



## *Excellence – Defined and Measured*

### THE-ICE 10<sup>th</sup> IPOE Forum 2016

César Ritz Colleges Switzerland as at 8-Nov-2016

#### DAY-1: Wednesday 9<sup>th</sup> November 2016 Pre-Forum Workshop

Time	Activity	Location
8:30am – 5:00pm	10 <sup>th</sup> IPOE Forum Registration & Information Desk open	CRCS Lobby
9:00am – 1.30pm	STR SHARE CENTER - CHIA TTT Session	HU201
All day	Hospitality Tourism Tour/ Sightseeing	Lucerne
9:45am – 10:15am	Signing Ceremony-Memorandum of Understanding between NVAO & THE-ICE	HU202
10:15am – 1:00pm	THE-ICE Board Meeting – working lunch	HU101
1:30pm – 5:00pm	<b>THE-ICE Benchmarking Roundtable Series XI</b> - THE-ICE International Accreditation Standards <b>Presenter: Ms Pauline Tang</b> , CEO THE-ICE; <b>Co-Presenter: Dr Thomas Bauer</b> , Registered Auditor, THE-ICE Assessment Panel	Auditorium
6:00pm – 8:00pm	Welcome cocktail & dinatoire prepared by students of the Culinary Arts Academy	CRCS Lobby

#### DAY-2: Thursday 10<sup>th</sup> November 2016

Time	Activity	Location
8:00am – 8:30am	<b>Forum Registration &amp; welcome refreshments &amp; pastry</b>	Grand Hall
8:30am – 10:00am	<b>Welcome &amp; Official Opening</b> <ul style="list-style-type: none"> <li>• <b>Introduction by Master of Ceremonies - Mr John Daly:</b> Director of Quality Assurance, Swiss Education Group</li> <li>• <b>Welcome by the Executive Team of SEG</b> and César Ritz Colleges</li> <li>• <b>Welcome to Lucerne – Mr Marcel Perren</b>, Director of Tourism, Luzern Tourismus AG</li> <li>• <b>Official Opening: Prof (FH) Mag Eva Werner:</b> Chair, THE-ICE Board, &amp; Rector, IMC University of Applied Sciences Krems</li> <li>• <b>Welcome Presentation: Mr Emanuel Donhauser</b> – Digital Natives</li> </ul>	Grand Hall
10:00am – 10:30am	<b>Morning Refreshments</b>	Grand Hall
10:30am – 12:00pm	<b>Panel 1: Employability</b> <b>Focus:</b> Are we doing our best in equipping our graduates with the best employability skills for the competitive global market?  <b>Chair: Mr Guy Bentley</b> , CEO & Director General, Glion Institute of Higher Education, Switzerland.  <b>Panelists:</b> <ol style="list-style-type: none"> <li>1. <b>Professor John Fong</b>, PhD, President &amp; CEO (Designated), San Ignacio University, Miami, USA</li> <li>2. <b>Mr Ron Hilvert</b>, Managing Director, Dusit College of Hospitality Management, the Philippines</li> <li>3. <b>Mr Jeroen Greven</b>, Academic Director, Swiss Hotel Management School</li> <li>4. <b>Mr John Lohr</b>, Director of Development, Hosco</li> </ol>	Grand Hall
12:00pm – 1:00pm	Seasonal Lunch	Grand Hall

**DAY-2: Thursday 10<sup>th</sup> November 2016 (continued)**

Time	Activity	Location
12:00pm – 1:00pm Concurrent	<b>THE-ICE Assessment Panel Annual Meeting</b> - working lunch	HU101 with Zoom facility
1:00pm – 2:30pm	<b>Paper Presentation Session 1 facilitators:</b> <ul style="list-style-type: none"> <li>• <b>Mr Emanuel Douglas Donhauser</b>, Chief Academic Officer, Swiss Education Group</li> <li>• <b>Professor John Fong</b>, PhD, President &amp; CEO (Designated), San Ignacio University, Miami, USA</li> </ul>	Auditorium & Grand Hall
2:30pm – 3:00pm	<b>Afternoon Refreshments</b>	Grand Hall
3:00pm – 4:30pm	<b>Panel 2: Transferable Skills</b> <b>Focus:</b> <ul style="list-style-type: none"> <li>• Internationalisation and University-Business alliances: taking Swiss style hospitality education to Switzerland and to the world</li> </ul> <b>Chair: Professor (FH) Mag Eva Wemer</b> , Rector of IMC University of Applied Sciences, Krems, Austria <b>Panelists:</b> <ol style="list-style-type: none"> <li>1. <b>Asst. Professor Maria Cecilia A. Tio Cuison</b>, Dean, College of Tourism &amp; Hospitality Management, University of Santo Tomas</li> <li>2. <b>Dr Juan-Francisco Perellon</b>, Director, Academic Accreditation – EHL</li> <li>3. <b>Dr Judy Hou</b>, Managing Director, Emirates Academy of Hospitality Management</li> <li>4. <b>Mr Polo Looser</b>, Managing Director and Co-Founder, Asteroidea</li> </ol>	Grand Hall
6:00pm	Depart hotels to meet at the harbour (Pre dinner cocktail on arrival)	
7:00pm	Cruise and dinner on Lake Lucerne - included in IPOE registration, additional guests CHF 70,-	Schweizerhofquai Harbour

