

MASTER OF LEADERSHIP IN SERVICE INNOVATION

The **Master of Leadership in Service Innovation** blends research and best practice in business leadership, innovation, service science, service management, and experience design. By adopting a cross-disciplinary, global perspective, this program aims to develop the transformational mindset, organisational and leadership capabilities you'll need to face two critical emerging business challenges. Firstly the move to a service and experience-based economy and secondly the importance of embedding a culture of customer experience, value co-creation and continuous innovation in organisations to execute new ideas and create value for all stakeholders.

Students have the opportunity to get a feel for the Master's program with the Business Leadership MicroMasters. This MicroMasters program is designed to advance careers and can also count as 8 of the 24 credit units required for the Master of Leadership in Service Innovation.

Master of Leadership in Service Innovation (MLSI)

Duration

2 years part-time.

Can be commenced in Semester 1 or Semester 2.

Entry requirements

To enrol, a student must:

1. hold a bachelor's degree in the same discipline, approved by the Executive Dean, with a GPA of at least 4.5 on a 7-point scale; OR
2. hold a bachelor's degree in a different discipline with a GPA of at least 4.5, and 3 years or more work experience in the same discipline OR
3. have completed UQx Business Leadership MicroMasters credential with a percent grade of at least 65% in the Business Leadership Capstone Assessment and have completed at least three years' full-time work experience in the same discipline approved by the Executive Dean.

Program requirements

Students are required to obtain 24 units from the MLSI course list comprising:

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

Master of Leadership in Service Innovation course list

CODE	UNITS	COURSE NAME
Part A: UQx Business Leadership MicroMasters credential		
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

Part B: Core

BLSI7004	2	Customer Experience Foundations
BLSI7005	2	Value Creation in Service
BLSI7006	2	Principles of Innovation
BLSI7007	2	Service Design Thinking
BLSI7008	2	Crafting a Service Innovation Organisational Culture
BLSI7009	2	Data and Analytics for Service
BLSI7010	2	Service Interactions in a Digital Age
BLSI7011	2	Service Innovation Strategy

Master of Leadership in Service Innovation study plan

UQx Business Leadership MicroMasters modules completed in self-paced mode concurrently with MLSI courses:*

STUDENTS COMMENCING SEMESTER 1 OR SEMESTER 2

Courses	Compulsory Course
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

TEACHING BLOCK 3 (TP7 SEPTEMBER 2020)

Courses	Compulsory Course
BLSI7006	Principles of Innovation
BLSI7007	Service Design Thinking

TEACHING BLOCK 1 (TP2 FEBRUARY 2021)

Courses	Compulsory Course
BLSI7004	Customer Experience Foundations
BLSI7005	Value Creation in Service

*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 *(Contd.)*

TEACHING BLOCK 2 (TP5 JUNE 2021)

Courses	Compulsory Course
BLSI7008	Crafting a Service Innovation in Organisational Culture
BLSI7009	Data and Analytics for Service

TEACHING BLOCK 4 (TP2 FEBRUARY 2022)

Courses	Compulsory Course
BLSI7010	Service Interaction in a Digital Age
BLSI7011	Service Innovation Strategy