

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.

Message from the CEO



The past few months have been positively busy! THE-ICE have seen the successful completion of the historic NVAO-THE-ICE joint assessment projects of five (5) Dutch government-funded Universities of Applied Sciences. The pilot kick-started on 19-Mar-2018, with the re-accreditation of NHL Stenden.

Following was the Full-accreditation of Breda UAS, then the Hotelschool The Hague, Saxion UAS, and Zuyd UAS, conducted from 14-May-2018 to 2-Jun-2018. We have also welcomed a new Full Member from Thailand, Mae Fah Luang University, which meet THE-ICE Standards of Excellence with flying colours. Not forgetting the successful re-accreditation of the University of the South Pacific/Pacific TAFE in Fiji.

We are also pleased to share some extraordinary success stories within this quarter's edition of THE-ICE eBulletin, including from our Member Institutions in the United Arab Emirates, Singapore, Switzerland, and the Philippines, to name a few, plus the celebration of THE-ICE strategic partner, Russell Partnership Technology, joining forces with REDGlobal!

Pauline Tang
CEO, THE-ICE

THE-ICE contributions recognised by INQAAHE at Biennial Forum

THE-ICE CEO, Ms Pauline Tang, and General Manager, Ms Jane Gentle, were recognised at the recent INQAAHE 11th Biennial Forum 2018 in Mauritius for their outstanding contributions to the INQAAHE Board and INQAAHE Communication & Outreach Committee.



Ms Tang and Ms Gentle were honoured to receive the awards, along with Ms Viola Chan Phaik Mui of Finance Accreditation Agency, received by INQAAHE Director Dr Eddy Chong on her behalf.



Ms Tang has been an elected Director on INQAAHE's Board of Directors since 2013 and during her second term of office she was elected by her fellow Directors to the role of Vice President in 2016.

Ms Tang was recognised for her dedication and outstanding service as Director from 2013-2016 and as Vice President from 2016-2018 on the INQAAHE Board; Ms Gentle was recognised for her outstanding contribution in enhancing INQAAHE's brand profile and identity through her work on e-Communication platforms including the INQAAHE website and social media.

President of INQAAHE, Dr Susanna Karakhanyan, confers awards on (top, L-R) Ms Jane Gentle, General Manager of THE-ICE, Ms Viola Chan Phaik Mui of FAA, received by Dr Eddy Chong, and (bottom) Ms Pauline Tang, CEO of THE-ICE.

NVAO & THE-ICE successfully conclude first joint accreditation projects in The Netherlands

THE-ICE and NVAO have completed their first joint accreditation projects to the great satisfaction of all parties involved.



Members of THE-ICE and NVAO joint accreditation projects panel

During THE-ICE 10th International Panel of Experts (IPoE) Forum held in Lucerne, Switzerland, in 2016, the two quality assurance agencies signed a Memorandum of Understanding (MoU) for mutual recognition of their respective accreditation systems. This was followed by a Memorandum of Agreement (MoA), developed collaboratively by both organisations. The goal was to increase efficiency and reduce administrative burden for institutions undergoing accreditation. This was done by facilitating a process leading to double accreditation for Dutch institutions and programmes that opt for joint NVAO-THE-ICE accreditation, resulting in accreditation by both organisations.

Between March and June 2018, as members of the NVAO-THE-ICE Joint Assessment Panel, Auditors from THE-ICE's independent Assessment Panel travelled to The Netherlands to conduct the site audits and report-writing required for the projects. As agreed with NVAO, validity of the accreditation from both organisations is granted for a period of six (6) years.

The feedback regarding THE-ICE's independent Auditors has been consistently positive from fellow panellists and institutions alike. THE-ICE is delighted with the highly favourable outcome of this joint accreditation project, and look forward to a fruitful ongoing partnership with NVAO.

THE-ICE General Manager visits Singapore Institute of Technology

Ms Jane Gentle, General Manager of THE-ICE, along with Dr John Fong from THE-ICE Board of Directors, were honoured to be received by Observer of THE-ICE, Singapore Institute of Technology, President Professor Tan Thiam Soon; Associate Professor Detlev Remy; and Programme Director & Assistant Professor Eliver Cheuk Ki Lin, to discuss THE-ICE Full Accreditation Application Process.



