

Setting the Scene

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- **Some background**
 - **Students**
 - **Teaching**
 - **Industry**
 - **The Changes**
 - **The Guest**
 - **The Future**
 - **And Assessment**



First, let's take a step back..

How / what did our students learn in the past?

- Practical & liberal
- Doing vs thinking vs doing
- We were 'hospitality' people
 - Industry | Staff | Students (potentially)
- Practical 'training'
- Our students were students
- We taught 'attitude' through 'doing':



And, today's learning outcomes?..

What / how do students learn today

- 'Applied' learning
- Flipped classrooms
- Online 'lectures' (content): less face2face
- Academic vs Industry vs Academic
- Our students are now customers
- Hiding 'thinking' in other things (assessments?)
- Teach practical through 'doing' - internships



Toasted and on-trend: Sherri Scheck-Merrill: 3 Aug 2017 Hotels Mag
<http://www.hotelsmag.com/Industry/Blogs/Details/74560>

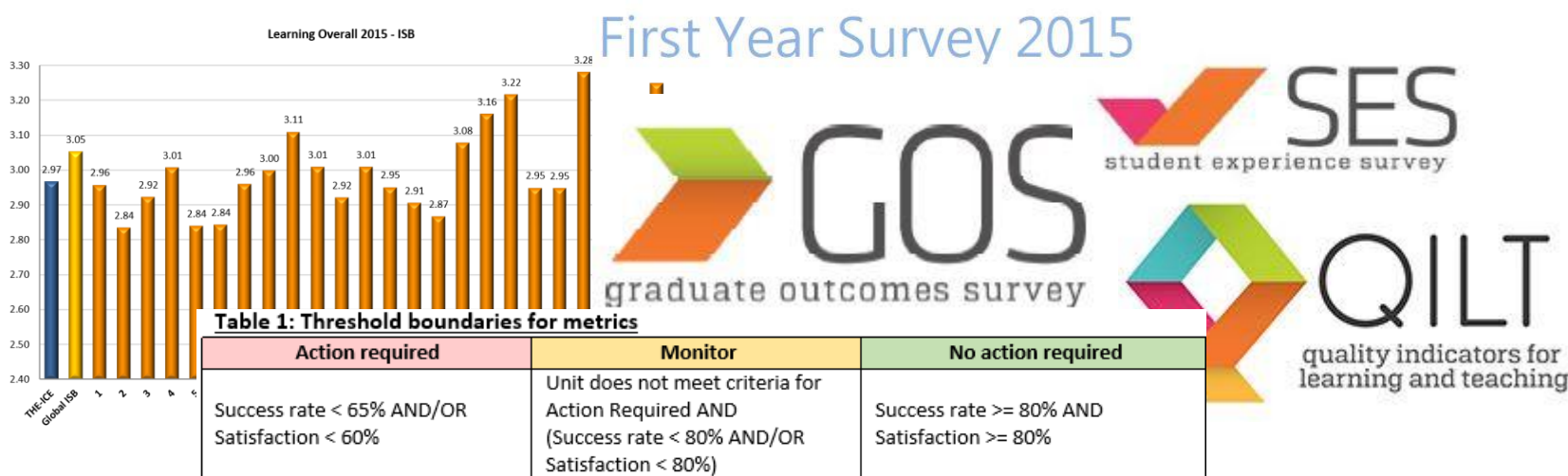


<https://www.treehugger.com/slideshows/easy-vegetarian-recipes/10-luscious-desserts-hidden-vegetables/>

So, what's changed?

For academia, quite a bit...

- Academic quality & compliance (TEQSA etc)
- Longer lead times for change
- Governed by metrics / Internal Compliance
- HE as a business run by 'academic' managers
- Push for international students
- Our 'customers' control much of what we do, through survey, after survey, after survey...



So, what's changed?

For industry, perhaps not a lot...

