Zał. nr 4 do ZW 64/2012

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| FACULTY OF COMPUTER SCIENCE AND MANAGEMENT  **SUBJECT CARD**  **Name in Polish …RYNKOWA OCHRONA KONSUMENTÓW**  **Name in English …MARKET CONSUMER PROTECTION**  **Main field of study (if applicable): …Management**  **Specialization (if applicable):** Business Management  **Level and form of studies: 1st level, full-time**  **Kind of subject: optional**  **Subject code PRZ1136**  **Group of courses NO** |

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|  | Lecture | Classes | Laboratory | Project | Seminar |
| Number of hours of organized classes in University (ZZU) | 15 | 15 |  |  |  |
| Number of hours of total student workload (CNPS) | 30 | 30 |  |  |  |
| Form of crediting | crediting with grade | crediting with grade |  |  |  |
| For group of courses mark (X) final course |  |  |  |  |  |
| Number of ECTS points | 1 | 1 |  |  |  |
| including number of ECTS points for practical (P) classes |  | 1 |  |  |  |
| including number of ECTS points for direct teacher-student contact (BK) classes | 0,5 | 0,5 |  |  |  |

\*delete as applicable

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| **PREREQUISITES RELATING TO KNOWLEDGE, SKILLS AND OTHER COMPETENCES**  Basic knowledge of Polish Constitution |

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| **SUBJECT OBJECTIVES**  C1 Informing students about basic consumer rights  C2Emphasizing the fact that each economic organization is liable for products entering the market  C3Explaining the most important regulations concerning relations between consumers and enterpreneurs |

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| **SUBJECT EDUCATIONAL EFFECTS**  relating to knowledge:  **PEK\_W01 - He knows basic consumer rights in contracts with entrepreneurs**  **PEK\_W02 - He knows basic provisions regulating mutual relations between consumers and entrepreneurs**  relating to skills:  **PEK\_U01 - He can apply solutions supporting consumer in practice**  **PEK\_U02 -** He can effectively execute consumer rights  relating to social competences:  **PEK\_K01 -** He is prepared for ethical and professional acting |

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| **PROGRAMME CONTENT** | | |
| **Form of classes - lecture** | | **Number of hours** |
| Lec 1 | Introduction into issues – definition of consumer law, location of consumer law in the law system, subjects of consumer law, genesis of consumer law, reasons for consumer protection, basic consumer rights | 2 |
| Lec 2 | Executing consumer claims – institutions protecting consumer rights, arbitration consumer courts, asserting consumer claims through court trial, reasons for exempting enterpreneurs from complaint liability | 2 |
| Lec 3 | Complaints of services – general solutions from the Civi Code, complaints of selected services (telecommunications services, transport, tourism),complaints of airlines services, essence of advance, presenting practical examples | 4 |
| Lec 4 | Safety and health of consumer – main UE-regulations concerning protecting life and health of consumer, definition of dangerous product, liability for dangerous product, reasons for liability, reasons for exempting producer from liability, presenting practical examples, preventive solutions concerning consumer safety, main duties of economic organisations in this field, entitlements of institutions controlling the market, withdrawing dangerous product from the market, Rapex System, CE signs, examples of products with CE signs | 4 |
| Lec 5 | Forbidden clauses in contracts with consumers – reasons for regarding the clause as forbidden, practical examples of banned clauses. Forbidden actions used by enterpreneurs – reasons for regarding the action as forbidden, main sanctions for using such actions | 2 |
| Lec 6 | Final test | 1 |
|  | Total hours | 15 |

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| **Form of classes - class** | | **Number of hours** |
| Cl 1 | Complaints of goods – main definitions connected with complaints: warranty, producer’s guarantee, goods inconsistent with contract, complaint procedures at selling goods, duties of salesperson and producer, entitlements of consumer, selling goods in promotion and cut-price, practical examples | 4 |
| Cl 2 | Modern sales forms – online sales, reasons for consumer protection in such kinds of sales, main consumer rights connected with such sales, practical examples | 4 |
| Cl 3 | Solving practical problems connected with complaining goods | 2 |
| Cl 4 | Solving practical problems connected with complaining services and online sales as well as with safety of users | 2 |
| Cl 5 | Most popular consumer contracts and traps connected with them (sale, lease, insurance) | 2 |
| Cl 6 | Final test | 1 |
|  | Total hours | 15 |

