

**Curriculum at LAB University of Applied Sciences  
2022-2023**

**Master of Social and Health Care, Service Design for Social and Health Services 22K, Lahti**

Code	Name	ECTS total
YSTPAMU22KLT1	Master of Social and Health Care, Service Design for Social and Health Services 22K, Lahti	90
<b>YSTPAMU22KLT1-1001 Core competence</b>		<b>40</b>
YH00CP28	Customer-oriented service processes in social and health services	5
YH00CP29	Human orientation and design thinking in the social and health services	5
YH00CP30	Research and participatory methods in support of service design	5
YH00CP32	Conceptualization and productization of services in the social and health sector	5
YH00CP33	Service experience management in social and health services	5
YH00CP34	Design of digital services in the social and health sector	5
YH00CP35	Marketing communications and branding for social and health services	5
YH00CP36	Social and health services in operating environment and future trends	5
<b>YSTPAMU22KLT1-1005 Complementary competence</b>		<b>20</b>
LA00BO42	Talent Management	5
LA00BO49	Lean-Thinking in Developing Operations	5
LA00BQ14	Process and Project Management	5
LA00BQ04	Research-Based Development	5
LA00BO20	Transformational Leadership	5
LA00BO19	Strategies for the Future	5
YH00CC92	Strategic Human Resources Management	5
LA00BQ22	Social and Health Care Finance	5
YH00CC94	Leading a Work Community	5
YH00CI17	Benefit of the Knowledge for Social and Health Services	5
YH00CI22	Welfare Technology and Innovations	5
YH00CI20	Professional and the Work on Digital Environment	5
ST00BO35	Initial Support	5
ST00BO36	Developing Integrated Operational Models	5
ST00BO32	Multifunctional Participation	5
LA00BN40	Advanced Expert Studies	5

**YSTPAMU22KLT-1006 Thesis****30**

YO00BU70	Thesis Planning	10
YO00BU71	Thesis Project and Reporting	20

**YSTPAMU22KLT Master of Social and Health Care, Service Design for Social and Health Services 22K, Lahti: 90 ECTS****YSTPAMU22KLT-1001 Core competence: 40 ECTS****YH00CP28 Customer-oriented service processes in social and health services: 5 ECTS****Learning outcomes**

The student is able to

- use service development of services concepts and theories
- apply the principles of customer-oriented service in the development of services
- identify and solve challenges related to services / service processes

**YH00CP29 Human orientation and design thinking in the social and health services: 5 ECTS****Learning outcomes**

The student is able to

- use service design concepts and theories
- identify the opportunities and benefits of people-oriented activities in service production
- utilize design thinking in the development of services

**YH00CP30 Research and participatory methods in support of service design: 5 ECTS****Learning outcomes**

The student is able to

- use the basic concepts and knowledge base of scientific research and development
- apply both qualitative and quantitative research methods in development activities
- use participatory service design methods in service development

**YH00CP32 Conceptualization and productization of services in the social and health sector: 5 ECTS****Learning outcomes**

The student is able to

- use the knowledge base for conceptualization and productization
- design service concepts that meet the needs of customers / patients, employees and / or the organization
- utilize productization models and methods in the reform of services

## **YH00CP33 Service experience management in social and health services: 5 ECTS**

### **Learning outcomes**

The student is able to

- use concepts and theories of customer experience
- measure and evaluate the customer experience
- develop the customer experience of the service (s) based on knowledge at both the work unit and organizational level

## **YH00CP34 Design of digital services in the social and health sector: 5 ECTS**

### **Learning outcomes**

The student is able to

- use the concepts and knowledge base of digital service design
- measure and evaluate the digital customer experience
- improve knowledge-based multi-channel digital service

## **YH00CP35 Marketing communications and branding for social and health services: 5 ECTS**

### **Learning outcomes**

The student is able to

- use the concepts and knowledge base of marketing communications and branding
- make effective marketing communications for social and health services
- utilize branding in the development and management of social and health services

## **YH00CP36 Social and health services in operating environment and future trends: 5 ECTS**

### **Learning outcomes**

The student is able to

- use the concepts and knowledge base of future research and business environment analysis
- identify and analyze changes in the operating environment of society and social and health services
- find ways to strengthen the competitiveness of social and health care organizations

## **YSTPAMU22KLTI-1005 Complementary competence: 20 ECTS**

## **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

## **LA00BO49 Lean-Thinking in Developing Operations: 5 ECTS**

### **Learning outcomes**

The student is able to

- becomes familiar with continuous improvement principles
- becomes familiar with the key principles of quality and Lean management
- is able to apply Lean's key tools in developing operations

## **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

## **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

## **LA00BO20 Transformational Leadership: 5 ECTS**

### **Learning outcomes**

The student is able to

- identify the current phenomena, theories and models of management and follow the current discussion of management and working life
- identify the prerequisites and means for successful change management
- interpret and develop innovative culture in an organisation to promote organisational change

## **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

## **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

## **LA00BQ22 Social and Health Care Finance: 5 ECTS**

### **Learning outcomes**

The student is able to

- use logically the key concepts of the social and health care economy
- recognise the producers of social and health care services and their financial preconditions in the customer service network
- recognise the connection of economy and its control systems with the development and management of services
- master the principles of financial planning and financial monitoring on an operational function level

## **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

## **YH00CI17 Benefit of the Knowledge for Social and Health Services: 5 ECTS**

### **Learning outcomes**

The student is able to

- recognize the value of data and data sources
- develop data management in a social and health sector
- assess and use data ethically, critically and securely

## **YH00CI22 Welfare Technology and Innovations: 5 ECTS**

### **Learning outcomes**

The student is able to

- recognize the developmental needs of distance care technologies and its new purposes of use
- create multidisciplinary networks in an entrepreneurial manner
- lead and develop technology competences in the social and health sector

## **YH00CI20 Professional and the Work on Digital Environment: 5 ECTS**

### **Learning outcomes**

The student is able to

- search and use the latest data for development of social and health services
- improve work and working models of social and health services

- design and strategically assess social and health services and working models

### **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

### **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

### **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

### **YSTPAMU22KLTl-1006 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.