



*Creating Advanced Learning Experiences*

**THE-ICE 12<sup>th</sup> IPoE Forum 2018**  
To be proudly hosted by Dusit Thani College  
1 Soi Kaenthong (Next to Seacon Square)  
Nongbon, Pravet, Bangkok, Thailand 10250

**DAY-0: Sunday 11<sup>th</sup> November 2018**

Time	Activity	Location
10:00am – 11:30am	<b>THE-ICE Assessment Panel Annual Meeting</b>	Executive Meeting Room 100, Ground Floor, Dusit Thani College
11:30am – 12:00pm	<b>Board Meeting-Assessment Panel joint morning tea</b>	
12:00pm – 5:00pm	<b>THE-ICE Board Meeting</b> - Working lunch 12:30pm	

**DAY-1: Monday 12<sup>th</sup> November 2018**

Time	Activity	Location
8:00am – 9:00am	<b>THE-ICE 12<sup>th</sup> IPoE Forum 2018 Registrations &amp; information desk open &amp; Welcome Refreshments</b>	Srinakarin Hall, Dusit Princess Srinakarin Hotel
9:00am – 10:00am	<b>Welcome &amp; Official Opening</b> <ul style="list-style-type: none"> <li>• Introduction by Dusit Thani College Masters of Ceremonies, Ajarn Marupong Singwirat &amp; Ajarn Nattawadee Thanamahamongkhol.</li> <li>• Welcome Ceremony</li> <li>• Welcome by the Executive Team of Dusit Thani College, Mr Atthawet Prougestaporn, Acting Rector, Dusit Thani College.</li> <li>• Official Opening &amp; Keynote Address: Professor (FH) Mag Eva Werner, Chair &amp; Director, THE-ICE Board of Directors.</li> <li>• Keynote Speaker: Mr Pornvit Sila-On, Director of New Economy Academy, Department of International Trade Promotion, Ministry of Commerce, Thailand.</li> </ul>	
10:00am – 10:30am	<b>Morning Refreshments</b>	

DAY-1: Monday 12<sup>th</sup> November 2018

Time	Activity	Location
10:30am – 12:00pm	<p><b>Plenary Panel Session:</b> Learning objectives and future preparedness - towards 2030.</p> <p><b>Focus:</b> The current debate with industry, government and society about 21<sup>st</sup> century skilling has focused on the soft skills of collaboration, emotional intelligence, and entrepreneurship as well as the “hard” technical skills of business operations. As we move towards 2030, how do we modify the curriculum, the pedagogy, and the assurance of learning to ensure that graduates are equipped with those skills and competencies they need to find their place and prosper in an increasingly globally connected world?</p> <p><b>Chair:</b> <b>Dr Paul Whitelaw</b>, Associate Director, Higher Education and Quality, William Angliss Institute, Australia.</p> <p><b>Panellists:</b></p> <ol style="list-style-type: none"> <li><b>Professor Brian King</b>, Associate Dean, (Executive Education and Partnership) and Professor, School of Hotel and Tourism Management, Hong Kong Polytechnic University, Hong Kong.</li> <li><b>Dr Susanna Karakhanyan</b>, President, International Network of Quality Assurance Agencies in Higher Education (INQAAHE), Abu Dhabi.</li> <li><b>Professor Guy Bentley</b>, Chief Executive Officer, Australian Institute of Music, Australia.</li> </ol>	Srinakarin Hall, Dusit Princess Srinakarin Hotel
12:00pm – 1:00pm	<b>Lunch</b>	Square One, Dusit Princess Srinakarin Hotel
1:00pm – 2:30pm	<p><b>Concurrent Paper Presentation Sessions:</b></p> <p><b>Facilitator:</b> <b>Mr John Daly</b>, Director of Quality Assurance, Swiss Education Group, Switzerland.</p> <p><b>Presenters:</b></p> <ul style="list-style-type: none"> <li><b>Dr Edmund Goh</b>, Edith Cowan University, Australia. <b>Paper:</b> Preparing female hospitality graduates for the industry: changing attitudes and barriers through curriculum?</li> <li><b>Mrs Yixuan Cheng</b>, Assumption University, Thailand. <b>Paper:</b> Exploring innovative approaches to learning tourism and hospitality through industry experience and engagement.</li> <li><b>Dr Mike Raybould</b>, Bond University, Australia. <b>Paper:</b> Impact of work integrated learning in tourism and hospitality programs on student work and study-related skills.</li> <li><b>Dr Apisom Intralawan &amp; Dr Chachaya Yodsuwan</b>, Mae Fah Luang University, Thailand. <b>Paper:</b> Local economic linkage between private enterprises and local communities: a comparative case study of Thailand tourism business developments.</li> </ul>	Room 200, 2 <sup>nd</sup> Floor, Dusit Thani College
2:30pm – 3:00pm	<b>Afternoon Refreshments</b>	

