

THE-ICE iStudent News is your tourism & hospitality information hub. Produced quarterly, this publication aims to provide the latest in education and industry trends and news to our subscribers. Contributions are most welcome – please email to info@the-ice.org

Announcements & innovations

World-first Green Globe Certification for the Emirates Academy of Hospitality Management

The Emirates Academy of Hospitality Management (EAHM), part of the global luxury hotel company Jumeirah Group, has become the first hospitality school in the world to receive the Green Globe Certification.

EAHM was recognised for its contribution in encouraging students and colleagues to embrace a sustainable future. Steps taken at EAHM include the use of electronic publications in the library and the newly installed LED lights and motion-sensors which were seen as essential measures in achieving the certification. Green Globe also commended EAHM's Student Council's efforts to engage students and colleagues in its Corporate Social Responsibility activities.

Green Globe is the premier worldwide certification and performance improvement programme developed specifically for the travel and tourism industry. Its purpose is to assist organisations to improve and develop their environmental, economic and social sustainability. The Green Globe Standard holds a selection of more than 380 compliance indicators, which are applied to 44 individual certification criteria.

[Read more here](#) on THE-ICE website, or read the full story on the [Jumeirah website](#)



Alumni Mentoring Program launched at BMIHMS

Blue Mountains International Hotel Management School (BMIHMS) Alumni Mentoring Program was created by the Alumni Board to enable BMIHMS Alumni members to make a difference to the career decisions of final year students in their transition to industry.

Students benefit by gaining expert knowledge from an experienced senior hospitality management industry professional who assists with setting and working towards personal and professional goals.

Facilitating professional development through open transparent feedback, the program provides students the opportunity to increase their professional network, demonstrate strengths, explore potential and gain insight into a Leadership/Management perspective.

View the [BMIHMS video](#) to hear from current students benefiting from this innovation initiative.



MCI goes online: International Online MBA Starting in Autumn

Cooperation with Royal Roads University in Vancouver/Canada – Make the world your classroom! “Manage globally – learn differently” is the motto chosen by Management Center Innsbruck (MCI) for its English-language MBA in International Business, which starts in autumn 2015.

This Executive Master allows compatibility of job, family and study and is part of the consistent innovation, internationalization and online strategy pursued at the Entrepreneurial School®.

The new online MBA is yet another addition to the MCI's product portfolio and is based on the MCI's extensive knowhow in the design and implementation of modern blended-learning formats.

With cooperation with a leading Canadian university, Royal Roads University, a reduction of 20% of tuition fees will be awarded to all students signing up in 2015/16.

[Read more here](#) on THE-ICE website, or read the full story on the [MCI website](#)

The Hotel School opens in Melbourne

With demand for hospitality talent at an all-time high, The Hotel School Sydney has proudly announced the opening of its new school in Melbourne, set to commence operation in October 2015. The Hotel School Melbourne will be located in the heart of the city and officially opens its doors on Friday, 28 August 2015.

The facility will be a welcome addition to the city, which has experienced a rise in international overnight expenditure year-on-year and visitors. Multicultural and dynamic, Melbourne's unique cafes, restaurants, galleries and events attract visitors from Australia and worldwide. Home to many high profile calendar events spanning sports and arts, demand for hospitality has never been higher.

The Hotel School Sydney General Manager, Mr Tony Patterson, said: “Melbourne's cosmopolitan lifestyle and dedication to the hospitality and tourism industry is a great fit with our educational programs.

[Read more here](#) on THE-ICE website

THE
HOTEL SCHOOL
SYDNEY • MELBOURNE

Gelato Specialist Comes to Melbourne

The Carpigiani Gelato University (CGU) is a school near Bologna, Italy which was set-up by ice cream machine maker Carpigiani in 2003, with the aim of teaching students from around the world how to make the best gelato.

William Angliss Institute has recently partnered with Majors Group to be the first to deliver CGU training in Australia. Through its Melbourne campus, William Angliss Institute will host up to five new short courses based around the art of gelato-making for the first time in Australia over the next few months. Courses will also run in Sydney, Perth and New Zealand.

