

LAUREA UNIVERSITY OF APPLIED SCIENCES

Degree Programme in Social Services, Management and Development of Social Services, Laurea Tikkurila, ZYV210SJ

Master's programmes

Operating Environment

The operating environment for social services is constantly changing. Globalisation, changes in the economy and business as well as technological progress are reflected in the lives of individuals, families, and communities. Some of the challenges in social services include the aging of the population, multiculturalism, and socio-economic differences. The service structure of the welfare sector is shifting from being system- and sector-focused to providing customer-oriented and networked services. The significance of immediate communities and private services is growing in the provision of welfare services. The increasing number of enterprises providing welfare services is creating new opportunities in the sector. Welfare technology will also continue to open new doors, although interpersonal work is increasing in importance as well. New kinds of service innovations are required in order to respond to the challenges in the welfare sector. The change affects all operating environments in social services and in correctional services. Laurea's area of operation, the Helsinki Metropolitan Area, is highly dynamic. It is characterised by population growth, strong economic and technological development, internationalisation and multiculturalism. The lifestyles of people in the Uusimaa region vary from typical urban cultures to rural small communities. The aging of the population is the single biggest challenge faced by the welfare services. Other challenges deal with supporting the everyday lives of families with children living in widely different situations, with various social problems and with factors that cause social marginalisation, such as unemployment, homelessness, addiction and mental health problems, and crime.

Expertise in Social Services

The aim of the Degree Programme in Social Services is to train experts in social services. This means looking at issues related to education, rehabilitation, prevention, and the maintenance of individuals' ability to function from the perspective of interpersonal relationships, social situations, and the society as a whole. The values of social services are founded on respect for people and social justice. Graduates with a Master of Social Services degree are experts in development and management that is founded on the values and context of the sector.

The Master of Social Services degree completed in the Degree Programme in Social Services emphasises the societal perspective even more than the Bachelor of Social Services degree. The graduates are expected to view the client work and development activities against wider social and global contexts.

Core competence in the sector includes mastering the existing work methods and understanding the underlying social and rehabilitative perspective. However, working with clients whose life situations differ and in changing social situations requires a research-oriented and developmental approach as well as one where ready-made solutions are adopted. Constant self-evaluation of one's own work and learning, i.e. reflective professionalism, is also required. Efficiency requirements imposed by society and a focus on citizens' rights and on the impact of social service work emphasise the evaluation of services and work methods, quality, and leadership. The Master of Social Services degree highlights the evaluation of activities and professional work methods.

Competence Areas

Graduates with a Master of Social Services degree are experts in development activities and management. The core competences of a Master of Social Services are:

- Research and development competence
- Leadership competence
- Service system competence in social services
- Competence in client work and work methods

A research-oriented and developmental approach is an essential aspect of any work in social services and correctional services. In particular, research and development competence is emphasised in the Master's degree. Graduates are well versed in work development methods and are able to evaluate development activities using applicable research methods. They are able to analyse and conceptualise change processes in social services. They are able to develop work by critically applying data from scientific research as well as experience and

knowledge acquired from practical development activities. They are able to reform practices in social services and correctional services by means of systematic knowledge generation.

The importance of leadership is highlighted in social services and correctional services. The Degree Programme emphasises multidimensional leadership competence. Special focus is placed on the management of change processes and the importance of leadership in development activities. HR management and financial management as well as leadership self-evaluation are integrated in the Degree Programme.

The degree programme also emphasises societal competence. Graduates with a Master of Social Services degree are able to assess and develop social services and client processes in collaboration with various actors and across traditional sector boundaries. They are able to analyse the political and economic factors affecting social services.

Influence and the mastering of work methods is highlighted in the social services and correctional services. In particular, a Master of Social Services knows how to develop client work methods, operating principles, and service arrangements. They are also able to evaluate the theoretical approaches behind various work methods.

Professional Growth

Education in social services is founded on a concept of humanity that emphasises development opportunities, being active, and resources. Learning situations promote active information processing and focus on creativity and interaction.

