

IPOE 2023
MELBOURNE 30 OCT - 1 NOV



 International Centre
of Excellence in
**Tourism and Hospitality
Education (THE-ICE)**

 Specialist centre
for foods, tourism,
hospitality & events

Leading Change in Challenging Times – Finding and Framing the Transformative TH&E graduates for the 21st Century

THE-ICE 16th IPoE Forum 2023

Proudly hosted by
William Angliss Institute
Melbourne, Australia

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Day 2

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Source: InsureAndGo, cited in
<https://www.news.com.au/travel/travel-updates/travel-stories/ai-stamps-reveal-tourists-perceptions-of-australia/news-story/>

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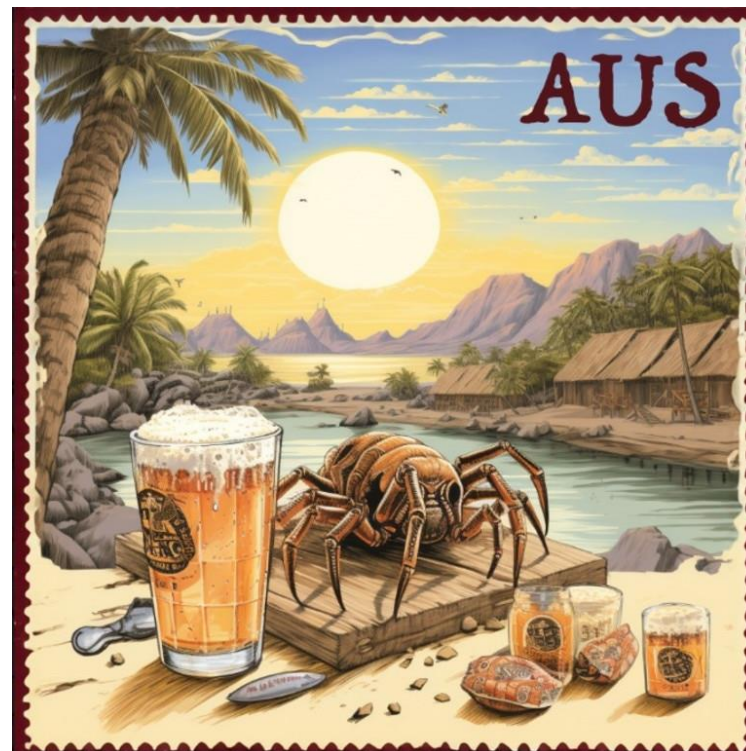


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Roundtable World Café Session / Panel 3

Evolving Technology, Robots, and Generative AI VS the Human Touch



Chair:
Professor
Alison Morrison,
William Angliss
Institute



Professor
Margaret Bearman,
Deakin University



Mr Jeff Strachan,
Dubai College
of Tourism



Mr Jamie Engel,
Neutopia

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<https://app.frame.io/presentations/ab4a60f5-8ee3-4672-93b7-c17e44d7dc99>

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Leading Change in Challenging Times – Finding and Framing the Transformative TH&E graduates for the 21st Century

- What lenses are we looking through – educators, producing students for industry, customer experience?
- How is evolving technology, robots, and generative AI relevant to Tourism and Hospitality Education, and graduate capabilities?



What lenses are we looking through – educators, producing students for industry, customer experience?

A myriad human-centric lenses

Experience of students and customers in industry

Many, but sharing a common goal of a better future

Prepare for service industries, not specific job

All lenses are related

Common outcome

Use AI as a tool

Critical thinking, fact checking

Higher purpose of education

explore

Impact on testing and didactics

students to understand customer experience

We have to look through all lenses

AI

Encourage

play

teaching

Quality assurance

academics

Whichever the lense, that it be constructive, supportive and not abused.

A Continuum

Regulators need to be less defensive

Learn with technology and learn of technology

Building adaptable graduates for changing future

Graduate Capabilities

Join at
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How is evolving technology, robots, and generative AI relevant to Tourism and Hospitality Education, and graduate capabilities?

Teaching students to wrestle with the ethics and values of

Using AI for brainstorming and frameworks, NOT for entire essays

What is the impact on career development?

Use AI for research, not to use for writing

human

able

Simulations

learn

balance

level

ready

Agility

real

graduates

Essential

Integrate

job

support

Relevant

warmth

efficiency

Promote challenge & change

mindset

Flexibility

retain

entry

Discernment

Experience

world

deny

quickly

students

stakeholders

Open

future

productivity

improve

It's the future

Should be part of the learning journey

employability

Refocus on higher purpose of HE

We should be flexible in using AI

They will certainly reshape the grad capabilities of the future

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