

THE-ICE Webinar Series 8: The 'Tricky Bits' of Curriculum Management During the Crisis: internships/placements and practical classes

Invited Panellists



Mr John Daly

Director of Quality Assurance, Swiss Education Group, Switzerland

Mr John Daly is the Director of Quality Assurance, Swiss Education Group, Switzerland. He was educated in Ireland, earning a Bachelor Degree in Hotel Management from GMIT in 1995 and then later a Masters Degree in International Tourism from the University of Limerick in 2003. John also completed a Postgraduate Certificate in Higher Education from the Open University in 2006 and his Masters in Education with the University of Derby in 2017.

John first joined the Swiss Education Group (SEG) in 2003 as a full time Lecturer and soon moved position to Northwood University Program Manager at Hotel Institute of Montreux. John later took the post of Assistant Academic Dean and then Academic Dean of Hotel Institute Montreux in 2010.

John was appointed Head of Accreditations at SEG in 2013, and in 2015 became SEG's Director of Quality Assurance. Speaking three languages (English, French and Gaelic) John handles process management, accreditations, and faculty training and professional development.

John's interests include education, politics and alleviation of poverty.



Ms Olivia Turner

Academic Director, Dubai College of Tourism

Olivia is the Academic Director of the Dubai College of Tourism (DCT), a vocational college established by the Government of Dubai and designed to support the rapidly growing and critical tourism and hospitality industry. Olivia was heavily involved in all aspects of the strategy for the college from inception, including designing and developing flagship online training programmes aimed at delivering a standardised, seamless customer experience across tourism and hospitality workers in Dubai. She led the efforts to develop a specialised curriculum for the college and is currently working on the offering of a bachelor's degree.

Prior to this, she was a management consultant with PwC in the education team and Accenture in the client-facing organizational learning and development team, and was also a participant in the Teach First teacher training programme in the UK. She holds an MA in Geography and Education from the University of Cambridge.