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| 1. Course (module) title | 2. Code |
| Consumer Rights and Remedies | |

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| 3. Lecturer (s) | 4. Department(s) |
| Lekt. Ramūnas Jucevičius | Faculty of Law |

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| 5. Course level | 6. Course (module) level | 7. Course (module) type |
| First | The subject (course unit) is not divided into separate parts | |

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| 8. Implementation form | 9. Implementation period | 10. Implementation language |
| Full-time | Autumn/Spring semester | English |

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| 11. Requirements for students | |
| Preliminary requirements: | Other requirements (if applicable): |
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| 12. Scope of course (module) in ECTS credits | 13. Full workload of a student (hours) | 14. Contact work hours | 15. Independent work hours |
| 6 | 162 | 32 | 130 |

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| 16. Course (module) purpose: competences developer by the course programme |
| <p>The course is designed to provide theoretical and practical knowledge of consumer rights and remedies. The aim of the course is to develop students' abilities that allow them to understand consumer rights and their nature. Students are also educated to identify cases of consumer rights violations in practice and are introduced to ways of consumer rights protection and their effectiveness. The course is closely related to civil law, civil procedure law and public administration law in the field of protection of consumer rights and interests.</p> |

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| 17. Relation of the course targets with the expected results of studies and evaluation methods of studies and student achievement | | | |
| Targets (learning outcomes) of the course | Results of the course | Methods of studies | Evaluation methods of academic achievements |
| 1. Students will be able to clearly and creatively apply legal norms in non-standard situations. Students must be able to integrate the acquired legal knowledge while analysing practical situations and addressing different problems arising in the national, international and supranational context. | Having completed the course, the students will be able to: <ul style="list-style-type: none"> - understand and assess the consumer rights research and practice texts (doctrine, jurisprudence), accurately and correctly use the legal definitions; - identify and analyse the practical aspects of consumer rights protection problems in specific situations and suggest possible solutions to these problems in accordance with international and national judicial practice; - transpose general consumer rights protection instruments into national law; | Lecture (theoretical retractable), discussions, preparation and presentation of literature review, visual reflection of learning material and sources, research methods (information search, preparation of a report). | Practical assignment, presentation, written paper, test (open and closed type tasks and questions). |
| 2. Students must be able to create legal norms according to respective requirements and the documents underlying such legal norms, while analysing sources of law and critically assessing different opinions and positions | <ul style="list-style-type: none"> - identify and analyse the actual cases of the CJEU, current circumstances and causes of violation of consumer rights in these cases and propose possible solutions related with the changes of implementation consumer rights protection mechanism; - interpret a variety of legal doctrines using relevant data of consumer rights protection system, formulate conclusions and offer recommendations for improving the legal framework and protection mechanisms for human rights. | Individual and group assignments, seminars, case studies, discussion in groups, individual and group assignments, review of learning visual material and sources. | Practical assignment, drafted petition (complaint) to the Court of Justice of the European Union (CJEU) and its project analysis, examination |

| 18. Course content | | | | | | | | | |
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| Topics | Contact work hours and learning method | | | | | | Time of independent studies and tasks | | |
| | Lectures | Consultations | Seminars | Exercises | Laboratory work | Practice | All contact work | Independent work | Tasks |
| 1. The concept of consumers and their rights | 3 | | | | | | 3 | 10 | Read and analyse the learning material and literature presented by lecturer |
| 2. Legal and institutional framework for consumer protection | 3 | | 2 | | | | 5 | 20 | Provide the system and criteria of the institutionalization the consumer rights protection |
| 3. Consumer contracts | 3 | | 2 | | | | 5 | 20 | Read and analyse the learning material and literature presented by lecturer |
| 4. Access to justice in consumer law | 2 | | | | | | 2 | 10 | Perform an analysis of the legislation of the certain groups consumer rights protection |
| 5. Alternative dispute resolution for consumers | 3 | | 4 | | | | 7 | 25 | Read and analyse the learning material and literature presented by lecturer |
| 6. Peculiarities of consumer protection in court | 3 | | 4 | | | | 7 | 25 | Provide the similarities and differences of judicial and alternative consumer dispute resolution |
| 7. Consumer protection in the European Union | 3 | | | | | | 3 | 20 | Solve the given assignment in accordance with the the Court of Justice of the European Union (CJEU) |
| Total | 20 | - | 12 | - | - | - | 32 | 130 | |

| 19. Strategy and criteria of student assessment | | | |
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| Assessment method | Per cent | Delivery time | Evaluation criteria |
| Activity in the classroom during the seminars | 15 | During the semester | 1,5 points: active participation in discussions, formulates problems and questions, answers questions, provides critical remarks; 1 point: participate in discussions, answers to frequently asked questions; 0 point: almost does not participate in discussions or missed more than 1/3 seminars |
| Written paper (10 | 30 | Up to 1st day | Evaluated the following aspects of written |

