

Safety, security and risk education in the Australian and Finnish Tourism and Hospitality syllabi – a Multidimensional Perspective.

Multidimensional Tourism Institute (MTI)

Johan. R. Edelheim

Presentation outline

- Secondary and Tertiary education systems in Australia and Finland
- T&H curricula in Australia and Finland
- What is safety, security and risk?
- Risks to what?
- Safety, security and risk in the Finnish Australian and T&H syllabi
- Conclusion

Education in Australia

- Secondary (AQF 1-3)
- Vocational - VET (AQF 1-6)
- University - HE (AQF 6-10)

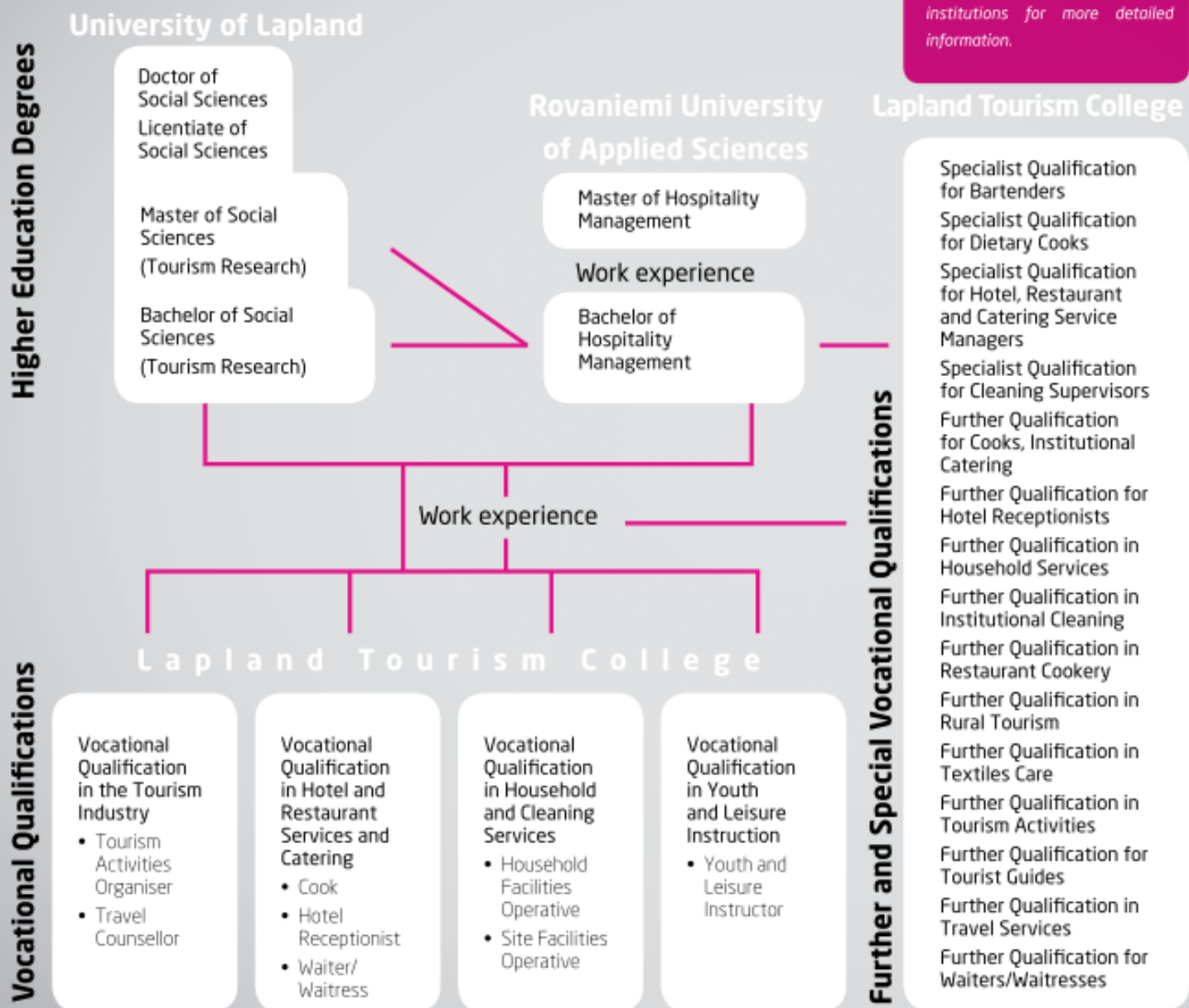


WITH US YOU CAN TAKE THE FOLLOWING DEGREES AND EDUCATIONAL PATHS:

