

Academic Year: ( 2021 / 2022 )

Review date: 09-06-2021

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.
  - 1.1. Introduction and general protection rules.
2. The consumer protection in the field of contracts.
  - 2.1. General clauses and unfair terms.
  - 2.2. Online contracts.
  - 2.3. Distance and off-premises 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 (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).

<b>% end-of-term-examination:</b>	60
<b>% of continuous assessment (assignments, laboratory, practicals...):</b>	40

#### 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

#### BASIC ELECTRONIC RESOURCES

- BOLETÍN OFICIAL DEL ESTADO (BOE) . Legislation search engine:  
<http://http://https://www.boe.es/buscar/legislacion.php>
- CONSEJO GENERAL DEL PODER JUDICIAL CENDOJ . Jurisprudence Search Engine:  
<http://www.poderjudicial.es/cgpj/en/Services/Case-law/Jurisprudence-search-engine/>
- PROYECTO NORMA CIVIL . Base de datos de legislación: <http://http://http://civil.udg.es/norma civil>