

THE-ICE eBulletin is your tourism & hospitality information hub. This publication aims to provide the latest in education and industry trends and news to our subscribers. Contributions are most welcome – please email to [news@the-ice.org](mailto:news@the-ice.org).

### Message from the CEO



It has been a positive, productive first quarter with THE-ICE hosting the first International Accreditation Workshop, developing a strategic partnership with peer quality assurance agency, PACUCOA, and exploring potential mutual recognition and joint accreditation arrangements in the Philippines. The first quarter also marked

The historic launch of the NVAO and THE-ICE joint accreditation of five (5) Dutch government-funded universities of applied sciences (UAS), which was kick-started in April with the re-accreditation of NHL Stenden UAS and the Full-accreditation of NHTV Breda UAS, to be followed by Hotelschool The Hague, Saxion UAS, and Zuyd UAS from 14-May-2018 to 2-Jun-2018! Great opportunity for both QA agencies to develop best practice models for joint accreditation across borders.

We are also pleased to share some extraordinary success stories from our Member within this quarter's edition of THE-ICE eBulletin.

Pauline Tang  
CEO, THE-ICE

### International Accreditation for a Global Market Workshop in Manila, the Philippines

THE-ICE CEO, Ms Pauline Tang, and General Manager, Ms Jane Gentle, along with Directors of THE-ICE Board, Dr Craig Thompson (Deputy Chair), Ms Christina Aquino (Company Secretary), and Dr Andy Nazarechuk of



THE-ICE Assessment Panel have been breaking THE-ICE across international borders with a recent trip to the Philippines, delivering the first THE-ICE International Accreditation Workshop, hosted at the Bayleaf Intramuros Hotel in Manila.

The theme of the workshop was '*THE-ICE International Accreditation for a Global Market*' and addressed international accreditation and benchmarking issues and values within tourism, hospitality events, and culinary arts (TH&E) education. Representatives from THE-ICE's Philippines members Lyceum of the Philippines University, Far Eastern University, and University of Santo Tomas joined the workshop as presenters to offer an institutional perspective on THE-ICE Student Barometer and Accreditations Application Process.

During their visit to the Philippines, THE-ICE team were honoured to be graciously received by the Commission on Higher Education Development (CHED) and the Philippines Association for Colleges and Universities Commission on Accreditation (PACUCOA), and were delighted to have the opportunity to visit the campuses of THE-ICE Member University of Santo Tomas (UST), as well as THE-ICE Associate Far Eastern University (FEU).

### THE-ICE signs history-making MoU with PACUCOA

During a recent visit to the Philippines, THE-ICE CEO, Ms Pauline Tang, and General Manager, Ms Jane Gentle, were invited to meet with PACUCOA, a private national accreditation agency that provides formal recognition of educational institutions by attesting that their academic programmes maintain excellence across educational operations.



As the battle for 'world class excellence' accelerates, the two agencies cemented their relationship through a Memorandum of Understanding (MoU), with a view to signing a Memorandum of Agreement (MoA) in the near future, creating a partnership that enables joint accreditation of Filipino institutes that specialise in TH&E higher education. THE-ICE Executive Team, along with Dr Craig Thompson, Deputy Chair of THE-ICE Board, and Mam Christina Aquino, Company Secretary of THE-ICE, met with the PACUCOA Board of Directors and Commissioners, including Chairman Dr Conrado E. Iñigo, Vice Chair Dr Esther B. Vedaña, Executive Director Dr Adlai C. Castigador, Treasurer Dr Rosita L. Navarro and Auditor Dr Flordeliza A. Castro.

With many countries sharing common concerns about the performance of their higher education systems, this new partnership is the first step in paving the way for joint accreditation, in an effort to recognise excellence in TH&E higher education in the Philippines through quality assurance, accreditation and benchmarking.

### THE-ICE CEO visits new member, Swiss School of Tourism and Hospitality

Ms Pauline Tang, Chief Executive Officer of THE-ICE, recently travelled to Passugg, Switzerland, to visit THE-ICE's newest member, the Swiss School of Tourism and Hospitality (SSTH).



Academic Dean Professor  
Ulrike Kuhnnehn of SSTH and  
CEO Pauline Tang of THE-ICE

SSTH, a member School of Ecole hôtelière de Lausanne group, were successfully accredited as an Associate of THE-ICE in January 2018 and Ms Tang was delighted to be able to visit their campus in Passugg.

Ms Tang met with SSTH staff, including Academic Dean Professor Ulrike Kuhnnehn, Head of Business Development (Strategy, Quality, and Communication) and other SSTH academics and administrators from marketing and student services. Ms Tang also presented a member's update and THE-ICE ISBSB Comprehensive Report 2017, which were well-received.