Education in Finland

- Vocational (EQF 2-5)
- University of Applied Science (EQF 5-7)
- University (EQF 6-8)

All the educational institutions forming MTI accept students also through other educational paths than the ones mentioned in this figure. Please contact the admission offices of the institutions for more detailed information.



T&H education in Australia

Vocational qualifications AQF 1-6

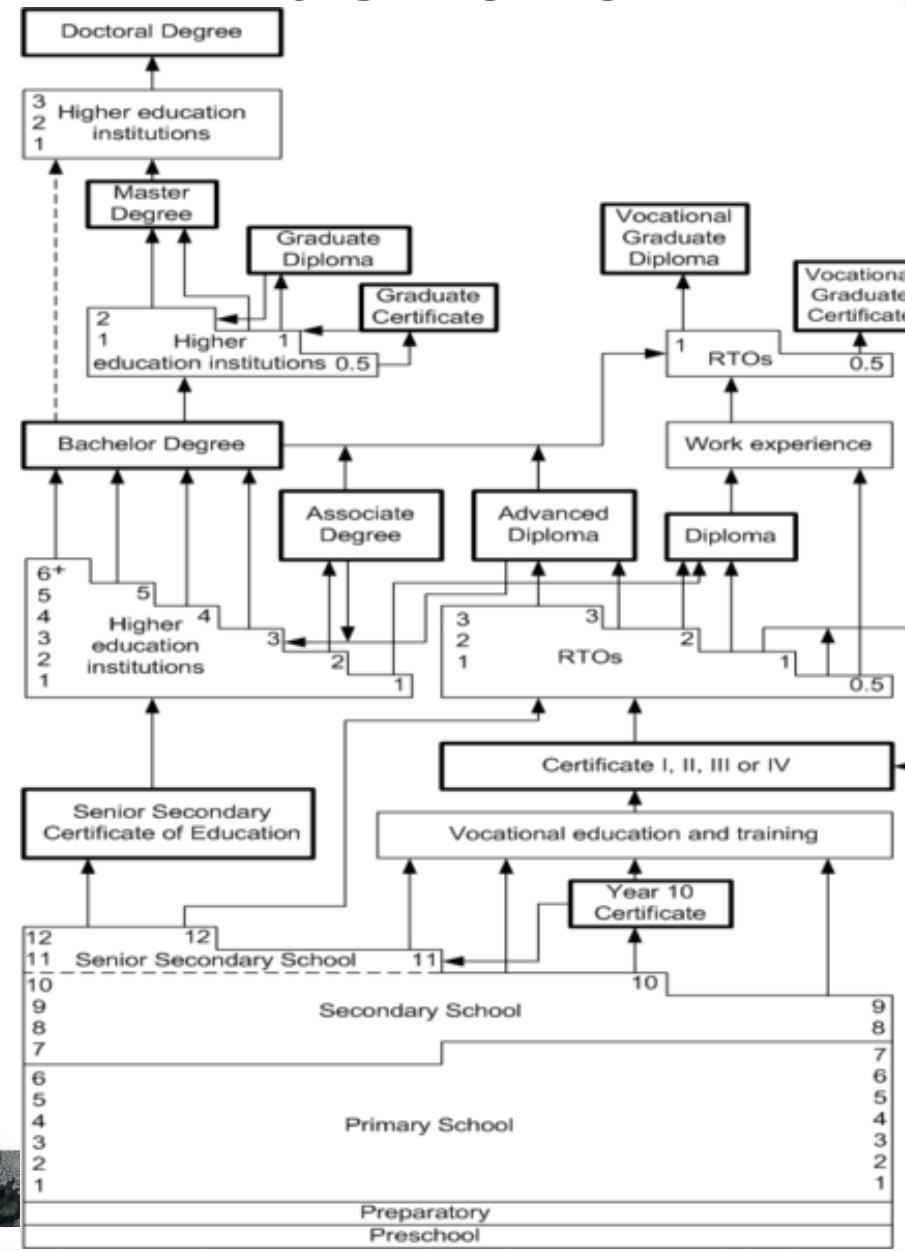
- Senior secondary school (state and private) as well as TAFE and RTOs (VET)

