

(Table 5.2) Course unit description

Study program: Hotel Management and Tourism				
Type and level of studies: Undergraduate studies				
Course unit: Consumer Law				
Teacher in charge : Andrej Mićović				
Language of instruction: English				
ECTS: 8				
Prerequisites: No special prerequisites				
Semester: VII				
Course unit objective				
To familiarize students with the rules governing the legal relationship between consumers and traders, i.e., to make them familiar with the legal mechanisms of consumer protection and consumer contracts such as sale of goods contract, distance sales, off-premises contract, contract on provision of services, consumer credit, contracts related to tourist services.				
Learning outcomes of Course unit				
Students are expected to acquire knowledge about the fundamental rights of consumers (the right to satisfaction of basic needs, safety rights, the right to be informed, the right to choose, the right to be heard, the right to redress, the right to consumer education, the right to healthy and sustainable environment), how to achieve and protect consumer rights through substantive (e.g. information and withdrawal rights) and procedural rules (court, out-of-court, institutional and administrative protection) when it comes to selling of goods and provision of services (financial, tourist, services of general economic interests).				
Course unit contents				
<i>Theoretical classes</i>				
<ul style="list-style-type: none"> - The concept, subject, development and legal sources of Consumer law - The concept of the consumer, trader, seller, consumer contracts, consumer rights - General and specific rules on the availability of goods and services - The protection of life, health and consumer safety - Right to information - a legal duty to inform - Right to information - commercial right to information - Consumer protection in the field of selling of goods (non-contractual and contractual obligations of the seller) - Off-premises and distance sales contracts - Legal forms of distance selling - The liability of the seller and consumer rights if the goods are defective - Consumer protection in the field of services of general economic interest - Consumer protection in the field of financial services - Unfair contract terms - Unfair commercial practices - Procedural protection of consumer rights - court, out-of-court and institutional protection 				
<i>Practical classes</i>				
Practical work with students will be focused on the legal analysis of the provisions contained in consumer related laws, comparison of consumer rules contained in Serbian law with the respective rules at the EU level, case law. As part of the practical classes, students will take two tests and prepare term papers (both individual and team work is allowed).				
Literature				
<ol style="list-style-type: none"> 1. Reich, N., Micklitz, H.W., Rott, P., Tonner, K., <i>European Consumer Law</i>, Cambridge, Antwerp, Portland, 2014. 2. Micklitz, H.W., Reich, N., Rott, P., <i>Understanding EU Consumer Law</i>, Antwerp, Oxford, Portland, 2009. 				
Number of active teaching hours				Other classes
Lectures: 3	Practice: 2	Other forms of classes:	Independent work:	
Teaching methods				
Traditional teaching methods (oral presentations) will be combined with the interactive methods in order to enable				

students to easily follow the lecture and ensure their active participation.

Examination methods (maximum 100 points)

Exam prerequisites	No. of points:	Final exam	No. of points:
Attendance (theoretical and practical classes)	30	oral examination	40
Tests (I+II)	20	written examination	
Term paper	10	Other	

Grading system

Grade	No. of points	Description
10	91-100	Excellent
9	81-90	Exceptionally good
8	71-80	Very good
7	61-70	Good
6	51-60	Passing
5	0-50	Failing