

Academic Year: ( 2024 / 2025 )

Review date: 24-04-2024

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.

Use of Artificial Intelligence tools selectively allowed in this subject. The faculty may indicate a list of works and exercises that the student can perform using AI tools, specifying how they should be used, and how the student should describe the use made of them. If the use of AI by the student gives rise to academic fraud by falsifying the results of an exam or work required to accredit academic performance, the provisions of the Regulation of the University Carlos III of Madrid of partial development of the Law 3/2022, of February 24th, of University Coexistence will be applied.

#### ASSESSMENT SYSTEM

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

#### ORDINARY CALL

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 of before the related sessions) (SE2).

#### EXTRAORDINARY CALL

The final exam (SE5) will be a multiple-choice test. The mark of the continuous assessment obtained during the semester shall be kept (40%) and added to the multiple-choice test mark (60%), unless assessing the final exam for 100% of the grade benefits the student.

#### BASIC BIBLIOGRAPHY

- DE LEÓN ARCE (dir.) Derechos de los consumidores y usuarios (2 vols.), Tirant lo Blanch, 2007
- DÍAZ ALABART (coord.) Manual de Derecho de consumo, Reus, 2023
- GARCÍA GIL Suma de la protección y defensa de los derechos de los consumidores, Dapp, 2009
- HOWELLS; TWIGG-FLESNER; WILHELMSSON Rethinking EU Consumer Law, Routledge, 2018
- MARÍN LÓPEZ (dir.) La protección jurídica de los consumidores, Dykinson, 2003
- MIRANDA SERRANO/PAGADOR LÓPEZ Derecho privado de los consumidores, Marcial Pons, 2012
- SANTOS MORÓN; MATO PACÍN (coords) Derecho de consumo: visión normativa y jurisprudencial actual, Tecnos, 2022
- 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](http://http://http://civil.udg.es/norma%20civil)