Bachelor-level degrees

- 27/40 universities
- 9/81 private RTOs

Master-level degrees

- 23/40 universities
- 1/81 private RTOs



T&H education in Finland (MTI)

Vocational qualifications

- Vocational Qualification in the Tourism Industry, 120 cr.
- Vocational Qualification in Hotel, Restaurant, and Catering Services , 120 cr.
- Vocational Qualification in Home Help and Cleaning Services, 120 cr.

Further and specialist qualifications

- Further Qualification in Tourism Activities
- Further Qualification for Tourist Guides
- Specialist Qualification for Hotel, Restaurant, and Catering Service Managers
- Specialist Qualification for Bartenders

Bachelor-level degrees

- Restonomi (UAS), 210 cr.
- Restonomi (UAS), Bachelor of Hospitality Management, 210 cr.
- Bachelor of Social Sciences, (Tourism major), 180 cr.

Master-level degrees

- Restonomi (upper UAS), Master of Hospitality Management, 90 cr.
- Master of Social Sciences, (Tourism major), 120 cr.

Scientific postgraduate degrees

- Licentiate in Social Sciences, 150 cr.
- Doctor of Social Sciences, (Tourism major), 240 cr.

Open education

- Open University of Applied Studies education
- Open University education

Supplementary education

- Short-term education
- Post-secondary apprenticeship-type supplementary education, 30 cr.
- Tourism and Experience Services Management eMBA, 90 cr

What is Safety, Security and Risk?

Safety (internal) and Security (external) are both defined as states that are free of risk.

A risk is defined as:

*an event or action which, if it occurs, causes economic or financial loss or hardship to a particular individual or entity. Many risks may be insured against, so that the potential loss or hardship is reduced or removed ... With risk, therefore, an array of alternative outcomes can usually be predicted, and this distinguishes it from **uncertainty**, which is a situation in which probable outcomes cannot be estimated (CCH 1993, p. 497)*

Risks to what?

a) Risks to Living Assets

- I. Risks to customers;
- II. Risks to employees;
- III. Risks to other human stakeholders; and,
- IV. Risks to animals

b) Risks to Physical Assets

c) Risks to Financial Assets

d) Risks to Non-Physical Assets

Risks to living assets

- Negligence
- Safety breaches (internal)
 - Under the influence
 - Language and culture
- Security breaches (external)
- Liability claims
- The *servicescape* / physical environment

What are Physical Assets?

