

# Master of Leadership in Service Innovation 2020/2021 Program Structure

It is important that you read and understand the following information.

To be eligible to enrol in the Master of Leadership in Service innovation you must satisfy the entry requirements as outlined in the program rules.

The following information is designed to help you plan your enrolment. Please note it is intended as a guide only; you should check the scheduling of courses each semester. Further information can be found in the official rules and course lists under the **Program Requirements** link on the Programs and Courses website: <https://my.uq.edu.au/programs-courses/>

You are not required to submit this program plan for approval. However, if you have any questions or concerns about meeting degree requirements, please contact [info@business.uq.edu.au](mailto:info@business.uq.edu.au) for advice. It is your responsibility to ensure that you complete all the requirements of this program in order to graduate.

## **PROGRAM REQUIREMENTS**

You must complete 8 units from the [Master of Leadership in Service Innovation list](#), comprising -

- 8 units from Part A; and
- 16 units from Part B.

Not all courses are offered every semester and/or every year. Check course offerings prior to enrolling.

## MASTER OF LEADERSHIP IN SERVICE INNOVATION– STUDY PLAN

Program code: 5707

You can use this outline to plan your program structure if you are commencing in  
**Trimester 1 (January/February 2020)**

Courses	Units
UQx <a href="#">Business Leadership MicroMasters</a> modules completed in self-paced mode concurrently with MLSI courses:*	8
BUSLEAD1x Becoming an Effective Leader BUSLEAD2x Leading the Organization BUSLEAD3x Leading High-Performing Teams BUSLEAD4x Leading in a Complex Environment BUSLEAD5x Business Leadership Capstone Assessment	
<b>TEACHING BLOCK #1 (TP2 February 2020)</b>	
BLS17004 Customer Experience Foundations	2
BLS17005 Value Creation in Service	2
<b>TEACHING BLOCK #2 (TP5 June 2020)</b>	
BLS17008 Crafting a Service Innovation in Organisational Culture	2
BLS17009 Data & Analytics for Service	2
<b>TEACHING BLOCK #3 (TP7 September 2020)</b>	
BLS17006 Principles of Innovation	2
BLS17007 Service Design Thinking	2
<b>TEACHING BLOCK #4 (TP2 February 2021)</b>	
BLS17010 Service Interaction in a Digital Age	2
BLS17011 Service Innovation Strategy	2
<b>Total Units</b>	<b>24</b>

\*Students can undertake the Business Leadership MicroMasters capstone course in 2020 on following dates:

- 3 March
- 5 May
- 4 August

## MASTER OF LEADERSHIP IN SERVICE INNOVATION– STUDY PLAN

Program code: 5707

You can use this outline to plan your program structure if you are commencing in  
**Trimester 2 (June 2020)**

Courses	Units
UQx <a href="#">Business Leadership MicroMasters</a> modules completed in self-paced mode concurrently with MLSI courses:*	8
BUSLEAD1x Becoming an Effective Leader BUSLEAD2x Leading the Organization BUSLEAD3x Leading High-Performing Teams BUSLEAD4x Leading in a Complex Environment BUSLEAD5x Business Leadership Capstone Assessment	
<b>TEACHING BLOCK #1 (TP5 June 2020)</b>	
BLS17004 Customer Experience Foundations	2
BLSI7005 Value Creation in Service	2
<b>TEACHING BLOCK #2 (TP7 September 2020)</b>	
BLSI7006 Principles of Innovation	2
BLSI7007 Service Design Thinking	2
<b>TEACHING BLOCK #3 (TP2 February 2021)</b>	
BLSI7008 Crafting a Service Innovation in Organisational Culture	2
BLSI7009 Data & Analytics for Service	2
<b>TEACHING BLOCK #4 (TP5 June 2021)</b>	
BLSI7010 Service Interaction in a Digital Age	2
BLSI7011 Service Innovation Strategy	2
<b>Total Units</b>	<b>24</b>

\*Students can undertake the Business Leadership MicroMasters capstone course in 2020 on following dates:

- 3 March
- 5 May
- 4 August

## MASTER OF LEADERSHIP IN SERVICE INNOVATION– STUDY PLAN

*Program code: 5707*

You can use this outline to plan your program structure if you are commencing in  
**Trimester 3 (September 2019)**

Courses	Units
UQx <a href="#">Business Leadership MicroMasters</a> modules are completed in self-paced mode concurrently with MLSI courses:*	8
BUSLEAD1x Becoming an Effective Leader BUSLEAD2x Leading the Organization BUSLEAD3x Leading High-Performing Teams BUSLEAD4x Leading in a Complex Environment BUSLEAD5x Business Leadership Capstone Assessment	
<b>TEACHING BLOCK #1</b> (Teaching Period 7 - September 2019)	
BLS17004      Customer Experience Foundations	2
BLS17005      Value Creation in Service	2
<b>TEACHING BLOCK #2</b> (TP2 February 2020)	
BLS17008      Crafting a Service Innovation in Organisational Culture	2
BLS17009      Data & Analytics for Service	2
<b>TEACHING BLOCK #3</b> (TP5 June 2020)	
BLS17006      Principles of Innovation	2
BLS17007      Service Design Thinking	2
<b>TEACHING BLOCK #4</b> (TP7 SEPTEMBER 2020)	
BLS17010      Service Interaction in a Digital Age	2
BLS17011      Service Innovation Strategy	2
<b>Total Units</b>	<b>24</b>

\*Students can undertake the Business Leadership MicroMasters capstone course in 2020 on following dates:

- 3 March
- 5 May
- 4 August