

Primary 7-11 Lesson



Be informed.



Be curious.



Be heard.

Your latest results: “Do adults have the tools to teach you about the online world?”



Yes

54.9%

No

45.1%

“I think yes because they are really smart and have been on this Earth longer than us.”

South End Junior School

“I may not know everything, and my adults know what is best for me.”

Oasis Academy
Henderson Avenue

“I do not think that adults do because they didn’t grow up with social media.”

Co-op Academy
Brownhill

“The internet is developing at too fast a pace to be taught by adults who do not use it daily.”

The Roseberry School

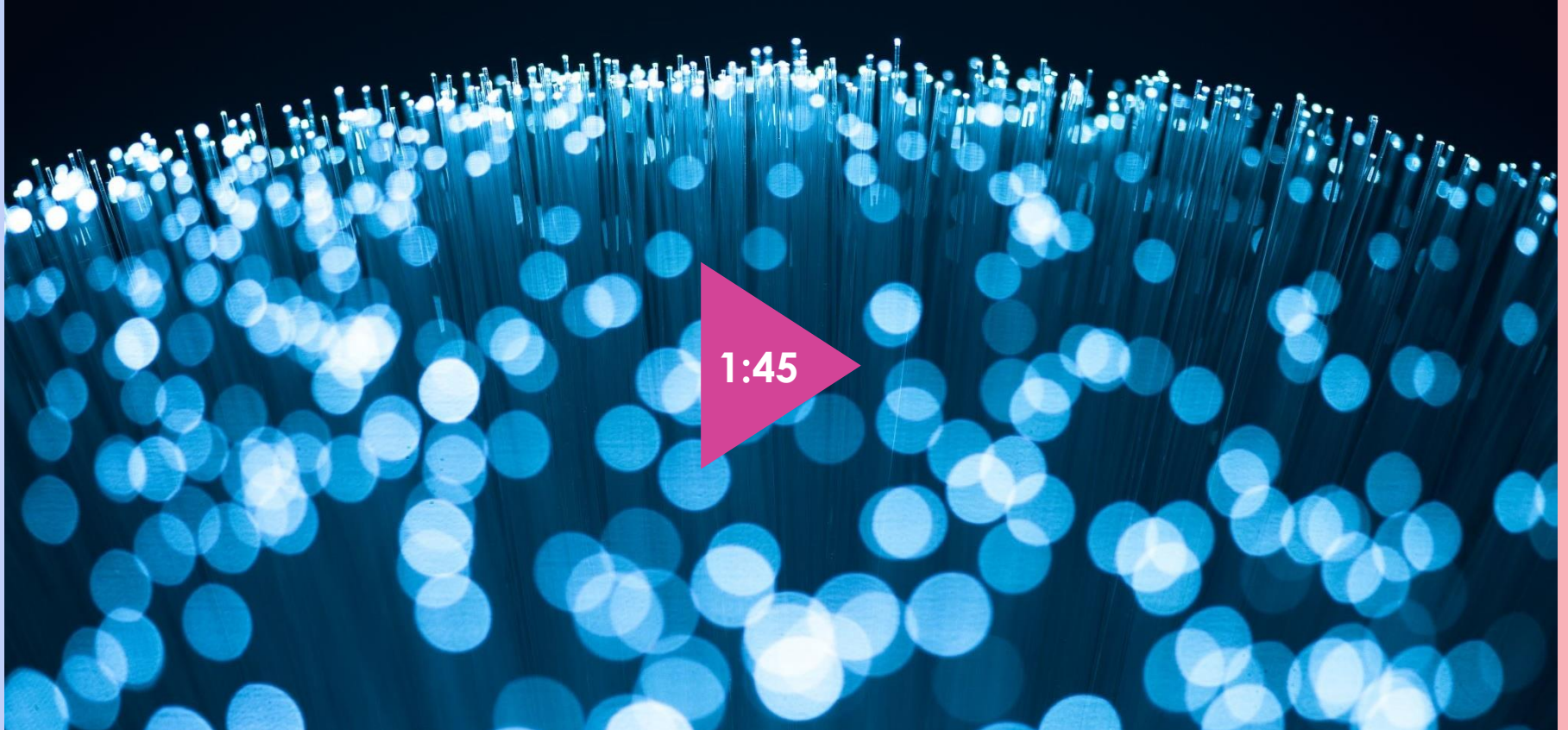
45,771 young people voted this week! Were you one of them?

Your latest results: “Do adults have the tools to teach you about the online world?”



Click to hear from Merve Lopus, Vice President of Education Outreach at Common Sense Education, about his thoughts on your latest VoteTopic results.

Your latest results: “Do adults have the tools to teach you about the online world?”



Click to hear from Will Gardner OBE, CEO of Childnet International and Co-director of the UK Safer Internet Centre, about his thoughts on your latest VoteTopic results.

Your views on “Do adults have the tools to teach you about the online world?” were also heard by:

childline

ONLINE, ON THE PHONE, ANYTIME
childline.org.uk | 0800 1111

 **Childnet**

 **5RIGHTS
FOUNDATION**

 **common
sense
media**

NYA
National Youth Agency

Childline

Childnet

5Rights
Foundation

Common Sense
Media

National Youth
Agency



Be informed.



Be curious.



Be heard.

Want to share your views with us? Share your votes and comments by logging into your VotesforSchools account. You can also get in touch at primary@votesforschools.com

Today's VoteTopic:

Could more be done to keep shop workers safe?

