

**Course Outline**

<b>COURSE:</b>	<b>LAWS 4209 C – Protecting Consumer Rights in the Marketplace</b>
<b>TERM:</b>	<b>Winter 2012</b>
<b>PREREQUISITES:</b>	<b>There are no prerequisites, but previous course work in legal studies and economic and social policy may be helpful.</b>
<b>CLASS:</b>	<b>Day &amp; Time: Wednesday, 2:35 – 5:25 PM</b>
	<b>Room: Please check with Carleton Central for current room location</b>
<b>INSTRUCTOR:</b>	<b>Michael Janigan</b>
<b>CONTACT:</b>	<b>Office: B442 Loeb Building</b>
	<b>Office Hrs: By appointment</b>
	<b>Telephone: 613 526-4002 x26</b>
	<b>Email: <a href="mailto:mjanigan@connect.carleton.ca">mjanigan@connect.carleton.ca</a></b>

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"Students with disabilities requiring academic accommodations in this course must contact a coordinator at the Paul Menton Centre for Students with Disabilities to complete the necessary Letters of Accommodation. After registering with the PMC, make an appointment to meet and discuss your needs with me in order to make the necessary arrangements as early in the term as possible, but no later than two weeks before the first assignment is due or the first test requiring accommodations. For further information, please see: <http://www2.carleton.ca/pmc/students/accommodations> . If you require accommodation for your formally scheduled exam(s) in this course, please submit your request for accommodation to PMC by 7 March 2012 for April exams. For Religious and Pregnancy accommodations, please contact Equity Services, x. 5622 or their website: [www.carleton.ca/equity](http://www.carleton.ca/equity)

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**COURSE DESCRIPTION**

The course is organized to engage students in the research and study of issues associated with the delivery of products and services to consumers, primarily by the private sector. There will be an emphasis on those products and services that are considered as necessary, or very important in connecting the citizen with society. The course will examine issues that arise in the delivery of those services by applying an analysis that includes principles derived from contract and commercial law, consumer protection legislation, competition law and regulatory approaches. The course will also identify forces external to the consumer transaction that may affect the legal and economic result. The course will both review the general principles of application derived from the above, as well as concerns specific to particular industries, as well as the need for reform. The course approach will try to combine the theoretical framework provided by the governing statutes with the practical experience of research of current consumer issues. The objective of the course is to enable the development of an approach to marketplace issues that can identify the various factors that affect consumer rights and remedies and their relative importance, with a view to enabling the student to articulate a position on these issues.

This is a 3 hour seminar class. The first classes will establish a framework for examining the treatment of key consumer interests in the industry concerned. Thereafter, specific consumer issues will be discussed. Students will be able to use the principles developed to analyze issues and problems for their assigned work and to prepare a business case study from a consumer perspective for submission as the term paper. The issues of particular focus in the course involve the interaction between consumer interests, supplier interests and the overarching public interests. These will be studied so that each component may be defined and the appropriate framework for arriving at a conclusion as to the requisite policy fix may be evolved.

## **REQUIRED TEXTS**

Because the course covers a wide range of areas of legal study, there is no required text. There will be recommended readings posted on the course web page for every lecture. There will also be a resource list posted here that should be valuable in dealing with the development of the framework for the analysis of consumer issues and in the completion of assignments. This list may be augmented from time to time.

## **SUPPLEMENTARY TEXTS**

The book “Consumer Policy Toolkit”, available on line at the OECD website is recommended for use in the preparation of the term paper/case study.

## **EVALUATION**

There are three formal components for evaluation in this course: three short answer/multiple choice take-home examinations, and one term paper/case study assignment. Each take home exam will comprise **20%** of the final grade, and the term paper will make up the remaining **40%**. A suggested template for the term paper will be posted on the course page. Students must choose a topic and have it approved by March 1. Term papers must be submitted no later than **April 6, 2010**.

## **SCHEDULE**

<b>CLASS SCHEDULE Lecture No.</b>	<b>Date</b>	<b>Lecture Topic</b>
1.	Jan. 4	Introduction to the Course
2.	Jan. 11	Framework of Consumer Protection – Contract and Commercial Law, Consumer Protection Law, introduction to competition law
3.	Jan. 18	Competition Bureau presentation – misleading advertising Complete Framework of Consumer Protection – Competition Law
4.	Jan. 25	Framework of Consumer Protection – Summary of Competition Law, Application of Framework to sample fact situations Introduction to Regulation Take Home Exam #1 posted
5.	Feb.1	Framework of Consumer Protection – Review of consumer market problems CBCTV Marketplace – “Sins of the Marketplace” Principles of Regulation completed Take Home Exam #1 due
6.	Feb. 8	Issues in Consumer Protection- Telecom Regulation Take home exam #1 results returned answers reviewed
	Feb. 15	<b>SPRING BREAK – NO CLASS</b>
7.	Feb. 22.	Issues in Consumer Protection- The Regulation of Consumer Privacy Telecom Regulation completed Net Neutrality, Essential Facilities UBB Regulation of Energy Take home exam#2 posted

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| 8.  | Feb.29  | Review Term Paper Requirements and Deadline for Topics<br>Complete Energy Regulation<br>Review course to date<br>Take Home Exam #2 due  |
| 9.  | Mar. 7. | Take Home exam#2 answers reviewed<br>Consumer Protection Framework<br>Review<br>External Factors on Consumer Protection framework –<br>Economic Political Regulatory Influence of Stakeholders,<br>Take Home Exam #2 results posted |
| 10. | Mar. 14 | Issues in Consumer Protection –External Factors on<br>Consumer Protection completed<br>Multilateral trade agreements<br>Introduction to Electronic Commerce   |
| 11. | Mar. 21 | Issues in Consumer Protection – Electronic Commerce, Cable<br>Broadcasting Regulation, Mobile Wireless Regulation<br>Take home exam #3 posted   |
| 12. | Mar. 28 | Course Wrap up Consumer Issues - Discussion of additional<br>class –generated consumer issues<br>Discussion of term paper<br>Bonus Quiz<br>Take home exam #3 due  |

**WEB-CT:**

Web-CT will be the primary method of electronic communication with students outside of class. It will be used to submit exam assignments and term papers post marks, to post announcements, to host email communications and electronic discussion boards. Students should make sure that they sign-on to Web-CT in the first week of classes and should check the Web-CT page for this course on a weekly basis.