

Empowering Consumers through Education

教育活動——加強消費者的自我保護能力

WHY THIS IS IMPORTANT

Great importance is attached to the Council's consumer empowerment objective of which consumer education forms an integral part. Through a systematic programme for various target groups, participants acquired the necessary skills and know-how of rational consumption. Their awareness of the rights and responsibilities of being consumers was heightened as a result.

The Council has provided support to other organisations and educational institutes to enable them to run their own consumer education programmes. Tailor-made activities are designed to cater for three major target groups – namely young people, senior citizens and new immigrants. The latter two groups are more vulnerable to trade malpractices and in need of guidance.

WHAT WE HAVE DONE

During the year, 216 educational talks, visits, workshops and seminars were organised for the above three target groups, as well as other interested parties such as teachers, parents, women and disadvantaged groups. Popular themes included consumer rights and responsibilities, consumer protection laws, consumer traps, sustainable consumption, consumer guides on health and safety issues as well as the purchase and subscription of telecommunications services, to meet the needs and concerns of the public.

The Council has also organised the Consumer Culture Study Award as well as teacher training programmes to promote consumer education in schools. In addition, the Council has been actively involved in promoting consumer education contents to be incorporated in local formal school curricula with great success. Council staff has worked closely with the Education Bureau (EDB) in the design and development of such curricula to enhance the effective delivery of knowledge and concepts pertaining to consumer education in various related subjects in Technology & Business, Social & Humanities key learning areas as well as Liberal Studies and moral and civic education, in primary and secondary schools.

消費者教育的重要性

本會一向極其重視提昇消費者自我保護能力的教育工作。針對不同社群的需要，本會籌劃不同類型的消費者教育活動，讓他們認識消費者的權利和責任，從而成為明智的消費者。

為更有效推廣消費者教育，本會因應不同機構及院校的需要，提供協助及教材，讓他們可各自推行消費者教育活動。本會亦舉辦專為青少年、長者和新來港人士而設計的活動。長者和新來港人士因較易受不當經營手法影響，有必要加強他們的警覺性，以免墮入消費陷阱。

我們完成的任務

本會為上述三個目標社群，以及其他對象如教師、家長、婦女和傷健人士，全年共舉辦216項消費者教育活動，包括講座、參觀、工作坊和研討會等。主題包括消費者權益與責任、消費者保障法例、消費陷阱的自保法、可持續消費、健康和安全的消費、及電訊服務的選購指南等，以切合社會大眾的需要。

本會亦籌辦「消費文化考察報告獎」及教師培訓課程，在學校推廣消費者教育。本會與教育局一向緊密合作，共同發展適用於不同科目的課程，將消費者教育的知識和概念，有效融合於多個正規學校課程之中，包括：科技教育和社會及人文教育學習領域，以及通識教育、德育及公民教育等，成績理想。

Education resource materials were also produced to facilitate trainers to conduct consumer education programmes on their own.

Several pilot programmes were launched during the year to explore opportunities and feasibilities in effective delivery of consumer education to better serve emerging needs as well as the needs of different sectors within the community. These included education programmes and training courses for local third age persons and university students in Mainland China.

Staff training programmes and sharing sessions were also conducted for our Mainland and local counterparts to share experiences in designing and organising effective consumer education programmes in general and the Consumer Culture Study Award in particular.

These programmes were held both in the Consumer Council Resource Centre as well as local schools and other community centers to meet demands from different sectors of the society.

Enhancing Youth Awareness in Consumer Rights

Consumer Culture Study Award

The Award, jointly organised with the Education Bureau (EDB) for the twelfth consecutive year, is the largest and most well-received territory-wide project-based learning programme designed for local secondary schools. Participants have to study a particular aspect of our local consumer culture, exploring the consumer attitudes, values and behaviours in Hong Kong. Over the years, the Award has generated a fruitful collection of over 7 400 study reports based on first-hand data collected by students, and in turn, helped enrich the archives of studies on local consumer culture.

The finale of the 11th Study Award was marked by the Award Presentation Ceremony held on 27 July 2010 at Academic Community Hall of Hong Kong Baptist University. Officiated by Professor Joseph J.Y. SUNG, Vice-Chancellor of The Chinese University of Hong Kong and attended by 800 guests, the Ceremony presented 52 awards to the 38 winning teams, with seven major winning teams presented the major findings of their reports in various creative formats.

