



## CONSUMER PROTECTION

<b>Basic data of the subject</b>	
<b>Academic Unit:</b>	University of Prizren “Ukshin Hoti” Faculty of Law
<b>Course title:</b>	Consumer Protection
<b>Program:</b>	Law
<b>Level:</b>	Bachelor
<b>Course status:</b>	Optional
<b>Study year:</b>	3 <sup>rd</sup> Year 5 <sup>th</sup> semester
<b>Number of hours per week:</b>	3+2
<b>Credit value – ECTS:</b>	7
<b>Time / location:</b>	Faculty of Law
<b>Lecturer:</b>	Prof. Asoc. Dr. Eqrem Zenelaj
<b>Contact details:</b>	<b>Email: dr.zenelaj@hotmail.com</b>
<b>Course description:</b>	The course, "Consumer Protection", summarizes an introduction to the basic notions of consumers, the most important issues from the history of presenting the way and forms of consumer organization, the legal provisions that regulate this field and the realization of the rights that is guaranteed by applicable law.
<b>Course objectives:</b>	The main purpose of the course is to introduce the students to the development and history of presenting consumers as a force and association in protecting consumers' legal from potential abuses that may arise from production and trade, developing knowledge about forms of consumer organization. in developed countries with special emphasis on the Republic of Kosovo.
<b>Learning outcomes:</b>	Skills and skills that students will gain upon successful completion of this course include: <ul style="list-style-type: none"> <li>• Students will be able to select, apply, and demonstrate all rights-related issues and obligations arising from the applicable legal provisions covering this field, drawing on the experiences of states leading the field;</li> <li>• Students will be motivated by the tradition and the realization of respect for consumer protection, will be trained to objectively</li> </ul>

	evaluate the behavior of producers and traders in relation to consumers.		
<b>Contribution on student load (must correspond with learning outcomes)</b>			
<b>Activity</b>	<b>Hours</b>	<b>Week</b>	<b>Total /hours</b>
Lectures	2	15	30 hours
Exercise theoretical/laboratory	1	15	15
Practice work	/	/	/
Contact with lecturer / consultations	10 min	15	1.5
Field exercises	/	/	/
Mid-terms, seminars	1	1	1
Homework	/	/	/
Individual time spent studying (at the library or home)	4	15	60
Final preparation for the exam	5	5	25
Time spent in evaluation (tests, quiz, final exam)	5	2	10
Projects, presentations, etc.	/	/	/
<b>Total</b>			<b>142.5 Hours 7 ECTS</b>
<b>Teaching methods</b>	<p>The lesson will be organized through lectures, interactive debates and discussions, and commentary on literature in groups.</p> <p>Contemporary technical demonstration tools will be used during the lecture. Students will also be given written assignments at the beginning of the class. Depending on the technical and organizational capabilities, practical work will be organized in the relevant Kosovo institutions, ministries and inspectorates.</p>		
<b>Evaluation methods</b>	<p><b>Oral and written evaluation:</b></p> <p>First rating:.....30%</p> <p>Second rating:.....30%</p> <p>Homework or other commitments:.....5%</p> <p>Attendance:.....5%</p> <p>Final exam: .....30%</p> <hr/> <p>Total: .....100%</p>		
<b>Literature</b>			
<b>Basic Literature:</b>	<p>- Authorized lectures;</p> <p>-Law of Consumer Protection of Republic of Kosovo.</p>		

<b>Additional Literature</b>	-Law of Consumer Protection of Republic of Albania; Republic of Kosovo, -Ministry of Trade and Industry of Republic of Kosovo, “Consumer Protection Program 2016-2020”, Pristina 2015
<b>Designed study plan:</b>	
<b>Week</b>	<b>Lectures which will be held</b>
<i>First week:</i>	INTRODUCTORY REVIEWS
<i>Second week:</i>	HISTORICAL DEVELOPMENT OF CONSUMER LAW
<i>Third week:</i>	GENERAL CONCEPTS OF CONSUMER LAW
<i>Fourth week:</i>	BASIC CONSUMER RIGHTS
<i>Fifth week:</i>	BASIC AND LEGAL FRAMEWORK OF CONSUMER PROTECTION POLICY IN THE REPUBLIC OF KOSOVO
<i>Sixth week:</i>	INSTITUTIONAL FRAMEWORK FOR CONSUMER PROTECTION POLICY IN THE REPUBLIC OF KOSOVO
<i>Seventh week:</i>	HARMONIZATION OF LEGISLATION WITH THE PURPOSE OF CONSUMER PROTECTION
<i>Eighth week:</i>	MIDTERM – WRITTEN TEST 1
<i>Ninth week:</i>	DISPUTES IN CONSUMER RIGHTS
<i>Tenth week:</i>	OBJECTIVES AND MEASURES ON FURTHER STRENGTHENING OF ADMINISTRATIVE CAPACITIES
<i>Eleventh week:</i>	AIMS AND MEASURES ON CONSUMER INFORMATION AND EDUCATION
<i>Twelfth week:</i>	SPECIAL CONTRACTS IN CONSUMER RIGHTS
<i>Thirteenth week:</i>	ALTERNATIVE ALTERNATIVE TOOLS FOR DISPUTE RESOLUTION IN CONSUMER LAW
<i>Fourteenth week:</i>	MIDTERM – WRITTEN TEST 2
<i>Fifteenth week:</i>	RECAPITULATION AND PREPARATION FOR FINAL EXAM

<b>The academic policy and student's compliance:</b>
<ul style="list-style-type: none"> <li>• The student have to respect the schedule of classes and have be attentive at teaching;</li> <li>• Be regular in lectures;</li> <li>• The student must be an active participant in lectures, (as the expected book for development of the subject is the book which deals mainly with topics in the form of exercises, and as such it requires continuous cooperation between teacher, students and student’s book);</li> <li>• Be accurate on time;</li> <li>• To comply with all educational rules;</li> <li>• Students are obliged to present and possess ID Card in Midterm and Final Exam.</li> </ul>

Note:

Attendance is a prerequisite for students who wish to gain proper knowledge of this subject. Students who attend regularly the course will be able to participate actively in class, giving their concrete contribution during interactive lectures and during exercise. Therefore, their contribution of their participation and learning and homework will be evaluated throughout the semester-percentage according to defined criteria.

Course teacher:

Prof. Asoc. Dr. Eqrem Zenelaj