



*Scholarly Excellence in the Age of Compliance*

**THE-ICE 11<sup>th</sup> IPoE Forum 2017**  
To be proudly hosted by William Angliss Institute  
Building A, Level 5, 555 La Trobe Street  
Melbourne VIC 3000  
AUSTRALIA

DAY-1: Monday 13<sup>th</sup> November 2017 Pre-Forum Workshop

| Time             | Activity   | Location                        |
|------------------|--|---------------------------------|
| 8:30am – 5:00pm  | THE-ICE 11 <sup>th</sup> IPoE Forum 2017 Registration & information desk open  | Foyer, Level 5, Building A      |
| 9:00am – 12:00pm | Interactive Simulation Workshop – <a href="#">Russell Partnership Technology</a>   | Room A221, Level 2, Building A  |
| 9:30am – 12:30pm | <b>THE-ICE Board Meeting</b>   | Flagstaff 5.26                  |
| 12:30pm – 1:15pm | <b>Board Meeting-Assessment Panel Joint Working Lunch</b>  | Auditorium, Level 5, Building A |
| 1:30pm – 2:30pm  | <b>THE-ICE Assessment Panel Annual Meeting</b>   | Auditorium, Level 5, Building A |
| 2:30pm – 5:00pm  | <p><b>THE-ICE Benchmarking Roundtable Series XII – Workshop One</b></p> <p><b>Session one:</b> Benchmarking vs Ranking</p> <p><b>Presenter: Ms. Pauline Tang</b>, Chief Executive Officer, International Centre of Excellence in Tourism and Hospitality Education (THE-ICE) &amp; Vice-President, International Network for Quality Assurance Agencies in Higher Education (INQAAHE)</p> <p><b>Session two:</b> Challenges of International Accreditation Standards vs National Standards</p> <p><b>Presenter: Mr. Anne-Klaas (A.K.) Schilder MA</b>, Project Coordinator - NVAO &amp; THE-ICE Joint Accreditation Projects</p> | Auditorium, Level 5, Building A |
| 6:00pm – 8:00pm  | <b>Welcome Cocktail Reception</b>  | Front courtyard BBQ area        |

DAY-2: Tuesday 14<sup>th</sup> November 2017

| Time              | Activity  | Location                        |
|-------------------|---|---------------------------------|
| 8:30am – 9:00am   | THE-ICE 11 <sup>th</sup> IPoE Forum 2017 Forum Registration & Welcome Refreshments  | Foyer, Level 5, Building A      |
| 9:00am – 10:00am  | <p><b>Welcome &amp; Official Opening</b></p> <ul style="list-style-type: none"> <li>• <b>Introduction by William Angliss Institute Master of Ceremonies team, led by Dr. Paul Whitelaw</b>, Associate Director, Higher Education and Quality, William Angliss Institute                             <ul style="list-style-type: none"> <li>• <b>Mr. Ian Frost</b>, Lecturer (Hospitality Operations), Faculty of Higher Education, William Angliss Institute</li> <li>• <b>Ms. Melissa Jennings</b>, Coordinator, Angliss International Hotel School</li> </ul> </li> <li>• <b>Welcome to Country Ceremony</b></li> <li>• <b>Welcome by the Executive Team of William Angliss Institute, Mr. Nicholas Hunt</b>, Chief Executive Officer, William Angliss Institute</li> <li>• <b>Welcome Message</b> from <b>Professor (FH) Eva Werner</b>, Chair, THE-ICE Board of Directors</li> <li>• <b>Official Opening: Dr. Craig Thompson</b>, Deputy Chair, THE-ICE Board of Directors</li> <li>• <b>Keynote Speaker: Mr. Anthony McClaran</b>, Chief Executive Officer, Tertiary Education Quality Standards Agency (TEQSA)</li> </ul> | Auditorium, Level 5, Building A |
| 10:00am – 10:30am | <b>Morning Refreshments</b>   | Auditorium, Level 5, Building A |
| 10:30am – 12:00pm | <p><b>Plenary Panel Session: National versus global accreditation – the challenges, the dilemmas and the future</b></p> <p><b>Focus:</b> In an increasingly globalised world, institutions are being faced with issues of national compliance requirements and demand for optional global accreditation. What roles will national compliance and global accreditation play? Will they complement or compete with one another?</p> <p><b>Chair: Mr. Nicholas Hunt</b>, Chief Executive Officer, William Angliss Institute</p> <p><b>Panelists:</b></p> <ol style="list-style-type: none"> <li>1. <b>Dr. Susanna Karakhanyan</b>, President, International Network of Quality Assurance Agencies in Higher Education (INQAAHE)</li> <li>2. <b>Mr. Anthony McClaran</b>, Chief Executive Officer, Tertiary Education Quality Standards Agency (TEQSA)</li> <li>3. <b>Professor Brian King</b>, Chair, THE-ICE Assessment Panel</li> <li>4. <b>Ms. Pauline Tang</b>, Chief Executive Officer, International Centre, Excellence in Tourism and Hospitality Education (THE-ICE)</li> </ol>  | Auditorium, Level 5, Building A |
| 12:00pm – 1:00pm  | <b>Lunch</b>  | Front courtyard BBQ area        |

