



# Master of Leadership in Service Innovation

## 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. It is your responsibility to ensure that you complete all the requirements of this program in order to graduate. The following information is designed to help you plan your enrolment to meet this goal.

Further information can be found in the official program rules and course lists on the Courses and Programs website:

[https://my.uq.edu.au/programs-courses/program.html?acad\\_prog=5707](https://my.uq.edu.au/programs-courses/program.html?acad_prog=5707)

You are not required to submit this program plan for approval. However, if you have any questions or concerns about meeting degree requirements, especially when you are nearing the end of your program, please contact [info@business.uq.edu.au](mailto:info@business.uq.edu.au) for advice.

### Program Guidelines:

You must complete 24 units comprising:

- 8 units for all UQx Business Leadership MicroMasters®, and
- 16 units for all MLSI Core Courses

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



## Master of Leadership in Service Innovation

You can use this outline to plan your program if you are commencing in **Semester 1 (Teaching Period 2)**

Course Code	Course Description	Units
<b>SELF-PACED</b>		
	<a href="#">UQx Business Leadership MicroMasters</a> credential 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	
	Please refer to <a href="#">UQx Business Leadership MicroMasters</a> credential for upcoming offerings of Business Leadership Capstone Assessment	
<b>UQ COURSEWORK</b>		
Semester 1, 2021 (Teaching Period 2)		
BLSI7004	Customer Experience Foundations	2
BLSI7005	Value Creation in Service	2
Semester 2, 2021 (Teaching Period 5)		
BLSI7006	Principles of Innovation	2
BLSI7007	Service Design Thinking	2
Semester 2, 2021 (Teaching Period 7)		
BLSI7008	Crafting a Service Innovation in Organisational Culture	2
BLSI7009	Data & Analytics for Service	2
Semester 1, 2022 (Teaching Period 2)		
BLSI7010	Service Interaction in a Digital Age	2
BLSI7011	Service Innovation Strategy	2
<b>Total Units</b>		<b>24</b>



## Master of Leadership in Service Innovation

You can use this outline to plan your program if you are commencing in **Semester 2 (Teaching Period 5)**

Course Code	Course Description	Units
<b>SELF-PACED</b>		
	<a href="#">UQx Business Leadership MicroMasters</a> credential 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	
	Please refer to <a href="#">UQx Business Leadership MicroMasters</a> credential for upcoming offerings of Business Leadership Capstone Assessment	
<b>UQ COURSEWORK</b>		
Semester 2, 2021 (Teaching Period 5)		
BLSI7004	Customer Experience Foundations	2
BLSI7005	Value Creation in Service	2
Semester 2, 2021 (Teaching Period 7)		
BLSI7008	Crafting a Service Innovation in Organisational Culture	2
BLSI7009	Data & Analytics for Service	2
Semester 1, 2022 (Teaching Period 2)		
BLSI7006	Principles of Innovation	2
BLSI7007	Service Design Thinking	2
Semester 2, 2022 (Teaching Period 5)		
BLSI7010	Service Interaction in a Digital Age	2
BLSI7011	Service Innovation Strategy	2
<b>Total Units</b>		<b>24</b>



## Master of Leadership in Service Innovation

You can use this outline to plan your program if you are commencing in **Semester 2 (Teaching Period 7)**

Course Code	Course Description	Units
<b>SELF-PACED</b>		
	<a href="#">UQx Business Leadership MicroMasters</a> credential 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	
	Please refer to <a href="#">UQx Business Leadership MicroMasters</a> credential for upcoming offerings of Business Leadership Capstone Assessment	
<b>UQ COURSEWORK</b>		
Semester 2, 2021 (Teaching Period 7)		
BLSI7004	Customer Experience Foundations	2
BLSI7005	Value Creation in Service	2
Semester 1, 2022 (Teaching Period 2)		
BLSI7006	Principles of Innovation	2
BLSI7007	Service Design Thinking	2
Semester 2, 2022 (Teaching Period 5)		
BLSI7008	Crafting a Service Innovation in Organisational Culture	2
BLSI7009	Data & Analytics for Service	2
Semester 2, 2022 (Teaching Period 7)		
BLSI7010	Service Interaction in a Digital Age	2
BLSI7011	Service Innovation Strategy	2
<b>Total Units</b>		<b>24</b>