此外，本會亦製作各類教學資源材料，以協助導師自行策劃消費者教育活動。

去年本會推出了數項試驗計劃以探討在本港和內地有效推行消費者教育的各種可能性和可行性，以應對不同社群和社會發展的新需要，其中包括為本地第三齡人士及內地大學生舉辦的教育課程與培訓活動。

此外，本會亦為本地及內地姊妹團體，主持員工交流培訓活動，以分享設計有效消費者教育活動及籌辦「報告獎」的成功經驗。



因應不同團體和機構的需要，這些活動除了在本會的資源中心，亦會於各學校及社區中心舉行。

提高年青人的消費權益意識 消費文化考察報告獎

由本會及教育局合辦，以中學生為對象，迄今已舉辦了十二屆的「消費文化考察報告獎」，是本地學界最大型和最受歡迎的專題研習教育活動。參加同學自行挑選與本地消費文化有關的課題，探討消費者的行為、態度和價值觀等，並進行考察調查。歷屆完成的七千四百多份考察報告，都是同學實地考察所得到的第一手資料，為本地消費文化研究提供了豐富的參考資源。

第十一屆「報告獎」於二零一零年七月二十七日舉行的頒獎禮中完滿結束。頒獎禮假浸會大學大學會堂舉行，由香港中文大學沈祖堯校長主禮，共八百多名嘉賓出席。本屆頒發的52個獎項由38隊同學獲得。七隊主要得獎隊伍更用各種創新的形式為嘉賓匯報了作品的精髓。

The 12th Study Award was launched in September 2010. A record high of 1 192 teams from 118 secondary schools took part in this year's Award, a 23% increase in the number of participating teams. Amongst the participating schools, 18 schools joined for the first time with 75% of last year's schools continued in their participation this year. 98% of the participating teams successfully completed their studies. A list of the winners is at Appendix 12.

Introductory talks on consumer issues and how to conduct the study were organised for teachers and students, attracting about 1 000 participants to such sessions. It was through these talks and the subsequent active engagement of students in conducting the study that their understanding and awareness of consumer issues were enhanced and analytical ability strengthened.

112 workshops covering 25 thematic topics were organised for over 8 000 teachers and students as an extension activity of the Study Award. These workshops aimed at stimulating creativity, arousing interest on issues like consumer responsibilities, care and concern of the environment as well as exposing participants to concepts and skills in conducting and presenting consumer culture studies.

The Consumer Education Division was also invited to conduct School Workshop Days as a support and learning initiative for participating schools of the Study Award. A team of workshop hosts would conduct four to five different workshops in each session, providing chances of different exposure for the 200-strong students studying in the same form in a day's visit for each school. School Workshop Days were conducted for 16 schools in the year with positive response.

Consultation sessions conducted by division staff was a newly introduced support initiative to teachers and students to help improve their project ideas and skills aiming to further improve the quality of the project studies. 18 sessions were held in the year.

The Study Award celebrated its tenth anniversary in 2009. Apart from the publications of collected essays as well as outstanding student projects, staff training programmes for our Mainland sister organisations and universities were also conducted to share the unique experience gained throughout the ten years in developing the Award into an effective consumer education initiative.

第十二屆「報告獎」於二零一零年九月展開，共有破紀錄的118間中學的1 192隊報名參加，參加隊數增長了23%。當中，有18間中學為首次參加，上屆學校繼續參加率為75%。98%隊伍成功完成考察報告。本屆得獎名單見附錄十二。

本會特別為參加學校的老師和同學安排多次講座，講解各種消費問題及如何進行考察活動，吸引了逾1 000位師生出席。透過出席講座及主動參與考察，同學對各種消費課題有更深入的了解，分析能力亦大大提高。

為支援參加的學校及作為延展的學習活動，年內為超過8 000位老師及同學舉辦了112次，共25個不同專題的工作坊，以啟發同學的創意，提高他們對消費者責任、可持續消費等課題的認識，以及讓參加者掌握如何進行消費文化考察的概念和技巧。



應學校的邀請，本會於新學年繼續舉辦「學校工作坊日」。教育部的團隊於工作坊日，為每間參與學校同年級的二百多位學生，主持四至五個不同主題的工作坊，讓學生參與不同的工作坊以獲得不同的體驗和學習。年內共為16間中學舉辦了學校工作坊日，反應良好。

自去屆起，更新增由教育部團隊主持的「諮商面談會」，為各校提供更多的支援。活動透過對報告的意念和內容提出建議，協助同學提升的作品的水平。本屆共舉辦了18次面談會。

二零零九年為「報告獎」的十周年，本會已舉辦連串的誌慶活動，除了編撰紀念文集和優秀考察報告作品選外，也為內地姊妹團體與大學舉辦了培訓活動，藉以分享策劃「報告獎」十年來的成功經驗。

Pilot projects were launched in the year to extend the experiences of the Study Award in engaging local third age persons and Mainland students in conducting consumer culture studies as an empowerment initiative.