For 22 years, Majors Group has been specialising in distributing ice cream, gelato, granita equipment and all related products and helped countless businesses Australia-wide and internationally to become successful in this specific industry.

The goal of the CGU, working with Majors Group in Australia is to assist entrepreneurs throughout the world who want to open a gelato shop, as well as those who are already working in the sector but seek to upskill and strive towards being masters of their craft.

[Read more here](#) on THE-ICE website, or read the full [Media Release](#)



William Angliss Institute welcomes boost for tourism and hotel management

William Angliss Institute has been awarded \$4.5 million in funding from the Victorian Government to develop much needed skills for the tourism and hospitality industries. The funding includes \$2.73 million for a regional tourism employability initiative which will provide highly skilled staff for Victoria's iconic regional destinations.

Chief Executive Officer Nicholas Hunt warmly welcomed the Minister's announcement, saying 'Victoria's regional destinations need appropriately skilled staff in hotels, restaurants and other facilities to ensure our destinations are attractive to visitors'.

'The Regional Tourism Employability project will see William Angliss Institute partnering with regional TAFEs to provide cost-effective tourism and hospitality training in regional areas. Students will be able to continue living in the regions, while gaining the practical skills and specialist knowledge they need to drive regional hospitality and tourism to a more competitive level.'

[Read more here](#) on THE-ICE website



EAHM honoured as Strategic Partner of Dubai SME

The Emirates Academy of Hospitality Management (EAHM) was recently honoured as a strategic partner of Dubai SME at the Graduation Ceremony of the Dubai Entrepreneurship Academy.

EAHM was instrumental in supporting the graduates of the Dubai Entrepreneurship Academy in achieving their "Professional Hospitality and Restaurant Management Certificate" and also facilitating the graduates' business plan reviews and on-the-job placements in hotels such as the Jumeirah Beach Hotel.

EAHM's Managing Director, Ron Hilvert, said "We are committed to supporting our Emirati friends achieve their career aspirations. It is indeed encouraging to see more Emiratis taking a keen interest and starting their own businesses within the hospitality and tourism industry."

Dubai SME is an integrated division of the Department of Economic Development (DED). It was developed as a resource for support, information and outreach for the growing small and medium enterprise sector. As one of the main pillars of Dubai's economic success, they aim to support entrepreneurs in all phases of their development. One of the major goals of Dubai SME is to promote innovation and leadership across all segments of the small and medium enterprise sector.

[Read more here](#) on THE-ICE website, or read the full story on the [Jumeirah website](#)



Blue Mountains Success at the Australian Tourism Awards

Blue Mountains International Hotel Management School was honoured to win Bronze in the Tourism Education and Training award category. This award follows their success at last year's event, and it marks their continued commitment to the delivery of excellence in education.

"This achievement again demonstrates our commitment to setting the highest standards throughout every area of our operations. Our success is built on the dedication and hard work of each member of our team, and we are a proud winner at the Australian Tourism Awards." (Guy Bentley, Chief Executive Officer).

For more details of the awards, please visit the [Australian Tourism Awards website](#).

[Read more here](#) on THE-ICE website, or read the full story on the [BMIHMS website](#)

New Associate Dean Joins WAI's Faculty of Higher Education

William Angliss Institute (WAI) in Melbourne, Australia, has appointed Associate Professor Leonie Lockstone-Binney as the Associate Dean (Research) in WAI's Faculty of Higher Education.

Associate Director Higher Education and Quality, Dr Paul Whitelaw, said WAI holds a unique position in the marketplace which helps students gain the theoretical and practical knowledge needed for a successful career. He said the specialist degree focuses on vocational outcomes, with a combination of theoretical education and practical industry experience.

Dr Whitelaw added that, in this new role, Associate Professor Lockstone-Binney will help drive research, engagement and consulting activities for WAI.

"All of these activities will make a significant contribution to developing our research capability and our long term goal of securing University of Specialisation status. It is further evidence of WAI's commitment to a long term future.

