

Implementation plan Finished

Study unit	Service Operations (E0038), 5.0
Implementation	MTE1011: 1/2010-2011 (30.08.2010 - 20.12.2010)
Type	SERVICE CULTURE (E012)
Groups	Primary: MTE10SN Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	24.05.2010 08:00 - 06.06.2010
Main timing for implementation	
Applicability	For exchange students: Yes For elective studies: No Open UAS student: No Suitable for virtual UAS: No
Teachers	Perätalo Tuula (Teacher in charge), Nevmerzhitskaya Julia (Other teacher)
Campus	Laurea Kerava
Main location for implementation	
Implementation method	Optima realization/student group, Other method of implementation, Web/virtual Language: English Virtuality: 2 cr Integration of R&D: 0 cr
Implementation class	
Focus areas	
Evaluation at the latest	Storing of graded material ends.: 20.12.2011
Exam days	
Having completed the study unit the student is able to	Students compile a business description. The students are familiar with companies and organisations in their own sector and are able to establish personal contacts and networks in working life. The students are able to comply with the ethical principles in the sector. They are able to apply the principles of sustainable development
Previous studies	
Learning objectives	The students will be able to search and find information on the essential industries and clusters in the operating environment as well as describe and present their case company. The students will be able to interact according to the principles of business ethics and apply the principles of sustainable development.
Contents	Business operationsClustersNetworks and business operating environment
Study material	Electronic material, material from case companies
Tutoring and communication	Students work in teams and each team has a chairperson. Teams work under teachers' guidance. Communication happens mostly during contact lessons and via Optima.