Dr John Fong, Associate Professor Eliver Cheuk Ki Lin, Ms Jane Gentle, & Associate Professor Detlev Remy.

SIT's Hospitality Business programme is the first and only hospitality programme offered by any of the five autonomous universities in Singapore. The primary objective of the three-year programme is to nurture hospitality professionals who are passionate about making positive and tangible contributions to the industry.

THE-ICE CEO attends EHEA Ministerial Conference and Bologna Policy Implementation reports in Paris

With the endorsement of the Directors of the new INQAAHE Board, Ms Pauline Tang, CEO of THE-ICE and Immediate Past Vice President of INQAAHE, was proud to represent INQAAHE in place of INQAAHE President Dr Susanna Karakhanyan at the European Higher Education Area (EHEA) Ministerial Conference and the Bologna Policy Implementation progress reports held in Paris, France, in May.



Ms Pauline Tang joined delegates from forty-eight attending countries at the EHEA Ministerial Conference

Ms Tang connected and networked with many Ministers from the forty-eight (48) attending countries, who have collaborated over the past twenty (20) years to implement higher education reforms based on key common values such as freedom of expression, institutional autonomy, independent student unions, and academic freedom. Project Leaders of the Bologna Process Innovative Programmes were invited to share the outcomes of their respective initiatives, and panel sessions were delivered by such high-profile panellists as the General Director of UNESCO and the Prime Minister of France.

Ministers reaffirmed their commitment to continue the political dialogue and cooperation into the future at the Bologna Policy Forum, as well as to supporting the ongoing interregional dialogue on issues of common concern among policy makers, stakeholder organisations, students, staff, and higher education institutions.

THE-ICE attendance at the 16th APacCHRIE Conference

THE-ICE General Manager, Ms Jane Gentle, attended the 16th APacCHRIE Conference in Guangzhou, China, in June.

APacCHRIE is the leading hospitality and tourism education association within the Asia-Pacific region, with members from over seventy-five (75) leading universities from more than eighteen (18) countries. The annual conference is also the outstanding platform of academic exchange in the region.

The 2018 event was hosted by Sun Yat-Sen Business School (SYSBS), and conference programming also included a Youth Conference aimed at nurturing future tourism scholars, and a 30th anniversary celebration of the Department of Hospitality and Service Management in SYSBS.

The theme, 'Innovation and Sustainability', brought together renowned scholars from around the world, including several of THE-ICE's Members and Business Alliance partners, to discuss the theme as it relates to hospitality and tourism.



L-R: Mr Peter Russell, Russell Partnership Technology; Dr Peter Ryan, HELI; Ms Jane Gentle, THE-ICE; Anders Justenlund, EuroCHRIE President; and Dr John Fong, past EuroCHRIE President.

Member News & Innovations

New Vice-Chancellor and President appointed to University of the South Pacific

Professor Pal Ahluwalia has been formally appointed as the new Vice-Chancellor and President (VC&P) of USP during the 86th Council meeting of the University in Nauru. Professor Ahluwalia will formally take up the role in November 2018 to allow for a smooth transition from current VC&P Professor Rajesh Chandra, whose ten-year term ends in December.



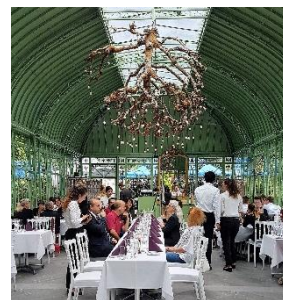
Professor Pal Ahluwalia, the newly appointed VC&P, USP

Professor Ahluwalia is currently Pro Vice-Chancellor (Research and Innovation) at University of Portsmouth, where he also holds the role of Equality and Diversity Champion.

Professor Chandra stated that his successor's extensive international career in higher education, with pervasive experience as an academic, makes him an outstanding candidate, especially as USP looks forward to greater achievements in higher education in the Pacific region.

SSTH Le Jardin pop-up restaurant

In January, Swiss School of Tourism and Hospitality students of HF4d and HF4e were tasked with developing, planning, and opening a pop-up restaurant at an external location. Months of hard work culminated in three full days of the Le Jardin pop-up restaurant, a unique fusion of European and Asian cuisine and specially selected Italian wines. Working in a large, multicultural team, the students completed concept development, marketing, financing, logistics, and personnel deployment with coaching from professionals. Hosted in the beautiful Art Deco pavilion of the Zuber Garden Atelier in Domat, Le Jardin reflected the mix of culture in the classroom and proved to be a great success, with every lunch and dinner sold out and visitors and mystery guests commenting on the unique atmosphere that was achieved.