## THE-ICE CEO visits Glion Institute of Higher Education's renovated campus

During her recent trip to Switzerland THE-ICE CEO, Ms Pauline Tang, visited member institution Glion Institute of Higher Education (GIHE) in Montreux.



*Ms Pauline Tang joins Mr John Daly of SEG, and Irene Lazo Laiz of GIHE at 'Fresh', one of Glion's new restaurants.*

During her visit to GIHE, Pauline had the pleasure of experiencing one of Glion's new practical arts restaurants, Fresh. Pauline was joined by: Mr John Daly, Director of Quality Assurance, Swiss Education Group; Ms Georgette Davey, Managing Director, GIHE; and Irene Lazo Laiz, Executive Assistant. With panoramic views of Lake Geneva and the Alps, both Fresh and Le Bellevue offer gourmet cuisine in a breathtaking location.

As a practical arts restaurant, they also offers Glion students hands-on experience and skills, training under the supervision of experienced and renowned chefs. Read more about Glion's practical arts restaurants [HERE](#).

## THE-ICE and NVAO prepare for first joint accreditation project in The Netherlands



*Representatives of NVAO and THE-ICE after the signing of the MoU in 2016*

Following the signing of a historic Memorandum of Agreement (MoA), between THE-ICE and Dutch quality assurance agency NVAO on 9-Feb-2017, the first of the joint accreditations of Dutch hotel schools have now commenced.

With the signing of the MoA cementing the partnership and mutual recognition of accreditation systems between NVAO and THE-ICE, Dutch institutions are able to undertake a single accreditation procedure to receive the accreditation of both agencies concurrently. Over the course of 2018, five public Dutch institutions with studies in the fields of hotel management and tourism will be part of the inaugural joint accreditation projects.

[Click HERE](#) to view the MoA, or [HERE](#) to view the MoU. For more information, please visit the [NVAO](#) website.

## ISB-SB™ 2017 Student Barometer results personally delivered to Filipino members

While in the Philippines to deliver the first THE-ICE International Accreditation Workshop CEO of THE-ICE, Ms Pauline Tang, and General Manager, Ms Jane Gentle, took the opportunity to visit the campuses of member institutions Far Eastern University and University of Santo Tomas to personally deliver THE-ICE ISB-SB 2017 Student Barometer Survey results. Results for Lyceum of the Philippines University were also delivered to the institution's team in person, following the workshop at the Bayleaf Intramuros Hotel. Read more about THE-ICE's Student Barometer Survey [HERE](#).

## Member News & Innovations

### Professor Rajesh Chandra recognised with Fellow of THE-ICE Award

Vice-Chancellor and President of The University of the South Pacific (USP), Professor Rajesh Chandra, has been awarded as a [Fellow of THE-ICE](#) for his outstanding contribution in Tourism and Hospitality education, and training and research.



*Mr Hasmukh Lal presented the award on behalf of THE-ICE*

Mr Hasmukh Lal, Executive Director of Pacific Technical and Further Education (Pacific TAFE), presented the award to Professor Chandra on behalf of THE-ICE. *"I have from the beginning had very strong focus on quality and we are pleased that THE-ICE has helped us through the accreditation process to improve the quality of our programmes,"* Professor Chandra said. Click [HERE](#) to read the full article.

### SHMS students host spectacular banquet

In celebration of Swiss Hotel Management School (SHMS) being honoured as an Apple Distinguished School for 2017-2019, students of the BA2 Events Management programme spent months in preparation to deliver the Apple Distinguished banquet with the clever use of technology.



*The theme of the banquet was 'Illusions'*

Focusing on menu planning, decorations, and entertainment, under the theme of 'Illusions', the students created a successful event that included signature cocktails, non-stop entertainment, and an innovative neon dance showcase to close the evening. Click [HERE](#) for the full article.

### Lyceum of the Philippines University celebrates 66 years since foundation



*LPU community celebrates the 66<sup>th</sup> anniversary of the university's foundation*

Lyceum of the Philippines University recently celebrated the 66<sup>th</sup> anniversary since the university was founded, and what would have been the 127<sup>th</sup> birthday of LPU's founder, Dr. Jose P. Laurel.

Paolo S. Laurel, Executive Assistant to the President and OIC Dean (College of Arts & Sciences), delivered an inspirational message on behalf of University President Atty. Roberto P. Laurel to the LPU Community: *"LPU has gone a long way – 66 years of honour, excellence, service and hard work...there are a lot of things to be thankful for – we should be proud of everything that we have achieved"*.