DAY-2: Tuesday 14<sup>th</sup> November 2017 (continued)

| Time            | Activity   | Location                                       |
|-----------------|--|--|
| 1:00pm – 2:30pm | <p><b>Concurrent Paper Presentation Session 1 &amp; 2:</b></p> <p><b>Session One, facilitated by Ms. Christina Aquino</b>, Executive Director for Planning and Development, Lyceum of the Philippines University Manila</p> <ul style="list-style-type: none"> <li>• <i>An entrepreneurial internship framework for hospitality management program in the Philippines.</i> Author: Evangeline Timbang</li> <li>• <i>Taming the two-headed compliance beast with scholarly practice.</i> Author: Melanie Williams</li> <li>• <i>The need for change at the Dutch Hotel Management Schools.</i> Author: Jan Willem van Brouwershaven</li> </ul> <p><b>Session Two, facilitated by Dr. John Fong</b>, Chief Executive Officer, SP Jain, Singapore</p> <ul style="list-style-type: none"> <li>• <i>Characteristics and specifics of hospitality education.</i> Authors: Detlev Remy and Tammy Wee</li> <li>• <i>Infusing Employment Skills in Teaching, Learning and Curriculum Development: An Event Management Perspective.</i> Authors: Jeffrey Wrathall and Michael Berrell</li> <li>• <i>A mixed method study of employability and career adaptability of tourism and hospitality graduates: inputs for curriculum enhancement.</i> Author: Maria Cecilia Tio Cuison</li> <li>• <i>The development of intercultural competencies during a study stay abroad: does cultural distance matter?</i> Authors: Ankie Hoefnagels and Joris Boonen</li> </ul> | Flagstaff Auditorium, Level 5, Building A 5.26 |
| 2:30pm – 3:30pm | <b>Afternoon Refreshments – Sensory Culinary Experience</b>  | Marshall at registration desk                  |
| 3:30pm – 5:00pm | <p><b>Invited Panel Session 2: Institutional case studies – balancing minimum national compliance standards with developing global excellence</b></p> <p><b>Focus:</b> Balancing the requirements of meeting minimum national compliance standards with the challenge of nurturing the development of scholarly excellence of staff and students. What strategic issues are institutions facing as they balance the internal and external requirements of teaching, scholarly activity and research? What are the challenges being faced of meeting the requirements of revenue generation and student numbers, often coupled with access and equity concerns, while also meeting industry and other stakeholders needs and requirements?</p> <p><b>Chair: Ms. Pauline Tang</b>, Vice-President, International Network for Quality Assurance Agencies in Higher Education (INQAAHE).</p> <p><b>Panelists:</b></p> <ol style="list-style-type: none"> <li>1. <b>Mr. Anne-Klaas (A.K.) Schilder MA</b>, Project Coordinator, NVAO &amp; THE-ICE Joint Accreditation Projects</li> <li>2. <b>Professor Guy Bentley</b>, Chief Executive Officer, Australian Institute of Music (AIM) &amp; Immediate Past Chair, THE-ICE Board of Directors</li> <li>3. <b>Mr. Emanuel Douglas Donhauser</b>, Chief Academic Officer, Swiss Education Group</li> </ol>  | Auditorium, Level 5, Building A                |
| 5:00pm          | <p><b>Cultural Evening Walking Tours</b>, followed by optional networking drinks and dinner at Pure South Dining, Southbank.</p> <ul style="list-style-type: none"> <li>• Walking tour of Melbourne’s famous CBD laneways</li> <li>• Walking tour of Melbourne’s famous China Town</li> <li>• Walking tour of Melbourne CBD’s famous rooftop bars</li> <li>• Historical walking tour of Melbourne CBD</li> </ul>   | Marshall at registration desk                  |

