

Implementation plan Finished

Study unit	Service-oriented Swedish (A9271), 5.0
Implementation	MEA1511: 1/2015-2016 (24.08.2015 - 23.12.2015)
Type	FLEXIBLE CUSTOMER SERVICE (A859)
Groups	Primary: MEA215SN Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	18.05.2015 08:00 - 31.05.2015
Main timing for implementation	On working days during daytime
Applicability	For exchange students: No For elective studies: No Open UAS student: No Suitable for virtual UAS: Yes
Teachers	Päällysaho Jonna (Other teacher)
Campus	Laurea Leppävaara
Main location for implementation	At the campus
Implementation method	Optima realization/student group Language: Swedish Virtuality: 2 cr Integration of R&D: 0 cr
Implementation class	LbD supporting knowledge and skills development
Focus areas	Service business
Evaluation at the latest	23.01.2016 Storing of graded material ends.: 23.12.2016
Exam days	
Having completed the study unit the student is able to	The student is able to • communicate in Swedish both orally and in writing in the service field • develop interaction skills in service-oriented work • communicate in Swedish at least at the skill level B 1.2. of the European Framework and pass the civil service language proficiency certificate in oral and written Swedish with a Good or Satisfactory grade
Previous studies	