Leadership and Service Design (Högre YH) (60/90 SP)

Examen: **Högre yrkeshögskoleexamen inom kultur, Högre yrkeshögskoleexamen i företagsekonomi, Högre yrkeshögskoleexamen inom turism- och kosthållsbranschen**
Examensbenämning: **Formgivare (högre YH), Tradenom (högre YH), Restonom (högre YH)**
Beräknad studietid: **1,5 - 2 år**

Studieform: **Flerformsstudier** F

» Allmänna kompetenser

Kontaktuppgifter: Enheter | Utbildningsansvariga

Kod	Namn	Studiepoäng/år/totalt					
		1	2	3	4	5	Totalt
	Fördjupade yrkesstudier *Studies leading to a Master's Degree in Design (Master of Culture and Arts), i.e. for students who have completed a Bachelor's Degree in Design (Bachelor of Culture and Arts).*						20 SP
LSD14IN	**Introduction to Leadership and Service Design** *The Student* ** is able to plan, organise and develop the studies for meaningful and individual education* ** perceives the possibilities that design and service design enables as a holistic and interdisciplinary approach in the context of developing business and society* ** develops one's approach to problem solving, innovativiness and creativeness through service design thinking* ** practises and shares expertise in teams and networks from different disciplines and cultures*	5					5 SP
LSD18IN01	**• Introduction to Leadership and Service Design** *The Student* ** is able to plan, organise and develop the studies for meaningful and individual education* ** perceives the possibilities that design and service design enables as a holistic and interdisciplinary approach in the context of developing business and society* ** develops one's approach to problem solving, innovativiness and creativeness through service design thinking* ** practises and shares expertise in teams and networks from different disciplines and cultures* ** creates and manages professional networks*	5					5 SP
LSD14RD	**Research and Development** *The Student* ** is equipped with skills for life-long learning and understands and self-directs one's learning process* ** is able to plan, organise and develop one's actions professionally in service design and leadership context* ** is motivated to make a positive contribution to other people and their social and natural environment, locally and globally*	5					5 SP
LSD14RD01	**• Research and Development** *The Student* ** is able to implement different research methods and independently carry out research and development projects and a Master's Thesis* ** is able to self-evaluate one's competencies and expertise in a versatile and systematic way and to define one's development and learning needs* ** developes analytical and integration skills useful in resolving complex problems that require a holistic perspective*	5					5 SP
LSD14MO	**Managing Organisations** *The Student* ** is able to apply the value systems and ethical principles as an expert and a developer of working life* ** knows about the socio-economic interdependence between organisations* ** is able to evaluate the operations of a work community and to plan, organise and develop activities in the changing situations in working life* ** possesses an overview of the position and importance of the profession in the international environment* ** is willing to actively engage different groups across generations, cultures, places and disciplines* ** is able to create and manage professional networks*	5					5 SP
LSD14MO01	**• Leadership** *The Student* ** understands the different aims of leadership in relation to the individual, the team and the organisation* ** understands what leadership means and can use different methods for communication and solving conflicts* ** can plan, organise and develop the operations of the organisation in an ever-changing and global environment*		5				5 SP
LSD14SI	**Service Design and Innovation** *The Student* ** understands service design thinking and is able to use it in different service development processes* ** has the capacity to work with initiative and to understand changes and needs for change in able to start innovation processes* ** is able to utilise information and communications technology as part of the design process*	5					5 SP

