

Inclusive education for people with disability

Leveraging insights from hospitality social
enterprise and industry-led innovations

Dr Madalyn Scerri, Dr Anita Manfreda, Dr Olga
Junek and Tomos Newkirk

IPoE Forum 2024 - Doha
The-ICE 2024 Research Grant Scheme recipients





There is a shift in the way we see people with disability ... I think the world is also becoming a little bit more inclusive. There's still a long way to go, but disability is more accepted now ... [Slayer]

Meet Fluffy Bird ...

“The **intellectual uniqueness** I have ... is I'm **autistic**, I have **ADHD** ... and I also have **anxiety** and **Tourette's presentation** ...

I really like working in the hospitality career sort of area ... I know it's largely about **talking to people** and **helping them** and you meet lots of new people and there's a lot of food involved. And also **I don't like sitting down for too long** unless I'm doing something really **fun** ...

And when it comes to learning new things and being directed, the way that I work best is **clear, detailed, step by step instructions.**”



Meet Hiccup ...



Hiccup has an intellectual disability and substantial motor control issues...

“You're working with a bunch of **different people** because of being in this kind of environment [hospitality]. And then also it's very **rewarding** because you know that you are **helping to make guests feel very comfortable**.

The first being is that you are learning about a profession, but that you're actually **helping other people** because the amount of work experience I previously had was just being by myself or just sitting at a desk or whatever. So **this [immersive training]** is exponentially better because you're actually doing all sorts of different things.

I prefer it when learning things or when people show them to me. I find **visuals** much easier than people just telling me instructions.”



Meet Minions and Skye ...

Minions was **selectively non-verbal** when the training started and Skye has **Down Syndrome** and **sensory processing issues** ... They are **best friends** and wanted to do the interview together because they are **not comfortable talking to new people**.

When training at Hotel Etico, for Skye **emotions really matter**. She does not like people that are “rude” or tell her what to do. She comes from an environment when she has always been “*treated like a little doll*” [Alice]. For Skye, education is as much about learning as it is **unlearning**.

Minions is very shy and does not respond to verbal cues but has a very **good memory** and strong **visual ability**. He thrives on **specific instructions**.





**How to meet the unique learning needs of
such diverse individuals?**

Inclusive education overview



Academic literature review

65 studies



Industry practice desktop review

12 industry practice examples



Empirical insights from Hotel Etico

- Participatory shadowing of Hotel Etico training practice
- 31 interviews with 33 participants (trainees, support workers, trainers, leaders, families, and industry partners)
- 35 visual documents (elicited photos, drawings)



Academic literature review

Various Frameworks

- UDL (Universal Design for Learning)
- IPAA (Inclusive Pedagogical Approach in Action)
- Differentiated instructions
- Inclusive Excellence Framework

Inclusion for all

Practices utilised to make education inclusive for people with disabilities makes the learning environment inclusive for all.

Very Principle based - lacks practice

Principles are well established but pedagogical practice is missing in academic literature.

Educators' knowledge and training

There is a lack of knowledge and training in educators on inclusive pedagogical practices, making them less confident.

Industry practices desktop review

Understanding of UDL

Values and broad statements were present but rare or not communicated publically.

Partnerships

Some partnered with Higher Education providers, mostly for vocational (technical skills training) but there was no information about customisation to particular needs.

Connectedness and engagement

Connectedness and engagement with others, be their fellow students and potential employees, the local community and employers are highlighted as vital part of training.

Principles vs Practice

Lacked details in how training is practiced and delivered.

Leveraging insights from industry- led innovations

Meet Tara, Amanda, and Disco ...

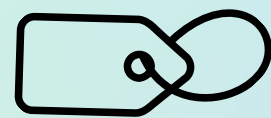
Trainers at Hotel Etico



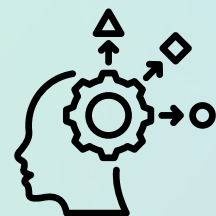


Before we even start...

