

## Universitas Negeri Surabaya Faculty of Social and Legal Sciences, Bachelor of Laws Study Program

Document Code

				SEN	<b>NESTER</b>	R LEA	RNI	NG	PLAN	I			
Courses				CODE		Course F	amily		Credit W	leight	SEI	MESTER	Compilation Date
Consume	er Pr	otection Law		742010209	93				T=2 P=	0 ECTS=3.1	8	6	July 18, 2024
AUTHOR	IZAT	ION		SP Develo	per	I		Cours	e Cluster	Coordinator		dy Progra ordinator	am
													ika, S.H., M.H.
Learning model	l	Case Studies											
Program		PLO study prog	gram	that is cha	rged to the c	ourse							
Learning		Program Objec	tives	(PO)									
(PLO)		PLO-PO Matrix	1										
				P.0									
		PO Matrix at th	e end	of each le	arning stage	(Sub-PO	)						
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				1	2 3 4	5 6	7	8	9 10	11 12	13	14	15 16
Short Course Descript	tion	This course prov protection.	∕ides ∣	basic defini	tions and und	erstanding	of con	sumer	protection	, as well as	theorie	es related	I to consumer
Reference	ces	Main :											
		Utama,. 2. Shidarta. 3. Sudaryat 4. Syawali,	2000. 2000. 19 19	. Hukum Pe 999. Hukum dan Imaniya	ani, Ahmad. 2 rlindungan Kon dan Advokasi ati, Neni Sri. 20 Jungan Konsur	nsumen Ind Konsumen 200. Hukun	lonesia 1 . Band 1 Perline	. Jakart ung: Ci dungan	ta: Grasind tra Aditya Konsume	o,. Bakti. n . Bandung:	Manda	ır Maju.	nedia Pustaka
		Supporters:											
Support lecturer	ing	Eny Sulistyowati, Arinto Nugroho, S											
Week-	eac stag	al abilities of h learning ge			valuation			Lear Stude	elp Learni rning metl nt Assign stimated t	nods, ments,	m	earning aterials [ erences	Assessment Weight (%)
	(Su	b-PO)	In	dicator	Criteria &	Form		ine( ne)	Onlin	e ( online )		]	
(1)		(2)		(3)	(4)		(5	5)		(6)		(7)	(8)