**DAY-3: Friday 11<sup>th</sup> November 2016**

Time	Activity	Location
8:30am – 9:00am	<b>Welcome Refreshments</b>	Grand Hall
9:00am – 10:30am	<b>Panel 3: Research &amp; Scholarship</b> <b>Focus:</b> A research and scholarly culture as a means of retaining top staff and as forming part of a network of learning organizations – Good practice on encouraging scholarly outputs and exchanges become a form of currency in helping build tourism and hospitality education capacity? <b>Chair: Professor Oswin Maurer</b> , Chair in Marketing, Faculty of Economics & Management, Free University of Bozen-Bolzano, Italy <b>Panelists:</b> <ol style="list-style-type: none"> <li>1. <b>Mrs Dolunay Suess</b>, Academic Director, Brig Campus, CRCS</li> <li>2. <b>Dr Sarah Rawlinson</b>, Head of Department, Hotel, Resort and Spa Management - College of Business, University of Derby</li> <li>3. <b>Dr. Edmund Goh</b>, Head of Academic Studies, BMIHMS-TUA</li> <li>4. <b>Prof (FH) Mag Christian Maurer</b>, Program Director Master Tourism and Leisure Management, Marketing and Sales, Krems University of Applied Sciences, Austria</li> </ol>	Grand Hall
10:30am – 11:00am	<b>Morning Refreshments &amp; Pastry</b>	Grand Hall

DAY-3: Friday 11<sup>th</sup> November 2016 (continued)

Time	Activity	Location
11:00am – 12:30pm	<p><b>Panel 4: Pedagogies</b>  <b>Focus:</b>                      Exploring contemporary and best practice approaches to learning and teaching in TH&amp;E education</p> <p><b>Chair:</b> Dr Paul Whitelaw, Associate Director Higher Education and Quality, William Angliss Institute, Melbourne, Australia</p> <p><b>Panelists:</b></p> <ol style="list-style-type: none"> <li><b>Professor Marcus Stephenson</b>, Professor of Tourism &amp; Hospitality, and Head of School – School of Tourism &amp; Hospitality Management, Faculty of Business &amp; Economics, The University of the South Pacific, Fiji</li> <li><b>Mr Anders Justenlund</b>, Lecturer and Business Developer, University College Northern Denmark</li> <li><b>Mr Peter Tunncliffe</b>, Programme Leader, Senior Lecturer, University of Derby</li> <li><b>Prof Ulrike Kuhnhenh</b>, Academic Dean, Swiss School of Tourism &amp; Hospitality</li> </ol>	Grand Hall
12:30pm – 1:30pm	<b>Wellness lunch</b>	Grand Hall
1:30pm – 3:00pm	<p><b>Panel 5: Technology</b>  <b>Focus:</b>                      Technology – Sharing best practice...more than a tool to facilitate operational effectiveness.</p> <p><b>Chair:</b> Dr Craig Thompson, Head of School, Stenden Hotel Management School, Stenden University of Applied Sciences, the Netherlands</p> <p><b>Panelists:</b></p> <ol style="list-style-type: none"> <li><b>Dr Ali Abusalem</b>, Melbourne and Digital Campus Manager, Australian School of Management</li> <li><b>Mr Peter Russell</b>, Managing Director, Russell Partnership</li> <li><b>Mrs Lisa Peel</b>, Apple Distinguished Educator</li> <li><b>Mr Jami Morshed</b>, Vice President, Global Higher Education at UNIT4</li> </ol>	Auditorium
3:00pm – 3:30pm	<b>Afternoon refreshments</b>	HU101
3:30pm – 4:00pm	<b>Wrap up session</b>	Auditorium
4:00pm – 5:00pm	<b>THE-ICE Annual General Meeting</b>	Auditorium
7:00pm – 9:30pm	<b>THE-ICE IPoE Forum 2016, 10<sup>th</sup> Anniversary Celebration Gala Dinner and Award Ceremony</b> <b>Dress Code: Formal</b>	Grand Hall

DAY-4: Saturday 12<sup>th</sup> November 2016

Time	Activity	Location
10:30am	<b>Optional brunch</b>	Grand Hall

# THE-ICE 10<sup>th</sup> IPoE Forum 2016

## 9<sup>th</sup> to 12<sup>th</sup> November 2016

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