



## AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Consumer Law							
Course Code		PSY215		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	75 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		The aim of this course is to introduce students to the basic concepts and institutions of consumer law. In this course, basic and general information about consumer law is given.							
Course Content		Consumer law rules, disputes, solutions.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation)					
Name of Lecturer(s)									

### Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

### Recommended or Required Reading

1	ZEVKLİLER, Aydın/ AYDOĞDU, Murat: Tüketicinin Korunması Hukuku, Ankara 2004.
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Week	Weekly Detailed Course Contents	
1	Theoretical	Consumer Concept and Definition
2	Theoretical	Consumer Sales Contracts
3	Theoretical	In case the goods or services are defective Consumer's Elective Rights
4	Theoretical	In case the goods or services are defective Responsibility Arising from Defect
5	Theoretical	Hype
6	Theoretical	Consumer Against Deceptive Advertising Protection
7	Theoretical	Comparative Advertising
8	Intermediate Exam	Mid term
9	Theoretical	Unfair Contract Terms and Examples
10	Theoretical	Against Unfair Contract Terms Consumer Protection
11	Theoretical	Door to Consumer Transactions
12	Theoretical	Distance Consumer Transactions
13	Theoretical	Package Tour Agreement
14	Theoretical	Timeshare Agreement
15	Theoretical	Consumer Credit Agreements
16	Final Exam	Final Exam

### Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	2	2	20	44
Midterm Examination	1	5	7	12
Final Examination	1	5	14	19
Total Workload (Hours)				75
[Total Workload (Hours) / 25*] = ECTS				3
*25 hour workload is accepted as 1 ECTS				

### Learning Outcomes

1	
2	
3	
4	



**Programme Outcomes** (*Retail Sale and Store Management*)

1	To have sufficient knowledge about retailing and store management.
2	Having the ability to communicate effectively with the customer.
3	To be able to identify and solve problems in retailing.
4	Learning about store management and store atmosphere.
5	Analyzing and interpreting consumer behaviors.
6	To have professional ethics and responsibility consciousness.
7	Having information about personal sales techniques.
8	Getting enough information about store design and settlement.
9	Awareness of the necessity of life-long learning; Social media, technology retailing and electronic retailing.
10	Ability to work effectively as a team, gain self-confidence to take responsibility.

**Contribution of Learning Outcomes to Programme Outcomes** 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1	L2	L3	L4	L5
P1	4	5	5	3	5
P2	4	5	4	3	3
P3	3	4	3	3	4
P4	4	3	4	4	5
P5	5	5	3	4	4
P6	4	4	4	4	5
P7	3	5	5	5	5
P8	4	4	5	4	4
P9	5	5	4	5	5
P10	4	3	5	3	4

