

DEPARTMENT OF LAW
COURSE SYLLABUS

Course Details				
Code	Academic Year			Semester
HUK290	2			4
Title	T	A	L	ECTS
Arbitration Boards for Consumer Disputes	2	-	-	2
Language	Turkish			
Level	Undergraduate	X	Graduate	Postgraduate
Department / Program	Faculty of Law			
Forms of Teaching and Learning	Undergraduate – Formal Education			
Course Type	Compulsory		Elective	X
Objectives	In this course, consumer arbitration committees, which are an important dispute resolution method, will be examined.			
Content	In this course, the application, examination and decision-making procedure of the consumer arbitration committees, objection against the decision of the consumer arbitration committee will be examined in detail, and the discussions in the doctrine and the problems frequently encountered in practice will also be included. After this course, students will be able to understand both the practice and the problems encountered since the establishment of consumer arbitration committees and learn the solutions to these problems.			
Course content and methods	Direct expression method			
Prerequisites	-			
Coordinator	Prof. Dr. H. Özden Özkaya-Ferendeci			
Lecturer(s)	Prof. Dr. H. Özden Özkaya-Ferendeci; Assoc. Prof. Dr. Efe Direnisa; Assoc. Prof. Dr. Anıl Köroğlu			
Assistant(s)	Res. Assist. Makbule Serra Korkut; Res. Assist. Mikail Bora Kaplan; Res. Assist. Merve Güney; Res. Asst. Aleyna Göksu			
Work Placement	-			
Recommended or Required Reading				
Books / Lecture Notes	İ. Yılmaz Aslan, Tüketici Hukuku Dersleri, 2022. İlhan Kara, Tüketici Hukuku, 2023. Mehmet Akif Tutumlu, Türk Hukuk Sisteminde Tüketici Hakem Heyetleri, 2019; and other articles and publications in the doctrine.			
Other Sources	Lecture Notes			
Additional Course Material				
Documents				
Assignments				
Exams				
Course Composition				

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Mathematics und Basic Sciences			%
Engineering			%
Engineering Design			%
Social Sciences	100		%
Educational Sciences			%
Natural Sciences			%
Health Sciences			%
Expert Knowledge			%
Assessment			
Activity		Count	Percentage (%)
Midterm Exam		1	40
Quiz			
Assignments			
Attendance			
Recitations			
Projects			
Final Exam		1	60
		Total	
ECTS Points and Work Load			
Activity	Count	Duration	Workload (Hours)
Lectures	14	2	28
Self-Study	14	2	28
Assignments			
Presentation / Seminar Preparation			
Midterm Exam	1	2	2
Recitations			
Laboratory			
Projects			
Final Exam	1	2	2
		Total Work Load	60
		ECTS Points (Total Work Load / ..)	2
Learning Outcomes			
1	To have knowledge about consumer disputes.		
2	To have knowledge about the settlement of consumer disputes.		

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3	To have knowledge about the legal nature of consumer arbitration committees.
4	To have knowledge about the proceedings in consumer arbitration committees.
5	To have the knowledge about the decisions of the consumer arbitration committees and the enforcement of these decisions.

Weekly Content

1	Protection of Consumers and Development of Consumer Rights; Establishment of Consumer Arbitration Committees and Their Importance in Practice
2	The Concept of Consumer Disputes and Ways to Resolve These Disputes-I
3	The Concept of Consumer Disputes and Ways to Resolve These Disputes-II
4	The Legal Characteristics of Consumer Arbitration Committees and Their Relationship with Other Dispute Resolution Methods
5	Jurisdiction of Consumer Arbitration Committees
6	Procedure of Application to the Consumer Arbitration Committee
7	The Structure and Examination Procedure of Consumer Arbitration Committees
8	Issues Encountered in Consumer Arbitration Committee Proceedings and Midterm
9	Decisions of Consumer Arbitration Committees
10	Enforcement of Consumer Arbitration Committee Decisions
11	Applications Against the Decisions of the Consumer Arbitration Committee
12	Legal Nature of the Objection Proceedings
13	Trial Procedure and Decisions in Objection Proceedings
14	Problems Encountered in Objection Examination
15	Final Exam

Contribution of Learning Outcomes to Program Objectives (1-5)

	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10
1	5	2	4	5	2	2	5	5	2	5
2	5	2	4	5	2	2	5	5	2	5
3	5	2	4	5	2	2	5	5	2	5
4	5	2	4	5	2	2	5	5	2	5
5	5	2	4	5	2	2	5	5	2	5

Contribution Level 1: Low 2: Low-intermediate 3: Intermediate 4: High 5: Very High

<https://obs.tau.edu.tr/oibs/bologna/index.aspx?lang=tr&curOp=showPac&curUnit=02&curSunit=198>

Compiled by: Department of Civil Procedure and Enforcement-Bankruptcy Law

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