

Management of consumer protection (IVth Year, VIIIth Semester)

Credit value (ECTS): 5

Course category

Domain (Imposed)

Course holder:

Lecturer PhD Radu-Adrian MORARU

Discipline objectives (course and practicum)

The discipline aims to familiarize students with the theoretical and practical foundations with regard to the importance, content and use of practices in the field of consumer protection management and the principles of ensuring the safety and quality of products and services; mastering information on the importance and application of consumer protection principles; knowledge of tools and methods of operational control in consumer protection.

Contents (syllabus)

Course (chapters/subchapters)
Management of consumer protection: concepts, evolution, objectives and principles
The issue of consumer protection internationally. The need for consumer protection
Institutions, bodies and organizations involved in ensuring consumer protection
Legislative framework and consumer rights in the EU. Responsibilities of traders
Competition policy - the main tool for consumer protection in the EU
Consumer safety management. Overview of the HACCP system
Management functions in consumer protection
Organization of consumer protection activities
The human factor in consumer protection management
Consumer information, education and representation

Practicum
Fundamental notions regarding the quality of products and services. Certification of conformity of product and service quality
Tools used for consumer protection
Objectives of consumer protection programs
Operational control methods in consumer protection
The role of managers in consumer protection
Organization, functions and activities carried out by ANPC and CRPC
Combating unfair commercial practices and misleading

References:

1. Dinu V. -2011 - *Protectia consumatorilor*, Editura ASE, Bucuresti;
2. Patriche, D.-1994- *Protectia consumatorilor in economia de piata*, Editura Academia Universitara, Athenaeum, Bucuresti,
3. Petrescu, I., Dobrescu, E – 2008 - *Factorul uman în managementul protecției consumatorului*. Pitești: Editura Paralela 45.

4. Stanciu, C. – 2011 - *Managementul calitatii si protectia consumatorilor*, Ed. Oscar Point, Bucuresti;
5. UNCTD – 2016 - *Manual on Consumer Protection*, United Nations Conference on Trade And Development, United Nations Publication

Evaluation

Evaluation form	Evaluation Methods	Percentage of the final grade
Exam	written evaluation	60%
Appreciation of the activity during the semester	Oral assessment during the semester, verification tests	40%

Contact

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