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SEAQ_PS_PrMA_A.06

DISCIPLINE DESCRIPTION

1. Information on the study programme

1.1 Academic institution	UNIVERSITY OF ORADEA
1.2 Faculty	FACULTY OF ENVIRONMENTAL PROTECTION
1.3 Department	ANIMAL HUSBANDRY AND AGRITOURISM
1.4 Field of study	ENGINEERING AND MANAGEMENT
1.5 Cycle of study	BACHELOR
1.6 Study programme/Qualification	ENGINEERING AND MANAGEMENT IN PUBLIC FOOD SUPPLY AND AGRITOURISM


2. Information on the discipline

2.1 Name of discipline	BEHAVIOUR AND CONSUMER PROTECTION						
2.2 Course holder	ASSOCIATE PROFESSOR						
2.3 Seminar/Laboratory/Project holder	ASSOCIATE PROFESSOR						
2.4 Year of study	I V	2.5 Semester	V II	2.6 Type of evaluation	E	2.7 Regime of discipline	I

(C) Compulsory; (O) Optional; (E) Elective

3. Total estimate time (hours per semester of didactic activities)

3.1 Number of hours per week	4	out of which: 3.2 course	2	out of which 3.3 seminar/laboratory/project	2
3.4 Total hours in the curriculum	56	out of which: 3.5 course	28	out of which 3.6 seminar/laboratory/project	28
Time allotment					hours
Study assisted by manual, course support, bibliography and notes					12
Additional documentation in the library/ on specialised electronic platforms and in the field					21
Preparation of seminars/laboratories/ topics/reports, portfolios and essays					17
Tutorship					4
Examinations					2
Other activities.....					
3.7 Total hours of individual study	56				
3.9 Total hours per semester	112				

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3.10 Number of credits	4
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4. Prerequisites (where appropriate)


4.1 curriculum	Basic knowledge of the importance and use of consumer protection principles
4.2 competences	Not applicable

5. Conditions (where appropriate)

5.1. related to course	Course room, laptop, video projector, blackboard The course is interactive, during the lecture questions can be addressed concerning the material presented in order to be understood in its entirety. The advance lecture of bibliographical references in order to have a dialogue with the professor.
5.2. related to seminar/laboratory/ project	Laboratory, laptop, video projector, blackboard Reading of the indicated bibliographical references. The activity of each student during the seminar is compulsory, receptivity to the presented materials and their solving during the laboratory hours.

6. Specific competences acquired

Professional competences	<ul style="list-style-type: none"> - Know and use consumer-specific notions; - Know the main factors that make consumer protection conditional; - Know legal regulations on consumer protection both at the European Community level and at national level; - Specify ways to control and assess compliance with quality requirements in the field of public catering and agritourism, the necessary requirements to ensure consumer protection; - To design new products and services to ensure quality control from the point of view of consumer protection; - To know the appropriate use of standard methodologies in assessing the quality, risks, opportunities and limits in the activity of managing the units / supervision of the logistic channels in public catering and agritourism; - Demonstrate the ability to objectively analyze and interpret crisis situations occurring within a public catering and agro-tourism unit; - To lead and organize specific activities in economic units or their departments responsible for ensuring consumer protection;
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Transversal competences	<ul style="list-style-type: none"> - To be able to develop functional policies and strategies on how to protect consumer protection; - Develop scientific activities on consumer protection and ways of complying with the principles governing consumer protection - To be able to offer professional advice on consumer protection in the field of public catering and agritourism; - Apply in a responsible way the principles, norms and values of consumer protection in the fulfillment of professional tasks and the identification of the objectives to be achieved, the available resources, the working stages, the execution times and the implementation deadlines and the related risks; - Participate in the research activities of the discipline (Symposiums, scientific sessions for students, competitions).
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7. Objectives of discipline (coming from the specific competences acquired)


7.1	General objective	<ul style="list-style-type: none"> - Theoretical and practical training of students on the importance, content and correct use of the principles and requirements of consumer protection, training that is done with the active involvement of students in the teaching activity;
7.2	Specific objectives	<ul style="list-style-type: none"> - Know and understand the specific notions of consumer protection; - Knowledge of the consumer protection legislative framework at EU level and country level; - Knowledge of the organizational framework in the field of consumer protection at European and national level; - Understand rules for the application of consumer protection rules; - Explaining and explaining consumer rights; - Interpretation of rules aimed at protecting consumers, taking into account the purpose of the rules and rules required in public catering and agro-tourism establishments; - Correlation of rules in general consumer protection regulations with special regulations in the field of public catering and agritourism; - Possibility of translating theoretical knowledge into practice; - Understanding the importance of consumer protection in the field of public catering and agritourism as well as in related fields; - Compliance with the rules of consumer protection and consumer rights by all economic agents;

