

**Curriculum at LAB University of Applied Sciences
2023-2024**

**Master of Social and Health Care, Service Design for Social
and Health Services 23K, online studies**

Code	Name	1 y	2 y	3 y	ECTS total
HLTIYSTPAMU23KV-1001 Core Competence					40
YH00CS67	Design Thinking and Design Service in the Social and Health Services	5			5
YH00CS95	User understanding for development in social and health services	5			5
YH00CS71	Research and development based on working life	5			5
YH00CS70	Palvelujen konseptointi sosiaali- ja terveystalalla	5			5
YH00CP34	Design of Digital Services in the Social and Health Sector		5		5
YH00CP33	Service Experience Management in Social and Health Services	5			5
YH00CP35	Marketing Communications and Branding for Social and Health Services		5		5
YH00CP36	Social and Health Services in Operating Environment and Future Trends		5		5
HLTIYSTPAMU23KV-1002 Complementary Competence					20
LA00BO42	Talent Management		5		5
LA00BO49	Lean-Thinking in Developing Operations		5		5
LA00BQ14	Process and Project Management		5		5
LA00BQ04	Research-Based Development	5			5
LA00BO20	Transformational Leadership	5			5
LA00BO19	Strategies for the Future				0
YH00CC92	Strategic Human Resources Management				0
LA00BQ22	Social and Health Care Finance				0
YH00CC94	Leading a Work Community				0
YH00CI17	Benefit of the Knowledge for Social and Health Services				0
YH00CI22	Welfare Technology and Innovations				0
YH00CI20	Professional and the Work on Digital Environment				0
ST00BO35	Initial Support				0
ST00BO36	Developing Integrated Operational Models				0
ST00BO32	Multifunctional Participation				0
LA00BN40	Advanced Expert Studies				0

HLTIYSTPAMU23KV-1003 Thesis				30
YO00BU70	Thesis Planning	10		10
YO00BU71	Thesis Project and Reporting		20	20

HLTIYSTPAMU23KV-1001 Core Competence: 40 ECTS

YH00CS67 Design Thinking and Design Service in the Social and Health Services: 5 ECTS

Learning outcomes

The student is able to

- use the concepts and theories of service design
- apply the service design process in development
- develop services using service design methods
- evaluate the opportunities and benefits of people-oriented activities in service production

YH00CS95 User understanding for development in social and health services: 5 ECTS

Learning outcomes

The student is able to

- use knowledge base of service design to develop user understanding
- apply user research methods in obtaining user data
- evaluates user data and its meaning in the development and management of services

YH00CS71 Research and development based on working life: 5 ECTS

Learning outcomes

The student is able to

- to obtain information and assess the reliability and usability of the information
- critically assess the practices of scientific and research ethics in research, development and innovation
- choose a relevant methodological approach to research and development and innovation

YH00CS70 : 5 ECTS

Learning outcomes

The student is able to

- use the knowledge base for conceptualization
- design service concepts that meet the users
- evaluate service concepts from the perspective of both users and service providers

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

YH00CP33 Service Experience Management in Social and Health Services: 5 ECTS

Learning outcomes

The student is able to

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

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 and marketing communications 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

HLTIYSTPAMU23KV-1002 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 the staff
- recognize, 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

- 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

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 and use/utilize the research data in workplace development
- evaluate and report on the research-based development project

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

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

YH00CI22 Welfare Technology and Innovations: 5 ECTS

Learning outcomes

The student is able to

- participate in the creation work of distance technological innovations in social and health care sector
- predictively improve technology competences in social and health care sector
- improve innovation work in multidisciplinary networks

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

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

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

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

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

HLTIYSTPAMU23KV-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.