Youth Development Service Scheme

The Youth Development Service Scheme aims to provide an opportunity for the trained youth volunteer leaders learning more about consumer issues through involvement in Council's activities. Provided with comprehensive training and practice opportunities, these youth leaders took up tasks, such as presentations to community groups and production of educational materials, independently. They are also actively involved in the running of various events and projects of the Consumer Education Division.

Currently, over 30 secondary students and university undergraduates are involved in the Scheme, with new recruits joining each year.

The First Consumer Culture Study Award in Mainland

A pilot programme to explore the feasibilities in organising similar programmes for Mainland students were launched in September 2009 in Shantou University. With the support from the Law School and Veritas College, Shantou University, about 100 students enrolled in the programme to receive training pertaining to issues, concepts and skills in conducting consumer culture studies. 12 teams submitted their project reports in May 2010 with four teams winning various awards.

An Award Presentation Ceremony was held on 6 November 2010 at Shantou University. Mr. YANG Hong-can, Secretary-General of China Consumers' Association together with Professor LI Dan, Vice President of the University and Council's Chief Executive, Ms. Connie LAU officiated the Ceremony.

320 guests attended the Ceremony. Among them included over 40 delegates from consumer associations from Guangdong province and Macau.

本會亦會繼續探討在內地推行同類型活動的可能性。年內，亦推出了供本地第三齡人士及內地學生參與的兩個「報告獎」試驗計劃，旨在讓更多不同階層的參加者，皆能透過消費文化的考察，提升自保維權的意識和能力，貫徹賦權消費者的理念。

青年培訓服務計劃

「青年培訓服務計劃」旨在讓青年學員，通過參與協助籌辦消委會的教育活動，加深他們對保障消費者權益工作的認識。通過全面的訓練和實踐，參加計劃的青年學員積極參與本會推動消費保障的社區教育活動、製作教材，並協助推行本會不同的活動和計劃。

本年共有逾30位中學生及大學生參與此計劃，每年並不斷有新學員加入。

內地首個消費文化考察報告獎

在內地汕頭大學至誠書院及法律學院的支持下，本會於二零零九年九月在汕頭大學推出首個在內地舉行的消費文化考察報告獎。是次實驗計劃旨在探討和掌握在內地推行同類活動的可行性和經驗。有近100位該校學生報名參加，並接受了進行消費文化考察的相關議題、概念和技巧的培訓。12隊參加學生於二零一零年五月提交作品，當中有四隊獲頒各個獎項。

第一屆的汕大報告獎頒獎禮於二零一零年十一月六日於汕頭大學舉行，並邀得中國消費者協會秘書長楊紅燦先生、汕頭大學副校長李丹教授及本會總幹事親臨主禮。

320名嘉賓，包括四十多位來自廣東各省市消協和澳門消費者委員會的代表出席了該頒獎禮，並交流了經驗。

Education Programmes for Vulnerable Groups

For Senior Citizens

50 programmes were delivered to the senior citizens through joint efforts with social and community services organisations. Programmes were tailored to meet the special needs and consumption patterns of the senior citizens.

The programmes were mainly on health and safety concerns in selecting and consuming products and services related to this particular cohort. These included health food and equipment, household appliances and dried seafood. Precautions from falling into common consumer traps including subscribing telecommunication services and contractual obligations in different payment methods were also popular topics.

Third Age Persons Consumer Culture Study Award

Based on the experience on the pilot program held last year and upon the requests from other social services institutes, a Consumer Culture Study Award for Third Age Persons was launched in the summer of 2010 to engage more third age persons in the understanding and analysis of the local consumer culture.

The Award was co-organised with four social services institutes and joined by 13 teams from seven organisations.