SSTH students created the Le Jardin pop-up restaurant in the Art Deco pavilion

Dubai College of Tourism prepares to move to new facility

Observer of THE-ICE, Dubai College of Tourism, officially opened in January 2018, launching their first programme, Certificate in Tourism. In August 2018, the college will move to a brand new facility shared with Dubai Tourism Commerce Marketing (DTCM) next to the Dubai World Trade Centre.



Artist's rendition of new Dubai College of Tourism facilities

This new location will provide students with a world class experience, with many of DCT's partners within walking distance of the new facility, and in September the college will launch all certificate programmes. Dubai College of Tourism continues to be excited about the positive response for vocational education they are receiving from industry and potential students and their families.

SHMS student's postcard from the PyeongChang 2018 Winter Olympics

After completing his first year of a Bachelor in Hospitality and Events Management at Swiss Hotel Management School (SHMS) and an internship in Barcelona, Sung Hyuk



PyeongChang 2018 Winter Olympics

Bae (Nick) returned to South Korea to begin his military service. When his enlistment was delayed, however, he was offered another opportunity – to work at the Winter Olympics as part of Mosimann's catering team, founded by Swiss-born chef Anton Mosimann OBE.

Placed at the Intel House as part of the F&B team, Nick was one of the youngest team members and the only Korean. "As I was most familiar with the ingredients, locations and of course the language, the team depended on me greatly during this period," Nick writes. "My team didn't see my age or inexperience in the industry as a hindrance, and had confidence in me and allowed me to take the lead."

"It was an intense experience but I think my experience from SHMS helped in regards to etiquette, serving people in the right manner, interacting with VIPs and working under pressure." Click [HERE](#) to read the full article.

Lyceum of the Philippines University represented at Food and Hotel Asia 2018

The Food and Hotel Asia (FHA) is one of the biggest tradeshows in Asia, having continuously grown over 40 years. In partnership with different establishments within the food and hospitality industry, FHA has earned a reputation as the most comprehensive international food and hospitality trade show in the region. Lyceum of the Philippines University Cavite was represented at FHA 2018 by Maruth Miranda, a 4th year BS International Hospitality Management student specialising in Cruise Line Operations in Culinary Arts. Ms Miranda was awarded the Highest Bronze Medal for the Dress the Cake Category and was able to achieve the award with the help of her coach, Chef Rosszen Yorkah Tuazon, Culinary Arts and Kitchen Operations Chairperson of LPU's College of International Tourism and Hospitality Management. Other students also assisted in the competition: Ron Michael Anacay and Anne Marie Tabuada.



Ms Maruth Miranda presented with the Highest Bronze Medal (pictured left) for her award-winning cake (pictured right).

New restaurant for USP Pacific TAFE

The Nadi Tourism & Hospitality Centre was honoured to open its restaurant in July 2018. The restaurant is open to the public, with students gaining live, practical experience as part of their food and beverage training. This initiative will further help them gain an increased level of practical skills to become work-ready graduates.



Nadi Tourism & Hospitality Centre students prepare a meal at the restaurant

HIM & SHMS students collaborate for a cause

The fifth iteration of the student-organised Freddie For A Day event attracted over 8,500 visitors to Montreux to experience concerts, performances, raffles, and gastronomic specialities from around the world. The 2018 weekend-long event raised almost 25,000 CHF (over \$25,000 USD) and all funds will be donated to the Mercury Phoenix Trust Foundation, to be allocated to charity projects focused on fighting HIV/AIDS around the world. In the past 21 years, the trust has given away over \$15million in music icon Freddie Mercury's name and funded over 700 projects in the global battle against HIV/AIDS.



Over 8,500 visitors attended Freddie For A Day 2018

Montreux's unique version of Freddie For A Day, which has been celebrated around the world since 2010, was launched in 2014 with a special focus on prevention. Over 200 students from Hotel Institute Montreux (HIM) and Swiss Hotel Management School (SHMS) of Swiss Education Group collaborate on the design, logistics, and promotion of the event, an opportunity to practice what they are learning in the classroom, and all for a good cause. The event has become an integral part of their studies. Click [HERE](#) to read the full article.

