



<b>COURSE: RIGHT OF CONSUMERS AND USERS IN THE REGULATED SECTORS</b>		
<b>MASTER IN LAW OF THE REGULATED SECTORS</b>	<b>YEAR: 2019/2020</b>	<b>TERM: 1st</b>

WEEKLY PLANNING								
WEEK	SESSION	DESCRIPTION	GROUPS (mark X)		Special room for session (computer classroom, audio-visual classroom...)	WEEKLY PROGRAMMING FOR STUDENT		
			LECTURES	SEMINARS		DESCRIPTION	CLASS HOURS	HOMEWORK HOURS (Max. 7h week)
1	1	General rules on rights of consumers and users of services I.				Review of legal materials recommended by the professor.	1,5	5
1	2	General rules on rights of consumers and users of services II.					1,5	
2	3	Consumer protection against unfair terms in standard form contracts.				Case study on unfair terms in standard form contracts.	1,5	7
2	4						1,5	
3	5	Consumer protection in distance and off-premises contracts.				Case study on distance and off-premises contracts.	1,5	7
3	6						1,5	
4	7	Consumer protection in the context of e-commerce.				Case study on e-commerce.	1,5	7
4	8						1,5	

5	9	Consumer protection in financial services I.				Case study on financial services.	1,5	7
5	10						1,5	
6	11	Consumer protection in financial services II.				Case study on financial services.	1,5	7
6	12						1,5	
7	13	Consumer protection in electricity supply services.				Case study on electricity supply services.	1,5	5
7	14						1,5	
8	15	Consumer protection in transport services I.				Review of legal materials recommended by the professor.	1,5	7
8	16						1,5	
9	17	Consumer protection in transport services II.				Case study on transport services.	1,5	7
9	18						1,5	
10	19	The Bank of Spain and the customers' protection.				Review of legal materials recommended by the professor.	1,5	5
10	20	The National Securities Market Commission: electric consumers' protection.				Review of legal materials recommended by the professor.	1,5	
11	21	Mechanisms for consumer protection. Consumers and users associations. Collective actions.				Case study on consumers associations and collective actions.	1,5	7
11	22						1,5	
12	23	Mechanisms for consumer protection. Consumer arbitration. Mediation.				Review of legal materials recommended by the professor.	1,5	5
12	24						1,5	

**Subtotal 1**      **36**      **76**

<b>Total 1 (Hours of class plus student homework hours between weeks 1-12)</b>	<b>36 + 76 = 112</b>
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13		Tutorials, handing in, etc					3	10
14		Assessment						
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16								

**Subtotal 2**      **3**      **10**

<b>Total 2 (Hours of class plus student homework hours between weeks 13-16)</b>	<b>3 + 10 = 13</b>
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<b>TOTAL (Total 1 + Total 2)</b>	<b>125</b>
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