



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

Multidimensional Tourism Institute (MTI)

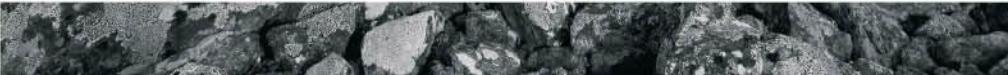
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Presentation outline

- 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)

Higher Education Degrees

University of Lapland

Doctor of Social Sciences
Licentiate of Social Sciences

Master of Social Sciences
(Tourism Research)

Bachelor of Social Sciences
(Tourism Research)

Rovaniemi University of Applied Sciences

Master of Hospitality Management

Work experience

Bachelor of Hospitality Management

Vocational Qualifications

Vocational Qualification in the Tourism Industry

- Tourism Activities Organiser
- Travel Counsellor

Vocational Qualification in Hotel and Restaurant Services and Catering

- Cook
- Hotel Receptionist
- Waiter/Waitress

Vocational Qualification in Household and Cleaning Services

- Household Facilities Operative
- Site Facilities Operative

Vocational Qualification in Youth and Leisure Instruction

- Youth and Leisure Instructor

Further and Special Vocational Qualifications

Specialist Qualification for Bartenders

Specialist Qualification for Dietary Cooks

Specialist Qualification for Hotel, Restaurant and Catering Service Managers

Specialist Qualification for Cleaning Supervisors

Further Qualification for Cooks, Institutional Catering

Further Qualification for Hotel Receptionists

Further Qualification in Household Services

Further Qualification in Institutional Cleaning

Further Qualification in Restaurant Cookery

Further Qualification in Rural Tourism

Further Qualification in Textiles Care

Further Qualification in Tourism Activities

Further Qualification for Tourist Guides

Further Qualification in Travel Services

Further Qualification for Waiters/Waitresses

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

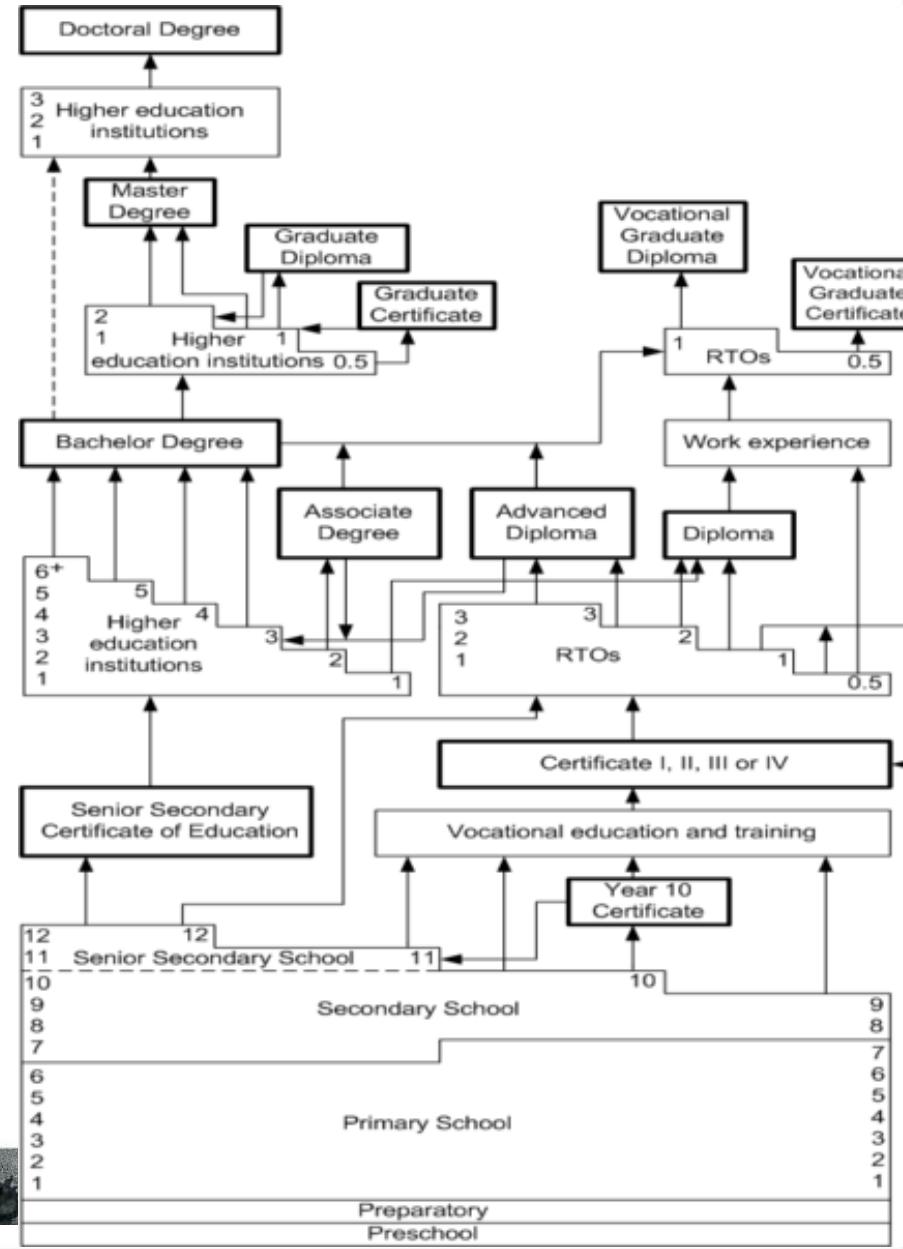
- Senior secondary school (state and private) as well as TAFE and RTOs (VET)

