

FREQUENTLY ASKED QUESTIONS

- SERVICE MANAGEMENT FOR PROFESSIONALS 5 ECTS
- SERVITISATION - FROM THEORY TO PRACTICE, 5 ECTS

Question: Will there be some written materials for both courses?

Answer: Both courses have written materials for reading. They use articles, which the course participants will find on the course webpage in Canvas.

Question: Is the content of the final exam the presentation of an individual assignment?

Answer: *Examination Servitisation: from theory to practice*, FEAD97: The course is examined through written and oral assignments that are discussed and presented at mandatory zoom-seminars.

Examination Service Management for Professionals (Applying Service Research for professionals), (FEAD81): The course is examined in the form of a learning Diary and active participation in discussions during scheduled zoom-sessions.

Question: Will there be the possibility to record the online lessons, so that they can rewatch it?

Answer: The lessons will not be recorded due to GDPR restrictions. However, recorded lecture videos, etc., will be available around the clock.