



LUND
UNIVERSITY

Faculty of Social Sciences

SEMA54, Sustainable Services, 7.5 credits *Sustainable Services, 7,5 högskolepoäng* First Cycle / Grundnivå

Details of approval

The syllabus was approved by the board of the Department of Service Studies on 2023-03-01 to be valid from 2023-11-29, autumn semester 2023.

General Information

The course is offered as a stand-alone course.

The course is offered in semester five of the Bachelor's programme in Service Management (SGSEM), 180 credits.

Language of instruction: English

Main field of studies

Service Management

Depth of study relative to the degree requirements

G2F, First cycle, has at least 60 credits in first-cycle course/s as entry requirements

Learning outcomes

For a Pass on the course, the student shall be able to:

Knowledge and understanding

- demonstrate knowledge of central scholarly definitions of sustainability, and
- demonstrate an understanding of the challenges of implementing sustainability in service organisations.

Competence and skills

- describe and analyse the connection between sustainability and service organisations based on current scholarly literature, and
- critically review and evaluate the sustainability of service organisations.

Judgement and approach

- identify and critically review the sustainability of service organisations, and
- apply a reflective approach to the literature and their own academic reading and writing.

Course content

The aim of the course is for students to develop their knowledge and understanding of sustainability in relation to service organisations.

The course consists of four parts. In the first part, the students are introduced to central scholarly concepts in sustainability and the UN's Sustainable Development Goals. This is followed by two parts in which sustainability aspects are discussed based on two different current themes and their environmental impact. The course concludes with students using the course literature to analyse a current sustainability challenge that faces service organisations.

Course design

Teaching consists of lectures and seminars.

Unless there are valid reasons to the contrary, participation in seminars is compulsory. Compensation or alternative dates for compulsory components are offered to students who, for legitimate reasons e.g. accidents, sudden illness or similar, are unable to carry out the compulsory components. This also applies to students who have missed teaching because of activities as a student representative.

Assessment

The assessment of the course is based on the following.

- Written assignment in groups with an oral presentation (3.5 credits)
- Individual written examination (4 credits)

The course includes opportunities for assessment at a first examination, a re-examination close to the first examination and a second re-sit for courses completed in the past year (catch-up exam). Within a year after a major change to the course or its cancellation, at least two further opportunities for assessment are offered on the same course content. 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, Pass, Pass with distinction.

For the grade of Pass, the student must fulfil the learning outcomes specified for the course. For the grade of Pass with Distinction, the student must demonstrate particular theoretical awareness and analytical ability. Module 2301 is an exception to

the grading scale above. The grades awarded for this component are Pass or Fail.

For a grade of Pass with Distinction, the student must have obtained the grade of Pass with Distinction on module 2302.

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 in the course.

Entry requirements

To be admitted to the course, students must satisfy the general admission requirements and have successfully completed at least 60 credits.

Subcourses in SEMA54, Sustainable Services

Applies from H23

- 2301 Written Assignment, 3,5 hp
Grading scale: Fail, Pass
- 2302 Individual Written Exam, 4,0 hp
Grading scale: Fail, Pass, Pass with distinction