

MODULE DESCRIPTOR

Module Title	Consumer Rights and the Law
Course Title(s)	LLB (Hons) Law LLB (Hons) Law (Business) LLB (Hons) Law (with Foundation Year) BSc (Hons) Criminology and Law
College	College of Society and Professions
School	School of Law and Education
Parent Course (if applicable)	LLB (Hons) Law
Level	5
Semester	2
Module Code	<i>Law_5_COR</i>
Credit Value	20
Student Study Hours	Total hours: 200 Contact hours: 36 Student managed learning hours: 164
Pre-requisite Module(s) or/and learning	N/a
Co-requisite Module(s)	N/a
Module Leader	TBC
Short Description	This module provides a thorough grounding in the general principles of UK consumer rights and protection. The module encourages students to engage in contemporary debate relating to UK consumer rights law, its development and reform, and to comprehend the integration in practice of previously studied law “subjects”, in particular contract and tort. The module also encourages students to analyse and evaluate the UK framework for the protection of consumers’ interests and encourages an appreciation of the significance of the social, political and economic contexts within which the law operates.
Aims	This module aims to: • Explore not only what the law is but how the law can prove instrumental in achieving policy goals and the limits of its effectiveness in protecting consumers’ interests; and • Offer students an insight into the role of law in achieving (clients’) goals and solving problems, and to locate law in operation in the context of policy and practice and within real-world constraints and alongside extra-legal alternatives; and • Offer an original perspective on previously studied law (contract and

	tort) according to the organising principle of the consumer protection interest and enable students to re-appraise the relationship between legal “subjects” and extra-legal techniques and their potential for purposive integration.
Learning Outcomes (Recommended 4 to 6 outcomes)	By the end of the module, students will be able to: A. Knowledge and Understanding: A1. Demonstrate knowledge and understanding of legal principles and concepts of the English legal system, and international law across a range of sectors relevant to consumer rights. B. Intellectual Skills: B3. Construct reasoned and evidence-based arguments, drawing on appropriate sources and demonstrating independent judgment. C. Practical Skills: C1. Conduct effective legal research, using primary and secondary sources, online databases, and digital tools. C2. Communicate ideas effectively in written, and other communication formats, adapting style for different audiences and purposes. D. Transferable Skills: D3. Act ethically, professionally, and with integrity, understanding professional standards and responsibilities.
Employability	The learning outcomes and assessment practices for this module are designed to develop transferable employability skills alongside subject knowledge. Assessment tasks require students to apply consumer rights law to practical scenarios, supporting the development of problem-solving, legal analysis, and decision-making skills relevant to professional contexts. More specifically, this module equips students for a range of employment within the wide field of consumer protection, including roles in the following areas: advice and support for consumers and businesses; compliance monitoring in both the private and public sectors at national and local level; policy work.
Teaching and Learning Pattern	Lectures Group Work Seminars Tutorials Laboratory Workshops Practical VLE Activities
Indicative Content	1. Social, technological and legal changes since the development of common law contract principles;

	2. Dimensions & boundaries of consumer rights and protection. Underlying concepts: before & after the event; empowerment and representation; 3. Information & advice; principled and specific control; 4. Policy & law: protection of the weaker party and regulatory reform; 5. The matrix of protection: local, national, international; public and private. The role of Trading Standards, the Competition & 6. Markets Authority and Citizens Advice; 7. Relationship with the EU; 8. Product quality and statutory intervention; 9. Product safety and statutory intervention; 10. Self-regulation: codes of practice; voluntarism; co-option of business; 11. Selling practices; and 12. Compliance and enforcement; civil remedies and criminal and regulatory control
Assessment Method	Formative assessment: Students will be given opportunities to develop the skills necessary for the assessment and receive feedback in-class through classroom activities, including peer-to-peer feedback. Summative assessment: [Module LOs: A1, B3, C1, C2, D3] Students will undertake practical legal research and problem-solving on a practical consumer rights problem, preparing a written advice record and conducting a simulated 1-2-1 meeting with a client, played by their tutor, to discuss their advice. Students have the opportunity either to submit their written advice in-advance of their 1-2-1 meeting for discussion during their 1-2-1 or following their 1-2-1 to summarise the advice given. A) Practical Assessment: Written Advice Record Followed By 1-2-1 Simulated Client Meeting, inc. Q&A OR B) Practical Assessment: Simulated Client Meeting Followed by a Written Advice Record, inc. Q&A Students are assessed holistically across the written advice record (which will typically be no greater than one-side of A4) and 1-2-1 simulation.
Mode of Resit	Formative assessment: As above Summative assessment: As above
Indicative Sources (Reading lists)	Current editions of Core materials: G. Woodroffe; C. Willett; C. Twigg-Flesner; Woodroffe & Lowe's Consumer Law and Practice, Sweet & Maxwell, 10th Edn (2016) Optional reading:

	M Furmston and J Chuah (eds), Commercial and Consumer Law, Pearson, 2nd Edn (2013) I Ramsay, Consumer Law and Policy: Text and Materials on Regulating Consumer Markets, Hart Publishing, 3rd Edn (2012) S Weatherill, EU Consumer Law and Policy, Edward Elgar Publishing Inc, 2nd Edn (2014) GJ Borrie, The Development of Consumer Law and Policy-Bold Spirits and Timorous Souls, The Cambridge Law Journal, Volume 44, Issue 1, March 1985, pp. 150 - 152 P Cartwright, Consumer Protection and the Criminal Law: Law, Theory, and Policy in the UK, CUP (2009) H Collins, Regulating Contracts, OUP (2002)
Other Learning Resources	The module has a companion site on the VLE containing all teaching materials and further reading and resources Advice Guide https://www.citizensadvice.org.uk/consumer/ Citizens Advice http://www.citizensadvice.org.uk/ Competition and Markets Authority https://www.gov.uk/government/organisations/competition-and-markets-authority National Trading Standards http://www.nationaltradingstandards.uk/ Advertising Standards Authority https://www.asa.org.uk/about-asa-and-cap/about-regulation/about-the-asa-and-cap.html?gclid=COiP1IHcjQCFcluGwodvkcEQQ Which http://www.which.co.uk/ UK European Consumer Centre http://www.ukecc.net/ Department for Business & Trade https://www.gov.uk/government/organisations/department-for-business-and-trade European Commission DG Health & Consumer Protection http://ec.europa.eu/consumers/index_en.htm Ministry of Justice https://www.gov.uk/government/organisations/ministry-of-justice