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| pages) and presentation | | of the last month of the semester | <p>paper</p> <ul style="list-style-type: none"> - Structure, content and scope: written work structure is clear and logical, there are all necessary components (introduction, goals, objectives, methods, empirical material, findings, proposals), work is a reasonable amount of (0,5 point); - Analysis and Conclusions: analysis are very detailed, conclusions are reasonable and formulated on the basis of empirical material (2 points); analysis are performed, but not fully complete, the findings are not always justified (1 point); analysis are superficial and no findings (0 point). - Scientific style and research culture: proper sources and quotations, wording and research style meets scientific requirements (0,5 point). <p>Assessment without written work – 0 point</p> |
| Exam: test and practical assignment | 55 | At the end of the semester | <p>Test consists of 20 open and closed questions (varying in severity, from understanding to assessment), each measured by one point. Graded as follows:</p> <p>5: Excellent knowledge and skills. Assessment level. 18-20 correct answers.</p> <p>4: Good knowledge and skills. Might be of minor errors. Synthesis level. 16-17 correct answers.</p> <p>3: Medium knowledge and skills, there are mistakes. Analysis level. 14-15 correct answers.</p> <p>2: Knowledge and skills are below average, the essential mistakes. Knowledge application level. 11-13 correct answers.</p> <p>1: Knowledge and skills still meets the minimum requirements. Many mistakes. Knowledge and understanding level. 9-10 correct answers.</p> <p>0: Does not meet minimum requirements. 0-8 correct answers.</p> <p>Practical assignment requires solving of the given problem in a motivated and reasoned way. The practical assignment is assessed at 30 percent of the exam value</p> |

20. Sources of study, literature

Mandatory sources of study, literature

1. G. Howells, T. Wilhelmsson,. EC consumer law. Aldershot: Ashgate, 1997
2. R. Schulze, H. Schulte – Nolke, J. Jones. A Casebook on European Consumer Law. Oxford and Portland, Oregon. Hart Publishing, 2002

3. Ed. S. Weatherill, U. Bernitz. The regulation on unfair commercial practices under EC directive 2005/29: new rules and techniques. Portland (Or.): Hart Publishing, 2007
4. S. Weatherill. EU consumer law and policy. Northampton (Mass.): Edward Elgar, 2005
5. Ed. H. Schulte-Nolke, Ch. Twigg-Flesner, M. Ebers. EC consumer law compendium: the consumer acquis and its transposition in the member state. Munchen: European Law Publishers, 2008
6. Ed. H.-W. Micklitz, J. Stuyck, E. Terry. Cases, materials and text on consumer law. Portland (Or): Hart Publishing, 2010
7. Ed. G. Howells, R. Schulze. Modernising and harmonising contract law. Munchen: Sellier European Law Publishers, 2009

Additional sources of study, literature

1. C. J. Miller; Brian W. Harvey; Deborah L. Parry. Consumer and Trading Law: Text, Cases, and Materials. Oxford University Press, 1998
2. Sovern, Jeff. Toward a New Model of Consumer Protection: The Problem of Inflated Transaction Costs. William and Mary Law Review, Vol. 47, No. 5, March 2006
3. Petty, Ross D.; Hamilton, Jennifer. Seeking a Single Policy for Contractual Fairness to Consumers: A Comparison of U.S. and E.U. Efforts. The Journal of Consumer Affairs, Vol. 38, No. 1, Summer 2004
4. Papacharissi, Zizi; Fernback, Jan. Online Privacy and Consumer Protection: An Analysis of Portal Privacy Statements. Journal of Broadcasting & Electronic Media, Vol. 49, No. 3, September 2005
5. Ben-Shahar, Omri. Consumer Protection without Law: Can One-Way Contracts Provide Better Consumer Protection Than the Current Enforcement-Based Regime? Regulation, Vol. 33, No. 2, Summer 2010
6. Stephen Weatherill. EU Consumer Law and Policy : Second Edition. Edward Elgar Publishing Ltd, 2014