

Consumer Protection: Regulation and Compliance



The concise guide to consumer protection!

LAW7258 Consumer Protection: Regulation and Compliance - a postgraduate unit for lawyers and non-lawyers

Lecturer: Dr Bronwyn Naylor

Teaching period: Semi-intensive: 24 September - 19 November 2009 [8 evenings];
Monash University Law Chambers, 472 Bourke Street, Melbourne

Cost: \$2016 (non-assessed) or \$2699 (assessed)

Consumer protection legislation is well established in Australia. However, the last couple of decades have seen a massive global reassessment of the role of the state, with moves away from traditional 'command and control' regulation and increasing reliance on new forms of regulation and self-regulation. Globalisation has at the same time rendered traditional governmental control in some areas problematic. These trends, in turn, have produced significant shifts in the ways in which consumer interests are being protected. Moves towards self-regulation in the private sector, and corporatisation and privatisation in the public sector, have underlined the importance of establishing and monitoring corporate accountability and compliance with consumer protection obligations.

This unit will examine state and federal legislative consumer protection mechanisms as well as and the development, operation and monitoring of self-regulatory and industry-based mechanisms such as licence and contract conditions, Codes of Practice, Customer Charters and Standards. Also, the role of industry regulators, dispute resolution regimes such as industry-based Ombudsman schemes and compliance, enforcement and monitoring mechanisms will be examined. The influence and importance of achieving compliance with global consumer protection obligations, together with specific issues raised by the new information technologies, will be considered.

The unit is part of the Monash Centre for Regulatory Studies contribution to the Monash Law School postgraduate program. On completion, credit may be given for future postgraduate study or CPD points earned.



Bronwyn Naylor graduated from Monash University with honours degrees in Arts and Law. She practised as a solicitor before joining the Law Reform Commission of Victoria, and then taking up a position in the Law Faculty at Monash University. She completed a Master of Laws degree at Monash University, and a Master of Philosophy in Criminology at Cambridge University, UK. She was awarded a PhD from Cambridge University in 1999. Her research interests include criminal law, criminal justice and corrections, law and gender, and regulation and consumer protection. Additionally, Bronwyn is a director of the Alternative Law Review.

For further information please contact:
Email: meli.voursoukis@law.monash.edu.au
Phone: 03 9905 4135

www.law.monash.edu