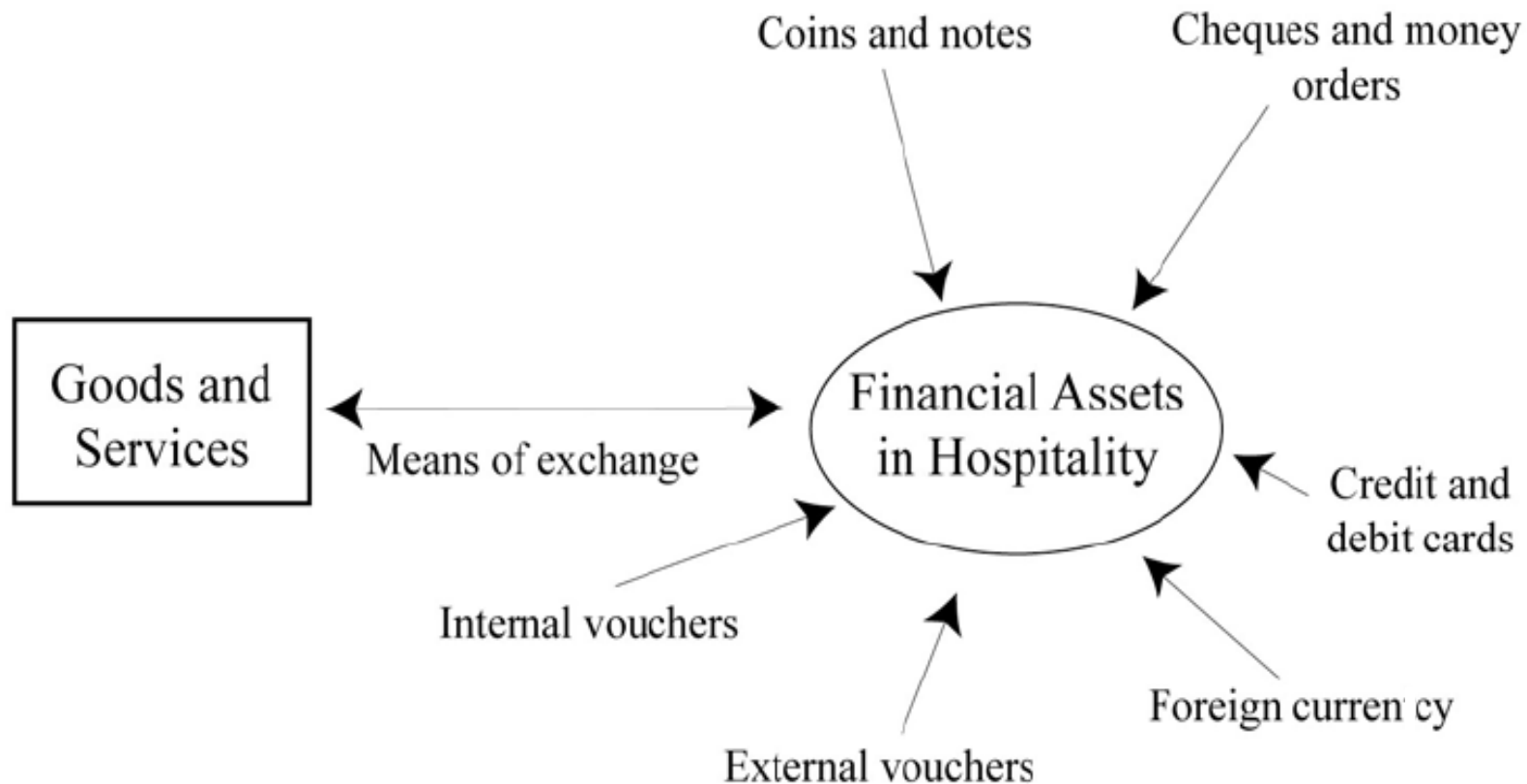
- Buildings or temporary structures;
- Furniture and fittings;
- Plant and equipment;
- Vehicles;
- Guests' property.

Risks to Physical assets

- Theft and embezzlement;
- Breakdown and damage;
- Acts of God;
- Fire;
- Malicious acts;



