

Academic Year: (2020 / 2021)

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Department assigned to the subject: Private Law Department

Coordinating teacher: MATO PACIN, MARIA NATALIA

Type: Compulsory ECTS Credits : 5.0

Year : Semester : 1

REQUIREMENTS (SUBJECTS THAT ARE ASSUMED TO BE KNOWN)

Contract Law

OBJECTIVES

- Knowledge of basics rights of consumers in the field of regulated sectors.
- Capacity to develop commercial strategies that consider consumers rights.
- Ability to identify to identify potential conflicts of interest between business and consumers and knowledge of techniques for resolution (judicial and extrajudicially, individual and collectively).
- Identify and evaluate the responsibilities related to the exercise of professional activities in the regulated sectors.
- Ability to advise to companies in connection with their investments in the sector of regulated activities.
- Develop skills to improve consumer protection and users in regulated sectors in an economically efficient manner.
- Knowledge of the real professional activity in these sectors with regard to the products and services offered to consumers. Approach to consumer protection mechanisms developed in some regulated sector institutions.

DESCRIPTION OF CONTENTS: PROGRAMME

1. The rights of consumers and users of services.
2. The consumer protection in the field of contracts.
3. Regulated sectors and consumer protection.
 - 3.1. Protection of financial services users.
 - 3.2. Providing electricity and gas.
 - 3.3. Passangers transport: The protection of customers.
4. Mechanisms for consumer protection.
 - 4.1. Individual and collective actions.
 - 4.2. Alternative dispute resolution for consumers.

LEARNING ACTIVITIES AND METHODOLOGY

- Professor's presentations of the main concepts of the subject and provision of literature to supplement student learning.
- Reading of texts recommended by the professor.
- Resolution of case studies or problems posed by the professor, individually or in groups.
- Discussion in class or in the virtual forum, under the moderation of the professor, of issues related to the content of the matter.
- Papers and reports prepared individually or in group by the students.

ASSESSMENT SYSTEM

% end-of-term-examination/test: 60

% of continuous assessment (assignments, laboratory, practicals...): 40

End-of-term-examination (SE5): With regard to the theoretical part, the student shall have to take a multiple choice test, 0 to 6 points (60%).

Continuous assessment: To evaluate the practical part (0 to 4 points, 40%) the students shall have to work and solve the case studies required (during, after or before the related sessions) (SE2).

BASIC BIBLIOGRAPHY

- DE LEÓN ARCE (dir.) Derechos de los consumidores y usuarios (2 vols.), Tirant lo Blanch, 2007
- DÍAZ ALABART (coord.) Derecho de consumo, Reus, 2016
- GARCÍA GIL Suma de la protección y defensa de los derechos de los consumidores, Dapp, 2009
- MARÍN LÓPEZ (dir.) La protección jurídica de los consumidores, Dykinson, 2003
- MIRANDA SERRANO/PAGADOR LÓPEZ Derecho privado de los consumidores, Marcial Pons, 2012
- YZQUIERDO TOLSADA et al. Derecho del consumo, Cálamo, 2004