



**TAYLOR'S
UNIVERSITY**
Wisdom • Integrity • Excellence

Transitional Arrangements for Hospitality and Tourism Students: Industrial Attachment & Coronavirus (COVID-19)

Prof. Neethiahnathan Ari Ragavan; PhD, CHA
Executive Dean
Faculty Social Sciences and Leisure Management
Taylor's University
Malaysia





Outlines

1. Introduction to the Taylor's University, Malaysia and Faculty of Social Sciences and Leisure Management.
2. Key Pillars of Higher Education Institutions.
3. The Impacts of COVID-19.
4. Pandemic Pedagogy: Alternatives to Industrial Attachment.
5. Key Considerations.

1

**Introduction to the Taylor's University, Malaysia and
Faculty of Social Sciences and Leisure Management.**



TAYLOR'S SCHOOLS
Wisdom · Integrity · Excellence



TAYLOR'S COLLEGE
Wisdom · Integrity · Excellence
since 1969



TAYLOR'S UNIVERSITY
Wisdom · Integrity · Excellence
since 2010



50 YEARS OF EDUCATION EXCELLENCE



Taylor's University Lakeside Campus, Malaysia

1969: Taylor's College Malaysia was established as branch of Taylor's College Melbourne.

2010 till now: Taylor's University Lakeside Campus, Malaysia.

12,000 students on Lakeside Campus



International Achievements & Recognition

NO.1 PRIVATE UNIVERSITY IN MALAYSIA & SOUTHEAST ASIA

TAYLOR'S



** Based on 2021 QS World University Rankings.*



WORLD'S TOP 1% AND NO.1 IN MALAYSIA

for Employer Reputation*

Taylor's. More Than Just Education.

*Among private universities in Malaysia



** Based on 2020 QS World University Rankings.*



International Achievements & Recognition

Top Industry Leaders

Choose Only From The Best

As Malaysia's top private university for Employer Reputation, Taylor's continues to grow from strength to strength in the 2019 QS Asia University Rankings. This further cements our position in the top 1% of Asian universities.



Taylor's University is recognised as the **4th best university in the world** and **Asia's best for the graduate employment rate** indicator in the 2019 QS Graduate Employability Rankings.



Faculty's International & Local Achievements & Recognition

No. 1 UNIVERSITY IN MALAYSIA FOR
**HOSPITALITY & LEISURE
MANAGEMENT**
QS WORLD UNIVERSITY
RANKINGS **2020**
Ranked 16th in the world by subject.

Taylor's University is recognized in the QS World University Rankings by Subject 2020 as the **No. 16 university in the World** for the Hospitality & Leisure Management subject.



Taylor's University is rated at **TIER 6 (OUTSTANDING)** in **D-SETARA rating** – the highest rating awarded in this exercise.



Taylor's University is rated at **TIER 5 (EXCELLENT)** in SETARA 2009, 2011, 2013 & 2017



International Accreditation

INTERNATIONAL recognitions and memberships

International Accreditations



RECOGNITION
OF QUALITY
CULINARY EDUCATION
**WORLD ASSOCIATION
OF CHEFS SOCIETIES**



International Memberships

ACCREDITED MEMBER



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



Accredited to meet THE-ICE Standards of Excellence



UNWTO
AFFILIATE MEMBER

PATA®

Pacific Asia Travel Association

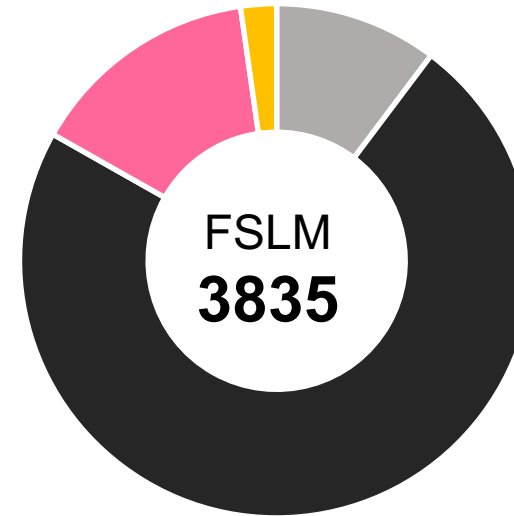
The Faculty: Faculty of Social Sciences and Leisure Management (FSLM)



**TAYLOR'S
UNIVERSITY**
Wisdom • Integrity • Excellence

FACULTY OF SOCIAL SCIENCES AND LEISURE MANAGEMENT

1. School of Hospitality, Tourism and Events.
2. School of Food Studies and Gastronomy.
3. School of Media and Communication.
4. School of Liberal Arts and Sciences.
5. School of Education.
6. Taylor's Culinary Institute.