Taylor's University awarded highest certification by UNWTO

Taylor's University has been awarded the TedQUAL certification by United Nations World Tourism Organisation (UNWTO), making it the only university in Malaysia to receive this highest certification for excellence by the United Nations.



Taylor's University was recognised for its Hospitality, Tourism and Leisure Management academic programmes and research, joining 52 other renowned universities around the world such as George Washington University, USA, Hong Kong Polytechnic University, and University of Queensland, Australia.

The UNWTO TedQUAL Certification System aims to encourage the improvement of the quality of tourism education, training and research programmes at a worldwide level. It is composed of a series of evaluation criteria and aims to measure the effectiveness of a university's tourism education, training and research programmes, as well as to what extent it covers the needs of the tourism sector, civil society, and the students.

Professor Michael Driscoll, Taylor's University Vice Chancellor and President, is elated with the news. "Receiving this international recognition by UNWTO speaks volumes of our distinctive strengths – the outstanding teaching quality, significant impactful researches conducted by our academicians, and the quality of graduates we produce," he said.

"I would like to congratulate my colleagues in the Faculty of Hospitality, Food and Leisure Management for this, yet another outstanding milestone. I look forward to seeing many more achievements by the faculties and the university at large as we work towards achieving our aspiration of becoming one of the top universities in Asia by 2022".

Stenden University of Applied Sciences Qatar achieves Ministry milestone

Stenden University of Applied Sciences Qatar (SUAS-Q) has achieved an important milestone in its development, as the Ministry of Education and Higher Education in Qatar approved and licensed two Masters programmes which will be offered starting September 2018.



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

With the achievement of this licensure, SUAS-Q's Masters in Leisure, Tourism, and Event Management becomes the first Master programme of this nature in the Gulf Cooperation Council region; the Masters in International Hospitality and Service Management programme becomes the second officially licensed programme of this kind in the same region; and with the approval and licensure of the locally accredited BBA degrees SUAS-Q becomes the first private higher education institution in Qatar licensed to offer its own degrees.

Dr. Ivan Ninov, Executive Dean of SUAS-Q, stated: "We are very proud of this achievement as we have been provided with an excellent opportunity to start delivering academic courses at a more advanced graduate level in key areas which are of great importance to the future development of the State of Qatar. We are confident that with the introduction of the two new Masters programmes, we will be able to further develop the skills of working professionals and help them enrich their professional careers." Click [HERE](#) to read more.

LPU Cavite hailed as COHREP champions

After months of training and hard work, LPU Cavite was awarded as the overall champion for the COHREP Skills 2018, held in Lyceum of the Philippines University Laguna.



In addition to being awarded as overall champions, LPU Cavite received four (4) awards in the Tourism Category, three (3) awards in the Culinary Category, and three (3) awards in the Hospitality Category.

Executive Chef visits USP Pacific TAFE

Anthony Healy is the executive chef of Kokomo Private Island, a recently opened boutique resort in Kadavu, Fiji. Chef Healy says seafood in Fiji is amazing, and every hotel should be pushing local seafood for holiday guests. He expressed this view after his presentation on 'Dock to



Executive Chef Anthony Healy and Mr Hamish McCracken, Head of College of Business, Tourism and Hospitality (centre), and USP Pacific TAFE Cookery and Hospitality students.

Dish' to students of the Pacific Fusion Restaurant at the University of the South Pacific in Suva. "For me, if you go on holiday you should eat produce from that area, from that island, and from that local economy," he said. The USP Pacific TAFE culinary programmes will continue to work with Chef Healy for advice and guidance in the use of local and sustainable produce.

University of the South Pacific achieves WSCUC accreditation



The University of the South Pacific (USP) has received Initial Accreditation by the Western Association of Schools and Colleges (WASC) Senior College and University Commission (WSCUC), United States for a term of six (6) years. The institutional quality of the University is now accepted as similar to that of accredited universities in the United States.

In a formal statement, WSCUC stated that: "The University of the South Pacific is accredited by the WASC Senior College and University Commission (WSCUC), 985 Atlantic Avenue, Suite 100, Alameda, CA 94501, 510.748.9001".

WSCUC is a regional accrediting agency, established for the purposes of accrediting senior colleges and universities throughout California, Hawaii, and the Pacific and a limited number of international institutions.

