

LAUREA UNIVERSITY OF APPLIED SCIENCES

Degree Programme in Social Services, Management and Development of Social Services, Laurea Tikkurila, ZYV212SJ

Ylemmät ammattikorkeakoulututkinnot

Operating Environment for Social Services

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.

Mastery of applied professional work methods and an understanding of the underlying social and rehabilitative perspective form the core competence of the field. However, working with customers with different circumstances and in the context of social changes emphasises the need for a research-oriented and developmental approach alongside existing work methods. Also the continuous self-evaluation of one's own work and learning, i.e. reflective professionalism, is important. Social efficiency requirements as well as a focus on citizens' rights and effective measures have given rise to a need to evaluate services, work methods, quality and management. The Master of Social Services degree focuses on evaluating operations and 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.

Quality Assurance of the Degree Programme

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:

- Leadership competence
- Research-oriented development competence
- Expertise in Social Services

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.

Expertise in social services refers to the required skills for carrying out demanding expert tasks of the profession. Expertise requires methodological skills in customer work and broad-based social 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.

Competence Areas

Structure of the Curriculum

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

- Management (20 cr)
- Research and development (15 cr)
- Expertise in social services and work methods (20 cr)

Elective studies account for 5 credits.

The studies begin with an analysis of the development trends in the welfare society as well as research and development studies, progressing to management studies and elective studies.

THEME	Autumn 2012	Spring 2013	Autumn 2013
1. Management		HR management 5 cr Strategic management 5 cr	Change management 5 cr HR management and financial management 5 cr
2. Research and Development	Development operations and their management 5 cr Research-oriented development methodology 5 cr	Research-oriented development methodology 5 cr	
3. Expertise in social services and work methods	Welfare in the internationalising society 5 cr	Welfare in the internationalising society 5 cr, Optional studies 5 cr	Optional studies 5 cr
4. Thesis	Designing the thesis	Thesis plan, implementation	Writing the thesis, reporting

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. Some of the studies are carried out in collaboration with other universities of applied sciences in the Helsinki Metropolitan Area and some in international partnerships.

The studies comply with Laurea's quality system based on a cycle of continuous development. Feedback is collected using an electronic system at the beginning and end of the studies. This feedback covers instruction, guidance, workload, 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
OP	STUDIES	45	45
V058	MANAGEMENT		
V1266	HR management	5	
V1267	Change Management		5
V1276	Strategic Management	5	
V1268	HR management and financial 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		
V1274	Welfare in the internationalising society	10	
V1269	Social work as a social activity	5	
V1270	Social Work methods		5
V1271	Criminal policy and criminal research	5	
V1272	Prevention of recidivism as a social challenge		5
V041	THESIS		
V1273	Thesis	10	20
V022	ELECTIVE STUDIES		
		45	45

V058 MANAGEMENT, 20 cr

Description:

Students are able to manage and reform operations in complex and unpredictable operating environments, and their activities are based on a developmental and investigative approach. They develop the operations and well-being of the work community. They are able to work in demanding management positions. Opiskelija osaa johtaa ja uudistaa toimintaa monimutkaisissa ja ennakoimattomissa toimintaympäristöissä ja hänen toimintansa perustuu kehittävään ja tutkivaan työotteeseen. Opiskelija osaa kehittää työyhteisön toimintaa ja työhyvinvointia. Opiskelija kykenee toimimaan vaativissa johtotehtävissä.

Content:

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

- HR management 5 cr
- Strategic management 5 cr
- Change management 5 cr
- HR management and financial management 5 cr

Learning process:

At the beginning of the studies, students become familiar with different management trends and financial management. The studies then advance to management and change management issues as well as HR and financial management. At the same time, students assess and develop their own leadership skills.

V1266 HR management, 5 cr

The student is able to:

Students are familiar with key management theories and are able to apply, combine and critically assess different approaches. They are able to manage and develop themselves and are familiar with diverse ways of developing personnel competence and wellbeing at work. Students are familiar with specific issues relating to the management of social and health care services.

Contents of the study unit:

- Management theories and various trends
- The value base of social services and health care as the foundation of management
- HR resources and competence
- Wellbeing and coping of personnel
- Self-management

Study unit description:

The study unit begins by exploring various management theories and challenges in managing social and health care services. The study unit focuses on issues relating to personnel resources and competence and occupational welfare

V1267 Change Management, 5 cr

The student is able to:

Students are able to use various (diagnostic) methods to support personal and organisational development. They are able to evaluate the impact of organisational changes from the perspective of an individual and the work community. They use gathered information to support and guide the work community and its members in change situations and operational development.

Contents of the study unit:

- Organisational and management evaluation methods
- Change management process and organisational interventions
- Interaction and networking in change situations

Study unit description:

The study unit explores different approaches to management and organisational evaluation. The study unit emphasises the perspective of communal spirit and interaction in management as well as students evaluating their personal leadership competence.