8. Content*/


8.1 Course	Methods of teaching	No. of hours/Remarks
1. The importance of discipline	Conversation	2

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1.1 Informing the Consumer 1.2 Importance of Consumer Protection Globally	Exposure Debate	
2. Consumer protection 2.1. The concept of consumer protection 2.2. Consumer concept	Exposure Debate Participatory lecture	2
2.3 Categories of consumers 2.4. Necessity of consumer protection	Exposure Debate Participatory lecture	2
3. Consumer protection at international level 3.1. Principles of protection consumer.	Exposure Debate Participatory lecture	2
3.2. Fundamental rights of consumers 3.3. Organizations involved in consumer protection at international level	Exposure Debate Participatory lecture	2
4. Consumer protection at EU level 4.1.Dynamics of consumer protection policy in the European Union	Exposure Debate Participatory lecture	2
4.2 The legislative and institutional framework of consumer protection in the European Union 4 4.3 The European Union Consumer Policy Strategy	Exposure Debate Participatory lecture	2
5. Consumer protection in Romania 5.1 Legislative Framework for Consumer Protection in Romania	Exposure Debate Participatory lecture	2
5.2 Institutional Consumers Protection in Romania	Exposure Debate Participatory lecture	2
6. Consumer protection and competition 6.1 Economic Competition	Exposure Debate Participatory lecture	2
6.2 Competition Policy 6.3 Competition policy - its importance in consumer protection	Exposure Debate Participatory lecture	2
7. Consumer protection 7.1.Protection of consumers in the field of public nutrition	Exposure Debate Participatory lecture	2
7.2. Consumer protection in the field of tourism services (services in tourist accommodation establishments, travel agency services)	Exposure Debate Participatory lecture	2
8. Consumer Product Protection 8.1 Protection of consumers of non-food products with a life span of less than 10 years	Exposure Debate Participatory lecture	2

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8.2 Protection of consumers of non-food products with a normal life span of more than 10 years		
8.3 Protection of consumers of foodstuffs and observance of the conditions of production, storage and marketing by the economic agents		
Bibliography		
1. Dinu V., -Protecția Consumatorilor, Editura ASE, Bucuresti, 2011 2. Dinu V., - Standardizarea și certificarea produselor – o simbioză profitabilă pentru protecția intereselor consumatorilor, Editura Economică, București, 1999 3. Herllo D., Roman A, Petroi A., - Educația consumatorului pas cu pas. Sugestii pentru activități didactice în Educația Consumatorului, Oficiul pentru Publicații Oficiale ale Comunităților Europene, Luxemburg, 2008 4. Stanciu C., Protecția consumatorilor. O noua abordare. Editura Oscar Print, București, 2007 5. Goicovici J., Dicționar de dreptul consumului. Editura C.H Beck, 2010 6. Diaconescu M, Diaconescu Mirela – Eurostrategii în domeniul agroalimentar, Editura Descartes Conseil, București, 2010 7. Rowe R., Woodroffe G., - Consumer Law and Practice, Sweet & Maxwell, London, 2004 8. Zamfir I.,- Manual practic de protecția consumatorilor, Editura NVA World Galaxy Trading, Ploiești, 2005 9. Stanciu C. (coordonator), -Instituțiile statului și organizațiile de consumatori. *** Serviciile ISO destinate consumatorului. Standardizarea, nr. 6/1996; *** Strategia Uniunii Europene pentru politica de protecție a consumatorilor, CE, 2007 *** Legislație Europeană în Domeniul Protecției Consumatorilor - Regulamentul (CE) nr. 2006/2004 - Regulamentul (CE) nr. 261/2004 al Parlamentului European și al Consiliului - Regulamentul (CE) nr. 764/2008 - Regulamentul (CE) nr. 765/2008 - ***Legislație Națională în Domeniul Protecției Consumatorilor		
8.2 Seminar	Methods of teaching	No. of hours/ Remarks
8.3. Laboratory		
1. Product Safety	conversation heuristic case study	2
2. Incorrect business practices 2.1 The legal regime of abusive clauses in contracts concluded with consumers	conversation heuristic case study	2
3. Sales Practices 3.1 Off-site sales 3.2 Low-priced sales	conversation heuristic case study	2
3.3 Sales with bonuses 3.4 Forbidden sales practices	conversation heuristic case study	2