This is perhaps the most consequential accreditation for the University and puts USP up among those American institutions that have been rigorously assessed as meeting stringent American standards. This accreditation will have major benefits to the University, including making students in Republic of Marshall Islands and other Northern Pacific countries eligible for grants under their Compact Agreements; facilitating USP's drive for additional international students; helping in the recruitment of staff; and having significant benefits to the University and synergizing very well with USP's total quality management and improvement systems. Read more about USP's WSCUC journey [HERE](#).

Glion introduces dual MBA & MSc with Grenoble Ecole de Management

Glion Institute of Higher Education has recently introduced the dual MBA and MSc in International Hospitality Business, offered in partnership with equally



renowned French business school Grenoble Ecole de Management. The programme enables students to gain two degrees after only one year on campus and one year working in industry.

The dual MBA and MSc in International Hospitality Business brings together the excellence of GEM's MBA and Glion's MSc programmes. Students will advance their knowledge through a hands-on management projects, strengthen key skills, learn to solve contemporary global management challenges, and receive an education tailored to their professional goals. Click [HERE](#) to read more.

Alumni News

William Blue Tourism Management alumni purchases her own hotel in Victoria

Laurel has always dreamed of owning her own hotel. Now, at the age of 27, two years after graduating from her Tourism Management degree at William Blue College of Hospitality Management at Torrens University, Laurel has purchased Athelstane House, a boutique B&B on the coast of Victoria, Australia.



Built in 1860, Athelstane House is the oldest operating guesthouse in the region, a ten-room hotel with its restaurants and function space renovated with a quirky QT Hotel vibe. With a supportive team of 12 staff – chefs, waiters, housekeepers, and customer service staff – Laurel couldn't ask for anything more. Click [HERE](#) to read the full interview.

César Ritz Colleges graduate advocates for global wellness

Belgin Aksoy Berkin has set out to inspire the world as the founder of Global Wellness Day, a not-for-profit international day dedicated to living well, with the ambition of bringing more awareness and recognition to the value of



Belgin Aksoy Berkin is the Founder of Global Wellness Day

our lives. "Living well is almost the entire world's shared dream and my vision was to make wellness accessible to everyone," she said. "I believe wellness is the inherent right of every individual...the most valuable thing you have is yourself and your body needs your attention and your love."

Speaking on how her education at César Ritz Colleges contributed to who she is today, Belgin says she learned "the importance of putting your heart in everything you do and to not be afraid to add your own personal touch. The extra detail is what makes things special." Click [HERE](#) to read the full interview.

MCI alumni working around the world

Alexander Zerzer's work in the hotel industry has taken him around the world. "Even before my studies, I had the opportunity to gain professional experience in various European countries," he said. "I was then drawn to Shanghai, China, for 3 years (InterContinental Hotels Groups & Expo 2010)."



Alexander Zerzer, MCI graduate

Returning to Austria, Alexander was entrusted with the exciting task of designing the hotel concept 'H12' for Hotel 12, guiding its development, pre-opening phase, and first operational year.

Throughout his studies, Alexander's focus was once again on Asia and, following his graduation from MCI's BA in Tourism and Business Studies in 2015, he undertook a new challenge in China. Since then, he has been helping to develop a new brand – VUE Hotels – which belongs to the Chinese hotel chain, "Crystal Orange Hotel Group", and as General Manager is responsible for this flagship project. Alexander says his motto is: "If you don't try you'll never know!"

BMIHMS at Torrens University alumni is Park Hyatt's Corporate Leadership Trainee

While studying a Bachelor of International Hotel and Resort Management at Blue Mountains International Hotel Management School at Torrens University, Australia, Scott Bear completed his first industry placement at Park Hyatt Sydney. This placement was one of the first hands-on experiences Scott received in the hospitality industry, and gave him experience in food and beverage outlets as a waiter and bartender. He also completed shifts in the fine dining restaurant and with the events team.



Scott Bear outside the Hyatt Regency London – The Churchill

For his second industry placement, Scott was given the unique opportunity to travel overseas and work at the Hyatt Regency London – The Churchill. Upon graduating from BMIHMS in 2017, Scott was offered the Corporate Leadership Traineeship (CLT) with Park Hyatt, Sydney – a 12-month training programme where the successful applicant works across all departments in the hotel, and learns how it operates and functions from a managerial perspective. "What I love about Park Hyatt is their standards, values, expectations, and guest interaction, which were the traits that hooked me to the brand," Scott said. "The brand aims to retain their employees by providing support and training programmes to develop them – initiatives like their graduate programme."