The studies partly progress according to the progress logic of the development project. The students' learning process is closely linked to workplace development activities. At the early stages of the studies, it is essential to deepen the social frame of reference and to analyse development needs. The students learn to plan and manage development activities.

The students' professional development is supported by their personal study plans (HOPS) and individual, group, and online instruction. The personal study plan emphasises the initial review of the student's competence and learning objectives, matters related to the practical arrangements of the studies, as well as study planning. In addition to instruction supporting professional growth and study planning, individual and group instruction for writing the thesis is also offered. The work community's commitment to training as well as mentoring also support professional development.

Description of the Degree Programme

The Degree Programme is aimed at individuals who want to manage and develop social services and correctional services, seek new, innovative ways of working or of organising work. Development highlights the influence of operations and also citizens' rights to receive services they need and that are of high quality, as well as project work. Graduates with a Master of Social Services degree can work in development positions and as experts, planners and managers in the public, private and third sectors.

The Degree Programmes in the Laurea University of Applied Sciences are built on the principle of Learning by Developing. According to this principle, learning is closely linked to development activities taking place in authentic workplaces. Research and communality supporting development further promote learning. Learning is a holistic experiential process.

The Degree Programme aims to address the challenges created by internationalisation and multiculturalism in society. The studies contain international modules and international work placement can be included in the studies. Management and development studies offer opportunities for both working in the public sector and as an entrepreneur in welfare services. The students can develop their entrepreneurial competence by concentrating on welfare entrepreneurship in their theses.

Structure of the Curriculum

The studies comprise a thesis (30 cr) and three themes:

- Management (20 cr)
- Research and development (15 cr)
- Expertise and professional work methods (20 cr)

Elective studies account for 5 credits.

The studies begin with an analysis of the development trends in the welfare society and continues to development activities and management. In the second academic year, the focus is on optional and elective studies. The thesis is worked on throughout the degree programme. It starts with gathering ideas for the topic and an analysis of related development needs during the first year, and progresses to a thesis plan. It is possible to complete the studies in 1.5 years, although a more realistic timeframe is 1.5 to 2 years. Part of the studies is taken in collaboration with other universities of applied science in the Helsinki Metropolitan Area.

Quality Assurance of the Degree Programme

The studies comply with Laurea's quality system based on a cycle of continuous development. Feedback is collected using the electronic INKA system in the beginning and in the end of the studies. This feedback covers the instruction, guidance, workloads, well-being and studies, as well as the purpose of the studies for each student. In addition, written feedback is collected from each face-to-face instruction period.

Key indicators in the evaluation and monitoring of the entire training process include the appeal of the training, rate of completion, average length of studies, employment after graduation, and stakeholder feedback.

Feedback and any resulting development measures are discussed with students during the face-to-face instruction periods and in mentoring groups. Feedback from students is used on developing the study units and the curriculum. In addition, research data collected on the Degree Programme leading to the Master's degree has been used in developing the curriculum. Study development is supported by a steering group consisting of representatives from education, workplaces and the student body. The steering group monitors the follow-up of the influence of the development activities.

		1. year	2. year
V004	ELECTIVE STUDIES		
OP	STUDIES	45	45
V038	MANAGEMENT		
V0135	HR management and financial management	10	
V0136	Strategic management	5	
V0137	Evaluation of the organisation and change management	5	
V039	RESEARCH AND DEVELOPMENT		
V0138	Development activities and management	5	
V0139	Research-oriented development methodology	10	
V040	EXPERTISE IN SOCIAL SERVICES AND WORK METHODS		
V0140	Welfare in the internationalising society	10	
V0141	Participatory and activating practices		5
V0142	Penal system		5
V0143	Social rehabilitation		5
V041	THESIS		
V0144	Thesis	30	
V022	ELECTIVE STUDIES		
		45	45

V038 MANAGEMENT, 20 cr

Description:

Students are able to manage and reform operations in complex and unpredictable operating environments. They develop the operations and well-being of the work community. They are able to work in demanding management positions

Content:

The theme offers a varied insight into management issues. The theme contains three compulsory study units:

- HR management and financial management 10 cr
- Strategic management 5 cr
- Evaluation of the organisation and change management 5 cr

Learning process:

At the beginning of the studies, the students familiarise themselves with the different trends of management as well as with HR management and financial management. From there, the studies advance to strategic management. At the same time, the students assess and develop their own leadership skills.