1	The urgency of the	After taking	Criteria:	Cooperative,		0%
	Consumer Drotoction Low	this course	1.Value 4	question and		
	Protection Law course, including	students will be able to:	2.Answers are	answer,		
	the meaning,	Understand	delivered	discussion		
	function and basis	the urgency of	coherently with	2 X 50		
	of Consumer	Consumer	appropriate			
	Protection regulations	Protection Law. Students	intonation and			
	regulations	can explain	emphasis,			
		the meaning,	showing good			
		function and	understanding of			
		legal basis for consumer	the concept,			
		protection	correct answers			
		regulations	to the questioner,			
		5	able to formulate			
			suggestions for			
			improvement			
			3.Value 3			
			4.Answers are			
			delivered			
			coherently with			
			appropriate			
			intonation and			
			emphasis, but			
			lack some			
			understanding of			
			concepts,			
			answers to the			
			questioner are			
			generally correct,			
			able to formulate			
			suggestions for			
			improvement			
			5.Value 2			
			6.The answer given			
			is not coherent			
			and/or shows a			
			lack of			
			understanding of			
			several concepts,			
			the answer to the			
			question asker is			
			generally not			
			correct but is still			
			able to formulate			
			suggestions for			
			improvement			
			7.Value 1			
			8.Answers are			
			submitted but are			
			not coherent			
			and/or show a			
			lack of			
			understanding of			
			many concepts,			
			the answer to a question is			
			incorrect and			
			unable to			
			formulate suggestions for			
			improvement			
			improvement			
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2	Characteristics and	After taking	Criteria:	Cooperative,		0%
	concepts in the	this course	1.Value 4	question and		
	Consumer	students are	2.Answers are	answer,		
	Protection Law	able to	delivered	Discussion		
		understand the concept of	coherently with	2 X 50		
		consumers,	appropriate			
		business				
		actors, etc. as	intonation and			
		regulated in	emphasis,			
		Article 1	showing good			
		UUPK and its scope.	understanding of			
		scope.	the concept,			
			correct answers			
			to the questioner,			
			able to formulate			
			suggestions for			
			improvement			
			3.Value 3			
			4.Answers are			
			delivered			
			coherently with			
			appropriate			
			intonation and			
			emphasis, but			
			lack some			
			understanding of			
			concepts,			
			answers to the			
			questioner are			
			generally correct,			
			able to formulate			
			suggestions for			
			improvement			
			5.Value 2			
			6.The answer given			
			is not coherent			
			and/or shows a			
			lack of			
			understanding of			
			-			
			several concepts,			
			the answer to the			
			question asker is			
			generally not			
			correct but is still			
			able to formulate			
			suggestions for			
			improvement			
			7.Value 1			
			8.Answers are			
			submitted but are			
			not coherent			
			and/or show a			
			lack of			
			understanding of			
			many concepts,			
			the answer to a			
			question is			
			incorrect and			
			unable to			
			formulate			
			suggestions for			
			improvement			
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3	Characteristics and	After taking	Criteria:	Cooperative,		0%
	concepts in the Consumer	this course, students will	1.Value 4	Discussion		
	Protection Law	be able to:	2.Answers are	2 X 50		
	1 TOLCOLION Edw	Understand	delivered			
		the rights and	coherently with			
		obligations of	appropriate			
		consumers.	intonation and			
		Understand several	emphasis,			
		regulatory	showing good			
		principles that	understanding of			
		have/can be	the concept,			
		applied in HPK	-			
			correct answers			
			to the questioner,			
			able to formulate			
			suggestions for			
			improvement			
			3.Value 3			
			4.Answers are			
			delivered			
			coherently with			
			appropriate			
			intonation and			
			emphasis, but			
			lack some			
			understanding of			
			concepts,			
			answers to the			
			questioner are			
			generally correct,			
			able to formulate			
			suggestions for			
			improvement			
			5.Value 2			
			6.The answer given			
			is not coherent			
			and/or shows a			
			lack of			
			understanding of			
			several concepts,			
			the answer to the			
			question asker is			
			generally not			
			correct but is still			
			able to formulate			
			suggestions for			
			improvement			
			7.Value 1			
			8.Answers are			
			submitted but are			
			not coherent			
			and/or show a			
			lack of			
			understanding of			
			many concepts,			
			the answer to a			
			question is			
			incorrect and			
			unable to			
			formulate			
			suggestions for			
			improvement			
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4	History of	After taking	Criteria:	Cooperative,		0%
	Consumer Protection Law	this course,	1.Value 4	discussion		
	Protection Law	students will be able to	2.Answers are	2 X 50		
		recount	delivered			
		important	coherently with			
		events in the	appropriate			
		history of HPK in other, more	intonation and			
		advanced	emphasis,			
		countries, and	showing good			
		compare them	understanding of			
		with the	the concept,			
		situation in Indonesia.	correct answers			
		muonesia.	to the questioner,			
			able to formulate			
			suggestions for			
			improvement			
			3.Value 3			
			4.Answers are			
			delivered			
			coherently with			
			appropriate			
			intonation and			
			emphasis, but			
			lack some			
			understanding of			
			concepts,			
			answers to the			
			questioner are			
			generally correct,			
			able to formulate			
			suggestions for			
			improvement			
			5.Value 2			
			6.The answer given			
			is not coherent			
			and/or shows a			
			lack of			
			understanding of			
			several concepts,			
			the answer to the			
			question asker is			
			generally not			
			correct but is still			
			able to formulate			
			suggestions for			
			improvement			
			7.Value 1			
			8.Answers are			
			submitted but are			
			not coherent			
			and/or show a			
			lack of			
			understanding of			
			many concepts,			
			the answer to a			
			question is			
			incorrect and			
			unable to			
			formulate			
			suggestions for			
			improvement			
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5	History of	After taking	Criteria:	Cooperative,		0%
	Consumer	this course	1.Value 4	discussion		
	Protection Law	students are able to tell	2.Answers are	2 X 50		
		about the	delivered			
		consumer	coherently with			
		protection	appropriate			
		movement	intonation and			
		(consumerism) in a global	emphasis,			
		scope	showing good			
		20000	understanding of			
			the concept,			
			correct answers			
			to the questioner,			
			able to formulate			
			suggestions for			
			improvement			
			3.Value 3			
			4.Answers are			
			delivered			
			coherently with			
			appropriate			
			intonation and			
			emphasis, but			
			lack some			
			understanding of			
			concepts,			
			answers to the			
			questioner are			
			generally correct,			
			able to formulate			
			suggestions for			
			improvement			
			5.Value 2			
			6.The answer given			
			is not coherent			
			and/or shows a			
			lack of			
			understanding of			
			several concepts,			
			the answer to the			
			question asker is			
			generally not			
			correct but is still			
			able to formulate			
			suggestions for			
			improvement			
			7.Value 1			
			8.Answers are			
			submitted but are			
			not coherent			
			and/or show a			
			lack of			
			understanding of			
			many concepts,			
			the answer to a			
			question is			
			incorrect and			
			unable to			
			formulate			
			suggestions for			
			improvement			
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6	HPK in Indonesian	After taking	Criteria:	Cooperative,		0%
	positive law	this course	1.Value 4	discussion		
		students are able to point	2.Answers are	4 X 50		
		out several	delivered			
		provisions in	coherently with			
		the field of civil	appropriate			
		law which can	intonation and			
		be used as a basis for	emphasis,			
		protecting the	showing good			
		rights of 13	understanding of			
		consumer	the concept,			
		rights. After taking this	correct answers			
		course	to the questioner,			
		students are	able to formulate			
		able to point	suggestions for			
		out several	improvement			
		provisions in the field of	3.Value 3			
		administrative	4.Answers are			
		and	delivered			
		international	coherently with			
		law which can be used as a	appropriate			
		basis for	intonation and			
		protecting the	emphasis, but			
		rights of 13	lack some			
		consumer rights.	understanding of			
		nyms.	concepts,			
			answers to the			
			questioner are			
			generally correct,			
			able to formulate			
			suggestions for			
			improvement			
			5.Value 2			
			6.The answer given			
			is not coherent			
			and/or shows a			
			lack of			
			understanding of			
			several concepts,			
			the answer to the			
			question asker is			
			generally not			
			correct but is still			
			able to formulate			
			suggestions for			
			improvement			
			7.Value 1			
			8.Answers are			
			submitted but are			
			not coherent			
			and/or show a			
			lack of			
			understanding of			
			many concepts,			
			the answer to a			
			question is			
			incorrect and			
			unable to			
			formulate			
			suggestions for			
			improvement			
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7	HPK in Indonesian positive law	After taking this course students are able to point out several provisions in the field of civil law which can be used as a basis for protecting the rights of 13 consumer rights. After taking this course students are able to point out several provisions in the field of administrative and international law which can be used as a basis for protecting the rights of 13 consumer rights.	Criteria: 1. Value 4 2. Answers are delivered coherently with appropriate intonation and emphasis, showing good understanding of the concept, correct answers to the questioner, able to formulate suggestions for improvement 3. Value 3 4. Answers are delivered coherently with appropriate intonation and emphasis, but lack some understanding of concepts, answers to the questioner are generally correct, able to formulate suggestions for improvement 5. Value 2 6. The answer given is not coherent and/or shows a lack of understanding of several concepts, the answer to the question asker is generally not correct but is still able to formulate suggestions for improvement 7. Value 1 8. Answers are submitted but are not coherent and/or show a lack of	Cooperative, discussion 4 X 50		0%
			improvement 7.Value 1 8.Answers are submitted but are not coherent			
8	UTS	UTS	Criteria: UTS	UTS 2 X 50		0%