	* considers aspects of quality and sustainable development as essential parts of design work ** is able to create opportunities for sharing ideas and experiences from different disciplines and cultures*						
LSD14SI01	**• Service Design Processes and Methods** *The Student* ** utilises service design processes as an iterative method of work* ** is able to put in practise established, research-based service design methods* ** is able to visualise different stages of service design processes*	5					5 SP
Yrk	**Fördjupade yrkesstudier** *Studies leading to a Master's Degree in Business Administration or in Hospitality Management (Master of Business Administration or Master of Hospitality Management), i.e. for students who have completed a Bachelor's Degree in Business Administration or in Hospitality Management (Bachelor of Business Administration or Bachelor of Hospitality Management).*						55 SP
LSD14IN	**Introduction to Leadership and Service Design** *The Student* ** is able to plan, organise and develop the studies for meaningful and individual education* ** perceives the possibilities that design and service design enables as a holistic and interdisciplinary approach in the context of developing business and society* ** develops one's approach to problem solving, innovativiness and creativeness through service design thinking* ** practises and shares expertise in teams and networks from different disciplines and cultures* ** creates and manages professional networks*	5					5 SP
LSD18IN01	**• Introduction to Leadership and Service Design** *The Student* ** is able to plan, organise and develop the studies for meaningful and individual education* ** perceives the possibilities that design and service design enables as a holistic and interdisciplinary approach in the context of developing business and society* ** develops one's approach to problem solving, innovativiness and creativeness through service design thinking* ** practises and shares expertise in teams and networks from different disciplines and cultures* ** creates and manages professional networks*	5					5 SP
LSD14RD	**Research and Development** *The Student* ** is equipped with skills for life-long learning and understands and self-directs one's learning process* ** is able to plan, organise and develop one's actions professionally in service design and leadership context* ** is motivated to make a positive contribution to other people and their social and natural environment, locally and globally*	10					10 SP
LSD14RD01	**• Research and Development** *The Student* ** is able to implement different research methods and independently carry out research and development projects and a Master's Thesis* ** is able to self-evaluate one's competencies and expertise in a versatile and systematic way and to define one's development and learning needs* ** developes analytical and integration skills useful in resolving complex problems that require a holistic perspective*	5					5 SP
LSD14RD02	**• Future Research and Development** *The Student* ** is able to retrieve, analyse and interpret information based on future research methods and tools for selected projects* ** works with initiative and proactively and is able to start and implement change processes* ** is able to utilise and act according to gained new knowledge*	5					5 SP
LSD14MO	**Managing Organisations** *The Student* ** is able to apply the value systems and ethical principles as an expert and a developer of working life* ** knows about the socio-economic interdependence between organisations* ** is able to evaluate the operations of a work community and to plan, organise and develop activities in the changing situations in working life* ** possesses an overview of the position and importance of the profession in the international environment*	10	10				20 SP

Code	Description					SP
	is willing to actively engage different groups across generations, cultures, places and disciplines *is able to create and manage professional networks*					
LSD14MO01	**• Leadership** *The Student* *understands the different aims of leadership in relation to the individual, the team and the organisation* *understands what leadership means and can use different methods for communication and solving conflicts* *can plan, organise and develop the operations of the organisation in an ever-changing and global environment*		5			5 SP
LSD14MO02	**• Financial Planning** *The Student* *is able to find, produce and manage information in relation to management accounting and is able to critically evaluate the information* *understands the basic principles for profitable and customer-oriented business and the risks of the company* *is able to use the financial information to identify the core processes of a company and understands how different factors affect one another* *is capable of preparing basic calculations, account statements and budgets*		5			5 SP
LSD14MO03	**• Financial Management** *The Student* *is able to use the financial information for decision making* *is able to evaluate profitability, analyse the operations and plan for results* *is able to organise management accounting* *is familiar with financing alternatives and cash flow-management* *takes responsibility for one's own actions and works according to jointly agreed principles and measures*	5				5 SP
LSD14MO04	**• Marketing Skills** *The Student* *understands the principles for a profitable and customer-focused activity within the chosen field of business* *is aware of different ways to influence in society and can support a company in its development by using new and stronger marketing communications* *can market the chosen field of business, its forms of activity and can act in a work community* *understands the importance of branding* *is able to present to and communicate in writing, speech and visually with different target groups*	5				5 SP
LSD14SI	**Service Design and Innovation** *The Student* *understands service design thinking and is able to use it in different service development processes* *has the capacity to work with initiative and to understand changes and needs for change in able to start innovation processes* *is able to utilise information and communications technology as part of the design process* *considers aspects of quality and sustainable development as essential parts of design work* *is able to create opportunities for sharing ideas and experiences from different disciplines and cultures*	15	5			20 SP
LSD14SI01	**• Service Design Processes and Methods** *The Student* *utilises service design processes as an iterative method of work* *is able to put in practise established, research-based service design methods* *is able to visualise different stages of service design processes*	5				5 SP
LSD14SI02	**• Co-design in Service Development** *The Student* *deepens hers/his insight in service design methods and processes from service providers point of view* *is able to engage organisations in co-design to create opportunities for service development processes* *is able to apply co-design with organisations and their customers for innovation and business development* *works proactively and creatively and is able to analyse, start and implement development processes in service design projects* *is able to work in different communicative and interactive situations in multidisciplinary teams also as a team-leader*	5				5 SP
LSD14SI03	**• User-orientation in Service Development** *The Student* *deepens hers/his insight in service design methods and processes from customers/users point of view* *is able to gain, analyse and utilise customer/user information in service design* *is capable of creative problem solving in complex service design processes* *is able to start and perform customer-focused and cost-effective service design development projects*	5				5 SP
LSD14SI04	**• Service Design and Future Challenges** *The Student*		5			5 SP