IHTTI graduate launches career alongside the launch of a hotel

Jonathan graduated from IHTTI in 2016 with a Bachelor's Degree in International Hospitality and Design Management, with First Class Honours. His design knowledge helped ensure that his Management in Training experience touched all corners of the hotel opening of The Sanya EDITION hotel in China, where he was a member of the pre-opening team. At the time of opening, EDITION hotels was the newest luxury lifestyle brand under Marriott International.



IHTTI graduate Jonathan was a member of the pre-opening team for The Sanya EDITION hotel, China

"The Sanya EDITION is Marriott International's first property in

Asia-Pacific and the idea of being involved in developing a new brand in Asia was very exciting for me," Jonathan said, adding that he had enjoyed his pre-opening experience so much, he decided to stay on with the property and is now an Assistant Manager for Rooms Operations. "We had to lay the groundwork and build local standard operating procedures from scratch. We also didn't have any 'sister property' in the region to rely on for support, so we did not have references or templates to refer to. However, this also allowed us to establish new standards and thus set ourselves apart from other luxury brands in the market."

Click [HERE](#) to read more of IHTTI's interview with alumnus Jonathan, and find out more about the different projects Jonathan worked on during the pre-opening [HERE](#).

Emirati student of Emirates Academy of Hospitality Management honoured

Yousef Monjazebi, an Emirati BBA student of The Emirates Academy of Hospitality Management (EAHM), has been named “Jumeirah Intern of the Year” after completing a 6-month internship at Jumeirah Zabeel Saray on The Palm; spending 4 months in Learning and Development and 2 months in Human Resources.



“Working in Human Resources really connected me to Jumeirah Zabeel Saray’s colleagues and I enjoyed making sure that everything ran smoothly across all of the departments. When I graduate, I would love to continue to work with Jumeirah Group,” said Yousef.

“The Hospitality industry is the fastest growing industry in the world and having a degree in Hospitality really opens up doors... With the Expo 2020 coming to Dubai, there will be endless opportunities — 65,000 jobs purely catered to hospitality graduates. Now is the best time to study Hospitality Business Management,” added Yousef.

International News

Russell Partnership Technology and REDGlobal join forces

THE-ICE Business Alliance Partner Russell Partnership Technology (the Technology arm of The Russell Partnership Collection), and REDGlobal (the US leading provider of human capital development through simulations) join forces under the name of RP Technology to create the global leader in hospitality-based simulations.



Professor David Russell, Chairman of RP Technology, said “staying close and listening to the views of our global customers is the foundation for this initiative. Seamless service quality, ongoing sector research and advanced technical capability will remain at the very heart of our ever-evolving and innovative business.”

The combined business will operate in over 50 countries, delivering simulations in 10 languages to over 10,000 participants annually. The future combined product range will include popular simulations such as HOTELSIM, REVSIM, ASSETSIM, F&BSIM, RATESIM, HOTS and Simr. Combined clients include over 250 global Business Schools, Universities and Colleges and multiple Hotel Corporates and commercial businesses including Marriott, Hilton, Wyndham and Expedia.

Peter Starks, REDGlobal CEO, said, “the combined strength in human and capital resources, geographical breadth, and the combined 50 years of simulation creation, development and application will facilitate a true global service with ongoing product investment, innovation and customer service. We very much look forward to continuing to build our capability of working with our customers to build and develop human capital.”

Corporate Social Responsibility

KOTO supported by PIONEER Awards 2018



THE-ICE’s corporate social responsibility partner KOTO has been selected as charity partner for The PIONEER Awards 2018, with 10% of the event profits being donated to KOTO.

KOTO stands for “Know One, Teach One”, which encompasses the organisation’s core message and work. KOTO transforms the lives of disadvantaged and at-risk youth in Vietnam through their holistic hospitality training program, English and Life Skill. Read more about KOTO [HERE](#).

In addition to the charity partnership, KOTO alumni Ms Huong Dang Thi has been shortlisted for the International Alumni of the Year Award, with the awards ceremony taking place in London in September 2018.