Planning meetings, focus groups, briefing sessions and introductory talks were held before the official launch, while about 30 tailor-made comprehensive training programmes and consultation sessions were also conducted for the participants of this Award.

11 teams submitted their study reports in March 2011 providing the community a better understanding of the views and situations unique to third age persons in the consumption process.

For New Immigrants

Regular programmes including visits and talks were also conducted within the year for the new comers from Mainland to familiarise them with local consumer protection measures. Talks on employment traps were also arranged for newly arrived women whom were most susceptible to those malicious practices in question.

協助弱勢社群的教育活動

長者的消費者教育活動

本會聯同各社工及社區服務機構，年內共為長者提供了50項教育活動。

活動針對長者的特別需要和消費模式而設計。活動主題為長者消費經常面對的各種健康及安全問題，包括選購健康食品及器材、家居電器、海味等需留意的地方。其他包括如何預防墮入常見消費陷阱的介紹，例如選用電訊服務、不同合約付款方法等，均甚受長者歡迎。

第三齡消費文化考察報告獎

早前，本會試驗了為第三齡人士特別設計的全新課程。去年，再據所得經驗，並應多個社會服務機構之邀，設計了「第三齡消費文化考察報告獎」，並將於二零一零年下半年試驗推行，以促進第三齡人士對本地消費文化的了解和剖析。

「報告獎」由四個社會服務機構協辦，並有來自七個社會服務機構的13隊報名參加。

在活動於二零一零年暑期正式推出前，已陸續舉行了多個計劃會議、聚焦小組及簡介會等。及後亦為參加者提供了近30項特別設計的培訓活動。

11隊參加者於二零一一年三月成功提交了報告。透過這些報告，可望讓社會大眾對第三齡人士獨特的消費處境和觀點，有更清晰和確切的了解。

新來港人士的消費者教育活動

本會亦有定期舉辦參觀及講座，讓新來港人士了解本地的消費保障措施。鑑於新來港婦女常有墮入求職陷阱的情況，年內亦特別安排相關內容的講座，從而提升他們的自我保護能力。

Specially designed consumer education program was also conducted for new immigrant children. The program aims to familiarise the children with the Council's work as well as the local consumer culture and consumer protection measures.

For Disadvantaged Groups

Special education programmes have been developed to meet special needs of those disadvantaged groups such as students of mild-grade mental retardation and clients of the Hong Kong Society for the Blind.

Train the Trainers

Community Involvement Service Scheme

Based on the successful experience of the Youth Development Service Scheme, another service scheme was also launched to involve interested women and third aged volunteers. These volunteers would be provided with systematic training on knowledge and skills in organising and conducting effective consumer education programmes. They would in return contribute their assistance in Council's education programmes and events.

Training Programmes for Teachers on Consumer Education

Government's recent curricular reforms responded favorably to the Council's call for incorporating consumer education in the wider school curriculum. Council staff have been invited to contribute in the design of new curricula to better incorporate consumer education concepts in school teachings.

To meet the increasing demand, EDB had commissioned the Council to design and host several Teacher Development Courses such as the Teacher Development Course on Consumer Education for Technology Education Teachers in 2004-06; the Professional Development Programme for Liberal Studies: NSS Independent Enquiry Studies in the LS Curriculum in 2007; and in 2008 through 2010, Teacher Development Courses on Learning and Teaching PSHE KLA through The Consumer Education Perspective; as well as the Teacher Professional Development Programme for NSS Learning and Teaching Strategies for the Technology and Living Curriculum Series: Action Planning for Quality Learning and Teaching in 2010.

本會亦特別設計了一項消費者教育活動予新來港學童參加，讓他們了解本會的工作及認識本地的消費文化及有關保障消費者的措施。

傷健人士的消費教育活動

本會亦有為傷健人士設計特殊的教育活動，包括輕度智障的學生以及香港盲人輔導會的視障人士等。

導師培訓

社區參與服務計劃

基於「青年培訓服務計劃」的成功經驗，本會推出另一服務計劃，讓有興趣的婦女及第三齡志願者，接受有系統的訓練，掌握有效籌辦消費者教育活動的知識和技巧，以便日後為本會推行的教育活動提供協助。

消費者教育教師培訓課程

政府接納了本會的倡議，在近年的課程改革中，將消費者教育納入多個中學科目之內。本會同工亦獲邀參與多項中學新課程的設計工作，將消費者教育的概念更有效地融合於學校課程之內。

