

Course title:	Consumer Competence and Safety on the Digital Services Market
Course title in Polish:	Kompetencje i bezpieczeństwo konsumentów na rynku usług cyfrowych
Course for discipline:	Quality and Management Sciences

Semester:	8	Status of course:	faculty	Language:	english
Academic year:		Catalog number:			

Coordinator of course:	dr Alicja Fandrejewska
Lecturer od course:	dr Alicja Fandrejewska
Executing unit:	Institute of Management
Ordering unit:	Doctoral School SGGW
Assumptions, goals and description of the course:	The aim of the course is to provide participants with advanced knowledge of digital competence, and consumer safety in the context of a dynamically developing digital services market. The course combines legal, economic, technological, and psychological perspectives, analyzing key issues related to e-consumer competence, and protection, legal regulations, and threats in the digital world. Topics: 1. Business models, and the ecosystem of e-services, 2. Development, and new trends in the digital services market, 3. Consumer competence in the digital age, 4. Consumer protection in the digital services market, 5. Education and the development of e-consumers' competence.
Didactic form, number of hours:	Classes, 10 hours
Teaching methods:	Multimedia presentation, discussion, case study
Limit of people in the group:	

Learning outcomes

KNOWLEDGE - the graduate knows and understands:	SKILLS - the graduate is able to:	COMPETENCES - the graduate is ready to:
To the extent enabling to revise the existing pradisgms in the field/discipline - the world achievements, gathering theoretical background as well as general and selected detailed issues	Carry out critical assessment of the scientific research findings and expert activities and their contribution to the knowledge development in the field/discipline	Critically evaluate the achievements in the field/discipline represented
Major general development trends in the field/discipline		Recognise knowledge in solving cognitive and practical problems characteristic for the area of research (field/discipline) and in an interdisciplinary aspect
		Support the ethos of scientific circles and conduct independent research
The method of verification of learning outcomes:	Exam and project	
Form of documentation of achieved learning outcomes:	Examination report, project, student list	
Elements and weights of the final grade:	Exam - 60%, project - 40%	
Place of the course:	On-site, lecture room	

Basic and supplementary literature

- Janoś-Kreso, M. (ed.) (2022). Bezpieczeństwo konsumentów. Ochrona i edukacja konsumentka. Warsaw: Oficyna Wydawnicza SGH.
- Mróz, B. (ed.) (2022). Bezpieczeństwo konsumentów na rynku tradycyjnym i wirtualnym. Warsaw: Oficyna Wydawnicza SGH.
- Ozimek, I. (2013). Ochrona konsumentów korzystających z usług - wybrane zagadnienia. Warsaw: Wydawnictwo SGGW.
- Dąbrowska A., Szuszkiewicz A. (sci. ed.) (2024) Bezpieczeństwo konsumenta na rynku żywności. Konsument jako uczestnik rynku i jego zachowania, Warsaw: Oficyna Wydawnicza SGH ,
- Smyczek, S. (2020). Consumer Rights Protection. Katowice: Wydawnictwo Uniwersytetu Ekonomicznego w Katowicach.

Comments:	N/A
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Estimated number of hours of work of the doctoral student necessary to achieve the assumed learning outcomes:	10 hours
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Learning outcomes reference to the second degree characteristics of the National Qualification Framework (level 8) covering doctoral competences:

Symbol:	Learning outcomes:	8 level NQF
SD1_KW01	To the extent enabling to revise the existing pradisgms in the field/discipline - the world achievements, gathering theoretical background as well as general and selected detailed issues	P8S_WG
SD1_KW02	Major general development trends in the field/discipline	P8S_WG
SD1_KU05	Carry out critical assessment of the scientific research findings and expert activities and their contribution to the knowledge development in the field/discipline	P8S_UW
SD1_KK01	Critically evaluate the achievements in the field/discipline represented	P8S_KK
SD1_KK03	Recognise knowledge in solving cognitive and practical problems characteristic for the area of research (field/discipline) and in an interdisciplinary aspect	P8S_KK
SD1_KK08	Support the ethos of scientific circles and conduct independent research	P8S_KR