With the theme *'Quantum Leaps Toward an Industry 4.0 University'*, events included a Floral Offering and Mass; Student Entrepreneurship Fair; Community Fun Run and Community Games with partner communities, students, and employees; U-Belt research conference; and the 66<sup>th</sup> Grand Alumni Homecoming.



## UST-CTHM students recognised at national tourism conference

During the 'Union of Filipino Tourism Educators' (UFTE) 12<sup>th</sup> Annual National Tourism Students' Congress and Skills Olympics, students of the University of Santo Tomas' College of Tourism and Hospitality Management were recognised for their outstanding achievements.



*Champion attire, worn by Jercy Raine Cruz and designed by Jan Willies Dayaon*

The UFTE was held at Holy Angel University, Angeles City, Pampanga, in March. The champion of the Female Category and Miss Filipino Attire was modelled by Jercy Raine Cruz and designed by Jan Willies Dayaon. Champions of the Poster Making and Slogan Making Contest of the same event were Mary Dhel Labor and Kiara Mae Romasanta. Andrea Nicole P Hernandez and Catherina Mondejar were awarded 1<sup>st</sup> and 3<sup>rd</sup> runner-up respectively in the Quiz Bee and, overall, the school was awarded second runner-up.

## IHTTI students take the lead on Swiss thermal spa and hotel makeover

In 2018, IHTTI is working together with Thermes Parc - Les Bains du Val-d'Illiez, a Swiss thermal spa and hotel in the heart of Les Portes du Soleil, the largest ski region in the world.



*Students applying the skills they have learned to a real-world hotel and spa renovation*

As part of the New Design Venture Project, students work closely with management to study the hotel guest rooms, private apartments, the spa, and restaurant outlets for the hotel renovation and expansion project.



Students are expected to produce a portfolio with fresh ideas including floor plans, 3D visualisations, and material samples. After 18 intense weeks, the final project is presented to the Hotel Owner, members of the Chartered Society of Designers, and a team at the University of Derby. Designed in consultation with, and endorsed by, IHTTI's industry partners, this Masters programme is designed for graduates who aim to advance their career by gaining advanced knowledge of theoretical and applied topics in the spheres of luxury, hotel design, and executive leadership.

*"I was drawn to IHTTI's combination of hospitality and design, as I have seen the importance of design when being involved in pre-openings," said MIB student Maneuela Betancur. "I am excited about this project as I believe it will help me prepare to open my own hotel one day".*

*"It is a really interesting project concept as we transform a traditional establishment into something up-to-date while keeping the heritage and atmosphere," said MIB student Vu hoi Cheng, from Macau, after the first site visit and market analysis. "Visiting the site helped me with the planning as I got to see the structure of the building and experience the area".* Click [HERE](#) to read full article.

## Esteemed academic, Dr Margot McNeill, appointed as ICMS Deputy Vice Chancellor



*Dr Margot McNeill joins International College of Management Sydney*

The International College of Management Sydney (ICMS) welcomes esteemed academic and national education leader Dr Margot McNeill to the institution, with her appointment as Deputy Vice Chancellor: Learning and Teaching.

Over the past few years at Navitas, Dr McNeill has developed frameworks and programs to enhance quality and support innovation across the entire group. In her new role at ICMS, Dr McNeill will manage the ICMS Learning Management Centre, Student Success Centre, and Work Integrated Learning Unit, along with Library Services. Click [HERE](#) to read the full article.

## USP launch golden jubilee celebrations

H.E. Major-General (Ret'd) Jioji Konusi Konrote, President of the Republic of Fiji and University of the South Pacific (USP) Chancellor, spoke during the official launch of the University's 50<sup>th</sup> Anniversary at the Laucala Campus, highlighting that the past fifty (50) years have been a period of tremendous change for USP.



*The opening of the 1997 Time Capsule as part of the 50<sup>th</sup> Anniversary launch for USP*

President Konrote said that young people today have more opportunity in education than ever before in the nation's history, and that USP has been a steadfast partner to the Fijian Government in widening the reach of the Fijian education system and fielding a more competitive and talented Fijian workforce. Congratulations were extended from many esteemed individuals including: Australia's Foreign Minister, Hon. Julie Bishop; Secretary General of the Pacific Islands Forum Secretariat, Dame Meg Taylor; and Head of Delegation of the European Union for the Pacific, H.E. Mr Julian Wilson.

Following the launch, a time capsule interred by the Australian Government in 1997 was opened, with the enclosed note read out by USP's Vice-Chancellor and President, Professor Rajesh Chandra. Click [HERE](#) and [HERE](#) to read more.