[Read more here](#) on THE-ICE website



EAHM's Dr John Fong elected as Vice President of EuroCHRIE

The Emirates Academy of Hospitality Management™ (EAHM), one of the world's leading hospitality business management schools and part of the global luxury hotel company Jumeirah Group, has announced that Dr John Fong has been elected as Vice President of EuroCHRIE (European Council on Hotel, Restaurant & Institutional Education).

EuroCHRIE is the peak academic body that represents almost 200 member institutions from more than 60 countries in Europe, the Mediterranean Basin and Africa. EuroCHRIE is a Federation of International CHRIE, the leading international organisation that supports education and training for the hospitality and tourism industry. Founded in 1946, CHRIE brings together educators from hospitality and tourism management schools and universities into a global network in close co-operation with industry representatives.

Ron Hilvert, Managing Director of EAHM said: "We are proud of Dr Fong's prestigious appointment and this is yet another indicator of EAHM's growing international standing."

[Read more here](#) on THE-ICE website, or read the full story on the [Jumeirah website](#)



FEU's ITHM international internship program expands to Vietnam

Far Eastern University (FEU) has aggressively expanded its internship program as it forges new international tie-ups to respond to the Association of Southeast Asian Nation (ASEAN) integration challenge of providing more options for students.

Hoang Van Cuong, Director of FPT University's International Mobility Office linked FEU with Intercontinental Da Nang Peninsula Resort and Hyatt Regency Spa and Resort in an internship project, saying "Our visit in Vietnam strengthens FEU's vision to be a university of choice in Asia. The international internship program, within the larger umbrella of student mobility, effectively trains and prepares our students for the ASEAN Integration".

"What is fantastic in these world-class hotels is that our interns will be exposed to different cultures. The general manager of Intercontinental, for example, mentioned that some staffers were former interns. This means that the internship will make our students more employable in prestigious hotels in Asia".

Dr Melinda Torres, ITHM Dean, is optimistic about the partnership with FPT University. "Vietnam is an emerging tiger economy. Along with progress is a booming tourism industry. The internship of our students in Vietnam will strategically position them in the hotel industry. FPT University, which is part of the FPT conglomerate, will open opportunities for our students," said Torres.

[Read more here](#) on THE-ICE website, or read the full story on the [FEU website](#)



Degree Courses that Ensure Graduates are Industry Ready

The hospitality industry worldwide is confronted with the problem of attracting and retaining quality employees, which has led to a shortage of skilled personnel for the large number of hospitality businesses. With new hotels being built every day this issue is growing with many complexities. Blue Mountains International Hotel Management School (BMIHMS) offers degree courses that prepare students for the real world with industry skills and knowledge.

A key contributor adding to the skills shortage is a large number of academically qualified young graduates who are leaving the industry or even failing to enter the industry upon graduation.

Over recent years qualified, but unprepared graduates are leaving the industry upon graduation. Looking at education models there has been a trend for university degrees to be offered as broad degrees with specific majors. This has been the case with hospitality programs, which are increasingly being taught as majors, commonly within business degrees. These broad programs do not necessarily train students for the unique working conditions that careers in the industry will provide.

Hospitality Management professionals require practical hands-on personalised teaching yet many degrees offer no practical training components within the curriculum, as teaching small classes is seen as costly, and many universities do not see providing students with practical skills as the role of Higher Education.

Recognising and acting upon industry feedback and trends, BMIHMS delivers courses that combine business management theory with practical learning and structured work placements ensuring graduates have the skills and knowledge that is highly desired by hospitality employers.

[Read more here](#) on THE-ICE website, or read the full story on the [BMIHMS website](#)



FEU Chefs train Gawad Kalinga residents to become future chefs

Far Eastern University (FEU) Institute of Tourism and Hotel Management (ITHM), in cooperation with the Community Extension Services (CES), recently successfully held a catering services training to 17 residents of Gawad Kalinga in Quezon City.

Dr Marilou Cao, CES Director, explained the project was designed to guide members of the community in starting their own small venture particularly in the catering business. "We want to share one of FEU's greatest assets, the faculty who served as facilitators in the TAM GK activity," said Dr Melinda Torres, ITHM Dean.