V0135 HR management and financial management, 10 cr

The student is able to:

The students are familiar with the central theories and trends of management. They master the basics of HR management and financial management. They know various ways of developing personnel competence and well-being at work. The students are familiar with special issues of managing social services.

Contents of the study unit:

- Management theories and various trends
- Customer-provider model, challenges of managing social services, value base of social services as the foundation of management
- Changes taking place in personnel resources and competence
- Well-being at work and personnel coping
- Labour legislation
- Basic principles of financial management, budgeting, financial statements, accounting

Study unit description:

The study unit begins with familiarising oneself with various management theories and challenges in managing social services. The study unit focuses on issues of HR management and the basic principles of financial management.

V0136 Strategic management, 5 cr

The student is able to:

Students are familiar with the basics of strategic operations and the stages of a strategy process. They master methods of participatory strategy work and foresight. They understand the significance of quality assurance as part of the strategic development of operations and master the principles of quality management.

Contents of the study unit:

- Strategy process and its stages
- Participatory strategy work, foresight, and methods of strategy work
- Quality management, quality assurance as part of strategic management

Study unit description:

The study unit focuses on issues of strategic management.

V0137 Evaluation of the organisation and change management, 5 cr

The student is able to:

Students are able to use various (diagnostic) methods that support management and work development to support their own development and that of the organisation. They are able to evaluate the impact of the changes in the organisation from the perspective of an individual and the work community. They use the information collected to support and guide the work community and its members when changes take place and in the development of operations.

Contents of the study unit:

- Methods for evaluating the organisation and management
- Change management and organisational interventions
- Social processes and interaction in the organisation

Study unit description:

The study unit focuses on various approaches to evaluation and, in particular, self-evaluation of one's leadership skills.

V039 RESEARCH AND DEVELOPMENT, 15 cr**Description:**

Students are able to generate new information and renew ways of working, combining competence from various sectors. They lead projects and research and development projects. They master the research and development methods.

Content:

The theme focuses on issues of work development and research-oriented development. The theme consists of the following study units:

- Development activities and management 5 cr
- Research-oriented development activities 10 cr

Learning process:

The theme begins with concrete development activities and the basics of project work. More in-depth competence is gained through research-oriented development operations.

V0138 Development activities and management, 5 cr**The student is able to:**

Students are able to plan development projects and use various project management methods. They are able to lead projects.

Contents of the study unit:

- Project planning, management and monitoring; project manager's role and duties, methods of project management
- International projects, applying for project funding
- Project evaluation, process and impact assessment

Study unit description:

The study unit focuses on the basic principles of project work. The students learn project application writing, project management methods and project evaluation.

V0139 Research-oriented development methodology, 10 cr**The student is able to:**

Students understand the methodology of development activities and masters methods of research-oriented development. They understand the basic principles of research into the practices of social work and the significance of knowledge generation as part of development activities. They are able to produce research data and know how to analyse them.

Contents of the study unit:

- Nature and methodology of research-oriented development activities
- Process and methods of research-oriented development activities
- Research into the practices of social work and the nature of knowledge generated
- Nature and significance of research questions in development activities
- Producing and analysing qualitative and quantitative research data
- Reliability and usefulness of knowledge generated in development activities, the ethics of research-oriented development activities

Study unit description:

The study unit contains general lectures on development activities and research methodology. Methods are practiced in workshops. The entire study unit is integrated in the student's own development activity leading to the thesis.

V040 EXPERTISE IN SOCIAL SERVICES AND WORK METHODS, 20 cr

Description:

Students are able to forecast the effects of and opportunities offered by internationalisation in their own fields. They master professional work orientations and methods.

Content:

The theme focuses on expertise in social services. Expertise is deepened from the perspectives of the welfare service system and professional work methods. The theme contains the following study units:

- Welfare in the internationalising society 10 cr
- Optional study alternatives 10 cr. (Participatory and activating practices 5 cr and/or Correctional system 5 cr and/or Social rehabilitation 5 cr)

Learning process:

Development of the students' expertise starts with an analysis of the welfare society and a review of one's own work in the social and international context. This advances to professional work orientations and methods. The students may specialise in methodological questions of social services or in correctional services in order to build more in-depth expertise.

