

PROGRAM STUDIÓW

INFORMACJE PODSTAWOWE

Study Program	Global Business Services
Level of Studies	Second-degree studies
Study Profile	Academic
Language of Instruction	English
Form of Study	full-time studies and part-time studies
No of Semesters	3
Degree Level	Master
Concentration (if applicable)	---

ASSIGNMENT OF THE PROGRAM TO FIELDS AND DISCIPLINES

DISCIPLINE	Social Sciences		
	Discipline	ECTS	% ECTS
Scientific Discipline(s): if the field of study is related to two or more disciplines, it is also required to specify the percentage share of the number of ECTS points for each discipline in the total number of ECTS points necessary to complete the studies - indicating the main discipline.	<i>Political Science and Public Administration</i> <i>(leading discipline)</i>	59	69
	Management and Quality Studies	15	17
	Economics and Finance	8	9
	Culture and Religion Studies	5	5

PROGRAM CHARACTERISTICS

concepts and learning objectives / relationship with the University mission and strategy / socio-economic needs

The second-degree program in Global Business Services fulfils the University's mission by offering an exceptionally versatile educational program that includes theoretical and practical elements, as well as preparing graduates to use the acquired competencies in the widely understood labour market especially in international organisations of the business services sector, public institutions and private entities operating in a global environment.

The program of the Global Business Services major focuses on the issues of providing business services in an international and intercultural environment. Issues of service provision and its improvement and development of competencies for working in a global environment are included in the educational program. The direction of GBS is a response to the increase in the importance of services provided to business and stakeholders, expressed both in the economic importance of the functioning of this sector in the socio-economic environment, most often located in cities characterised by high human capital.

The study program considers the critical perspective of the so-called soft management, covering the issues of processes taking place in the organisation and in its environment, organizational culture, organisational behaviour, communication processes, etc., with elements of management and quality sciences, economics and finance, and psychology.

It offers students a comprehensive set of knowledge, skills and competencies, ensuring adaptation to work (transit) to a work environment characterised by complexity and multiculturalism and providing a basis for professional development in the service sector.

The study educates qualified individuals to perform various functions and tasks in a business service environment. Graduates possess the knowledge, skills and competencies necessary to work in international organisations characterised by multilingualism, digital transformation, emphasising teamwork, creative problem solving, and multiculturalism, taking into account the social and cultural context and ethical and political traditions.

Graduates of the course are able not only to implement services in an international environment but also to design them, and improve them, taking into account global trends.

NO OF CLASSROOM HOURS

Total no of classroom hours	full-time 600 + 80 (internship) part-time 360 + 80 (internship)
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NO OF ECTS POINTS

necessary for graduation	90
which a student must earn during classes with the direct participation of faculty members or other persons conducting classes	45 (full-time) / 44 (part-time)
which a student must earn during internships (if applicable)	4 (full-time) / 4 (part-time)
which a student must earn during foreign language classes	5 (full-time) / 5 (part-time)
which a student may earn through distance learning activities	67 (full-time) / 67 (part-time)

INTERNSHIPS (if applicable):

No of hours	80
Objective	The aim of the internship is to learn about real work situations in companies in the GBS sector
Rules and a mode of accomplishing	Forms of completion: The student placement may be carried out in an institution of the student's choice, either at home or abroad, whose activity profile enables the student to fulfil the objectives of the course. The location of the student placement should be in accordance with the educational profile of the GBS course. In particular, internships should take place in: - international corporations

	<p>- local or government administration units;</p> <p>- other commercial or non-commercial organisations whose activities are directly related to the field of study.</p> <p>Internships will be carried out under the supervision of mentors from the individual companies in small student groups as part of the internship.</p> <p>It is possible to count professional work as an internship if this is in line with the essence of the GBS degree programme.</p> <p>Credit for internships: At the end of the internship, the student prepares a report on the internship, which is submitted to the organiser and the internship supervisor from the University for approval. After reviewing the application, the placement supervisor decides on the credit for the student's work placement.</p>
Rules and a mode of completion	The rules and mode of completion internships are regulated by the Resolution of the Rector of the University of Economics in Krakow No. R.0211.16.2022 of March 23, 2022 on the detailed organization of student internships.

