



LUND
UNIVERSITY

Faculty of Social Sciences

SEMA52, Service Work, 7.5 credits *Service Work, 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 2023-08-28, autumn semester 2023.

General Information

The course is offered as a stand-alone course.

The course is offered in semester five on 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, students shall be able to:

Knowledge and understanding

- understand, explain and account for central and current theories and concepts about the conditions and preconditions of service work and
- demonstrate knowledge of various perspectives on service work and how they are related to more general theories in the social sciences.

Competence and skills

- analyse and reflect over the conditions of service work based on empirical material,
- independently describe and provide arguments for their analyses and conclusions, both orally and in writing, and
- demonstrate the ability to give and take feedback in oral and written form.

Judgement and approach

- show a critically reflective approach to how the conditions and preconditions for service work are designed and organised, as well as how service work is evaluated.

Course content

The aim of the course is to provide the student with knowledge of current theories of service work. The course takes the constantly changeable conditions of service work as its starting point. From a social sciences perspective, the course provides an increased understanding of who carries out service work, how it is carried out and how it is evaluated. The course problematises the conditions and practices of current and future working life in the service sector. Some of the fields that are concerned are the precariat, emotional labour and the ethics and culture of service work.

Course design

Teaching consists of lectures and seminars.

Participation is required in seminars and guest lectures 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

Assessment of the course is based on the following:

- Individual oral examination (2.5 credits)
- Individual written examination (5 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 a grade of Pass, the student must fulfil the learning outcomes specified for the course. For a grade of Pass with Distinction, the intended learning outcomes must be well met. 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 received 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 SEMA52, Service Work

Applies from H23

- 2301 Individual Oral Exam, 2,5 hp
Grading scale: Fail, Pass
- 2302 Individual Written Exam, 5,0 hp
Grading scale: Fail, Pass, Pass with distinction