Non-labelling and
Empowerment

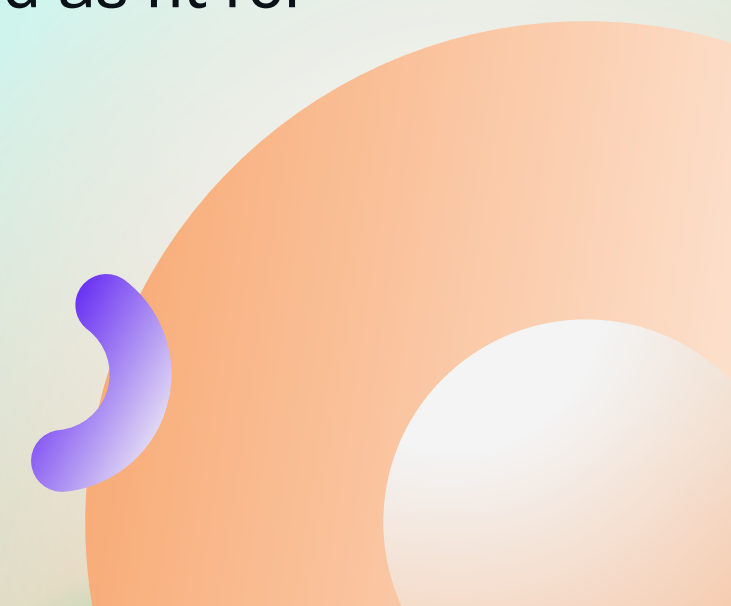


Personalisation
and Adaptation



“I always start the same because the trainee needs to teach me their ways first...I don't even look at what their disability is. I just meet them, and I get them to teach me, or I observe them... and then those adaptations happen along the way, individually.” Amanda

“All of our trainees are different, and it's just because they might have the same disability does not mean that they present the same at all. You've got to really know that person and where they're at to make the training as beneficial and as fit for purpose as possible.” Tara





Adapting

Adaptive Communication
and Information delivery

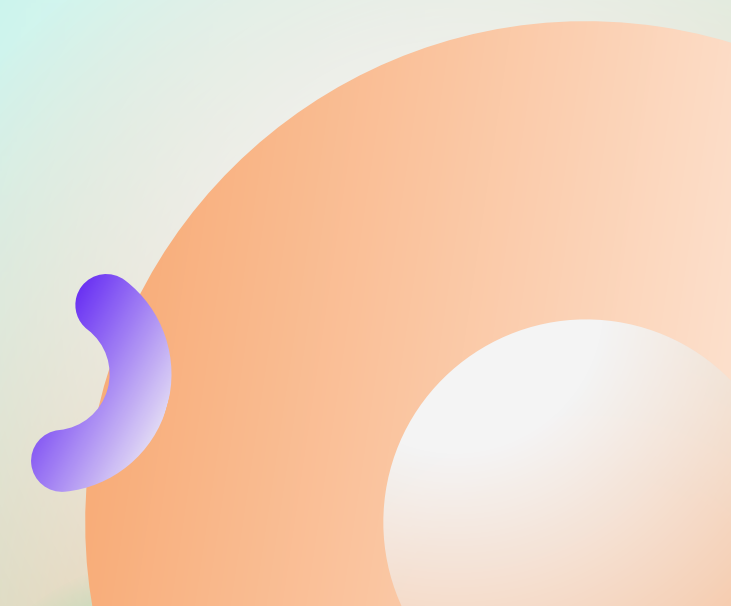


Adaptive Assessments
and Planning Tools



“So we'll have the visual element and we'll have the step-by-step process with the list because we've discovered trainees love lists, especially autism. It gives them a sense of accomplishment. So if we can coincide the step-by-step process as well as the visual, and I guess what I'd really like is to have a video of them for different things just because it's easily relatable rather than just the one element of learning.” Tara

“We offer training materials in multiple formats, including videos, written documents, and interactive simulations. This ensures everyone can access the content in the way that suits them best.” Disco



Examples of adaptive communication

Why the Arrival Experience is important

-  **First impressions last:** The moment guests walk in, your welcome sets the tone for their entire stay.
-  **Warm welcomes:** A friendly greeting makes guests feel special and excited to be there.
-  **Setting the mood:** A smooth check-in experience can make guests feel relaxed and confident that they're in good hands.
-  **Building trust from the start:** A great arrival helps guests feel comfortable, knowing they'll be well taken care of.



Front Office Roles

Concierge



Helps guests with special requests like local recommendations, booking restaurants, and arranging tours.

Bell Staff/Porter



Assists guests with luggage and escorts them to their rooms, providing hotel and local information.

Guest Service Agent



Welcomes guests, handles check-ins and check-outs, manages reservations, and processes payments.

Night Auditor



Works overnight, balances financial transactions, and handles late check-ins, check-outs, and guest requests.

Front Office Manager



Oversees the front office team, resolves guest complaints, and ensures smooth daily operations.









Reservation Agent



Manages room bookings, responds to inquiries, and processes reservations.

