

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

**Master of Social Services, Development of Child and Family  
Services 23S, Lahti**

Code	Name	1 y	2 y	3 y	ECTS total
<b>HLTIYSOLAPE23S-1001</b>	<b>Core Competence</b>				<b>35</b>
<b>HLTIYSOLAPE23S-1002</b>	<b>Good and Safe Everyday Life for Children, Young People and Families</b>				<b>20</b>
ST00BO31	Everyday Environments and Institutions for Children and Young People	5			5
YH00CS71	Research and development based on working life	5			5
ST00BO34	Recognising Different Values	5			5
ST00BO32	Multifunctional Participation	5			5
<b>HLTIYSOLAPE23S-1003</b>	<b>Development and renewal of of child- and family-oriented services</b>				<b>15</b>
ST00BO33	Challenges for Child and Family Services	5			5
YH00CR64	Developing Early Support in Child and Family Services	5			5
ST00BO36	Developing Integrated Operational Models		5		5
<b>HLTIYSOLAPE23S-1004</b>	<b>Complementary Competence</b>				<b>25</b>
LA00BN40	Advanced Expert Studies				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
<b>HLTIYSOLAPE23S-1005</b>	<b>Thesis</b>				<b>30</b>
YO00BU70	Thesis Planning	10			10
YO00BU71	Thesis Project and Reporting		20		20

**HLTIYSOLAPE23S-1001 Core Competence: 35 ECTS**

**HLTIYSOLAPE23S-1002 Good and Safe Everyday Life for Children, Young People and Families: 20 ECTS**

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## **ST00BO31 Everyday Environments and Institutions for Children and Young People: 5 ECTS**

### **Learning outcomes**

The student is able to

- define factors that affect the everyday life of children, young people and families
- use theoretical information about the everyday environments and institutions of children and young people critically and ethically

## **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

## **ST00BO34 Recognising Different Values: 5 ECTS**

### **Learning outcomes**

The student is able to

- analyze the factors and processes related to childhood inequality and insecurity
- evaluate the knowledge they have acquired in supporting the well-being and equality of children, young people and families

## **ST00BO32 Multifunctional Participation: 5 ECTS**

### **Learning outcomes**

The student is able to

- analyze the participation of children and youth by recognizing knowledge arising from their everyday environment in conjunction with professional knowledge
- develop practices and build co-operative relationships that support the participation of children, young people and families.

## **HLTIYSOLAPE23S-1003 Development and renewal of of child- and family-oriented services: 15 ECTS**

## **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

## **YH00CR64 Developing Early Support in Child and Family Services: 5 ECTS**

**Learning outcomes**

The student is able to

- develop early support models and operating methods based on working life
- evaluate the effectiveness of the action by taking into consideration the perspective of children and young people

**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

**HLTIYSOLAPE23S-1004 Complementary Competence: 25 ECTS****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

**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 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

**HLTIYSOLAPE23S-1005 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.

## **Y000BU71 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.