Student Population: Level of Studies

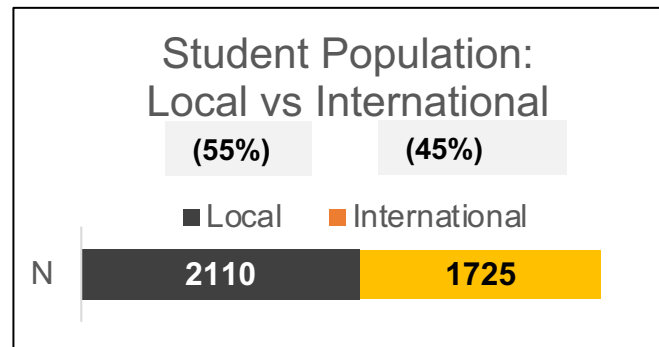
■ Postgraduate N= 13%

■ Degree N= 70%

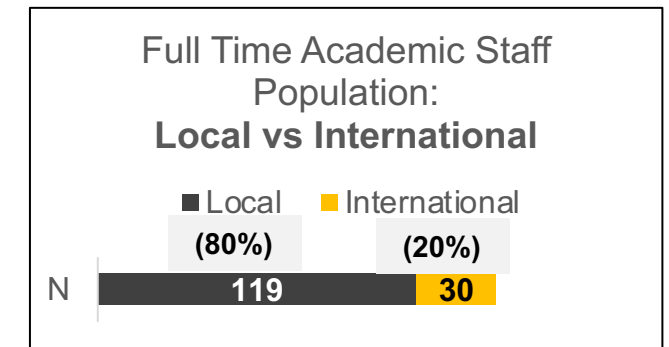
■ Diploma N=15%

■ Certificate N=2%

63 different Nationalities



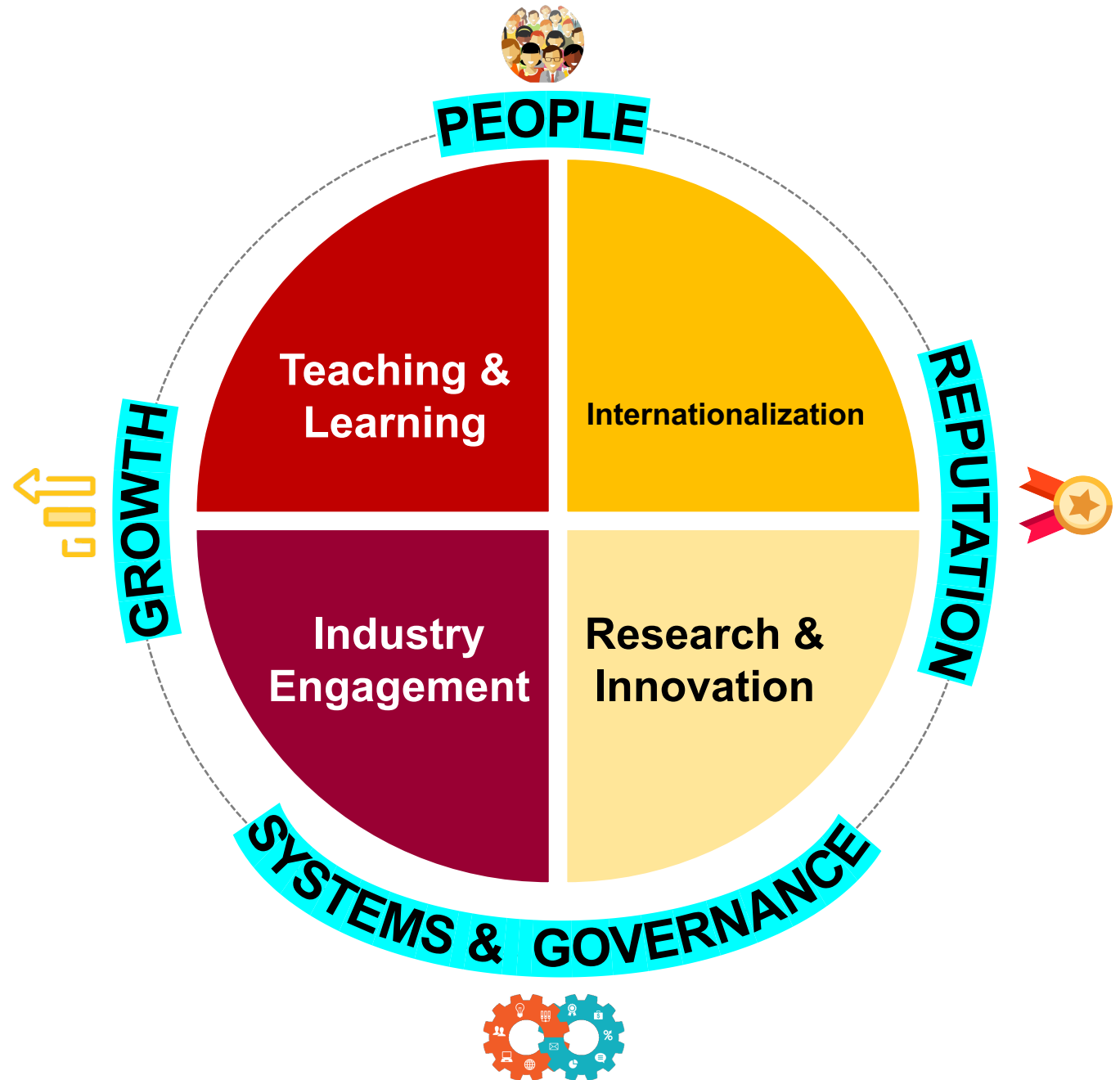
A total of 149 full time academic staff.