Dean Torres announced ITHM facilitators who readily shared their techniques and introduced new ideas in the field of cooking which complemented earlier training on basic sanitation and culinary.

She added that the faculty members shared their expertise through five modules of catering services covering particular skills on performing sanitation of equipment and facility, familiarization and identification of tools and equipment use in catering service, preparing and cooking meal, from appetizer, main course to desserts.

[Read more here](#) on THE-ICE website, or read the full story on the [FEU website](#)



BPI Honors 2014 Outstanding Anak Expats

In 2014, the Bank of the Philippine Islands (BPI) has once again recognised ten outstanding students who have shown excellence in academics, community leadership, and arts in the annual Search for the Ten Outstanding Expat Pinoy Children.

The search reflects BPI's unwavering commitment in promoting the value of education and culture of excellence among children of Overseas Filipinos. This nationwide competition has been running for eight years and is one way by which BPI honors Overseas Filipinos for the work they do to ensure a better life for their families.

For more information about BPI's Program for Overseas Filipinos and the annual Search for the Ten Outstanding Expat Pinoy Children, visit www.bpiexpressonline.com

[Read more here](#) on THE-ICE website, or read the full story and listing of awardees see the [Balikbayan website](#)



Arab Region Tourism, Hospitality Boom Bodes Well for Students

Upcoming major events in the Gulf region are expected to help tourism – and jobs for graduates – grow. The Emirates Academy of Hospitality (EAHM) offers business management degrees with a hospitality focus and is considered the first hotel school in the Middle East to have internationally recognized degree-level courses. The school has about 300 hospitality management students from 60 countries.

Dr John Fong, Associate Professor and Director of business development and consulting, says his school is an "integral part" of the Jumeirah Group and has an academic association with Ecole Hôtelière de Lausanne in Switzerland. He says one of the reasons students choose the school is because it is owned by the company and offers interested students internships and full-time job opportunities upon graduation.

"All our degree programs are triple accredited in the UAE, U.K. and Australia and more than 90 percent of our graduates get a job within the first three months of graduation," says Fong. "Our graduates find positions not only in major hospitality companies such as Marriott, Hyatt, Hilton, Kempinski and Jumeirah, but we are also noticing that graduates are getting jobs in non-hospitality companies such as Google, Expedia and even the banking industry."

[Read more here](#) on THE-ICE website, or read the full [Media Release](#)

Upcoming Events

ISCONTOUR 2016 Call for Papers and Participation



The 4th International Student Conference in Tourism Research (ISCONTOUR) will take place from 23rd - 24th May 2016 at the IMC University of Applied Sciences in Krems, Austria.

ISCONTOUR was founded in 2013 by the two professors and e-Tourism experts Christian Maurer (IMC University of Applied Sciences Krems) and Roman Egger (Salzburg University of Applied Sciences) in order to provide a platform where international students and graduates of Bachelor and Master degree programmes can submit and present to the public their tourism-related research papers based on approved their BA- or MA-theses. The conference, taking place alternately at FH Salzburg and IMC FH Krems, aims to establish a platform of knowledge transfer and networking for students, graduates, professors, researchers and people working in the tourism industry.

ISCONTOUR is a non-for-profit conference which is supported by the European Travel Commission, the International Federation for IT in Travel & Tourism (IFITT) and various sponsors.

[Read more here](#) on THE-ICE website, or to find further information on ISCONTOUR, the academic paper submission process and registration please visit: www.tourism-student-conference.com



Call for Papers – ARIQA

ONESQA (the Office for National Education Standard and Quality Assessment) has announced the Call for Papers for ARIQA (Advanced Research & Innovation in Quality Assurance), their international journal published biannually.

Topics relevant to quality assurance in education:

- Quality assurance in education
- Educational assessment, policy, accreditation
- Innovation on quality assurance
- Good practices which impact quality improvement in education
- Case studies on quality assurance in education
- Global trends, internationalization on quality assurance in education
- Articles related to QA

[Download the ONESQA Paper Guidelines](#)

Contact: editor@onesqa.or.th

[Read more here](#) on THE-ICE website, or view the [ICQA 2015 website](#) (in progress)



14th APacCHRIE Conference 11-13 May 2016



The hosts proudly welcome participants to Bangkok, the land of smiles, entertainment, cuisine, nature and heritage!