V1276 Strategic Management, 5 cr**The student is able to:**

Students are familiar with the basics of strategy work and the the strategy process stages, and master participatory strategy work. By using future forecast knowledge, students are able to assess changes in the operating environment of social services and health care from a management perspective. Students understand the significance of quality control and master the principles of quality management.

Contents of the study unit:

- Strategy process and its stages
- Participatory strategy work
- Future forecasting based on research data
- Quality control integrated into strategic management

Study unit description:

At the beginning of the study unit, students become familiar with the strategy process and its stages to gain mastery of participatory strategy work methods. Future forecasting knowledge is applied to identify change signals in the operating environment. The development of leadership competence among students is a key focus area.

V1268 HR management and financial management, 5 cr**The student is able to:**

Students master the basics of HR management and financial management. They are able to manage and evaluate financial profitability.

Contents of the study unit:

- Basics and methods of financial administration
- Labour legislation
- Competition legislation

Study unit description:

Opintojaksolla perehdytään henkilöstö- ja taloushallinnon perusteisiin sekä työn toimintaympäristön taloudelliseen kannattavuuteen.

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.

V1274 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. Students understand the challenges of an international perspective. Students are familiar with the key principles of and changes in social legislation.

Contents of the study unit:

- The Finnish welfare service system; means of subsistence
- Challenges and development trends of the welfare 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 a social sciences perspective. The study unit contains a section on social services legislation. Also an international segment is integrated into the study unit.

V1269 Social work as a social activity, 5 cr**The student is able to:**

Students understand the role and conditions of social services in society and the tasks of social work on both an individual and societal level. Students are familiar with diverse social work approaches and traditions. Students understand the rights of customers and are familiar with diverse participatory approaches and methods.

Contents of the study unit:

- The concepts of social work, social guidance, social services and social. The societal role, tasks and conditions of social services
- Theoretical approaches and professional traditions in social services
- Customer and service user involvement in society, social services and service development

V1270 Social Work methods, 5 cr**The student is able to:**

Students understand the significance of the methods in social work. They are familiar with diverse work orientations in social services and able to assume responsibility for the overall customer relation process and its evaluation in social work. Students have the skills to acquire systematic information on methods and their effectiveness.

Contents of the study unit:

- The role of methods and methodology in social services
- Work orientations of social services (cooperation, structural work, rehabilitative work, prevention and early intervention), employer-customer relationship and its creation and development (constructive approach, target-oriented social work)
- Customer work process and evaluating its effects

- Evidence-based procedures and best practices in social services; tools in social services

Previous studies:

Social work as a social activity 5 cr

V1271 Criminal policy and criminal research, 5 cr

The student is able to:

Students are familiar with the theoretical foundation of international and domestic criminal policy and able to conduct related comparisons. Students are familiar with the principles of Finnish criminal legislation and related general fundamentals, and able to apply these to example cases. Students are familiar with the latest trends in multidisciplinary criminal research and able to evaluate their role in correctional services.

Contents of the study unit:

- Theory and development of criminal policy, domestically and internationally
- Criminal sanction system and fundamentals
- Paradigms of criminal research and related changes

Study unit description:

The study unit is a multi- and cross-disciplinary entity with a focus on the latest theories, perspectives and trends in criminal policy, criminal law and criminal research.

V1272 Prevention of recidivism as a social challenge, 5 cr

The student is able to:

Students become familiar with recent international and domestic research literature on reducing recidivism and preventing crime. Students explore diverse perspectives on individual, communal and societal levels relating to efforts to minimise recidivism. Students are familiar with the process and stages of abstaining from criminal behaviour (desistance).

Contents of the study unit:

- Prevention of re-offending as a strategic goal; tools for preventing recidivism on individual, communal and societal levels
- What Works and evidence-based initiatives and their impact
- Constructive approach to desistance from criminal behaviour; social rehabilitation
- Security work in preventing recidivism (from the perspective of institutional security, internal security)

Study unit description:

The study unit focuses on the principles and methods of efforts to reduce recidivism in the context of correctional services through international and domestic research literature.

Previous studies:

Criminal policy and criminal research 5 cr

V041 THESIS, 30 cr

Description:

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

V1273 Thesis, 30 cr

The student is able to:

The aim of the thesis is to develop the students' ability to apply research data, to use selected methods for analysing and solving workplace problems and to carry out demanding specialist tasks independently. The thesis must demonstrate the students' ability to define and process chosen development targets, a development-oriented approach, mastery of the theories and research methods needed in their work, familiarity with the thesis topic and related literature, skills in professional communication, the ability to work with long-term persistence and skills in understanding things holistically.

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

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.