LEARNING OUTCOMES

The level of the Polish Qualifications Framework		7
Symbol of a learning outcome for the study program	Description of the learning outcomes	Reference to the characteristics of learning outcomes (universal first degree and second degree characteristics)
P_W (KNOWLEDGE) A graduate knows and understands:		
GB_W01	to an in-depth degree, selected methods and description tools, including data acquisition techniques and design solutions relating to the functioning of business service provision in a team format characterised by interculturalism, taking into account the national and international environment and governance	P7S_WG
GB_W02	to an in-depth degree, selected systems of norms and rules (legal, organisational, professional, moral, ethical) particularly related to the offering of business services in an international environment and the regularities governing them, their sources, nature and grounds for change	P7S_WG
GB_W03	to an in-depth degree, knowledge of the processes of change taking place in the structures of	P7S_WG

	institutions (formal and informal) of the business services sector and knows the consequences of these changes for the state, the economy, society and the environment	
GB_W04	to an in-depth degree, the specifics of the functioning of the business services sector, together with selected methods and tools for the description of processes taking place in them, and the regularities governing them, including from the point of view of public entities	P7S_WG
GB_W05	major trends in the development of political science and administration sciences and management and quality sciences, including the main theories and research methods in the field of design, organisation and delivery of business services, also in the field of inter-organisational cooperation	P7S_WG
GB_W06	to an in-depth degree understanding of the concepts, scientific theories and research methodologies used in the humanities	P7S_WG
GB_W07	fundamental dilemmas of managing business services provided in an international environment	P7S_WK
GB_W08	the fundamental causes and course of socio-economic processes and phenomena, including in particular those resulting from globalisation and digitalisation, aimed at addressing the problems of service provision in an international environment	P7S_WK
GB_W09	the principles of business service companies and their cooperation in the local and regional environment and the principles of industrial property and copyright protection	P7S_WK
P_U (SKILLS) A graduate is able to:		
GB_U01	independently interpret and explain social phenomena and the interrelationships between social phenomena, in particular those phenomena influenced directly and indirectly by public sector entities and employees in the business services sector and functioning in its environment	P7S_UW
GB_U02	use theoretical knowledge to describe and analyse the causes and course of processes and phenomena occurring in public space and in the economy, together with the ability to formulate	P7S_UW

	one's own opinions and to select critical data and methods of analysis appropriately	
GB_U03	formulate and verify hypotheses of research problems in the provision of business services, and analyse, forecast and model complex processes occurring as a result of relations between the public sphere and economy, the business services sector and its environment, using advanced research methods and tools appropriate to the service sector	P7S_UW
GB_U04	communicate on specialist subjects with a variety of audiences and give appropriate reasons for the positions taken; is able to conduct a debate	P7S_UK
GB_U05	use their knowledge appropriately in order to formulate and solve non-standard problems in the field of humanities	P7S_UK
GB_U06	have access to a foreign language at B2+ level of the Common European Framework of Reference for Languages and a higher level of specialised terminology	P7S_UK
GB_U07	work as part of a team and, above all, lead the work of the team	P7S_UO
GB_U08	plan their own lifelong learning and guide others in doing so	P7S_UU
P_K (SOCIAL ATTITUDES) A graduate is ready to:		
GB_K01	critically appraise their knowledge and perceived content	P7S_KK
GB_K02	recognise the importance of knowledge in solving cognitive and practical problems in business services and to consult on matters of doubt in practice	P7S_KK
GB_K03	fulfil social responsibilities, inspire and organise activities for the social environment; initiate action for the public interest; think and act in an entrepreneurial manner	P7S_KO
GB_K04	initiate action in the public interest on issues relating to the humanities	P7S_KO
GB_K05	the responsible performance of professional roles, taking into account the changing social needs, including: - developing the achievements of the profession; - maintaining the ethos of the profession; - promoting and developing the principles of professional ethics, pro-quality culture and cooperation culture in the business	P7S_KR

Explanation of markings:

- W - category of knowledge
 - U - skill category
 - K - category of social competences
- 01, 02, 03 and subsequent – learning outcome number
GB (before the underscore) - Global Business Services course learning outcomes

Explanation of symbols in references to the characteristics of learning outcomes

- P - level of the Polish Qualifications Framework (PQF)
- P7S - characteristics of the second degree of PQF level 7

P7U_W - universal characteristics (KNOWLEDGE):

- P7S_WG - scope and depth - completeness of the cognitive perspective and dependencies
- P7S_WK - context - conditions, effects

P7U_U - universal characteristics (SKILLS):