| Time              | Activity  | Location                        |
|-------------------|---|---------------------------------|
| 8:30am – 9:00am   | <b>Welcome Refreshments</b>   | Foyer, Level 5, Building A      |
| 9:00am – 10:30am  | <p><b>Roundtable World Café Session / Panel 3: Designing academic systems and staff support processes that will develop excellence – what are the trade-offs?</b></p> <p><b>Focus:</b> Institutions are not only facing the requirements of compliance, but the desire to be seen to excel. What are the institutional academic structures, promotion policies, incentives and annual staff review processes and resourcing that can be employed to ensure that an institution not only meets its minimum compliance requirements, but that it can also nurture and developing excellence? A roundtable café session that will explore what has worked (or not), for whom, and why?</p> <p><b>Chair: Professor Perry Hobson</b>, Pro Vice-Chancellor for Global Engagement, Taylor’s University, Malaysia</p> <p><b>Panelists:</b></p> <ol style="list-style-type: none"> <li><b>Dr. Scott Richardson</b>, Dean, Emirates Academy of Hospitality Management</li> <li><b>Dr. Peter Ryan</b>, Founder &amp; Chief Executive Officer, Higher Education Leadership Institute</li> </ol> | Auditorium, Level 5, Building A |
| 10:30am – 11:00am | <b>Morning Refreshments</b>   | Auditorium, Level 5, Building A |
| 11:00am – 12:30pm | <p><b>Roundtable World Café Session / Panel 4: Developing students as reflective practitioners</b></p> <p><b>Focus:</b> How have institutions approached developing a curriculum and pedagogy that ensures students acquire technical skills and knowledge as part of compliance requirements, but also developed the broader skills of being reflective, deep and critical thinkers who embody and aspire to excellence? What has been done? What has worked, and what has not worked?</p> <p><b>Chair: Dr. Craig Thompson</b>, Deputy Chair, THE-ICE Board</p> <p><b>Panelists:</b></p> <ol style="list-style-type: none"> <li><b>Associate Professor Pierre Benckendorff</b>, University of Queensland</li> <li><b>Associate Professor Melanie Williams</b>, Associate Dean (Scholarship), William Angliss Institute</li> </ol>  | Auditorium, Level 5, Building A |
| 12:30pm – 1:30pm  | <b>Lunch</b>  | Front courtyard BBQ area        |
| 1:30pm – 4:00pm   | <p><b>THE-ICE Benchmarking Roundtable Series XIII – Workshop Two</b></p> <p><b>Topic 1:</b> Teaching and Learning Outcomes (TLO)</p> <p><b>Presenters:</b> <b>Dr. Paul Whitelaw</b>, Associate Director, Higher Education and Quality, William Angliss Institute &amp; <b>Associate Professor Pierre Benckendorff</b>, University of Queensland</p> <p><b>Topic 2:</b> Project Champion - Virtual Field Trip</p> <p><b>Presenters:</b> <b>Associate Professor Anoop K Patiar, MBA, Ph.D</b>, Griffith University - Tourism &amp; Hotel Management &amp; Project Leader (Virtual Field Trips) and <b>Associate Professor Pierre Benckendorff</b>, University of Queensland</p>   | Auditorium, Level 5, Building A |
| 6:30pm – 11:00pm  | <b>Gala Dinner</b>  | Auditorium, Level 5, Building A |

DAY-4: Thursday 16<sup>th</sup> November 2017

| Time              | Activity  | Location                        |
|-------------------|---|---------------------------------|
| 9:30am – 10:00am  | <b>Welcome Refreshments</b>   | Foyer, Level 5, Building A      |
| 10:00am – 12:00pm | <p><b>Roundtable World Café Session / Panel 5: Assuring today's learning outcomes meet tomorrow's employment opportunities</b></p> <p><b>Focus:</b> We live in a changing world where technology is able to rapidly replace humans, yet curriculum reviews and compliance cycles are typically done every few years – which means the curriculum can be slow to react to changes in the real world. How do we develop a flexible and responsive curriculum and assessment system that can ensure that students will not only be able to meet today's compliance standards and immediate employment opportunities, but also be ready for new and yet undefined roles in a globalised and instantaneous new world?</p> <p><b>Chair:</b> <b>Dr. Paul Whitelaw</b>, Associate Director Higher Education and Quality, William Angliss Institute</p> <p><b>Panelists:</b></p> <ol style="list-style-type: none"> <li><b>Mr. Paul Weeks</b>, Senior Lecturer, Southern Cross University, Australia</li> <li><b>Dr. Rajka Presbury</b>, Senior Lecturer, Blue Mountains International Hotel Management School – Torrens University Australia</li> </ol> | Auditorium, Level 5, Building A |
| 12:00pm – 1:00pm  | <b>Lunch</b>  | Front courtyard BBQ area        |
| 1:00pm – 2:00pm   | <p>Wrap up session</p> <p><b>Rapporteur:</b> <b>Dr. Paul Whitelaw</b>, Associate Director Higher Education and Quality, William Angliss Institute</p>   | Auditorium, Level 5, Building A |
| 2:00pm – 3:00pm   | <b>Annual General Meeting (AGM)</b>   | Auditorium, Level 5, Building A |
| 7:00pm – 9:30pm   | <b>Optional social event/networking dinner at attendee cost</b>   |                                 |

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**13<sup>th</sup> to 16<sup>th</sup> November**  
 Proudly hosted by  
 William Angliss Institute



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