2

Key Pillars of Higher Education Institution

Key Pillars



3

The Impacts of COVID-19.



IMPACTS of COVID-19

The NEW NORMAL

Economy

1. Covid-19 Lockdown have led to a deep economic dive, sending shockwaves around the world
2. IMF estimated world GDP will fall by 3% in 2020, as compared to 2009 which was one of the worst year of the global financial crisis GDP dipped only 0.1%
3. Advanced Economies are now expected to contract by 6.1% and emerging market economies to shrink by 1% in 2020
4. IMF admits that the impact of the pandemic is devastating – far worst than the 1930's Great Depression
5. The damage so far is severe with global supply chains being seriously disrupted, global business confidence has since softened & consumer confidence dented. Recovery is unlikely to be V-Shaped
6. All these now depends heavily on when effective treatments & vaccines becomes widely & readily available

Higher Education

- Switching from face-to-face to online engagement and learning (synchronous and asynchronous).
- Alternative form of examinations and assessments which must be aligned with the programme learning outcomes and MQA compliance.
- Students' access to internet and electronic devices.
- Capability and readiness of the technology to support higher load of usage.
- Various Time Zones.
- Students and educators adjusting to the new form and teaching, learning and assessments.
- New students' recruitment.

4

Pandemic Pedagogy: Alternatives to Industrial Attachment.



Pandemic

Pedagogy:

Alternatives to Industrial Attachment

- The current situation may not permit the industry to accept industrial training students. As such the following alternatives are recommended:
 1. **To move** the industrial training semesters to the next semester.
 2. **To replace** the industrial training to other relevant alternatives depending on the field of the programme and to meet the learning outcomes.
 - a. The alternative plan should emphasize industry exposure and the grading system should reflect student's competency achievement and transparent to the students.
 - b. E.g.: Industry-based project, Problem-based project, Topical Studies or Research Project



**Pandemic
Pedagogy:
Alternatives to
Industrial
Attachment**

Our Strategies

1. Proceed with Internship as usual either physically or via online.
2. Proceed with Internship with a delay of the commencement date, upon request.
3. Not able to do the internship, but to take up alternative projects.
 - a) **Projects provided by employers.**
 - b) **Consultancy-based work with the respective industries.**
 - c) **Projects offered by the school with Industry input.**



Pandemic Pedagogy:

Alternatives to Industrial Attachment

3(a): Projects provided by employer.

- Projects must be provided and supervised by employers from the same industry which will meet the prescribed outcomes of the course.
- E.g.: MACEOS & STEP programme



STudent Employment Program

STEP programme partners:





Pandemic Pedagogy: Alternatives to Industrial Attachment

3(b): Consultancy-based work with the respective industries.

- To work with the respective industries and produce detailed report on the required tasks which will meet the prescribed outcomes of the course:
 - E.g.: online content analysis, data collection and analysis, propose viable conclusions and recommendations based on the findings.





Pandemic Pedagogy: Alternatives to Industrial Attachment

3(c): Projects offered by the school.