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.

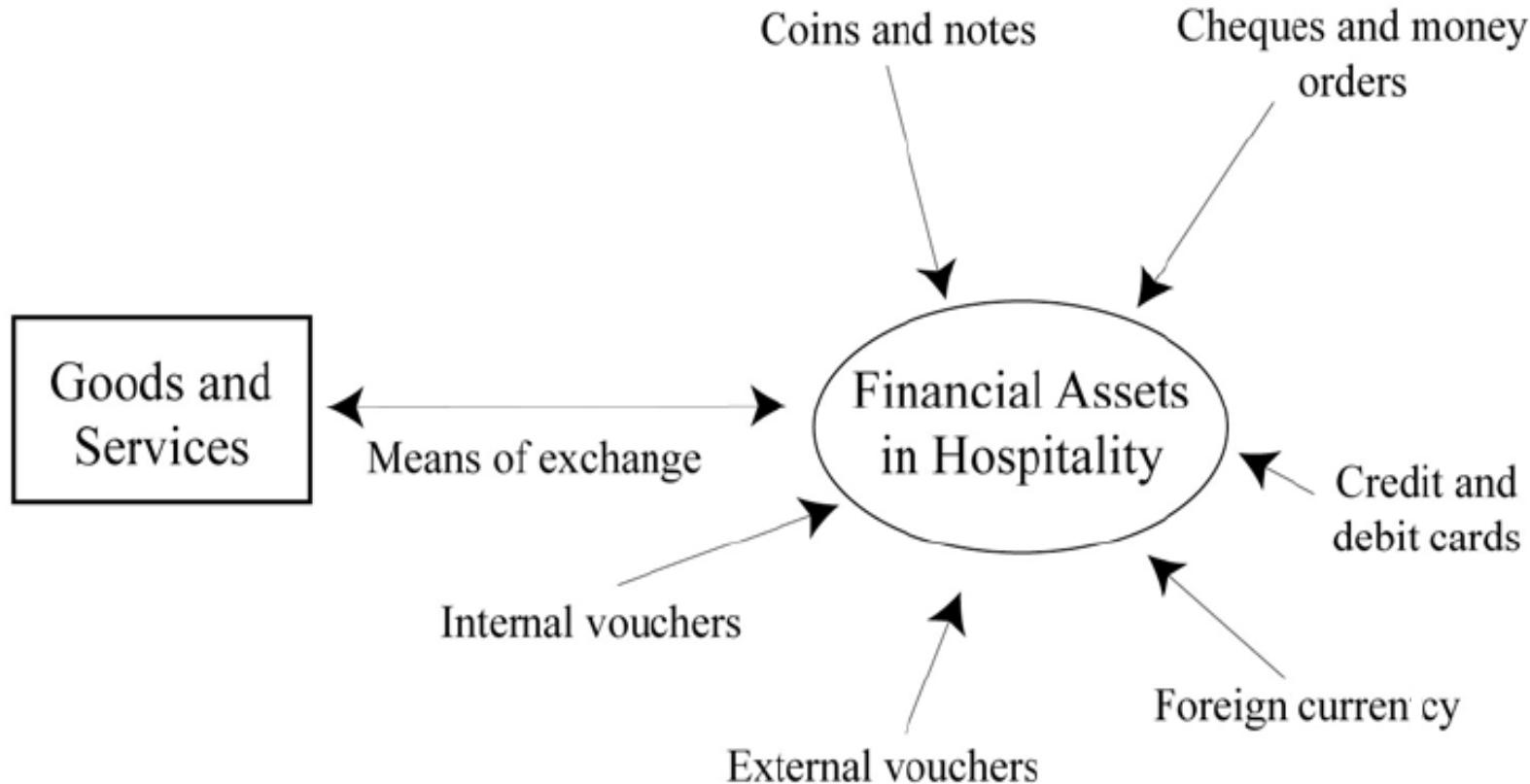


Risks to Physical assets

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



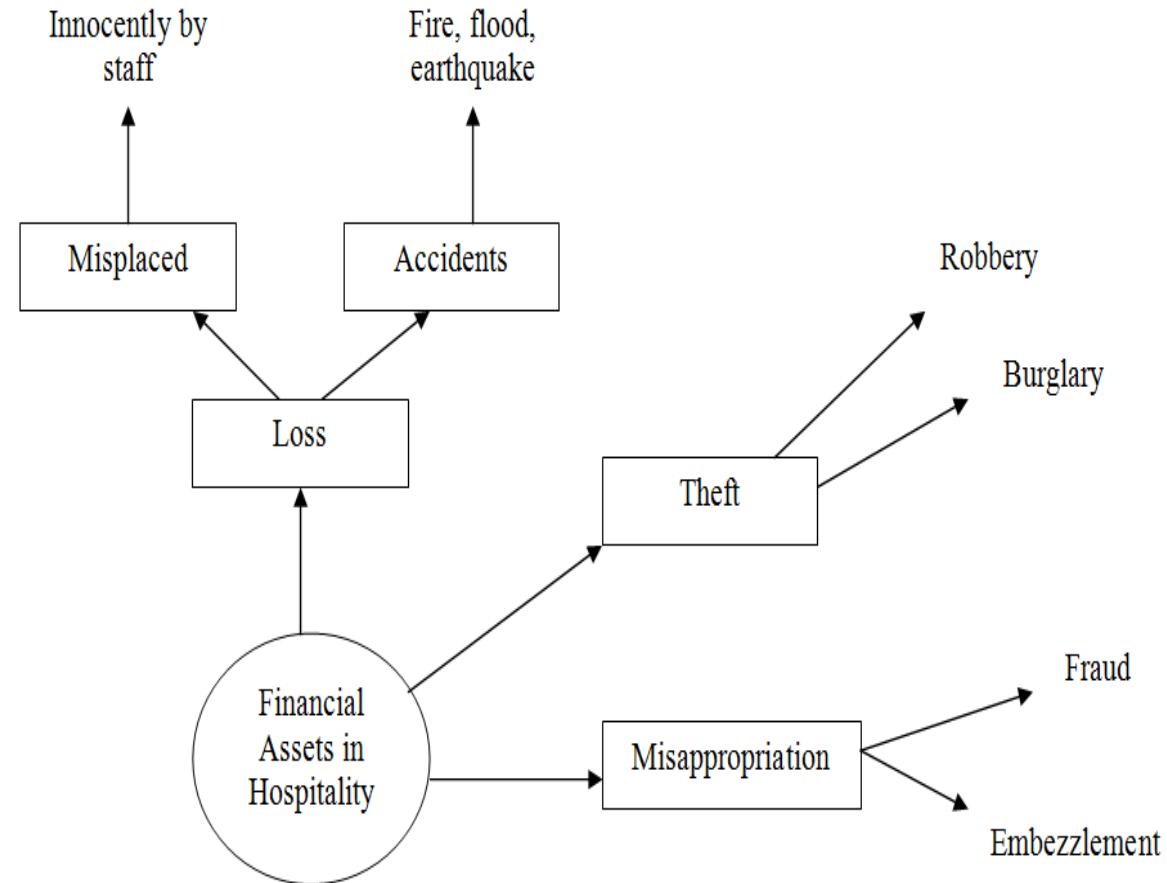
What are Financial Assets?



Edelheim, 2009

Risks to financial assets

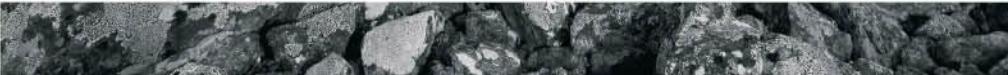
- Loss
- Theft
- Misappropriation



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