- Employees still need:
 - Customer service
 - Good 'attitude'
 - Skills for different tasks
 - Able to think
 - Be self managers
 - Alphabet compliance (RSA; RCG; WHS)
- Guests still need:
 - Sense of place
 - Sense of welcome
 - Sense of hospitality
 - Sense of empowerment
 - Sense of community
 - Sense of sustainability

6 missing senses: Larry Mogelonsky: 24 Oct 2017 Hotels Mag
<http://www.hotelsmag.com/Industry/Blogs/Details/76089>

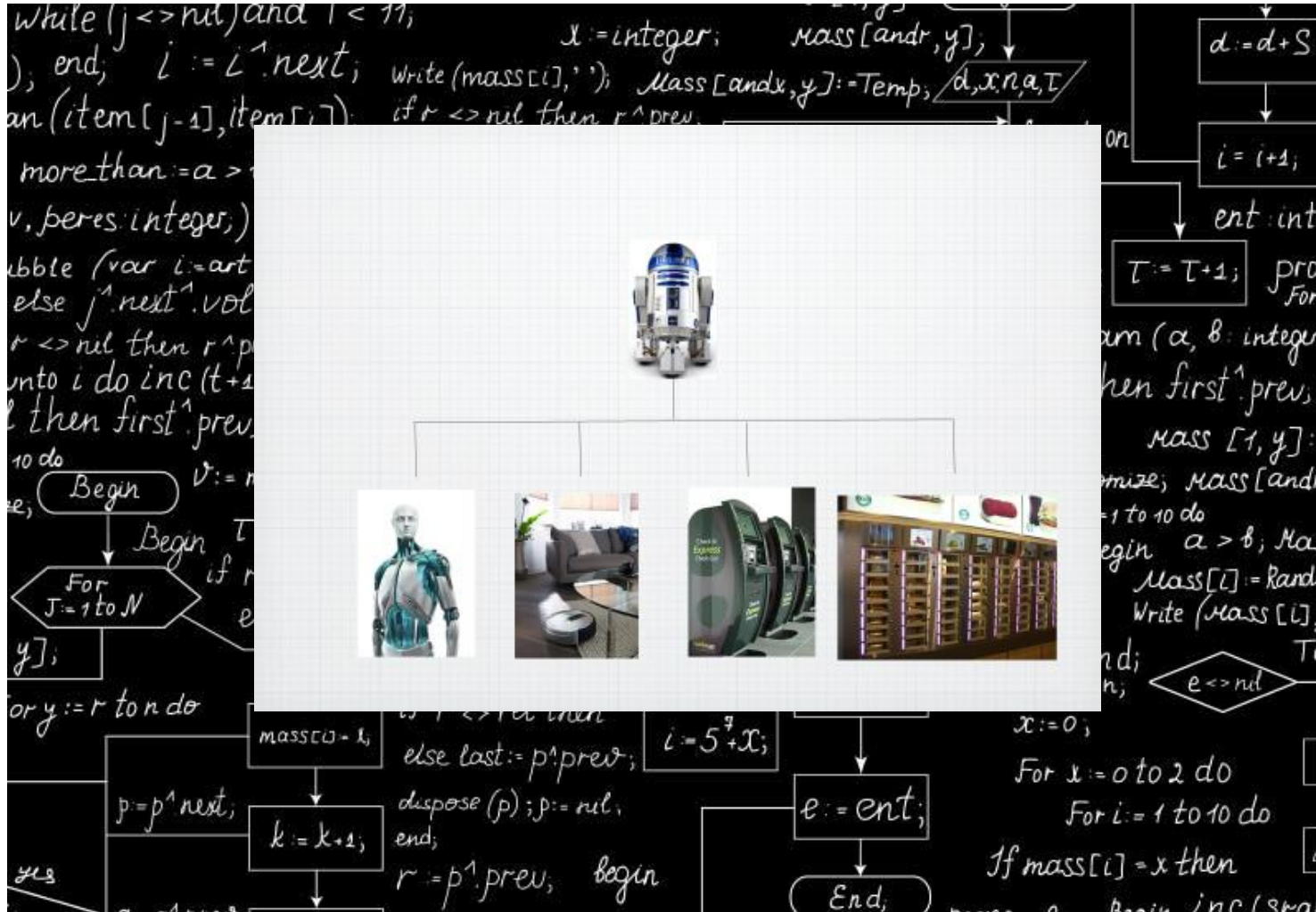
And, now, what of the future...

Can we use assessment & curriculum to plan for the future?

- Level of learning = level of employment?
- Can (and should) we (academe) be more nimble?
- Can we have more practical-based checks / assessments?
- Can industry play a larger part in assessing?
 - **If so, How?**
- Where does 'practical' fit into the academic – industry nexus?
- Where do we do non-measurable things like, if our focus is on metrics, assessment and so on:
 - **Courage; resilience; tenacity; morals & ethics; empathy; hospitality**

AND: if technology overwhelms us...

Organisation chart 2050...



...what exactly ARE the jobs in the future....

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Assuring today's learning outcomes meet tomorrow's employment opportunities

