Russell Partnership Technology COVID-19 Response Deployment Plan

Supporting the transition to online delivery

Russell Partnership Technology are pleased to support you during this uncertain and challenging time in a collection of ways. This plan is a rapid action response to deliver the assistance you require to carry on with your teaching during these unchartered times.

Our team has extensive experience with on-line teaching and facilitation utilizing our industry leading simulation programs. We are pleased to share our best practices to assist all at this time.

All of our programs are fully online and are therefore ideal to be delivered in this format. The information we will share with you below will assist you with this.

We also have a wealth of resources to share with you to support this process.

Efficiency and Speed

We are already working with many of you on an individual basis to support this transition and we will continue to work in this way. Please do get in touch with us, as we are here to support you as is required.

Communicating this information to all of our education partners will ensure that we reach everyone and offer assistance.

We can move very quickly to have these measures in place, so the sooner we hear, the sooner we can act.

General Advice for Online Delivery

- If you're intending to work on our simulations during class time, software like Zoom works well as you can create break-out rooms where students can work with their groups privately and you can close the break-out rooms when their group time is over.
- Alternative online meeting software, such as GoToMeeting, allow for screen sharing and great interaction. Both GoToMeeting and Zoom offer monthly or annual subscriptions.
- Simulation work is already on-line, so inputs can easily be assigned as homework. This works well if you need to prioritize theory and lessons during your class time and later review simulation results together.
- If you choose to cycle outside of the classroom, it is recommended to have a uniform deadline for each cycle, i.e. 6:00 p.m. each Wednesday. Many of our simulations have timers that can be pre-set. This enables the cycle to take place automatically without you being logged in.
- We recommend asking students to conduct more frequent "report-backs" where they share what they did, why they did it, and if it worked. This can be done on-line or via email, but it will allow you to keep in tune with what they are doing in the simulations.

Online Resources

In addition to the guidance above, we also have further resources available for the HOTS Simulation,

- We now have available a fully online introduction and onboarding module to teach students how to work with the HOTS program
- This is open and available for all students
- Share this link with students - https://lms.russellpartnership.com/courses/hots-user-training
- Students will be required to create an account when they first access this

Additional Programs

Hospitality Business Acumen - This program is a fully online series of four modules focussed on teaching students the fundamentals of financial acumen for the hospitality industry. This program bridges the gap between learning the theory and what they will require when they step into the industry. The program culminates with a 50-question exam.

Revenue Management App – This program is focussed on students stepping into the role of a Hotel Revenue Manager. They are tasked with making the revenue decisions for a one-month period. All with the goal of generating the optimum results in profitability and hotel occupancy.

Both programs are ideal elements to add into your online delivery. During this difficult time, we will be offering a 50% price reduction through our foundation program. Please contact us directly if this is of interest.

Further Assistance

As mentioned above we are here to help, so please do get in touch with us as required. Please do include details on your existing teaching setup with our programs and what your plans are for how to deal with this moving forward. We can then work with you to deliver further guidance and assistance. Our contact details are,

Heidi Anaya – Head of Education – heidi.anaya@russellpartnership.com
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We hope that all of this information is useful and will be of assistance during these challenging times.

Yours Sincerely

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