

Curriculum at LAB University of Applied Sciences
2021-2022

**Master of Social Services, Development of Child and Family
Services 21S, Lahti**

Code	Name	1 y	2 y	ECTS total
YSOLAPE21SLTI-1001	Core Competence			30
YSOLAPE21SLTI-1004	Good Everyday Life for Children, Young People and Families			15
ST00BO31	Everyday Environments and Institutions for Children and Young People	5		5
ST00BO32	Multifunctional Participation	5		5
ST00BO33	Challenges for Child and Family Services	5		5
YSOLAPE21SLTI-1005	Child and Family-Oriented Operating Culture			15
ST00BO34	Recognising Different Values	5		5
ST00BO35	Initial Support	5		5
ST00BO36	Developing Integrated Operational Models		5	5
YSOLAPE21SLTI-1006	Complementary Competence			30
LA00BN40	Advanced Expert Studies			0
LA00BQ04	Research-Based Development			0
ST00BR56	Creative and Operational Procedures			0
YH00CI45	Service Design I: Customer Experience Management			0
YH00CJ97	Service Design II: Customer Insight in Service Design			0
YH00CK29	Service Design III: Leading the Service Design Process			0
LA00BO19	Strategies for the Future			0
LA00BO42	Talent Management			0
LA00BQ14	Process and Project Management			0
YSOLAPE21SLTI-1003	Thesis			30
YO00BU70	Thesis Planning	10		10
YO00BU71	Thesis Project and Reporting		20	20

YSOLAPE21SLTI-1001 Core Competence: 30 ECTS

YSOLAPE21SLTI-1004 Good Everyday Life for Children, Young People and Families: 15 ECTS

ST00BO31 Everyday Environments and Institutions for Children and Young

People: 5 ECTS

Learning outcomes

The student is able to

- recognize factors that affect the everyday life of children, young people and families
- use theoretical information regarding the everyday environments and institutions of young people and children in the development of their area of professionalism

ST00BO32 Multifunctional Participation: 5 ECTS

Learning outcomes

The student is able to

- increase the participation of children and young people by recognizing knowledge arising from their everyday environment in conjunction with professional knowledge
- develop and promote the well-being of children, young people and families by building relationships with partner organisations

ST00BO33 Challenges for Child and Family Services: 5 ECTS

Learning outcomes

The student is able to

- follow and analyse the international discussion on welfare needs of children and young people
- identify and communicate good practices of child and family-centered services

YSOLAPE21SLTI-1005 Child and Family-Oriented Operating Culture: 15 ECTS

ST00BO34 Recognising Different Values: 5 ECTS

Learning outcomes

The student is able to

- recognise and analyse different causes and processes relating to differences in values and marginalisation
- make use of their acquired knowledge in supporting children, young people and families

ST00BO35 Initial Support: 5 ECTS

Learning outcomes

The student is able to

- develop early support and early intervention models and operational methods
- evaluate the effectiveness of operations from a child's and young person's perspective

ST00BO36 Developing Integrated Operational Models: 5 ECTS

Learning outcomes

The student is able to

- make use of both low threshold as well as demanding and high level services as part of

multifunctional competence

- develop integrative operational models that support the participation of children, young people and families

YSOLAPE21SLTI-1006 Complementary Competence: 30 ECTS

LA00BN40 Advanced Expert Studies: 5 ECTS

Learning outcomes

- Follow trends in the relevant field of specialization
- Critically evaluate the sources of information about the current issues in the given field of expertise
- Utilize innovative approaches and current knowledge bases to develop and manage operations

LA00BQ04 Research-Based Development: 5 ECTS

Learning outcomes

The student is able to

- plan a workplace-oriented research-based development project
- use different methods of workplace development
- use research data in workplace development

ST00BR56 Creative and Operational Procedures: 5 ECTS

Learning outcomes

The student is able to

- apply creative theories in development work
- construct different production mechanisms for creative thinking
- select and apply different procedures of creative development to be used in practical development work
- facilitate creative development work in groups

YH00CI45 Service Design I: Customer Experience Management: 5 ECTS

Learning outcomes

The student is able to

- use the basic concepts and theories of customer experience
- evaluate the usability of customer experience metrics in different services and analyze the work community's/organization's customer information and report the resulting information
- utilize customer information in the development and management of service processes

YH00CJ97 Service Design II: Customer Insight in Service Design: 5 ECTS

Learning outcomes

The student is able to

- use the basic concepts and theories of customer insight
- use appropriate methods to gain customer insight and analyze the customer's service experience

- revise the service process/processes based on customer insight information

YH00CK29 Service Design III: Leading the Service Design Process: 5 ECTS

Learning outcomes

The student is able to

- use the basic concepts and theories of service design
- use appropriate service design methods and apply them in the development of service processes
- design user-oriented social and health care services to reform the service system

LA00BO19 Strategies for the Future: 5 ECTS

Learning outcomes

The student is able to

- identify the future trends and changes in one's own field as a part of strategic work
- develop different strategies for achieving organisational goals
- create solutions to implement and evaluate the chosen strategy

LA00BO42 Talent Management: 5 ECTS

Learning outcomes

The student is able to

- implement staff management based on a strategy and reach strategic objectives for staff
- recognise, evaluate and develop talent on an individual and organisation level
- use knowledge and talent distribution models

LA00BQ14 Process and Project Management: 5 ECTS

Learning outcomes

The student is able to

- explain the relevant concepts of process and project management
- analyze the state of process management in an organization and plan how to systematically develop those processes
- plan and evaluate a development project in an organisation

YSOLAPE21SLTI-1003 Thesis: 30 ECTS

YO00BU70 Thesis Planning: 10 ECTS

Learning outcomes

A 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

A 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.