- P7S_UW - the use of knowledge - solved problems and performed tasks
- P7S_UK - communication - receiving and creating statements, disseminating knowledge in the scientific community and using a foreign language
- P7S_UO - organization of work - planning and teamwork
- P7S_UU - learning - planning one's own development and the development of others

P7U_K - universal characteristics (SOCIAL COMPETENCES):

- P7S_KK - evaluations - critical approach
- P7S_KO - responsibility - fulfilling social obligations, acting for the public interest
- P7S_KR - professional role - independence and ethos development

DESCRIPTION OF THE PROCESS LEADING TO ACHIEVING LEARNING OUTCOME

STUDY PLAN¹

		Year: Semester:		First First								
		Total number of classroom hours:		240 (stat.) / 144 (part-time)								
		Total ECTS:		30								
Lp.	Course (title)	Class Form	No of teaching hrs (stat./part-time.)		Form of completion	ECTS	ECTS/discipline(s)				Compulsory class (O) / Elective class (W)	
							NPA	NZJ	EF	Other		
1	Introduction to GBS	K	30	18	Z	4	2	1	1		O	
2	Communication	K	30	18	Z	4	3	1			O	
3	Business Ethics	K	30	18	Z	4	2	1		1 ²	O	
4	Creativity and Innovation	K	30	18	Z	4	2	1		1 ³	O	
5	Cross-culture Management	K	30	18	Z	4	3			1 ⁴	O	
6	International Entrepreneurship	K	30	18	Z	4	3	1			O	
7	Elective Subject I (1st semester)	K	30	18	Z	4	2	1	1		W	
8	Foreign Language	J	30	18	Z	2	2				W	

NPA - Political science and administration; NZJ - Management and quality sciences; EF - Economics and finance

¹ In the case of assigning a major to more than one discipline, the subjects indicated in the study plan as compulsory classes must ensure the achievement of at least half of the learning outcomes in the main discipline (at least 51% of the ECTS points necessary to complete the major).).

² Philosophy

³ Psychology

⁴ Sociological sciences

					Year:	First						
					Semester:	Second						
					Total number of classroom hours:	210 (stat.) / 126 (part-time)						
					Total ECTS:	30						
Lp	Course (title)	Class Form	No of teaching hrs (stat./part-time.)		Form of completion	ECTS	ECTS/discipline(s)				Compulsory class (O) / Elective class (W)	
							NPA	NZJ	EF	OTHER		
1	Service Delivery	K	30	18	Z	3	2	1			O	
2	Change Management (Service Transformation)	K	30	18	Z	3	2	1			O	
3	Team Management	K	30	18	Z	3	3				O	
4	Research Project (Major Consultancy Project)	K	30	18	Z	5	5				O	
5	Elective Subject II (2nd semester)	K	30	18	Z	4	2	1	1		W	
6	Foreign Language	J	30	18	E	3	3				W	
7	Seminar	S	30	18	Z	7	5	1	1		W	
8	Internships	---	40	40	Z	2	2				W	

					Year:	Second						
					Semester:	third						
					Total number of classroom hours:	150 (stat.) / 90 (part-time)						
					Total ECTS:	30						
Lp	Course (title)	Class Form	No of teaching hrs (stat./part-time.)		Form of completion	ECTS	ECTS/discipline(s)				Compulsory class (O) / Elective class (W)	
							NPA	NZJ	EF	INNE		
1	Corporate strategy	K	30	18	Z	5	3	2			O	
2	Technology in Business	K	30	18	Z	4	2	1	1		O	
3	Elective Subject III (3rd semester)	K	30	18	Z	4	2	1	1		W	
4	Elective Subject IV (3rd semester)	K	30	18	Z	5				5 ⁵	W	
5	Seminar	S	30	18	Z	10	7	1	2		W	
6	Internships	---	40	40	Z	2	2				W	

⁵ Culture and religion studies

Elective Subject I (1. semestr)				
1.	Project Management	Z1	30	4
2.	Business Intelligence	Z1	30	4
Elective Subject II (2. semestr)				
1.	Globalization and Perspectives of World Challenges	Z2	30	4
2.	International Arbitration	Z2	30	4
3.	Sustainable Business	Z2	30	4
Elective Subject III (3. semestr)				
1.	Big Data	Z2	30	4
2.	Data Science	Z2	30	4
Elective Subject IV (3. semestr)				
1.	Contemporary Cultural Challenges	Z2	30	5
2.	Diversity and Inclusion in the Workplace	Z2	30	5