鑑於學校對「消費者教育」的教師培訓需求日趨殷切，教育局亦已先後委託本會設計及主持多個教師培訓課程，包括：二零零四至二零零六年度，為「科技教育」教師而設的教師培訓課程；二零零七年的「新高中通識教育科獨立專題探究」培訓課程；二零零八至二零一零年的「個人、社會及人文教育學習領域的學與教：消費者教育角度」網上培訓課程；及二零一零年，為新高中科技與生活科的教師而設的「新高中科技與生活課程學與教策略系列：邁向優質學與教——工作坊」教師專業培訓活動等。



Web-based Teacher Development Courses on Learning and Teaching PSHE KLA through The Consumer Education Perspective

A web-based training course for secondary schools teachers on Learning and Teaching PSHE KLA (Personal, Social and Humanities Education Key Learning Area) through Consumer Perspective was designed to enhance the competence and confidence of teachers in conducting consumer education in schools throughout social and humanity subjects.

The 30-hour course trained 205 teachers in five batches starting from January 2008 and successfully completed in January 2010. Participants included those teachers in Liberal Studies, Integrated Humanities, Economics, Business Studies and Home Economics.

An Experience Sharing Session was organised in June 2010 for course graduates to share the experiences on assessing student projects.

The feedbacks from the course participants were highly favourable. They regarded the course as extremely reflective and practical, rich in content, instrumental in teaching and enabled a thorough and better understanding of the concepts and skills in conducting consumer education in schools.

Upon the request of EDB, the course materials would be further developed into teaching resources to support the teaching of consumer education in various curricula.

Staff Training for School Teachers

The Division has been invited to conduct Staff Development Programmes for teachers. This year, staff development programmes were conducted for the Hong Kong Catholic Diocesan Schools Council (Secondary School) and Liberal Studies teachers of Shatin Pui Ying College in November 2010 and January 2011 respectively. Consultation sessions were also held for schools especially on experience in conducting effective project learning programmes.

Staff Exchange Activities

Experience sharing activities were also conducted for staff of sister organisations from overseas and Mainland including those from New Zealand, Beijing and Macau.

網上教師培訓課程：個人、社會及人文教育領域的學與教 — 消費者教育角度

這個網上教師培訓課程以「個人、社會及人文教育學習領域」的中學教師為主要對象，旨在提升教師在教授消費者教育相關課題時的信心和能力。

此30小時的網上自學課程於二零零八年一月至二零一零年一月分五期舉行，共培訓了205位分別任教通識教育、綜合人文、經濟、商業以及家政等科目的中學老師。

為鞏固畢業學員對課程的知識，課程於二零一零年六月舉辦了經驗分享研習班，分享評估學生專題研習報告的經驗。

參加者對課程有高度肯定的評價，他們認為課程極為實用並能引發反思，內容豐富，對教學有很大幫助，能協助他們更全面和深入了解消費者教育的概念和技巧。

按教育局要求，本會將計劃把課程內容編寫成教學資源，以支援老師在不同學科推行消費者教育。

教師專業發展工作坊

本會亦會應邀為各校主持教師專業發展活動。年內分別於二零一零年十一月與二零一一年一月獲香港天主教教區（中學）議會及沙田培英中學的邀請，為老師們主持培訓活動。本會亦有為不同中學就如何有效推行「專題研習」，提供意見。

同工交流活動

年內，本會分別為來自紐西蘭、北京及澳門的同工主持有關消費者教育的員工培訓活動，以促進機構間的經驗交流。

Council's Chief Executive and Head of Education Division participated in the China Consumers' Association's National Conference for Secretary-Generals on Working Plans for Consumer Education held in Wuxi in October 2010. The Conference was attended by over 50 secretary-generals of consumer associations/councils from all the provinces and major cities in Mainland to share views on the future direction and strategies on consumer education.

Symposium on Consumer Education for Youth

The Symposium was held in conjunction with the Award Presentation Ceremony for Consumer Culture Study Award in Shantou University in November 2010. Keynote speakers included Mr. YANG Hong-can, Secretary-General of China Consumers' Association; Professor LI Dan, Vice President of the University and Council's Chief Executive, Ms. Connie LAU. Over 40 delegates from various consumer associations in Guangdong province and Macau as well as academics from Shantou University participated in sharing their experiences and views in conducting effective consumer education programmes for youths.