## Taylor's University wins big at Culinaire Malaysia

Taylor's University students and staff brought home an impressive total of 25 medals during the recent Culinaire Malaysia competition held in Kuala Lumpur. This is the region's largest culinary



*Jeslyn Tan Jia Yee with her medals*

competition, held in conjunction with the Food & Hotel Malaysia Exhibition (FHM). Taylor's University emerged in the Top 3 in this prestigious international competition, alongside world renowned KL Convention Centre and 5 star prestigious Hotel Istana. In addition, the university also won the Most Outstanding Team in Catering Service award. Read the full article [HERE](#).

## Pacific TAFE student brings home the gold

A student from The University of the South Pacific's (USP) Pacific Technical and Further Education (Pacific TAFE) won gold at the Moffat National Salon Culinaire. Competing against full-time professional chefs in their first three years in industry, 19-year-old Steven Taukafa, undertaking Certificate III in Commercial Cookery, won gold and first prize in the Class 7 (Junior) Category – Brunch Breakfast Live event at Fiji National University's Namaka Campus in Nadi.



**Steven Taukafa (R) with his Gold Medal and Programme Coordinator, Mr Pasirio Kitione.**

Mr Hasmukh Lal, Executive Director of Pacific TAFE, congratulated Steven and conveyed his appreciation to the Coordinator and teaching staff of Commercial Cookery, adding that they placed enormous efforts in preparing Steven and others to participate. Click [HERE](#) to read more.

## William Angliss celebrates student success

In March, William Angliss Institute (WAI) celebrated the accomplishment of 333 graduating students. WAI was particularly proud to welcome back alumnus as keynote speakers. *"Our graduation week is a very important reminder of why we all do what we do to support these young people. Celebrating our students' success, seeing the hard work rewarded with a qualification that will start them on their career is always exciting,"* said WAI Chief Executive Officer Mr Nicholas Hunt.



**Most Outstanding Travel and Tourism Student Amy Bunker (sponsored by Skat International)**

Major industry partners support the students throughout the year, with many others enabling the Institute to provide additional opportunities to recognise the development of skills and knowledge through sponsored awards. For full article and list of special award winners, click [HERE](#).

## Alumni News

### Stenden University Qatar graduates' business success

Qatari Abdulrahman al Mulla and Syrian Mudar Alafiesh met in 2006 and formed a strong friendship. Both graduated from Stenden University Qatar (SUQ) with a degree in International Management and have recently opened A'la Gourmet & Caf, gaining a reputation as one of the leading restaurants serving authentic Turkish food in elegant ambience. *"We travelled the entire world...in search of collaborators and suppliers and that is how A'la Gourmet & Caf was born"* Abdulrahman said. *"[It] was a concept based on authentic Turkish cuisine with an international twist to cater to all palates".*



**Image from the Qatar Tribune**

*"A'la Gourmet & Caf is definitely one [of] the biggest restaurants in The Pearl-Qatar, with a seating capacity of around 300 and is located at one of the most scenic spots in Qatar, where people can sit inside or outside the restaurant and enjoy their food with a full view of the marina."* Click [HERE](#) for the full article.

## Students of William Blue College of Hospitality Management at Torrens University go global

In August 2017, William Blue scholarship student Georgina McCarthy moved from her home in Australia to Florida to undertake an internship at Walt Disney World through the Disney International Program.

*"Working within the hospitality industry, we deliver guest service and experience. Disney has a high expectation of delivering exceptional guest service, and I wanted to be able to have the opportunity to become a part of this and learn the 'Disney Way' of service."* Georgina said.

Over 30 William Blue students have gained six-month internships at the happiest place in the world through this program. Not only are the students paid for their time, but the hours that they complete overseas contribute to their Industry Placement 1 and 2 subjects. Click [HERE](#) to read more about Georgina's experiences at Disney.



**William Blue student Georgina McCarthy is undertaking a six-month internship at the happiest place on earth.**

## Management Center Innsbruck wins ITB Science Award 2018 in Berlin

For the seventh time in a row, an MCI Tourism Studies graduate has been awarded the science prize by the German Association of Tourism (DGT).



**Jannia Braun DGT awardee**

On the opening day of ITB Berlin, the world's largest tourism fair, Jannis Braun received the coveted award for 'Best Paper by a Young Talent', convincing the jury with his thesis on 'Brand identity as a basis for Alpine destination branding'.

The prize-winning paper examined whether brand models common in other industries could be applied to tourism destinations, and which challenges and success factors had to be considered. *"Jannis Braun managed to systematically analyze and apply the abstract issue of brand identity for destinations,"* said Prof. Hubert Siller, Head of the MCI Tourism Business Department. *"I am obviously very pleased that the DGT science prize went to MCI Tourism for the seventh time".* Click [HERE](#) to read the full article.

