

Course Unit	Consumer Law		Field of study	Law	
Bachelor in	Law for Solicitors		School	School of Public Management, Communication and Tourism	
Academic Year	2021/2022	Year of study	3	Level	1-3
Type	Semestral	Semester	2	ECTS credits	6.0
Code			9242-317-3201-00-21		
Workload (hours)	162	Contact hours	T	-	TP
			60	PL	-
			TC	-	S
			-	E	-
			OT	20	O
			-		

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Rute Isabel Esteves Ferreira Couto Fernandes

Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:

1. Know the entities that integrate the national system of consumer protection.
2. Know and interpret the legislation that disciplines the legal consumer relationship.
3. Understand the forms of resolving consumer disputes.
4. Apply the legal concepts and normative to practical situations.

Prerequisites

Before the course unit the learner is expected to be able to:
Not applicable

Course contents

1) Introduction; 2) Consumer contracts; 3) Consumer conflicts and their resolution.

Course contents (extended version)

1. INTRODUCTION
 - Consumer Law and its fundamentals
 - Consumer legal relationship
 - Consumer rights
2. CONSUMER CONTRACTS
 - Advertising legal system
 - Unfair commercial practices
 - General contractual terms
 - Sale of goods and supply of digital content and digital services
 - Distance contracts and contracts negotiated away from business premises
 - Commercial procedures with a reduced price
 - Essential public services
 - Credit agreements for consumers
 - Air passenger rights
3. CONSUMER CONFLICTS AND THEIR RESOLUTION
 - Complaints book
 - Alternative dispute resolution for consumer disputes
 - Cross-border and online conflicts

Recommended reading

1. Antunes, J. (2019). Direito do consumo (reimpressão 2021). Almedina. ISBN 9789724077703.
2. Carvalho, J. (2022). Compra e venda e fornecimento de conteúdos e serviços digitais - anotação ao decreto-lei nº 84/2021, de 18 de outubro. Almedina. ISBN 9789894001836.
3. Carvalho, J. (2020). Manual de direito do consumo (7ª edição - reimpressão 2021). Almedina. ISBN 9789724083407.
4. Carvalho, J. , Pinto-Ferreira, J. , & Carvalho, J. (2017). Manual de resolução alternativa de litígios de consumo (reimpressão 2021). Almedina. ISBN 9789724072036.
5. Falcão, D. (2020). Lições de direito do consumo (2ª edição). Almedina. ISBN 9789724086330.

Teaching and learning methods

Presentation and debate of programme contents. Resolution of practical cases. Accomplishment of work proposals (simulations and case study).

Assessment methods

1. Distributed evaluation - (Regular) (Final)
 - Reports and Guides - 15% (Report on the Conferences on Consumer Law taking place at ESACT-IPB)
 - Final Written Exam - 85%
2. Evaluation by final exam - (Regular) (Supplementary, Special)
3. Evaluation by final exam - (Student Worker) (Final, Supplementary, Special)
4. International incoming students - (Regular) (Final, Supplementary)
 - Practical Work - 50% (in portuguese or english)
 - Final Written Exam - 50% (in portuguese or english)

Language of instruction

Portuguese, with additional English support for foreign students.

Electronic validation

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07-03-2022	07-03-2022	07-03-2022	08-03-2022