V0140 Welfare in the internationalising society, 10 cr

The student is able to:

Students are familiar with the Finnish welfare service system and are able to analyse it against other regional and international welfare production methods. They understand the position and significance of social work and social counselling in society as well as the challenges related to citizen-orientation. The students are familiar with the central changes in the social services legislation and the key legislation governing the development of social services.

Contents of the study unit:

- The Finnish welfare service system
- Challenges and development trends of the welfare society
- Position and significance of social work and social counselling in society
- International models of welfare provision
- Companies and organisations as providers of welfare
- Social services legislation

Study unit description:

The beginning of the study unit focuses on the social sciences perspective. The study unit contains a section on social services legislation. International lectures are also included in the study unit.

V0141 Participatory and activating practices, 5 cr

The student is able to:

Students know the basic principles of socio-cultural work. They are able to use, apply and develop participatory,

activating and empowering methods when working with a diverse client base, different client groups and communities and when developing work. They are able to critically evaluate the methods and practices of social work, taking into account research and ethical principles.

Contents of the study unit:

- Socio-cultural, cultural and multicultural work
- Inclusion and empowerment in social service client work and work development
- Participatory methods and methods of social and structural change, influencing in society

Study unit description:

The study unit focuses on the concept of inclusion. The students also learn participatory activities with clients or work communities

V0142 Penal system, 5 cr

The student is able to:

Students are familiar with the criminal law foundation of the correctional system and are able to identify social factors that have affected the development of the penal system in history. They understand and analyse the execution of punishments and analyse the individual methods and effects of different correctional methods. The students are able to compare the correctional systems used in different countries and their connection to the law.

Contents of the study unit:

- Penal system
- The penal process as a part of the social system
- Current challenges in the development of correctional services

Study unit description:

The study unit views the penal system from the social perspective and the perspective of criminal law, as well as studies the challenges in the development of the correctional services.

V0143 Social rehabilitation, 5 cr

The student is able to:

Students understand the social significance of rehabilitative work orientation and the current development challenges. They are able to analyse the theoretical basis of rehabilitative activities and the influence of professional work. They understand the significance of the social perspective in the rehabilitative activities.

Contents of the study unit:

- Theoretical foundation of rehabilitative work, social rehabilitation framework, working in rehabilitative networks
- The social significance of rehabilitative work and current development trends
- Rehabilitation methods, ways of work and programmes and the evaluation of their effectiveness

Study unit description:

The study unit focuses on learning a versatile rehabilitative work orientation. The study unit covers rehabilitative work methods and ways of work and the evaluation of their influence.

V041 THESIS, 30 cr

Description:

Students plan, implement, evaluate and report on a research-oriented development project (see Laurea's thesis guidelines).

V0144 Thesis, 30 cr

The student is able to:

Syksy 2010: Opinnäytetyön ideointi

Kevät 2011: Opinnäytetyön suunnitelma, toteutus
Syksy 2011: Opinnäytetyön toteutus, raportointi

V022 ELECTIVE STUDIES, 5 cr

Description:

The purpose of elective studies is to deepen or broaden competence in social services, and to allow for prior learning to be recognised as a part of the degree.

Content:

The theme is made up of study units chosen by the student from Laurea's language studies, Laurea's shared studies or another degree programme's curriculum. Students can select study units from the optional advanced themes in Social Services, whose contents change annually. Any studies completed at another institution (university of applied sciences, university, Online University of Applied Sciences, foreign institution), that cannot be recognised for the degree programme but that the student wishes to include in the degree, should be classified under this theme. Thanks to the Recognition of Prior Learning (RPL) process, students can have their previous work experience in social services recognised as a part of their studies by demonstrating their competence.

Learning process:

The theme takes place at the stage of professional growth at which students deepen their competence and learn to develop and renew their work environment. Their competence develops in line with their personal targets.