- To take up projects offered and supervised by the school academics with Industry input which will meet the prescribed outcomes of the course.
 - E.g.: writing a structured business plan for the respective industry



ONLINE BUSINESS IDEA

**NON-PROFIT SOCIAL
ENTERPRISE EVENT**

**NEW ATTRACTION IN
THE CITY**

Initiatives to Complement the Strategies



**Pandemic
Pedagogy:
Alternatives to
Industrial
Attachment**

1. Professional talks by Industry.
2. Webinars by the school with Industry speakers
3. Webinars with Alumni

Professional Chef Series

Grab a chance to be up close and personal with a Michelin Star Chef

Gaël Moutet

Taylor's Culinary Institute is proud to present the Professional Chef Series, where you will be given the opportunity to ask questions to our guest.

Please send us your questions prior to the event, the chef will draw lot the question and answer them on the day of the event.

Send your questions now to :
<https://forms.gle/87sg1BZwsXnavYTs7>



live on  zoom

27th May 2020 @ 2PM
Meeting ID : 938 6005 0659
Password : 692484

About Gaël Moutet

From competing in numerous international competition to winning multiple awards. Chef Gaël Moutet started his culinary career for several years in France before moving to the 2 Michelin Starred Restaurant Laurent.

He later then venture into hotels where he joined the Ritz Carlton group between Barcelona, Hongkong and Malaysia. Chef Gaël is currently the Executive Pastry Chef at St Regis Kuala Lumpur where he oversees coordinating the banquets, buffets, weddings, in room dining, restaurant and all hotel outlets menus, as well as St Regis Hotel Catering offsite events.

French Pastry Chef, Gaël Moutet was the Finalist representing Spain at Valrhona International Restaurant Dessert Competition - C3 (Chocolate Chef Competition) Madrid Fusion - International Gastronomy Summit in 2012.



Pascal Bonnafous @home

live on  zoom
 instagram

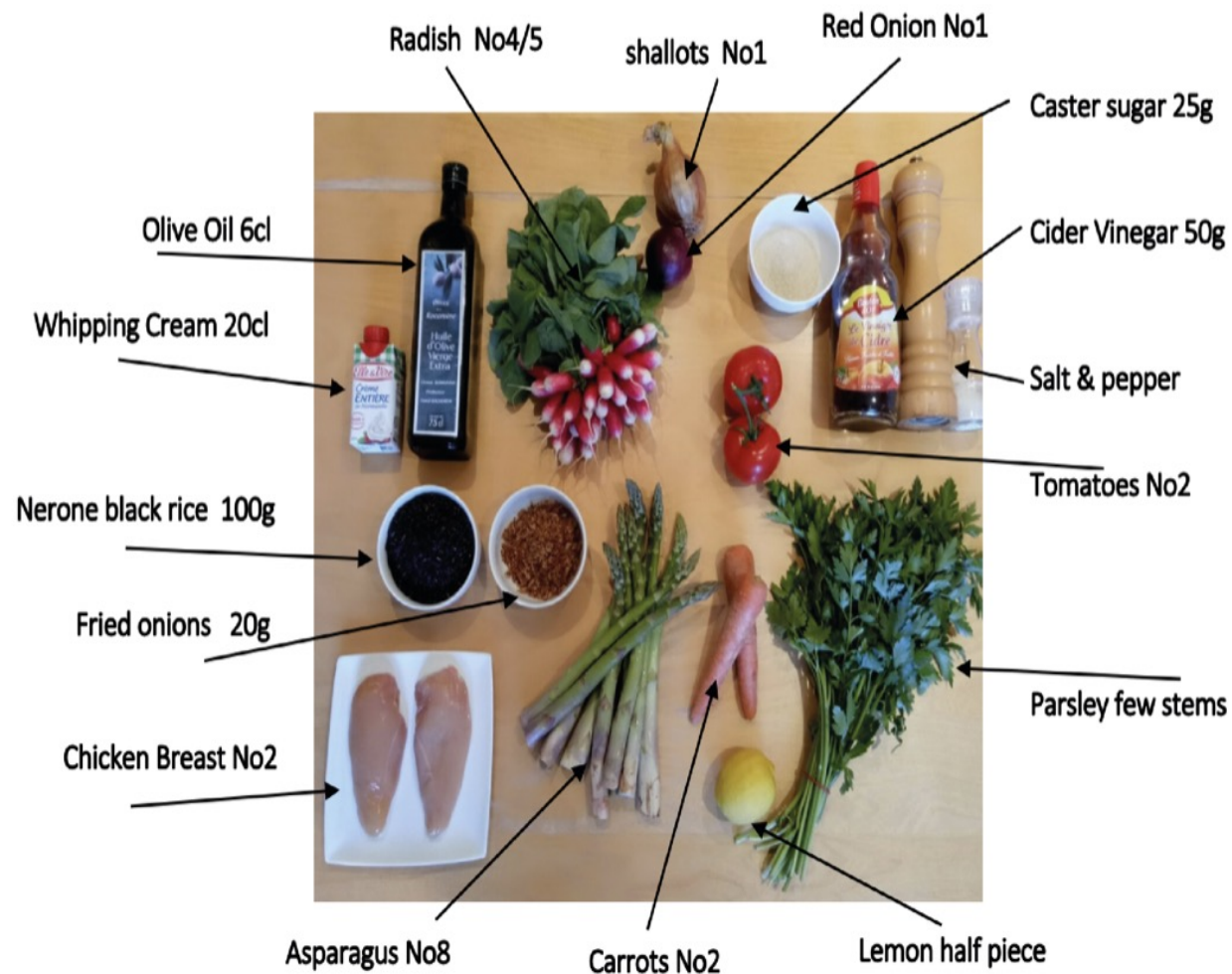
30th May 2020, 5pm
Meeting ID: 880 4466 4174
Password: 121164



