

Session Plan: Shopping safely online

Delivery mode:

Face to face

Session overview:

This session will focus on how to spot online shopping scams.

Learning objectives:

At the end of this session, learners will be able to:

- Identify the key signs of an online shop scam

Suggested session length:

This session should run for approximately 80 minutes with a 5 minute break. The facilitator to schedule additional breaks as required.

Prior knowledge

This session is designed for learners who:

- Have some foundational online safety skills
- Have some foundational understanding of how their smart phone works
- Have some foundational understanding of how to search for things online

Facilitator tip:

- Set up a projector ahead of time
- Ahead of the session, ask your learners to bring their own charged devices
- Print the ScamWatch article: [Buying and selling scams](#)
- Send your learners a link to the Good Things's [Online shop scam game](#) before the session. Facilitator should also familiarise themselves with the online game ahead of the session

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Topic	Timing	Activity	Assessment	Resources
Introduction & welcome	15 mins	Facilitator to: • Introduce themselves • Learners to introduce themselves • Icebreaker: Ask everyone what they know about online shopping. Facilitator can use prompting questions like: ○ Have you bought something online before? ○ Did you get what you paid for? ○ Do you know how to pay safely online? Introduce the session.	All learners engage	Refreshments Laptop / PC Notepad / Pens Whiteboard / marker pens

Topic	Timing	Activity	Assessment	Resources
Discussion	20 mins	Project the Tips for shopping safely online video. After the video, ask follow up questions to check the learners engaged with the video and understand the content. • What are some red flags to look out for when shopping online? • What should you do if you want to make sure that the website or message you received is real? • When paying for something online, what are some examples of secure payment methods? Facilitator to adjust questions and discussion based on your community.	Learners engage in the discussion.	Be Connected video: Tips for shopping safely online video. ScamWatch article: Buying and selling scams

Topic	Timing	Activity	Assessment	Resources
Break	5 mins	Take a break. Prompt your learners to get a drink, stretch their legs or use the bathroom.		
Online activity: Online shop scam game	30 mins	On a big screen project a well known online shop like Woolworths or Coles. Scroll through the website and point out some important things your learners should look out for when shopping online. Remind them about the tips covered in the video like: • Website link • Website design and logo • Images • ABN • About page • Privacy policy	Learners engage as a group.	Laptop/PC Projector ScamWatch article: Buying and selling scams Good Thing's Online shop scam game

Topic	Timing	Activity	Assessment	Resources
		Checkout and secure payment method Online activity: Time to get your detective hats on! <u>Online shop scam game</u> Break your learners up into groups and ask them to open the <u>Online shop scam game</u> on their devices. Each group must work together to spot all the online shop scams. When the time is up, project the <u>Online shop scam game</u> and reveal the hidden scams by selecting “spot the scams”. Talk through each point and ask your learners if they have any questions. Tip: Some learners may need extra support with the online activity. Remember to always		

Topic	Timing	Activity	Assessment	Resources
		ask if they have any questions or need more information. Another tip: Consider printing the ScamWatch article for your learners. It covers the key things they should look out for so they can continue to protect themselves after the session. Bonus round! Australian Business Number (ABN) look up Project the ABN lookup webpage. Demonstrate how to search for an ABN on an online shop and how to use the lookup. Facilitator can use the same online shop example from the first activity. Note: The ABN is usually at the bottom of the homepage of a website.		

Topic	Timing	Activity	Assessment	Resources
		Prompt your learners to try the ABN lookup themselves. Facilitator to list some relevant online shops that your learners could use in this activity. .		
Reflection and close	10 mins	Recap the key points. Ask the learners if they have any questions. End the session.	All learners participate Asking questions will demonstrate their understanding of the material.	