

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

Master of Social and Health Care, Digital Expert of Social and Health Care Services 22S, online studies

Code	Name	1 y	2 y	3 y	ECTS total
HLTIYSTD22SV-1001 Core Competence					40
YY00BW95	Digital Solutions for the New Era	5			5
YH00CI17	Benefit of the Knowledge for Social and Health Services	5			5
YH00CI18	Research and Development Competence on Work Life 1: Methods, Planning and Resources	5			5
YH00CI21	Research and Development Competence on Work Life 2: Implementation and Assessment	5			5
YH00CI19	Client and the Client Experience of Digital Services	5			5
YH00CI20	Professional and the Work on Digital Environment	5			5
YH00CI23	Service Design of Digital Era		5		5
YH00CI22	Welfare Technology and Innovations		5		5
HLTIYSTD22SV-1002 Complementary Competence					20
LA00BO20	Transformational Leadership				0
LA00BO19	Strategies for the Future				0
YH00CC92	Strategic Human Resources Management				0
YH00CC94	Leading a Work Community				0
LA00BO42	Talent Management				0
LA00BQ14	Process and Project Management				0
LA00BO43	Evaluation of Effectiveness and Operations				0
LA00BO49	Lean-Thinking in Developing Operations				0
YH00CI53	Service Management				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
ST00BO32	Multifunctional Participation				0
ST00BO36	Developing Integrated Operational Models				0
ST00BO35	Initial Support				0
LA00BO58	Gamification				0
YY00CB89	Data Analyzation and Visualization				0
ST00BR56	Creative and Operational Procedures				0
LA00BN40	Advanced Expert Studies				0

HLTIYSTD22SV-1003 Thesis**30**

YO00BU70	Thesis Planning	10		10
YO00BU71	Thesis Project and Reporting		20	20

HLTIYSTD22SV-1001 Core Competence: 40 ECTS**YY00BW95 Digital Solutions for the New Era: 5 ECTS****Learning outcomes**

The student is able to

- assess an individual's and organisation's digital maturity
- describe new development trends of digital solutions
- design a digital solution that supports an organisation's service, function, or product

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 basics of information management
- create possibilities to use artificial intelligence in a social and health
- use data ethically, critically and securely

YH00CI18 Research and Development Competence on Work Life 1: Methods, Planning and Resources: 5 ECTS**Learning outcomes**

The student is able to

- prove his/her familiarity with research and development methods
- understand that work development is based on the latest research data and resources
- critically assess research data and its application on working life

YH00CI21 Research and Development Competence on Work Life 2: Implementation and Assessment: 5 ECTS**Learning outcomes**

The student is able to

- apply the latest research data to develop working life
- prove that he/she can manage the implementation of research and development methods
- critically assess research and development work

YH00CI19 Client and the Client Experience of Digital Services: 5 ECTS**Learning outcomes**

The student is able to

- use the latest knowledge to develop participation of the client

- critically analyze the client experience
- innovate digital solutions to reform services

YH00CI20 Professional and the Work on Digital Environment: 5 ECTS

Learning outcomes

The student is able to

- use the latest knowledge to reform working
- analyze working models in digital environment
- improve strategically digital services and working competences

YH00CI23 Service Design of Digital Era: 5 ECTS

Learning outcomes

The student is able to

- use concepts and the knowledge of service design
- recognize user centered view as a premise for service design
- use service design methods for digital social and health services improvement

YH00CI22 Welfare Technology and Innovations: 5 ECTS

Learning outcomes

The student is able to

- create distance technological innovations in social and health care sector
- predictively improve technology competences in social and health care sector
- improve development in multidisciplinary networks

HLTIYSTD22SV-1002 Complementary Competence: 20 ECTS

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 on 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

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

LA00BO42 Talent Management: 5 ECTS

Learning outcomes

The student is able to

- implement staff management based on a strategy and reach strategic objectives for the staff
- recognize, 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

LA00BO43 Evaluation of Effectiveness and Operations: 5 ECTS

Learning outcomes

The student is able to

- use and apply various evaluation procedures in the development of customer-orientated services
- utilize performance evaluation information on operations as part of strategic implementation
- set objectives for and evaluate the effectiveness and effect of services from the customer and society perspective

LA00BO49 Lean-Thinking in Developing Operations: 5 ECTS

Learning outcomes

The student is able to

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

YH00CI53 Service Management: 5 ECTS**Learning outcomes**

The student is able to

- use the basic service management concepts and knowledge base
- describe and analyze the segmented customer group's service process and observe it in the ecosystem
- present solutions to improve the customer orientation of social and health services and the functioning of the service network

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

ST00BO32 Multifunctional Participation: 5 ECTS**Learning outcomes**

The student is able to

- increase the participation of children and youth by recognizing knowledge arising from their everyday environment in conjunction with professional knowledge

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- develop and promote the well-being of children, youth and families by building relationships with partner organisations

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, youth 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 and youth perspective

LA00BO58 Gamification: 5 ECTS

Learning outcomes

The student is able to

- recognise similar activities in games as well as the opportunities through games in digitally operating environments
- plan strategies and tactics which can be integrated into the game mechanics of digital services
- use the core concepts of games, planning models as well as applicable code examples

YY00CB89 Data Analyzation and Visualization: 5 ECTS

Learning outcomes

The student is able to

- examine the properties of the data in terms of further processing
- utilize mathematical methods in data analysis
- utilize a modern statistical tool
- visualize data and analysis in a way that utilizes further processing
- produce a reproducible research

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

LA00BN40 Advanced Expert Studies: 5 ECTS**Learning outcomes**

The student is able to

- 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

HLTIYSTD22SV-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.