Teaching Resources Development

To assist trainers and teachers in conducting effective consumer education programmes, new teaching materials and tools are developed each year. Several teaching resources kits were also published over the years. These include coursewares, collections of teaching activities and workshop games, collections of consumer culture study projects. Most are commissioned by EDB and have been distributed freely to schools and social service institutes.

Education Resources Kit on Project-based Learning for PSHE at Secondary Level

The Resources Kit, published in 2009 was commissioned by EDB. It aims to provide teachers with handy tools and successful examples in the training and learning through project studies in consumer culture.

The Kit comprised of three major winning student project reports of the Seventh Consumer Culture Study Award as exemplary projects, together with adjudicators' views and comments; project team members' experience sharing; as well as over 30 workshop exercises and learning activities to demonstrate the Council's unique experiences in enhancing the teaching and learning of generic skills including but not

本會總幹事及教育部總主任於二零一零年十月參加了中國消費者協會於無錫舉行的消協秘書長全國會議，討論《全國消費教育工作計劃》的擬稿內容。會議有來自全國各地五十多個省和主要城市的消協秘書長參加，探討了內地消費者教育的未來方向和策略。

青年學生消費者教育工作經驗交流座談會

座談會為二零一零年十一月第一屆汕大學生消費文化考察報告獎頒獎禮的接連活動。主講嘉賓包括中國消費者協會楊紅燦秘書長、汕頭大學李丹副校長及本會總幹事。參加者有四十多位廣東各省市和澳門消保機構的代表及汕頭大學的多位學者。與會者交流了有關如何有效推行青年消費者教育活動的經驗和看法。

教學資源製作

為協助導師和老師推行有效的消費者教育活動，本會每年均編製不同類型的新教材，包括教學課程內容、教學活動、工作坊遊戲及消費文化考察報告等。近年，大部份的教材均由教育局贊助出版，並免費派發予全港學校和社會服務機構。

《個人、社會及人文教育科專題研習教材套》

這個教材套由教育局委託製作，已於二零零九年出版。教材套旨在從消費文化專題研習報告中，擷取其中適用於專題研習教與學的工具和成功例子，以協助教師的相關教學。

教材套以三個「第七屆消費文化考察報告獎」主要得獎作品作為範例，並加上評判對作品的評語、同學組員的經驗分享。教材套亦加入三十多個由本會設計的一系列獨特的工作坊練習和學習活動，以示範如何通過工作坊活動提升同學在知識建構、創意思維、批判思考、溝通傳意和表達技巧等的能力。

教材套已分發予全港中學及大學圖書館，以及各個教育資源中心，以豐富消費者教育的教學資源。

limited to knowledge construction, creativity, critical thinking as well as communication and presentation skills.

The Kit had been sent to all local secondary schools and university libraries as well as education resource centres to enrich the pool of teaching materials in consumer education.

Other Education Resources

The DVD-ROM containing the winning reports of Consumer Culture Study Award XI was produced and distributed to all secondary schools as a teaching resource. 3 000 copies were made and sent in the year.

Other educational resources included teaching kits on labelling and advertising, and a consumer education resource kit for new immigrants. These were produced to meet the need and demand of schools and community organisations.

Consumer Council Resource Centre

Located in Tsim Sha Tsui, the facilities of the Council's Resource Centre include a Consumer Advice Centre, a multi-purpose conference room equipped with audio-visual devices, and a resource library. Multimedia computers were installed giving visitors' access to the Council's web site and educational resources. Workshops, seminars and talks were held regularly in the Resource Centre. During the year, the Resource Centre attracted over 1 500 visitors from over a hundred community organisations and education institutes.

其他教學資源

本年共印製及派發了3 000片「第十一屆消費文化考察報告獎」得獎作品光碟予各中學，以供教師使用作教學資源。

本會亦製作有《包裝及標籤》和《認識廣告》兩集教材套，及為新來港人士編製的消費者教育小冊子。這些教材廣為學校及社區機構採用。

消費者委員會資源中心

位於尖沙咀的消費者委員會資源中心，設有消費者諮詢中心、配有多媒體設備的多用途會議室及資料中心。此外，還設有多媒體電腦，供訪客瀏覽本會網站及其他教育資源。資源中心全年共接待了超過1 500位來自百多間團體及教育機構的訪客。