UNCRC Article 40:
Children who break
the law

UN SDG 16:
Peace, justice &
strong institutions

VfS Key Theme 8:
Jobs, economy &
education

1 Starter: Seeing the signs



Whole class activity (1 min)
Look at the shop counter.
Can you spot any instructions?

5

100



Please treat
our staff with
respect.



1 Starter: Seeing the signs



Whole class activity (2 mins)
Do we need reminders like this
in shops?



**Please treat
our staff with
respect.**



2 Why are we talking about this?



Signs like these can **often be seen in shops**. This might lead you to question **why these reminders are needed** at all.



2 Why are we talking about this?



These signs are often displayed because **shop workers are sometimes disrespected** while doing **their job**.

In a recent survey, it was found that around **1,300 shop workers are being disrespected each day**.

Challenge (2 mins)

How do you think shop workers are disrespected?



2 Why are we talking about this?



Some shop workers have reported being **shouted at**, **spat at**, and others have been **physically hurt**.



Did you know?

Some of the reports are linked to people taking things they haven't paid for (shoplifting).

2 Why are we talking about this?



There are **already some things in place** to help **keep shop workers safe**. For example, shops often have **security guards**.

However, other people think **more could be done to keep shop workers safe**.

But, do you agree? **Could more be done to keep shop workers safe?**

3 Next customer please



Whole class activity (5-10 mins)

Over the next few slides, you will read **job descriptions** for different roles shop workers take on. **Read each job description** and see if you can **name the job title for each person.**

3 Next customer please



I scan items at the till and take payment for people's shopping.

What is this person's job title?

3 Next customer please



I'm a
cashier!

3 Next customer please



I help answer people's
questions and
complaints.

What is this person's
job title?

3 Next customer please



I'm a customer
service assistant!



I help keep shop
workers, customers and
stock safe.

Stock:
All the items
available in a shop.

What is this person's
job title?



I'm a security
guard!

3 Next customer please



I help to keep the
shop clean and tidy
for all.

What is this person's
job title?

3 Next customer please



I'm a
cleaner!

3 Next customer please



I restock shelves and rails so there's always items for people to buy.

What is this person's job title?



I'm a stock
assistant!



Whole class activity (6-8 mins)
Let's take a **walk through a trip to the supermarket**. During your trip, decide how you would **act towards the shop workers you meet**.
Point to the response that you agree with.

4 All over the shop



There's no baskets left. Let me find one.

Where are the baskets? I'm off to customer services to complain.



Which response do you agree with?

4 All over the shop



I can't find the peas. Let's ask a stock assistant for help.



They've ruined my dinner. I'm going to give them a piece of my mind!

Which response do you agree with?

Curriculum link – Spelling, Punctuation and Grammar
Can you spot the idiom? If so, what does it mean?

4 All over the shop



So sorry for the wait!



Don't worry at all!

You should be sorry!



Which response do you agree with?

4 All over the shop



Thanks for helping me to pack my bags!

Bye...



Which response do you agree with?

5 The customer is always right?



Pair activity (6-8 mins)

Over the next few slides, you will **reflect on some comments** made by shop workers. Discuss with your partner how **each experience might make shop workers feel.**



5 The customer is always right?



How would this make shop workers feel?

“We go into work to do a job. We don’t go into work to be disrespected.”

5 The customer is always right?



How would this make shop workers feel?

“It’s almost a daily occurrence now where you are shouted at.”

5 The customer is always right?



Short-staffed:

Not having the amount of workers needed.

“Customers are frustrated because of a lack of stock and short staffing. Like that’s our fault?!”

5 The customer is always right?



How would this make shop workers feel?

“Sometimes people are being followed home from work.”

6 Where do we go from here?



Individual activity (6-8 mins)

Let's take a look at some things that are already being done to help **keep shop workers safe**. Read each one and decide whether you think it is a **good idea (clap your hands)** or a **bad idea (put your hands apart)**.



**Did you know?**

On-duty police officers can only get their free drink if they bring a reusable cup.

Police in store

Waitrose and **John Lewis** are offering free hot drinks to **on-duty police officers** in the hope that they will **put off criminals**.



Body worn cameras

People who work on the shop floor of **Tesco** will be offered **cameras to wear** that will **film their chats with customers.**

**Did you know?**

These retailers include John Lewis, Co-op, Primark and Boots. They are spending £840,000 on the plan.

Retail Crime Action Plan

The **Government**, the **police** and 13 of the biggest **retailers** in the UK have a plan to **work together** to **reduce crimes in shops**.

6 Where do we go from here?



Challenge (2 mins)

In Scotland, there's a law in place to help protect shop workers. Should a similar law be introduced all over the UK?

Now's your chance to vote on: "Could more be done to keep shop workers safe?"

Yes

1,300 shop workers are being disrespected each day. More needs to be done.

The plans in place are a good start, but they don't go far enough to keep people safe.

Scotland has a law in place to keep shop workers safe. This is needed across the UK.

There is lots being done already. I think it's more about people remembering their manners.

We need to give the plans in place time to work. I think they will put people off being disrespectful.

I don't think a law would help to keep shop workers safe.

No

We will be sharing your thoughts on this topic with British Retail Consortium, Institute of Customer Service, Co-op, Aldi and John Lewis.

Log in to your VotesforSchools account to submit your vote and leave a comment.