	* is able to use anticipatory design methods in the context of service design * is capable of innovative problem solving as well as organising, managing and decision making in service design development projects * is able to evaluate the operations of an organisation and to plan, organise and develop activities in the changing situations in working life					
Val	**Valfria studier**					10/5 SP
	Elective studies *The aim of the elective studies is to develop the competencies in the area of leadership and service design.* *Those students who study 60 ECTS will select their 10 ECTS of elective studies among those courses in the curriculum which they have not included in their advanced professional studies (of 7 courses available).*					10 SP
LSD14RD02	**• Future Research and Development** *The Student* ** is able to retrieve, analyse and interpret information based on future research methods and tools for selected projects* ** works with initiative and proactively and is able to start and implement change processes* ** is able to utilise and act according to gained new knowledge*	5				5 SP
LSD14MO02	**• Financial Planning** *The Student* ** is able to find, produce and manage information in relation to management accounting and is able to critically evaluate the information* ** understands the basic principles for profitable and customer-oriented business and the risks of the company* ** is able to use the financial information to identify the core processes of a company and understands how different factors affect one another* ** is capable of preparing basic calculations, account statements and budgets*		5			5 SP
LSD14MO04	**• Marketing Skills** *The Student* ** understands the principles for a profitable and customer-focused activity within the chosen field of business* ** is aware of different ways to influence in society and can support a company in its development by using new and stronger marketing communications* ** can market the chosen field of business, its forms of activity and can act in a work community* ** understands the importance of branding* ** is able to present to and communicate in writing, speech and visually with different target groups*	5				5 SP
LSD14MO03	**• Financial Management** *The Student* ** is able to use the financial information for decision making* ** is able to evaluate profitability, analyse the operations and plan for results* ** is able to organise management accounting* ** is familiar with financing alternatives and cash flow-management* ** takes responsibility for one's own actions and works according to jointly agreed principles and measures*	5				5 SP
LSD14SI02	**• Co-design in Service Development** *The Student* ** deepens hers/his insight in service design methods and processes from service providers point of view* ** is able to engage organisations in co-design to create opportunities for service development processes* ** is able to apply co-design with organisations and their customers for innovation and business development* ** works proactively and creatively and is able to analyse, start and implement development processes in service design projects* ** is able to work in different communicative and interactive situations in multidisciplinary teams also as a team-leader*	5				5 SP
LSD14SI03	**• User-orientation in Service Development** *The Student* ** deepens hers/his insight in service design methods and processes from customers/users point of view* ** is able to gain, analyse and utilise customer/user information in service design* ** is capable of creative problem solving in complex service design processes* ** is able to start and perform customer-focused and cost-effective service design development projects*	5				5 SP
LSD14SI04	**• Service Design and Future Challenges** *The Student* ** is able to use anticipatory design methods in the context of service design* ** is capable of innovative problem solving as well as organising, managing and decision making in service design development projects* ** is able to evaluate the operations of an organisation and to plan, organise and develop activities in the changing situations in working life*		5			5 SP
	Elective studies					5 SP

	The aim of the elective studies is to develop the competencies in the area of leadership and service design. *Those students who study 90 ECTS can in their studies include one course (5 ECTS) from other Master's degree programmes at Turku University of Applied Sciences or partner universities.*						
EXA	**Examensarbete**						30 SP
LSD14MT	**Master's thesis** *The Master's thesis is a demanding development project or research work combining theory, praxis and creation of new knowledge. The thesis subject and aim are based on requirements and needs of working life.* *The Student* ** is able to combine theoretical framework and pragmatic work with the contextual needs in a development or research project* ** is able to network and communicate professionally with relevant organisations and communities* ** is able to evaluate critically sources and methods, select the suitable ones and use them systematically and ethically* ** is able to document, report and give a presentation of the project or research status and the final results* *The Master's thesis process consists of three stages.*	5	25				30 SP
LSD14MT01	**• Master's thesis** *At the first stage of the thesis objective is discussed with the supervisor, and the research project is identified and defined. The thesis project is presented at the starting seminar. After this first seminar the thesis project is evaluated.*	5					5 SP
LSD14MT02	**• Master's thesis** *At the second stage the process continues by gathering information and combining the theoretical framework and pragmatic work. A meaningful development project is based on the requirements of the working life commissions. The student is able to critically evaluate the sources and methods, select the applicable ones and to use them systematically. On the second seminar the student presents the phase of the process. The project will be processed with the seminar participants and the supervisor. The student is able to self-evaluate the process of this stage. After the second seminar the thesis project is evaluated.*		10				10 SP
LSD14MT03	**• Master's thesis** *At the third stage the student masters the methods and practices used in the branch to be able to analyse and complete the thesis. The student is able to document the final results and report the project according to good ethical principles. At the final seminar the student is capable to give a presentation as well as to publish the thesis. The main responsibility for completing the thesis lies upon the student. After the final seminar the thesis is evaluated by the supervisors.*		15				15 SP