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| **Form of classes - laboratory** | | **Number of hours** |
| Lab 1 |  |  |
| Lab 2 |  |  |
| Lab 3 |  |  |
|  | Total hours |  |

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| **Form of classes - project** | | **Number of hours** |
| Proj 1 |  |  |
| Proj 2 |  |  |
| Proj 3 |  |  |
|  | Total hours |  |

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| **Form of classes - seminar** | | **Number of hours** |
| Sem 1 |  |  |
| Sem 2 |  |  |
| Sem 3 |  |  |
|  | Total hours |  |

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| **TEACHING TOOLS USED** |
| N1. Traditional lecture with use of transparencies and slides  N2. Consultation  N3. Own work – individual self-studies |

**EVALUATION OF SUBJECT EDUCATIONAL EFFECTS ACHIEVEMENT**

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| **Evaluation** (F – forming (during semester), P – concluding (at semester end) | Educational effect number | Way of evaluating educational effect achievement |
| F1 | **PEK\_W01**  **PEK\_W02**  **PEK\_U01**  **PEK\_U02**  **PEK\_K01** | Lecture with multimedia presentation |
| F2 | **PEK\_W01**  **PEK\_W02** | Written test |
| F3 |  |  |
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| **PRIMARY AND SECONDARY LITERATURE** |
| **PRIMARY LITERATURE:**   1. **E.Nowińska, P.Cybula (red), *Europejskie prawo konsumenckie a prawo polskie*, Wydawnictwo Zakamycze, Kraków 2005.** 2. **E.Łętowska E.,  *Europejskie prawo umów konsumenckich*, C.H.Beck, Warszawa 2004.** 3. **M.Jagielska, *Odpowiedzialność za produkt*, Oficyna a Wolters Kluwer business, Warszawa 2009.** 4. **A.Cieśliński (red), *Wspólnotowe prawo gospodarcze*, 2.wydanie, C.H.Beck, Warszawa 2007.** 5. **F.Grzegorczyk, Prawo konsumenckie w Unii Europejskiej, LexisNexis, Warszawa 2009**   **SECONDARY LITERATURE:**   1. **K. Zymonik, *Gwarancja producencka (komercyjna)*, „Problemy Jakości” 2008, nr 2.** 2. **K. Zymonik, *Oznakowanie CE - nowe wyzwanie dla polskich przedsiębiorców*, Problemy Jakości 2005, nr 10, s.9-13.** 3. **K. Zymonik, *Odpowiedzialność za produkt w kodeksowych rozwiązaniach reklamacyjnych,* Problemy Jakości 2008, nr.4, s.28-31.** |
| **SUBJECT SUPERVISOR (NAME AND SURNAME, E-MAIL ADDRESS)** |
| **Dr KRZYSZTOF ZYMONIK**  **e-mail:** [**krzysztof.zymonik@pwr.wroc.pl**](mailto:krzysztof.zymonik@pwr.wroc.pl) |

MATRIX OF CORRELATION BETWEEN EDUCATIONAL EFFECTS FOR SUBJECT

**MARKET CONSUMER PROTECTION**

AND EDUCATIONAL EFFECTS FOR MAIN FIELD OF STUDY **MANAGEMENT**

AND SPECIALIZATION Business Management

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| **Subject educational effect** | **Correlation between subject educational effect and educational effects defined for main field of study and specialization (if applicable)\*\*** | **Subject objectives\*\*\*** | **Programme content\*\*\*** | **Teaching tool number\*\*\*** |
| **PEK\_W01 (knowledge)** | **K1\_ZARZ\_W03** | **C3** | **Lec1-5**  **Cl1-5** | N1,N2,N3 |
| **PEK\_W02** | **K1\_ZARZ\_W04** | **C1,C2,C3** | **Lec2-5**  **Cl1-5** | N1,N2,N3 |
| **PEK\_U01 (skills)** | **K1\_ZARZ\_U06** | **C1,C3** | **Lec1-5**  **Cl1-5** | N1,N2,N3 |
| **PEK\_U02** | **K1\_ZARZ\_U06** | **C1,C3** | **Lec2-5**  **Cl1-5** | N1,N2,N3 |
| **PEK\_K01 (competences)** | **K1\_ZARZ\_K01** | **C1,C2** | **Lec2-5**  **Cl1-5** | N1,N2,N3 |

\*\* - enter symbols for main-field-of-study/specialization educational effects

\*\*\* - from table above