How to Pull an Espresso Shot



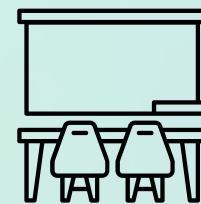
-  Get the right cup
-  Grind coffee into portafilter
-  Tamp grounds
-  Clean grinds off portafilter
-  Pull the espresso
-  Discard the puck
-  Dry wipe portafilter
-  Rinse group head

Immersion

Experiential and
Immersive Learning

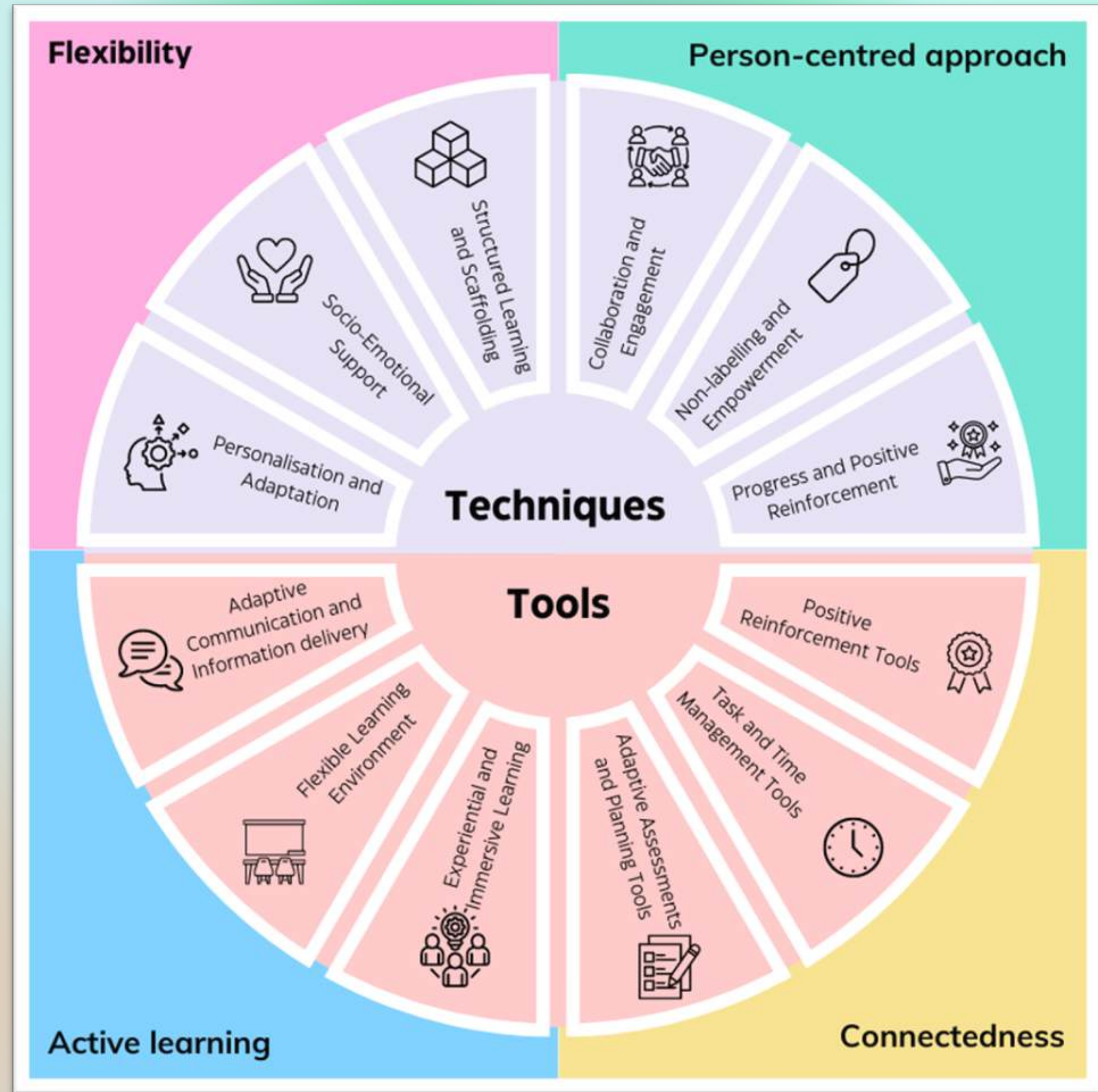


Flexible Learning
Environment



I try to make the sessions interactive and practical. I find that if you're sitting down, the engagement levels go really down. So there'll be a few slides here, so this is how we polish Cutlery, do a few slides, now let's actually do it. Go back to the slides, let's talk about the next thing. Okay, let's go do it. (Tara)

Inclusive Higher Education Toolkit for TH&E



SQUARE PEG, ROUND HOLE?

How can each of us start reshaping the mould of hospitality higher education and training through inclusive pedagogy?



Thank you!



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