9	Understand the	After taking	Criteria:	Cooperative,		0%
-	Code of Ethics	this course,	1.Value 4	Discussion		270
		students are	2.Answers are	2 X 50		
		able to designate	delivered			
		several	coherently with			
		provisions in	appropriate			
		certain professional	intonation and			
		codes of	emphasis,			
		ethics as self-	showing good			
		regulation	understanding of			
			the concept,			
			correct answers			
			to the questioner,			
			able to formulate			
			suggestions for			
			improvement 3.Value 3			
			4.Answers are			
			delivered			
			coherently with			
			appropriate			
			intonation and			
			emphasis, but			
			lack some			
			understanding of			
			concepts,			
			answers to the			
			questioner are			
			generally correct,			
			able to formulate			
			suggestions for			
			improvement			
			5.Value 2			
			6.The answer given is not coherent			
			and/or shows a			
			lack of			
			understanding of			
			several concepts,			
			the answer to the			
			question asker is			
			generally not			
			correct but is still			
			able to formulate			
			suggestions for			
			improvement			
			7.Value 1			
			8.Answers are submitted but are			
			not coherent			
			and/or show a			
			lack of			
			understanding of			
			many concepts,			
			the answer to a			
			question is			
			incorrect and			
			unable to			
			formulate			
			suggestions for			
			improvement			
10						 00/
10						0%

