

Pass the Parcel

Guidance document

<http://passtheparcel.cymru/>



citizens
advice

Background

The Pass the Parcel game has been designed and created by the Campaigns and Advocacy Wales team for use in England and Wales. The purpose is to raise awareness of delivery issues when ordering online and how to reduce problems that can occur in this mode of shopping. The game can be used by anyone, however this guidance document is for those who are working with clients or students, to explain the objectives and benefits of using the resource.

Who is the end user of this educational resource?

Primary user: someone who currently doesn't go online to shop. They are interested in buying and selling items online but have heard that some things may go wrong with sending and receiving parcels.

** Context in Wales only 81% of the population use the internet at all. Of these nearly 40% don't shop online.*

Secondary user: someone who is looking to be a confident online shopper and save some money. This user is aware that money can be saved by shopping online but is concerned that it isn't always reliable in terms of delivery/receipt of parcels.

Users will interact with this learning tool either as part of a one-to-one, peer to peer session or as part of a facilitated group learning session in the community.

Learning outcomes

- Be able to list 2 different ways of sending a parcel.
- Be able to list 3 considerations when buying something online in relation to the parcel delivery/collection.
- Consider and discuss some common misconceptions about parcel delivery.
- Identify consumer rights if something goes wrong
- Know how to contact a source of further information.

Possible soft outcomes include:

- Increased confidence in using digital consumer tools.
- Better understanding of purchasing options.
- Increased communication skills due to engaging in discussion
- More confidence in shopping online

Use of tool

The tool can be used in a number of different ways with consumers:

- Focus of discussion during a one-to-one financial capability or life skills/consumer sessions.
- Pre-course work for more advanced learners or 'homework' as part of a series of learning sessions.
- Pairs work to role play different scenarios during a facilitated group session.
- Group work to consider different options when buying and selling online to be facilitated by trainer.

Follow on work

Encourage your participants to record their results and reflect on what they have learned

- What are the main things they have learned?
- What will they do differently with regards to arranging delivery of goods through the post?
- Make a note of who they can get help and advice from

Encourage the participants to revisit the activity again after a week or two to establish learning.

Encourage participants to share the resource with family and friends.

Evaluation

Use the evaluation tool provided on the education page to provide valuable feedback <https://www.citizensadvice.org.uk/about-us/how-we-provide-advice/our-prevention-work/education/education-resources/education-resources-evaluation/>

Alternatively email education@citizensadvice.org.uk with any questions or feedback you may have about the resource.