

**Curriculum at LAB University of Applied Sciences  
2021-2022**

**Master of Social and Health Care, Leader of the Future in  
Social and Health Care, online studies**

Code	Name	1 y	2 y	ECTS total
<b>YTUJO21KVLTI-1007 Core competence</b>				<b>50</b>
<b>YTUJO21KVLTI-1004 Leading to the Future</b>				<b>20</b>
YH00CC85	Management in Changing Social and Health Care	5		5
YH00CC86	Strategic Management	5		5
YH00CC87	Financial Management	5		5
YH00CC88	Research –based Development	5		5
<b>YTUJO21KVLTI-1005 Customer and service networks</b>				<b>15</b>
YH00CC89	Service Process Management	5		5
YH00CC90	Customer Relations Management	5		5
YH00CC91	Service Design	5		5
<b>YTUJO21KVLTI-1006 Human Resource and Competence Management</b>				<b>15</b>
YH00CC92	Strategic Human Resources Management		5	5
YH00CC93	Competence Management		5	5
YH00CC94	Leading a Work Community		5	5
<b>YTUJO21KVLTI-1002 Complementary competence</b>				<b>10</b>
<b>YTUJO21KVLTI-1003 Thesis</b>				<b>30</b>
YO00BU70	Thesis Planning	10		10
YO00BU71	Thesis Project and Reporting		20	20

**YTUJO21KVLTI-1007 Core competence: 50 ECTS**

**YTUJO21KVLTI-1004 Leading to the Future: 20 ECTS**

**YH00CC85 Management in Changing Social and Health Care: 5 ECTS**

**Learning outcomes**

The student is able to

- anticipate and analyse the impact of changes on services and work communities at a regional, national and international level
- identify, evaluate and develop leadership and management in social and health care sector
- identify, evaluate and develop organisational structures as a basis for leadership and change

## **YH00CC86 Strategic Management: 5 ECTS**

### **Learning outcomes**

Students are able to

- identify and apply strategic thinking as well as concepts and stages of strategic management in managerial practice
- use strategic analysis and positioning tools in creating strategy
- create ways and solutions for the implementation and evaluation of the chosen strategy

## **YH00CC87 Financial Management: 5 ECTS**

### **Learning outcomes**

The student is able to

- use the basic concepts of the social and health care economy
- plan, implement and evaluate financial planning processes
- manage the financial activity at a unit level, taking into account the economy of the whole organisation

## **YH00CC88 Research –based Development: 5 ECTS**

### **Learning outcomes**

The student is able to

- analyse the development needs of working life
- plan a working life-oriented and research-based development project
- use research (data) findings and apply different development methods
- evaluate and report on the implementation of a research-based development

## **YTUJO21KVLTI-1005 Customer and service networks: 15 ECTS**

## **YH00CC89 Service Process Management: 5 ECTS**

### **Learning outcomes**

The student is able to

- use the basic concepts and theories of process management and service quality
- measure and analyse the quality of service processes and use database development services
- find solutions for strategy-based development of service processes

## **YH00CC90 Customer Relations Management: 5 ECTS**

### **Learning outcomes**

The student is able to

- use the basic concepts and theories of customer relationship management (CRM) and view different organisational customer relationships
- measure and analyse the quality of organisational customer relationships
- use the customer data in development and management of services

**YH00CC91 Service Design: 5 ECTS****Learning outcomes**

The student is able to

- use the basic concepts and theories of service design
- choose service design methods and apply them in the development of services in the organisation
- use the idea and methods of service design in the management and development of organisational services

**YTUJO21KVLTI-1006 Human Resource and Competence Management: 15 ECTS****YH00CC92 Strategic Human Resources Management: 5 ECTS****Learning outcomes**

The student is able to

- implement strategic human resource management
- identify the role of line management in different areas of human resource management
- identify and apply different factors influencing an individual's engagement to their work and organisation
- identify and develop organisational culture as part of performance management

**YH00CC93 Competence Management: 5 ECTS****Learning outcomes**

The student is able to

- assess and set objectives for individual's competence and competence potential based on individual and organisational needs
- identify, assess and develop unit and organisational level competences and competence potential
- use knowledge and competence sharing models and tools

**YH00CC94 Leading a Work Community: 5 ECTS****Learning outcomes**

The student is able to

- identify, assess and develop the functionality of a work community and well-being at work
- identify, encounter and solve demanding situations in a work community
- develop work community communication in a digital and multiform environment
- act as a supervisor in an ethically sustainable manner

**YTUJO21KVLTI-1002 Complementary competence: 10 ECTS****YTUJO21KVLTI-1003 Thesis: 30 ECTS****YO00BU70 Thesis Planning: 10 ECTS****Learning outcomes**

The student is able to

- describe the objectives and core contents of their thesis
- plan and describe the stages of the thesis process
- take into account the possible research permit and copyright issues.

## **YO00BU71 Thesis Project and Reporting: 20 ECTS**

### **Learning outcomes**

The student is able to

- implement the thesis on the basis of an approved thesis plan
- present the results or output of their thesis
- report on their thesis in writing in accordance with the thesis guidelines of LAB University of Applied Sciences
- as a maturity test, write a blog post, a press release or an article.