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11	Issues in	After taking	Criteria:	Cooperative,		0%
	Consumer	this course,	1.Value 4	discussion		
	Transactions	students are	2.Answers are	2 X 50		
		able to explain the rights of 13	delivered			
		consumers	coherently with			
		who are				
		harmed by	appropriate			
		advertising	intonation and			
		practices in	emphasis,			
		various media	showing good			
			understanding of			
			the concept,			
			correct answers			
			to the questioner,			
			able to formulate			
			suggestions for			
			improvement			
			3.Value 3			
			4.Answers are			
			delivered			
			coherently with			
			appropriate			
			intonation and			
			emphasis, but			
			lack some			
			understanding of			
			concepts,			
			answers to the			
			questioner are			
			generally correct,			
			able to formulate			
			suggestions for			
			improvement			
			5.Value 2			
			6.The answer given			
			is not coherent			
			and/or shows a			
			lack of			
			understanding of			
			several concepts,			
			the answer to the			
			question asker is			
			generally not			
			correct but is still			
			able to formulate			
			suggestions for			
			improvement			
			7.Value 1			
			8.Answers are			
			submitted but are			
			not coherent			
			and/or show a			
			lack of			
			understanding of			
			many concepts,			
			the answer to a			
			question is			
			incorrect and			
			unable to			
			formulate			
			suggestions for			
			improvement			

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12	Issues in	After taking	Criteria:	Cooperative,		0%
	Consumer Transactions	this course, students are	1.Value 4	discussion		
	Tansactions	able to explain	2.Answers are	2 X 50		
1		the rights of 13	delivered			
		consumers	coherently with			
		who are	appropriate			
		disadvantaged	intonation and			
		as a result of standard	emphasis,			
		agreements	showing good			
			understanding of			
			the concept,			
			correct answers			
			to the questioner,			
			able to formulate			
			suggestions for			
			improvement			
			3.Value 3			
			4.Answers are			
			delivered			
			coherently with			
			appropriate			
			intonation and			
			emphasis, but			
			lack some			
			understanding of			
			concepts,			
			answers to the			
			questioner are			
			generally correct,			
			able to formulate			
			suggestions for			
			improvement			
			5.Value 2			
			6.The answer given			
			is not coherent			
			and/or shows a			
			lack of			
			understanding of			
			several concepts,			
			the answer to the			
			question asker is			
			generally not			
			correct but is still			
			able to formulate			
			suggestions for			
			improvement			
			7.Value 1			
			8.Answers are			
			submitted but are			
			not coherent			
			and/or show a			
			lack of			
			understanding of			
			many concepts,			
			the answer to a			
			question is			
			incorrect and			
			unable to			
			formulate			
			suggestions for			
			improvement			
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13	Issues in	After taking	Criteria:	Cooperative,			0%
	Consumer	this course,	1.Value 4	discussion			
	Transactions	students are	2.Answers are	2 X 50			
		able to explain the rights of 13	delivered				
		consumers	coherently with				
		who are	appropriate				
		disadvantaged	intonation and				
		as a result of					
		an agreement	emphasis,				
			showing good				
			understanding of				
			the concept,				
			correct answers				
			to the questioner,				
			able to formulate				
			suggestions for				
			improvement				
			3.Value 3				
			4.Answers are				
			delivered				
			coherently with				
			appropriate				
			intonation and				
			emphasis, but				
			lack some				
			understanding of				
			concepts,				
			answers to the				
			questioner are				
			generally correct,				
			able to formulate				
			suggestions for				
			improvement				
			5.Value 2				
			6.The answer given				
			is not coherent				
			and/or shows a				
			lack of				
			understanding of				
			several concepts,				
			the answer to the				
			question asker is				
			generally not				
			correct but is still				
			able to formulate				
			suggestions for				
			improvement				
			7.Value 1				
			8.Answers are				
			submitted but are				
			not coherent				
			and/or show a				
			lack of				
			understanding of				
			many concepts,				
			the answer to a				
			question is				
			incorrect and				
			unable to				
			formulate				
			suggestions for				
			improvement				
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14	Dispute Resolution	After taking	Criteria:	Cooperative,		0%
	in the field of Consumer	this course	1.Value 4	discussion		
	Protection	students are able to explain	2.Answers are	4 X 50		
	1 101000011	several	delivered			
		alternative	coherently with			
		dispute	appropriate			
		resolutions	intonation and			
		that consumers	emphasis,			
		can use	showing good			
		5411 450	understanding of			
			the concept,			
			correct answers			
			to the questioner,			
			able to formulate			
			suggestions for			
			improvement			
			3.Value 3			
			4.Answers are			
			delivered			
			coherently with			
			appropriate			
			intonation and			
			emphasis, but			
			lack some			
			understanding of			
			concepts,			
			answers to the			
			questioner are			
			generally correct,			
			able to formulate			
			suggestions for			
			improvement			
			5.Value 2			
			6.The answer given			
			is not coherent			
			and/or shows a			
			lack of			
			understanding of			
			several concepts,			
			the answer to the			
			question asker is			
			generally not			
			correct but is still			
			able to formulate			
			suggestions for			
			improvement			
			7.Value 1			
			8.Answers are			
			submitted but are			
			not coherent			
			and/or show a			
			lack of			
			understanding of			
			many concepts,			
			the answer to a			
			question is			
			incorrect and			
			unable to			
			formulate			
			suggestions for			
			improvement			
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	Dispute Resolution in the field of Consumer Protection	After taking this course students are able to explain several alternative dispute resolutions that consumers can use	Criteria: 1. Value 4 2. Answers are delivered coherently with appropriate intonation and emphasis, showing good understanding of the concept, correct answers to the questioner, able to formulate suggestions for improvement 3. Value 3 4. Answers are delivered coherently with appropriate intonation and emphasis, but lack some understanding of concepts, answers to the questioner are generally correct, able to formulate suggestions for improvement 5. Value 2 6. The answer given is not coherent and/or shows a lack of understanding of several concepts, the answer to the question asker is generally not correct but is still able to formulate suggestions for improvement 7. Value 1 8. Answers are submitted but are not coherent and/or show a lack of understanding of many concepts, the answer to a question is incorrect and understanding of	Cooperative, discussion 4 X 50		0%
			unable to formulate			
			suggestions for improvement			
16	UAS	UAS	<b>Criteria:</b> UAS	UAS 2 X 50		0%

