

## Course Outline

**COURSE:** LAWS 4209 C – Protecting Consumer Rights in the Marketplace

**TERM:** Winter 2011

**PREREQUISITES:** Fourth-year Honours standing and one of LAWS 2201, LAWS 2202

**CLASS:** **Day & Time:** Wednesday, 2:35 – 5:25 PM

**Room:** Please check with Carleton Central for current room location

**INSTRUCTOR:** Michael Janigan  
**(CONTRACT)**

**CONTACT:** **Office:** Room C476 (Contract Instructors' Office)  
**Office Hrs:** By appointment  
**Telephone:** 613 526-4002 x26  
**Email:** [mjanigan@connect.carleton.ca](mailto:mjanigan@connect.carleton.ca)

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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://www.carleton.ca/pmc/students/accom\\_policy.html](http://www.carleton.ca/pmc/students/accom_policy.html) . If you require accommodation for your formally scheduled exam(s) in this course, please submit your request for accommodation to PMC by **November 15, 2010 for Fall exams and March 12, 2011 for Winter 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, primarily by the private sector, 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 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.

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, a 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**

See above

**EVALUATION – All components must be completed to pass this course**

There are three formal components for evaluation in this course: three 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. Term papers must be submitted no later than April 10, 2010.

**SCHEDULE**

<b>Lecture No.</b>	<b>Date</b>	<b>Lecture Topic</b>
1.	Jan. 5	Introduction to the Course
2.	Jan. 12	Framework of Consumer Protection – Contract and Commercial Law, Consumer Protection Law, introduction to competition law
3.	Jan. 19	Framework of Consumer Protection – Competition Law
4.	Jan. 26	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.2	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. 9	Issues in Consumer Protection- Telecommunications Introduction – Introduction to Net Neutrality Take home exam results returned
	Feb. 16	<b>SPRING BREAK – NO CLASS</b>
7.	Feb. 23.	Issues in Consumer Protection- The Regulation of Consumer Privacy Telecommunications Regulation completed Take home exam#2posted
8.	Mar. 2	Issues in Consumer Protection – Net Neutrality External Factors Consumer Protection Framework – Corporate Influence Take Home Exam #2 due

9. Mar. 9. Review Take Home exam Review Consumer Protection Framework  
Review External Factors on Consumer Protection framework – Economic Political  
Regulatory Influence of Stakeholders,  
Take Home Exam #2 results posted
10. Mar. 16 Issues in Consumer Protection – Misleading Advertising – Enforcement  
External Factors on Consumer Protection completed  
Multilateral trade agreements  
Introduction to Electronic Commerce
11. Mar. 23 Issues in Consumer Protection – Electronic Commerce, Cable Broadcasting  
Regulation, Mobile Wireless Regulation  
Take home exam #2 posted
12. Mar. 30 Wrap up of Consumer Issues - Discussion of class –generated consumer issues  
Discussion of term paper  
Take home exam #2 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.