With the theme "Tourism, Hospitality, and Education during Crisis", the 14th APacCHRIE Conference is to be proudly hosted by the Dusit Thani Bangkok Hotel, Thailand from 11-13 May 2016.

The Call for Papers is extended to hospitality and tourism researchers and practitioners to submit extended abstracts and industry presentations across a wide range of hospitality-related research.

[Read more here](#) on THE-ICE website, or contact -

for academic papers: papers-bangkok@apacchrie2016.com

for info or to register: info-bangkok@apacchrie2016.com



Pinoy Chikka Lecture Series – 22 July 2015



The Pacific Asia Travel Association (PATA) has been the leading voice and authority on travel and tourism in the Asia Pacific region since 1951.

Bringing back last year's highly successful Pinoy Chikka Lecture Series, which featured outstanding Tourism personalities, this year, another stellar line-up of speakers will be on hand to share their expertise on the theme: Sports, Adventure and Wellness Tourism.

True to being the trailblazer in the Travel and Hospitality Industry, the PATA Philippines Chapter, in cooperation with PATA Philippines LPU Student Chapter will run this auspicious event on July 22, at 1.30pm at the SMX Convention Center Mall of Asia.

This invitation comes from Bob Zozobrado of Lyceum of the Philippines University (LPU), Manila, who is also a Board Trustee of the PATA Philippines Chapter. LPU desires to continuously update students with the latest trends in the industry and therefore cordially invites you to be a part of this high-impact event.

Entrance tickets may be purchased through LPU-Manila - Center for Career Services and Industry Relations (CCSIR). Telephone 527-8251 local 173, c/o Mica Villaseñor, for more details.

[Read more here](#) on THE-ICE website



Focus on the Philippines with feel-good news

Second mass wedding held at Far Eastern University

Seven couples were officially married at Far Eastern University (FEU) Manila during February 2015 during TamVows 2.0, organized by Tourism Management students under the Institute of Tourism and Hotel Management (ITHM).

The mass wedding ceremony, the second to be held at Far Eastern University, was officiated by Rev Fr Leovy Roldan and several FEU officials including Senior Vice President for Academic Affairs and ITHM Dean Melinda Torres served as principal sponsors.

[Read more here](#) on THE-ICE website, or read the full story on the [FEU website](#)



FEU student draws strength from OFW parents

Named one of the ten BPI Expat Pinoy Children for 2014, and chosen from hundreds of candidates across the Philippines, Far Eastern University (FEU) student says "Success is not just about you, it's also about you helping others".

Jasmine Joy Marie San Miguel, Tourism Senior at FEU's Institute of Tourism and Hospitality Management (ITHM) had to learn to be independent at an early age because both her parents worked overseas. Her father Aldwin and mother Gloria San Miguel have been working as nurses in the Middle East even before she was born.

Jasmine returned to the Philippines to take up college at FEU, while her younger siblings are staying in the province with relatives. Jasmine lives in Manila by and admits that she has to be strong to battle loneliness and to make crucial decisions. Jasmine still feels her parents' hands on approach inspite of the distance and admits that she appreciates her parents' affection, sympathy and guidance.

Jasmine's motivation comes from the fact that her parents have to work abroad in order to give their children a better life so she chooses to always stay positive inspite of the challenges.

Despite her achievements, she emphasizes that it is very important to stay humble and grateful.

"Face each day with great optimism, confidence, and a huge smile," she advises, "Trust me, it will pay off. It may not be today but, it may be sooner than you think. Never give up co-Pinoy expat children, it is a long and tough journey but we can all do it."

[Read more here](#) on THE-ICE website, or read the full story on the [FEU website](#)

Contact THE-ICE

For contributions to iStudent News, or to subscribe or unsubscribe, please email info@the-ice.org

For accreditation or membership enquiries, please email accreditation@the-ice.org

ABN: 86 131 628 370