Evaluation Percentage Recap: Case Study No Evaluation Percentage

10 Evaluation Fercentage

Notes

- 1. Learning Outcomes of Study Program Graduates (PLO Study Program) are the abilities possessed by each Study Program graduate which are the internalization of attitudes, mastery of knowledge and skills according to the level of their study program obtained through the learning process.
- 2. The PLO imposed on courses are several learning outcomes of study program graduates (CPL-Study Program) which are used for the formation/development of a course consisting of aspects of attitude, general skills, special skills and knowledge.
- 3. **Program Objectives (PO)** are abilities that are specifically described from the PLO assigned to a course, and are specific to the study material or learning materials for that course.

- 4. **Subject Sub-PO (Sub-PO)** is a capability that is specifically described from the PO that can be measured or observed and is the final ability that is planned at each learning stage, and is specific to the learning material of the course.
- 5. Indicators for assessing ability in the process and student learning outcomes are specific and measurable statements that identify the ability or performance of student learning outcomes accompanied by evidence.
- 6. Assessment Criteria are benchmarks used as a measure or measure of learning achievement in assessments based on predetermined indicators. Assessment criteria are guidelines for assessors so that assessments are consistent and unbiased. Criteria can be quantitative or qualitative.
- 7. Forms of assessment: test and non-test.
- 8. Forms of learning: Lecture, Response, Tutorial, Seminar or equivalent, Practicum, Studio Practice, Workshop Practice, Field Practice, Research, Community Service and/or other equivalent forms of learning.
- 9. Learning Methods: Small Group Discussion, Role-Play & Simulation, Discovery Learning, Self-Directed Learning, Cooperative Learning, Collaborative Learning, Contextual Learning, Project Based Learning, and other equivalent methods.
- **10. Learning materials** are details or descriptions of study materials which can be presented in the form of several main points and sub-topics.
- 11. The assessment weight is the percentage of assessment of each sub-PO achievement whose size is proportional to the level of difficulty of achieving that sub-PO, and the total is 100%.
- 12. TM=Face to face, PT=Structured assignments, BM=Independent study.