Let's learn on how to make *Steamed chicken ballotine, fried onions and carrots, Nerone black rice, plain and pickled asparagus. sauce vierge.*



Ingredients (2 pax)



Industry Webinar Series 1.0

**Tuesday, 12 May 2020 at
10.00 am (GMT+8)**

Sustenance in the post Covid- 19 era for the hospitality industry



Mr Halim Merican
Acting President, MAH



Mr Kenneth Foong
Vice President -
Exhibition, MACEOS



Prof. Mohd Said Bani
Founder and owner of
bzBee Consult



Mr Hanley Chew
Former Hotelier &
Author of Hotel Tales



Ms Lim Hooi Shan
Clinical Psychologist &
Senior Lecturer, Taylor's
University



Dr Shantini ThuraiSelvam
Program Director, Taylor's
University



Ms Puteri Sofia
Senior Lecturer, Taylor's University
Law School



Mr Brian Verghese
Moderator

Scan QR code or
click the link to
register



<https://forms.gle/19bvSjNCj79cbSGN8>



SCHOOL OF
HOSPITALITY, TOURISM
AND EVENTS

Topics covered:

- Challenges faced by Hoteliers – post Covid-19
- Challenges faced by the MICE sector
- Communicating process during a crisis
- What's next for the hotel industry
- "Fear" post-Covid-19 and psychological impact on consumers
- Cost-cutting effect on the employees
- Predictions from revenue management perspective

Industry Webinar Series 2.0

**Thursday, 14 May 2020 at
11.00 am (GMT+8)**

Transformations in the Hospitality Industry: Moving Forward with New Business Opportunities



Ms Jasmine Heng
Chairman, MAH
Selangor



Dr Jiseon Ahn
Senior Lecturer, Taylor's
University



Dr Ruth Sabina Francis
Senior Lecturer, Taylor's
University



Mr Gopinath Sangaran
Senior Lecturer, Taylor's
University



Dr Rupam Konar
Senior Lecturer, Taylor's
University



Assoc. Prof. Dr Kandappan
Balasubramaniam
Senior Lecturer, Taylor's
University



Dr Mayukh Dewan
Senior Lecturer, Taylor's University



Dr Shantini Thuraielam
Moderator

Scan QR code or
click the link to
register



<https://forms.gle/19bvSjNCj79cbSGN8>



SCHOOL OF
HOSPITALITY, TOURISM
AND EVENTS

Topics covered:

- Opportunities & Threats for hoteliers
- Strategic management; What direction to take
- Hotel industry comeback strategy
- Coaching; Key to recover
- Innovative service design
- Technology innovation and future workforce skills for restaurants
- Changes in eating behaviours

5

Key Considerations.



Key

Considerations

1. Create and sustain strong industrial partnership and support.
2. Alternative arrangements must be aligned with the course and programme learning outcomes.
3. Clear and transparent communication to students on the alternative assessment and grading scheme.
4. Adequate resources to support the delivery of alternative assessments.
5. New normal opens doors to new possibilities.

Thank You.