Click [HERE](#) to read more.

KOTO Graduation Ceremony – “This Is Me”

The KOTO Graduation Ceremony is an annual event celebrating the completion of each trainee’s intensive 24-month hospitality training program at KOTO, and the beginning of a new journey filled with promising opportunities and new challenges. 69 graduates – class 11, 28 & 29 – have now graduated from KOTO, well-prepared to overcome any obstacles and prove that they can succeed.

The 2018 theme conveyed a powerful, self-affirming message: “This Is ME – with confidence, love, knowledge, empowerment and skills, I am now brave enough to rise on my own.”

The ceremony took guests and trainees through uplifting speeches from KOTO founder Jimmy Pham and Australian Ambassador to Vietnam Mr Craig Chittick, to delightful performances by UNIS students, SINE, and other well-known artists. Above all, it was a recognition and huge encouragement for KOTO graduates to confidently continue their steps in their career paths and in life.



KOTO graduates celebrate the beginning of a new chapter.

Upcoming International Events

THE-ICE 12th IPoE Forum 2018

THE-ICE 12th IPoE (International Panel of Experts) Forum 2018 is to be proudly hosted by Dusit Thani College (DTC), in Bangkok, Thailand, from the 11th – 14th November.

DTC and its adjacent Dusit Princess Hotel Srinakarin will host the IPoE Forum.

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 academics and industry experts.

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

- Learning objectives & 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 is now open, inviting papers that address the Forum themes. Click [HERE](#) for the frame of reference and submission guidelines.

Registrations are also open, with early bird registrations closing September 30, 2018 – click [HERE](#) for more information.

IPOE 2018
BANGKOK 11–14 NOV



Creating Advanced Learning Experiences

Russell Partnership Technology Workshop

In conjunction with THE-ICE 12th IPoE Forum 2018, you are cordially invited to attend the Russell Partnership Technology Revenue Management & Hotel Industry Insights workshop session on Wednesday, 14 November, 2018.

The workshop will provide an overview of industry trends and insights, including the 3 P's of visitor numbers (past, present and predicted), with a particular focus on both Bangkok and the Thai market, offering a cultural insight to your stay in Bangkok. The workshop will feature an interactive revenue management simulation exercise using real-world data provided by industry partners STR Share Centre, as well as online booking systems such as Booking.com and TripAdvisor. Click [HERE](#) for more details or contact info@russellpartnership.com.



CHIA Workshops with STR Global

Gain your Certification in Hotel Industry Analytics (CHIA), jointly offered by STR and AHLEI, the only



industry certification focused on analysing data through experiential learning. Click [HERE](#) to read more, and to register for the upcoming workshops in North America, Central South America, Europe, and Asia:

Nashville, TN: August 14-15

Venice, Italy: August 30

Niagara Falls, NY: October 16

La Paz, Bolivia: October

Dublin, Ireland: November 6

New York, NY: November 9-10

Bangkok, Thailand: November 15th (THE-ICE IPoE Forum 2018)

Call for Papers: INQAAHE 2019 Conference



The International Network of Quality Assurance Agencies in Higher Education (INQAAHE) invites proposals for papers and posters for presentation during the 2019 INQAAHE Conference, to be hosted from 25-28 March, in Colombo, Sri Lanka. The theme is *Quality Assurance, Qualifications and Recognition: Fostering Trust in a Globalised World*.

Draft proposals deadline: 30 October, 2018

Submission of final papers and posters: 30 January, 2018

Paper and poster proposals will be assessed by members of the Conference Program Committee for compliance with the criteria for acceptance. Click [HERE](#) for more information.

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 6th – 9th November, 2018. The theme of this year's conference is 'Be Inspired'. For further details, click [HERE](#) to visit the conference website.

Contact Us

Article and event information contributions are most welcome, please email news@the-ice.org

For information on THE-ICE accreditation and membership, please email accreditation@the-ice.org

Editor Note: Contents of the Bulletin are submitted by members and networks, compiled by THE-ICE. Although the responsibility of content remains with members and networks, THE-ICE reserve the right to edit, make corrections, omit material or do minor re-organisation as required to achieve a reasonable consistent look and feel, to any submitted articles. If the revisions required are major, THE-ICE will contact the member or network (author) before publishing the material.