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4. Electronic commerce 4.1 Issues raised by e-commerce 4.2 Rights of consumers who shop online	conversation heuristic roleplay	2
5. Consumer credit 5.1 Types of Consumer Credits 5.2 Credit agreement for consumers	conversation heuristic practical application	2
6. Educating and informing consumers	conversation heuristic case study	2
7. Product labeling - the main source of consumer information 7.1 Labeling of pre-packaged food	conversation heuristic case study team work	2
7.2 Labeling of non-food products	conversation heuristic case study team work	2
8. Consumer rights protection 8.1 Structuring consumer dissatisfaction 8.2 The main deficiencies of the products claimed by consumers 8.3 Forms of action to defend consumer rights	conversation heuristic case study	2
9. Basic control activity of the activity of the National Authority Sanitary Veterinary and Food Safety - debate of some concrete cases in the food sector	case study team work	2
10. Control activity - a core component of the work of the National Consumer Protection Authority -receiving concrete cases in the food sector	Case study Role play	2
-Receiving concrete cases in the tourism services sector	Case study Role play	2
11. Verification of knowledge	Discussions	2
Bibliography <i>-Bibliography indicated at the Course;</i> <i>-Expositions presented at the course;</i> <i>. * * * 1995 Aplicarea sistemului internațional HACCP încercuitul alimentelor”, caiet informativ, Institutul de Igienă și Sănătate Publică, București.</i> <i>* * * Directiva CEE 90/496 privind modelele de etichetare nutrițională”</i> <i>* * * 1991 “Lé contrôle de la qualité dans l’industrie alimentaire”, manual de prezentare, CCICNUCED/GATT, Geneva.</i> <i>* * *-1995 “Ordonanța Guvernului nr.42/29 august 1995.</i> <i>* * *-1999- “Ordonanța Guvernului nr.113/31 august 1999 * * *- 2001 –Sistemul legislativ de protecție</i>		

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a consumatorilor în România, Ed. Eurografica, București

* The content, respectively the number of hours allocated to each course / seminar / laboratory / project will be detailed during the 14 weeks of each semester of the academic year.


9. Corroboration of discipline content with the expectations of the epistemic community, professional associations and representative employers from the field corresponding to the study programme

Within this discipline, students acquire a knowledgeable baggage that facilitates the organization of the practice so that they comply with the legislation in force in Romania, legislation in line with that of the European Union. At the same time, we stress that the structure of the discipline is corroborated with what is done in other university centers in the country.

Regarding the timeliness of the topics discussed, the improvement of the teaching method and the exposure of the practical cases and their resolution, the didactic participates in Conferences / Symposiums where these topics are debated. At the same time, the didactic framework elaborates specialized scientific papers for the benefit of students and the academic environment.

10. Evaluation

Type of activity	10.1 Evaluation criteria	10.2 Evaluation methods	10.3 Share in the final grade
10.4 Course	<ul style="list-style-type: none"> - Knowing the specialized terminology, the conceptual system with which the discipline operates; - Correct logic in subject exposure - Ability to use correct principles, disciplines; - Demonstration of the capacity to analyze, synthesize and interpret concrete cases of consumer protection 	Written evaluation (final exam session)	80%
10.5 Seminar			
10.6 Laboratory	<ul style="list-style-type: none"> - Understanding the principles to be respected in order to protect the consumer; - Ability to correlate the theoretical and practical aspects; - Acquiring thinking 	Oral evaluation (continuous testing during the semester)	20%

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	skills in assessing concrete situations regarding Consumer Protection; - Sustainable activity during the semester;		
10.7 Project			
10.8 Minimum standard of performance			
Know, present and customize the terms of Consumer Protection. Knowledge of ANPC's attributions Understanding the importance of case studies in deepening the discipline. Obtaining a pass mark for ongoing checks is a condition of advancement.			

Date of completion

Signature of course holder**

Signature of seminar
laboratory/project holder **

19.06.2023

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