

**SYLLABUS**  
**Faculty of Law**

Course Code	Course Title	Credits	ECTS Value	
Law 358	Consumer Law	2 (2-1-3)	3	
<b>Prerequisite Courses:</b>	None			
<b>Course Language:</b>	Turkish	<b>Course Delivery Mode:</b>	Face to Face	
<b>Course Type and Level:</b>	Elective V/ 3 <sup>rd</sup> Year/ Fall Semester			
Instructor's Title, Name, and Surname	Course Hours	Office Hours	Contact	
Asst. Prof. Dr. Özge Demirdelen	Wednesday 14.10-15.30	Monday, Tuesday, Friday 09.00-12.20 and 13.20-15.20	ozgedemirdelen@cag.ed u.tr	
<b>Course Coordinator:</b>	Asst. Prof. Dr. Özge Demirdelen			
Course Objectives				
Course Learning Outcomes	Upon successful completion of this course, the student will be able to;		Relations	
			Program Outcomes	Net Contribution
	1	explains the fundamental concepts of consumer law.	PO1, PO4	5, 4
	2	identifies the general principles and areas of application of consumer law.	PO1, PO2, PO4	4, 5, 4
	3	analyzes legal situations that require the protection of the consumer.	PO2, PO3, PO9	5, 4, 4
	4	classifies consumer transactions and evaluates their legal characteristics.	PO1, PO2, PO4	4, 5, 4
	5	discusses and analyzes the resolution methods of consumer disputes with examples.	PO2, PO5, PO6	5, 4, 3
6	explains the systems related to the classification and protection of fundamental rights and freedoms.	PO1, PO5, PO9	4, 4, 5	
<b>Course Content:</b>	<p>This course focuses on the field of law that deals with consumer transactions, in which one party is the consumer and the other is the seller or provider. It aims to inform students about consumer rights within the framework of consumer protection legislation and to equip them with practical solutions that can be applied in potential consumer disputes. The course covers the historical development of consumer law, its constitutional foundations, its relationship with other branches of law, and its place within the broader legal system. Key concepts such as consumer, seller/provider, and consumer transactions are examined. The scope of the Law on the Protection of Consumers is defined, including defective goods and services, liability of the seller arising from defects, consumer rights in the case of defective goods or services, and liability for damages caused by defective goods. Additional topics include the protection of consumers against unfair contract terms, installment sales, consumer loans, off-premises contracts, distance contracts, promotional and subscription contracts, long-term holiday contracts, timeshare and package tour agreements. The course also addresses dispute resolution mechanisms such as Consumer Arbitration Committees and Consumer Courts.</p>			
Course Schedule (Weekly Plan)				
Week	Topic	Preparation	Teaching Methods and Techniques	
1	<b>Introduction to Consumer Law and the Authorities Responsible for Implementing the Law on the Protection of Consumers</b>	The course is based on the Law on the Protection of Consumers, its	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6)	

		implementing regulations, and other complementary legislative texts concerning consumer rights	
2	<b>General Framework of Consumer Law and Examination of the Law on the Protection of Consumers and Other Related Regulations</b>	The course is based on the Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6)
3	<b>General Framework of Consumer Law and Examination of the Law on the Protection of Consumers and Other Related Regulations</b> (continued)	The course is based on the Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6), case analysis and problem-solving (CLO2, CLO5, CLO6)
4	<b>General Framework of Consumer Law and Examination of the Law on the Protection of Consumers and Other Related Regulations</b> (continued)	The course is based on the Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6), case analysis and problem-solving (CLO2, CLO5, CLO6)
5	<b>General Framework of Consumer Law and Examination of the Law on the Protection of Consumers and Other Related Regulations</b> (continued)	The course is based on the Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6), case analysis and problem-solving (CLO2, CLO5, CLO6)
6	<b>-Defective Goods and Services -The Relationship Between Defective Goods and Services and the Consumer's Right to Information and Protection of Interests</b>	The course is based on the Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6), case analysis and problem-solving (CLO2, CLO5, CLO6)
7	<b>-Defective Goods and Services -The Relationship Between Defective Goods and Services and the Consumer's Right to Information and Protection of Interests</b> (continued)	The course is based on the Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6), case analysis and problem-solving (CLO2, CLO5, CLO6)
8	Midterm Exam	-	-
9	Midterm Exam	-	-
10	<b>Consumer Protection Against Misleading Advertisements</b>	The course is based on the Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6), case analysis and problem-solving (CLO2, CLO5, CLO6)
11	<b>-Consumer Protection in Consumer Credit: Installment Sales -Consumer Protection in Consumer Credit: Consumer Loans</b>	The course is based on the Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6), case analysis and problem-solving (CLO2, CLO5, CLO6)
12	<b>Various Types of Consumer Transactions</b>	The course is based on the	Lectures (CLO1, CLO4),

		Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	discussions (CLO3, CLO4, CLO6), case analysis and problem-solving (CLO2, CLO5, CLO6)
13	<b>Various Types of Consumer Transactions</b> (continued)	The course is based on the Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6), case analysis and problem-solving (CLO2, CLO5, CLO6)
14	<b>-Consumer Protection in Consumer Credit: Credit Cards</b> <b>-Consumer Protection in Consumer Credit: Deposit Accounts</b>	The course is based on the Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6), case analysis and problem-solving (CLO2, CLO5, CLO6)
15	<b>-Consumer Protection in Consumer Credit: Prepaid Housing Sales</b> <b>-Consumer Protection in Consumer Credit: Housing Finance</b>	The course is based on the Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6), case analysis and problem-solving (CLO2, CLO5, CLO6)
16	<b>-Contracts for Holiday and Leisure Services</b> <b>-Consumer Protection in Consumer Credit: Practices Constituting Unfair Competition</b>	The course is based on the Law on the Protection of Consumers, its implementing regulations, and other complementary legislative texts concerning consumer rights	Lectures (CLO1, CLO4), discussions (CLO3, CLO4, CLO6), case analysis and problem-solving (CLO2, CLO5, CLO6)
17	Final Exam	-	-
18	Final Exam	-	-

#### Course Resources

<b>Textbook:</b>	Selin Sert Sütçü, <b>Şematik Tüketici Hukuku</b> , Seçkin Yayıncılık, 3. Baskı, Şubat 2025.
<b>Recommended References:</b>	1) Şebnem Akipek Öcal ve İlhan Kara, <b>Tüketici Hukuku Dersleri</b> , Yetkin Yayınları, 2. Baskı, Nisan 2023. 2) Selin Sert Sütçü, <b>Tüketici Hukuku Uygulamalarında Tüketicinin Korunması</b> , Seçkin Yayıncılık, 1. Baskı, 2019. 3) <a href="https://tuketici.ticaret.gov.tr/">https://tuketici.ticaret.gov.tr/</a> . 4) <a href="https://www.mevzuat.gov.tr/">https://www.mevzuat.gov.tr/</a> . 5) <a href="https://www.resmigazete.gov.tr/">https://www.resmigazete.gov.tr/</a> .

#### Course Assessment and Evaluation

Activities	Number	Percentile	Notes
<b>Midterm Exam</b>	-	-	There is no midterm exam in this course. Students' continuous assessment is based on quizzes (20%), assignments (10%), and discussion performance (10%), totaling 40%. Class attendance contributes an additional max. 15 points to the overall grade average.
<b>Quiz</b>	4	%20	Fundamental knowledge, understanding, and analytical skills (CLO1, CLO2).
<b>Assignment</b>	2	%10	Individual research, legal understanding, and evaluation (CLO3, CLO4).
<b>Performance in Discussions</b>	2	%10	Expression, communication, and interpretation skills (CLO5, PLO10, PLO11).

<b>Portfolio</b>	1	Max. 15 points	The portfolio is considered as supporting documentation for the final exam performance. Students are required to submit a portfolio that includes the work they have completed throughout the semester. While the portfolio does not receive an independent grade, it is taken into account as a supplementary component that supports the final exam performance and contributes to the student's overall success.
<b>Final</b>	1	%60	General knowledge and analytical skills (All CLOs). Class participation adds 15 points to the overall grade average. The final exam accounts for 60% of the total grade and evaluates the student's knowledge, analytical thinking, and interpretation skills acquired throughout the semester.

#### ECTS Table

Content	Number	Hours	Total
Course Duration	14	2	28
Out-of-Class Study	14	2	28
Quiz	4	2	8
Assignment	2	4	8
Performance in Discussions and Presentations	2	2	4
Midterm Exam (Midterm Exam Duration + Midterm Exam Preparation)	1	14	14
Class Participation/Portfolio	1	8	8
<b>Total:</b>			98
<b>Total / 30:</b>			98 / 30
<b>ECTS Credit:</b>			3,26=3

#### Past Term Achievements