## ICMS graduate recommends working while studying to get ahead

Recent ICMS graduate, Jessica Ho, is now Corporate Sales Coordinator at Hyatt Regency Sydney, and attributes her rapid success to working, and impressing potential employers, while she studied. Working at such prestigious establishments as Shangri La Sydney's fine-dining restaurant, Altitude, Park Hyatt Sydney, and Pier One Sydney Harbour before taking up her current role.



**ICMS' Jessica Ho**

Jessica says that her studies at ICMS gave her *"a great overall understanding of hotel operations and admin from events, food and beverage, front office, rooms, and revenue management"* and that her industry training taught her to *"bring what I had learnt theoretically into practice and...studying at a university that specialises in the hotel industry gave [her] a substantial advantage in understanding the industry from the inside"*. Click [HERE](#) to read the full article.



## Corporate Social Responsibility

### Sala Bai inaugurate new accommodation



THE-ICE's corporate social responsibility partner, Sala Bai, recently celebrated an important milestone for the school, the inauguration of their new student accommodation.

The event was attended by Sala Bai students, staff, and friends, as well as Cambodian and French officials. The new buildings will be able to accommodate 150 students per year, and all of the students will be housed less than 1km from the school. One building will house 105 girls and include a social worker's flat, and another will house 45 boys. THE-ICE is delighted to continue their support for Sala Bai as they expand and offer opportunities to more young, underprivileged Cambodians. Read more about Sala Bai [HERE](#).

### KOTO graduates cook for the Prime Minister of Australia, Hon. Malcom Turnbull

KOTO Founder Jimmy Pham and two KOTO alumni, Quan Nguyen and Tam Nguyen, joined the dinner at the recent APEC Summit in Da Nang City, welcoming the Prime Minister of Australia, Hon. Malcom Turnbull, to Vietnam. KOTO was honoured to attend the event, and to be able to share the work they do with the Prime Minister.



**KOTO Founder Jimmy Pham (far left) and KOTO alumni Quan Nguyen and Tam Nguyen with Australian Prime Minister Malcolm Turnbull (centre)**

Quan Nguyen won the Taste of Australia in Vietnam in 2017, and Tam Nguyen was a finalist in the same competition. The two KOTO alumni participated in cooking for the event with the Pullman Hotel team.

Tam said it was "...an amazing experience to be part of the event, and meet the Prime Minister of Australia. Never in my wildest dreams have I dreamed of one day meeting such high profile governmental officials, thanks to the support of KOTO and Australian Embassy in Vietnam". Click [HERE](#) for the full article.

## Upcoming International Events

### THE-ICE 12<sup>th</sup> IPoE Forum 2018

THE-ICE 12<sup>th</sup> IPoE (International Panel of Experts) Forum 2018 is to be proudly hosted by Dusit Thani College, Bangkok – Thailand, from the 12<sup>th</sup> – 15<sup>th</sup> November. Dusit Princess Hotel Srinakarin will host the IPoE Forum.

**IPOE 2018**  
BANGKOK 12 – 15 NOV

THE-ICE IPoE Forums, open to members and non-members of THE-ICE, are unique events providing participants the opportunity to engage with invited keynote presenters, and discuss key issues and trends with global academic and industry.

The theme of this year's Forum has been confirmed as *Creating Advanced Learning Experiences* with the following subthemes:

- Learning objectives and future preparedness – towards 2030
- Technology-enabled learning and MUSE
- Advanced learning environments and infrastructure – the classroom of the future.
- Learning through industry experience and engagement
- Learning across cultures – gracious tourism and hospitality

A call for papers will be extended in the near future, inviting papers that address the Forum theme.

**IPOE 2018**  
BANGKOK 12 – 15 NOV



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

*Creating Advanced Learning Experiences*

### EuroCHRIE 2018

The European Federation of the International Council on Hospitality, Restaurant, and Institutional Education (EuroCHRIE) will host their 2018 conference in Dublin, Ireland, from 6<sup>th</sup> – 9<sup>th</sup> November, 2018.

The theme of this year's conference is '*Be Inspired*' and the conference committee invites submissions of papers or poster presentation. Full details available on the [conference website](#).

Early bird registrations will close **6<sup>th</sup> July 2018**.



### Contact Us

Article and event information contributions are most welcome, please email [news@the-ice.org](mailto:news@the-ice.org)

For information on THE-ICE accreditation and membership, please email [accreditation@the-ice.org](mailto:accreditation@the-ice.org)

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