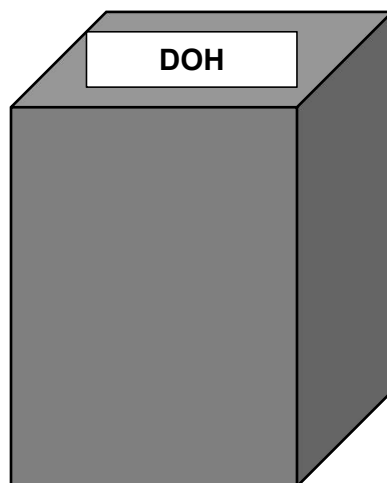
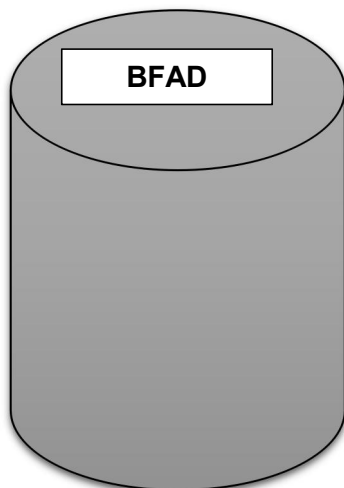
What's More

Good job! Now that you have understood the different consumer's rights and have become familiar with the government agencies that help protect the consumers, let's check how far you've gone. Let's move on.



Activity 1: My Agency Protection

Directions: Write the responsibilities of the following agencies relative to consumer protection found below. Write your answers in the activity notebook.



- ✓ Checks the warranty and price tags of products
- ✓ Monitors advertisements and retail ways in order to prevent any deception of consumer
- ✓ Enforces laws and regulations relating to food
- ✓ Acts on how foods are advertised and labeled
- ✓ Adopts measures to ensure the quality of meat, milk products, cosmetics, and other consumer goods
- ✓ Watches for illegal price fixing

Assessment 1

TRUE OR FALSE: Write **TRUE** if the sentence is correct or **FALSE** if it is incorrect. Write your answers in the activity notebook.

1. Consumers have the right to basic needs such as adequate food, clothing, shelter, health care, education, and sanitation.
2. Consumers have the right to choose products from a wide array of goods.
3. Right to redress is the consumer's right to acquire knowledge and skills to become an informed consumer.
4. Right to information is the consumer's right to be protected from dishonest or misleading advertising or labeling.
5. Consumers have the right to live and work in hazard-free environment that allows them to live with dignity and their well-being assured.



What I Have Learned

- What are the international and national agencies that implement programs that promote consumer welfare and protection?
- As a consumer, how can you participate in programs that promote your rights and welfare as a consumer?



What I Can Do

WATCH AND LEARN!

Directions: Using your activity notebook, choose any of the following tasks that relate to the agencies in consumer welfare and protection.

Role	Tasks
News Writer	Present the different international and national agencies that protect consumer welfare and protection. Convince your readers of the importance of each agency.
Artist	Present in a poster slogan your idea on the significance and role of international and national agencies in consumer welfare and protection
Student Leader	Present plans on how to convince the entire student population in participating in programs that promote consumer welfare and protection.



Assessment

Posttest

I. LIST ME NOW!

Directions: Below is a table that needs to be completed. The first column should have the names of the agency. The second column needs data on the role of the agency in consumer welfare and protection. The third column necessitates further information that you can share about the agency. The third column can either be your personal experience if you have participated in their programs, experience of a friend/relative, or articles found in the internet or other references. Write your answers in your activity notebook.

International/ National Agency	Roles of the agency	Other information of the agency as regards consumer welfare and protection.

II. WHO DOES IT

Directions: Read and analyze the situation below. Then answer the questions that follow. Write your answers in your activity notebook.

SITUATION: You bought a bottle of medicine from an online seller. When the order arrived, the bottle is not sealed and has no BFAD-approved seal.

1. Which agency should be concerned about your situation?
2. What should you do in this situation?



Additional Activity

Make a slogan that expresses the rights of a consumer. Write your slogan in a bond paper.

Example: "Customer is always right"

Congratulations! You're done.

Module

4

Consumer Welfare and Protection



Answer Key

What I Know

PRETEST

TEST I

1. Right to basic needs
2. Right to choose
3. Right to consumer education
4. Right to information
5. Right to representation
6. Right to redress
7. Right to safety
8. Right to a healthy environment

TEST II

1. Bureau of Food and Drugs
2. Department of Health
3. Department of Trade and Industry
4. Department of Health
5. Department of Trade and Industry
6. International Food Protection Institute (IFPI)
7. Food and Drug Administration (USFDA)
8. World Health Organization (WHO)

What's New

1. Right to basic needs
2. Right to safety
3. Right to information
4. Right to choose
5. Right to representation
6. Right to redress
7. Right to consumer education
8. Right to a healthy environment

Additional Activity

ESSAY

Answers may vary

What's More

MY AGENCY PROTECTION

BUREAU OF FOOD and DRUGS (BFAD)

- ✓ Enforces laws and regulations relating to food
- ✓ Acts on how food advertised and labeled
- ✓ Watches for illegal price fixing

DEPARTMENT of HEALTH (DOH)

- ✓ Adopts measures to ensure the quality of meat, milk products, cosmetics, and other consumer goods

DEPARTMENT of TRADE and INDUSTRY (DTI)

- ✓ Checks the warranty and price tags of products
- ✓ Monitors advertisements and retail ways in retail ways in order to prevent any deception of consumer

TRUE OR FALSE

1. TRUE
2. TRUE
3. FALSE
4. FALSE
5. TRUE

What I Can Do

Watch and Learn!

Answers may vary

Assessment		POSTEST	
TEST I		TEST II, Who does it!	
International/ National Agency	Roles of the agency	Other information of the agency as regards consumer welfare and protection.	Answers may vary
Bureau of Food and Drugs (BFAD)	<ol style="list-style-type: none"> Serves as DOH key regulatory agency and implementer of the country's food control system Ensures safe and good quality processed food, drug, and cosmetics Regulates production, sale and traffic of food, drug, and cosmetics Protects the health of the consumers and handles consumer complaints 	Answers may vary	Answers may vary
Department of Health (DOH)	<ol style="list-style-type: none"> Provides national policy direction and develops national plans, technical standards and guidelines in health Regulates all health services and products Inspects establishments that dispense food Adopts measures to ensure the quality of meat, milk products, cosmetics, and other consumer good 		
B. Department of Trade and Industry (DTI)	<ol style="list-style-type: none"> Serves as the primary coordinative, promotive, facilitative, and regulatory arm of the government for the country's trade, industry, and investment activities Ensures the quality and safety of products Checks the warranty and price tags of products Monitors advertisements and retail ways in order to prevent any deception of consumer Guarantees consumer welfare and protection 		
International Food Protection Institute (IFPI)	<ul style="list-style-type: none"> ensures food protection through policies and practices for a safer global food supply. 		
Food and Drug Administration (USFDA)	<ul style="list-style-type: none"> protects and promotes public health through control and supervision of food safety. 		
World Health Organization (WHO)	<ul style="list-style-type: none"> directs international health within the United Nation's System and to lead partners and global health responses. 		

Answers may vary

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