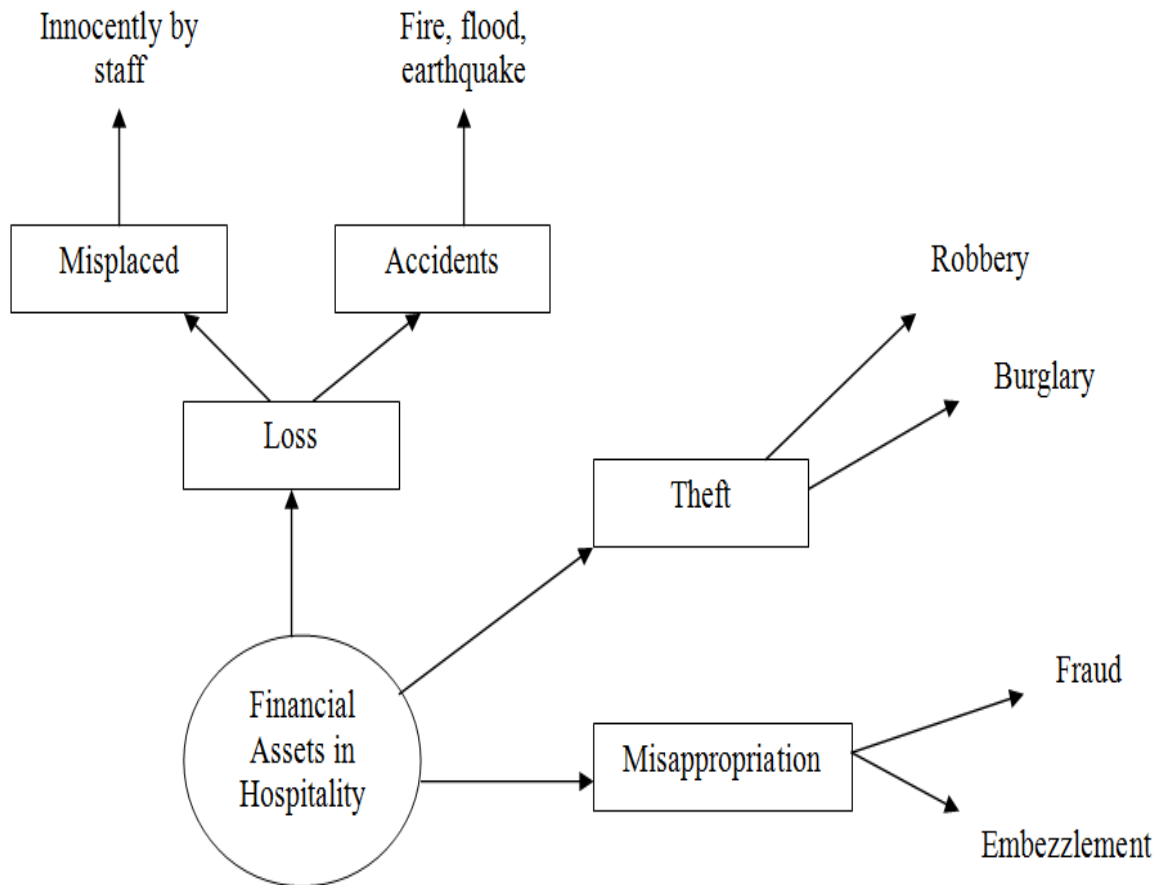
What are Financial Assets?



Edelheim, 2009

Risks to financial assets

- Loss
- Theft
- Misappropriation



Edelheim, 2009

What are 'Non-physical Assets'?

- *'Intangible assets' – 'Intangibles'*
- Reputation / Goodwill
- Customer relationships
- Brand name / Copyrights
- Leases / Agreements
- Computer programs
- Patents / Intellectual Property (IP)
- Research / Development costs

So – what is taught in Finland?

- VET – Curriculum by National Board of Education, Syllabi at separate institutions
 - 0,5-5 credits
 - Risks to living assets (OH&S)
- UAS – Curriculum and syllabi institution based
 - 3-10 credits
 - Risks to living and financial assets
- Universities – Curriculum & syllabi institution based
 - None

So – what is taught in Australia?

- VET - State approved modules – centralised learning outcomes
 - OH&S focus - Risks to living assets
- Universities – Curriculum and syllabi institution based
 - Six programs with safety/security/risk (27)
 - Emphasis on events' risks
 - Risks to human, financial and non-physical assets

Conclusion

- The T&H industries are full of risks
- Risk is a multidimensional matter that need to be a focus in education – and in practice
- Too little attention, and a too broad focus might mean that graduands enter the workforce unprepared for a potentially harsh reality.
- Industry should lobby for, and offer material to institutions for inclusion in syllabi