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**Syllabus**

**Law LLB**

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| **Subject** | Consumer Protection Law |
| **Type** | **Semester** | **ECTS** | **Code** |
| Elective (E) | 6 | 4 | Law-B-053-E |
| **Course Lecturer** | Assistant Professor Dr. Veli Lecaj |
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| **Aims and Objectives** | The main goals of the subject "Consume Protection Law" is to understand the importance of consumer protection, through familiarization with the basic notions of consumers and markets, the most important issues from the background of presenting the way and forms of consumer organization, the history and origins of consumer rights - according to the United Nations, according to the EU and their roles, market development and consumer relations and the realization of rights guaranteed by law.Course Objectives:* Understand aim and the way of realizing consumer rights, the legal and administrative procedure of consumer protection law by analysing position of consumer in the market-the selected cases;
* Understanding general notions and structure of consumer including familiarity with market development and development of relations between market and consumer;
* Explain in an analytical way the regulation of relations between consumers on the one hand and manufacturers, suppliers, sellers or providers of products or services on the other hand, to protect the consumer from unfair practices in the market of the Republic of Kosovo and wider;
* Solve easier problems by having a clear understanding of the basic procedures for dealing with consumer disputes and abuses that may come from manufacturing and trading companies*;*
* Apply knowledge to objectively assess the behaviour of producers and traders in relation to consumers, to realize consumer rights, the effective realization of their complaints, but also aiming to be the bearers of initiatives for policy issues for consumer rights for future research*.;*
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| **Learning Outcomes** | After completing this course, students should be able to: * Demonstrate a detailed understanding of the existing Kosovo Consumer Protection Law and be able to interpret the necessary legal norms and procedures from the Kosovo Consumer Protection Law;
* Learn to effectively draft consumer complaints against unfair commercial practices such as from manufacturing and trading companies that means dealing with consumer disputes and abuses that may come from those suppliers of goods and services;
* Explain and Communicate in an analytical way the regulation of relations between consumers on the one hand and manufacturers, suppliers, sellers or providers of products or services on the other hand, to protect the consumer from unfair practices in the market of the Republic of Kosovo and wider;
* Apply and engage in legal analysis and reasoning, problem-solving, and written and oral communication relating to consumer disputes and abuses that may come from those suppliers of goods and services in market ,but also aiming for reasoning to be the bearers of initiatives for policy issues for consumer rights for future research;
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| **Course Content** | **Course Plan** | **Week** |
| Presentation of the course syllabus, | 1 |
| General understanding of consumers | 2 |
| Historical development of consumer law | 3 |
| Market development and customer relations | 4 |
| Consumer decision-making - the complex decision-making process | 5 |
| Understanding, buying as a habit and brand loyalty, consumer perception and attitude | 6 |
| Colloquium I | 7 |
| Personality and lifestyle, impact on production and organizational buyers | 8 |
| Consumer rights and merchant obligations | 9 |
| Institutional policy framework related to consumer protection in Kosovo | 10 |
| The consumer his rights before, during and after the sale, public and financial services | 11 |
| The importance of consumer information and education as well as supervision | 12 |
| Current issues of influence of organized consumers as well as the possibility of influence of their consumers on the quality of products and services | 13 |
| Consumer protection in developed countries - Basic principles of consumer protection according to the EU | 14 |
| Colloquium II/preparation for final exam | 15 |
| **Teaching/Learning Methods** | **Teaching/Learning Activity** |  **Weight (%)** |
| 1. Lectures 40%
 |  40% |
| 1. Seminars
 |  30% |
| 1. Case studies exercises
2. Writing legal writs
 |  20% 10% |
| **Assessment Methods** | **Assessment Activity** | **Number** | **Week** | **Weight(%)** |
| 1. Attending lectures
 | 1 | 1-13 | 10% |
| 1. Seminar
 |  | 2-13 | 10% |
| 1. Work-Project Group
2. Midterm Exam I
3. Midterm Exam II
4. Final exam
 |  | 4-131- 68-14 After 15 | 10%35%35%100%  |
| **Course resources** | **Resources** | **Number** |
| 1. Class
 | 1 |
| 1. Projector
 | 1 |
| 1. Moodle
 | 1 |
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|  **ECTS Workload** | **Activity** | **Weekly hrs** | **Total workload** |
| 1. Lectures
 | 13 | 26 |
| 1. Visit the field
 | 1 | 10 |
| 1. Seminars-project presentation
2. Case study preparation
 | 1 | 125 |
| 1. Consultation
2. Independent learning and reading
 | 0.72 | 326 |
| 1. Preparation for exams
 | 1.5 | 12 |
| 1. Exams
 | 2 | 6 |
| **Literature/References** | **A.Basic literature:**1. Sławomir Smyczek, (2019),Consumer Protection Standards in Europe, Wydawnictwo Placet, Warszawa, ISBN 978-83-7488-198-2
2. Katherine Porter, *(*2016),[Modern Consumer Law (Aspen Casebook)](https://www.abebooks.com/products/isbn/9781454825036?cm_sp=rec-_-vhr_1-_-plp&reftag=vhr_1) published by Wolters Kluwer Law &amp; Business, ISBN 13: [9781454825036](https://www.abebooks.com/products/isbn/9781454825036?cm_sp=bdp-_-ISBN13-_-PLP)
3. Veli Lecaj,(2019)Ligjerata të autorizuara nga e drejta e konsumorit,,Prishtinë.
4. UNCTAD,(2016)Manual on consumer protection,Edition I Advance copy

**B.The legal framework**1. Law Nr. 06/L-034 on Consumer Protection Rights Official Gazette of the Republic of Kosova/ No. 11 / 14 June 2018, Pristina
2. Administrative Instruction (MTI) No.13/2018 on the complaint handling procedures by the Consumer Protection Department –MTI date 12.11. 2018
3. Administrative Instruction (MTI) No. 20/2018 on determining the shape ,content and usage of the Flags’ on the origin of the product –MTI date 12. 11.2018

**C. Additional literature:** Osmanaj, Egzone, (2021),E drejta e konkurrencës: (në BE, Kosovë dhe Maqedoninë e Veriut),,UBT College,Pristina, ISBN: 9789951550482Hamez Rama, (2019)Consumer Protection and Care in Kosovo,UBT Knowledge Center, Kosovo, 2019 UBT International Conference. |
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