



LUND
UNIVERSITY

Faculty of Social Sciences

SMMV15, Introduction to Sustainable Service Management, 7.5 credits

Introduktion till hållbarhet och service, 7,5 högskolepoäng

Second Cycle / Avancerad nivå

Details of approval

The syllabus was approved by the board of the Department of Service Management and Service Studies on 2019-03-29 to be valid from 2019-08-01, autumn semester 2019.

General Information

The course is included in the first semester of the Master of Science (120 credits) programme in Service Management and is the first course specific to the specialisation in Sustainable Service Management.

Language of instruction: English

Main field of studies

Service Management

Depth of study relative to the degree requirements

A1N, Second cycle, has only first-cycle course/s as entry requirements

Learning outcomes

For a Pass on the course, the students shall be able to

Knowledge and understanding

- demonstrate specialised knowledge of social sciences perspectives on sustainability issues
- explain how social, economic and environmental dimensions of the sustainability concept are connected and what they may entail for service activities and societal development

Competence and skills

- critically and constructively apply a social sciences perspective on sustainability issues in relation to service activities and societal development
- analyse the connection between sustainability and service activities based on current social sciences and service studies literature
- understand how sustainability can interact with value creation in a service context
- critically review and discuss methods to effect transition to a more sustainable society
- write independent arguments about the value of a social sciences perspective on sustainability and services.

Judgement and approach

- demonstrate the ability to identify, analyse and communicate the different dimensions of sustainability in relation to service activities and societal development

Course content

The course consists of three parts that introduce and problematise social sciences perspectives on sustainability in relation to service activities. The first part provides an introduction to social sciences perspectives on sustainability. The second part addresses sustainability and value creation in a service context. The course is concluded with a presentation of governance and transition to a sustainable society.

Course design

The teaching consists of lectures, workshops and seminars.

Compulsory participation is required in workshops and seminars. Students who have been unable to participate due to circumstances such as accidents or sudden illness will be offered the opportunity to compensate for or re-take compulsory components. This also applies to students who have been absent because of duties as an elected student representative.

Assessment

The assessment is based on three components. All three components consist of individual written assignments (2 credits + 2 credits + 3.5 credits).

The course includes opportunities for assessment at a first examination, a re-sit close to the first examination and a second re-sit for courses completed in the past year (catch-up exam). At least two further re-examinations on the same course content are offered within a year of a major change or discontinuation of the course. After this, further re-examination opportunities are offered but in accordance with the current course syllabus.

The examiner, in consultation with Disability Support Services, may deviate from the regular form of examination in order to provide a permanently disabled student with

a form of examination equivalent to that of a student without a disability.

Subcourses that are part of this course can be found in an appendix at the end of this document.

Grades

Marking scale: Fail, E, D, C, B, A.

The grade for a non-passing result is Fail. The student's performance is assessed with reference to the learning outcomes of the course. For the grade of E, the student must show acceptable results. For the grade of D the student must show satisfactory results. For the grade of C the student must show good results. For the grade of B the student must show very good results. For the grade A the student must show excellent results. For the grade of Fail the student must have shown unacceptable results.

All assessments assign points between 0 and 100 and grades according to the following scale:

- A: 90-100 points
- B: 80-89 points
- C: 70-79 points
- D: 60-69 points
- E: 50-59 points
- Fail: 0-49 points

For the grade of Pass on the whole course, the student must have been awarded at least the grade of E for all assessed components. Students who fail to meet this requirement are awarded the grade of Fail.

The grade for the whole course is awarded in accordance with the formula $2/7.5 \times$ number of credits for assessed component 1 (module code 1901) + $2/7.5 \times$ number of credits for assessed component 2 (module code 1902) + $3.5/7.5 \times$ number of credits for assessed component 3 (module code 1903). Up to 49 points, the total number of points is rounded down and over 50 it is rounded up.

At the start of the course, students are informed about the learning outcomes stated in the syllabus and about the grading scale and how it is applied on the course.

Entry requirements

To be admitted to the course, the student must be admitted to the Master of Science (120 credits) programme in Service Management (SASMA), 120 credits.

Oral and written proficiency in English corresponding to English 6/B from Swedish upper secondary school is a requirement. International qualifications will be assessed in accordance with national guidelines.

Subcourses in SMMV15, Introduction to Sustainable Service Management

Applies from H19

- 1901 , 2,0 hp
Grading scale: Fail, E, D, C, B, A
- 1902 , 2,0 hp
Grading scale: Fail, E, D, C, B, A
- 1903 , 3,5 hp
Grading scale: Fail, E, D, C, B, A