## DAY-1: Monday 12<sup>th</sup> November 2018 (continued)

Time	Activity	Location
3:00pm – 5:00pm	<p><b>Roundtable World Café Session / Panel 2:</b> Technology enabled learning and MUSE.</p> <p><b>Focus:</b> There are many pressures to ensure that the TH&amp;E student learning experience is active and engaged. In this session, we explore how technologies can be deployed to enhance students' domain-related knowledge as well as their acquisition of operational, managerial, and decision-making skills, and examine the role of MUSE (Multi-User Simulation Environment) in the classroom.</p> <p><b>Chair:</b> <b>Mr John Daly</b>, Director of Quality Assurance, Swiss Education Group, Switzerland.</p> <p><b>Panellists:</b></p> <ol style="list-style-type: none"> <li><b>Dr Detlev Remy</b>, Associate Professor, Singapore Institute of Technology, Singapore.</li> <li><b>Dr Peter Ryan</b>, Founder and Chief Executive Officer, Higher Education Leadership Institute (HELI), Australia.</li> </ol>	Executive Meeting Room 100, Ground Floor, Dusit Thani College
5:00pm - 5:15pm	Russell Partnership Technology Announcement	Executive Meeting Room 100, Ground Floor, Dusit Thani College
6:00pm – 8:00pm	Welcome cocktail reception	Reception Foyer, Ground Floor, Dusit Thani College

## DAY-2: Tuesday 13<sup>th</sup> November 2018

Time	Activity	Location
8:30am – 9:00am	<b>Welcome Refreshments</b>	Executive Meeting Room 100, Ground Floor, Dusit Thani College
9:00am – 10:30am	<p><b>Roundtable World Café Session / Panel 3:</b> The Advanced Learning Environments and Infrastructure: The classroom of the future.</p> <p><b>Focus:</b> It is widely recognised that education is undergoing a revolution. What is delivered, to whom, and how, are key concepts, but no less important is where delivery takes place. This panel will consider the importance of environment on the learning process. Changes in learning styles, advances in technology, learning in the workplace, online learning, and blended approaches may all be considered, but so too the future of training facilities, the limitations to 'Real World Learning' and whether there remains a need for traditional classrooms.</p> <p><b>Chair:</b> <b>Dr Craig Thompson</b>, incoming Chief Executive Officer, THE-ICE, Scotland, United Kingdom.</p> <p><b>Panellists:</b></p> <ol style="list-style-type: none"> <li><b>Dr Kandappan Balasubramanian</b>, Senior Lecturer, Taylor's University, Malaysia.</li> <li><b>Dr John Fong</b>, Chief Executive Officer and Head of Campus, SP Jain School of Global Management, Singapore.</li> </ol>	Executive Meeting Room 100, Ground Floor, Dusit Thani College
10:30am – 11:00am	<b>Morning Refreshments</b>	

DAY-2: Tuesday 13<sup>th</sup> November 2018 (continued)

Time	Activity	Location
11:00am – 12:30pm	<p><b>Roundtable World Café Session / Panel 4:</b> Learning through industry experience and engagement.</p> <p><b>Focus:</b> The industry engagement activities of TH&amp;E providers often start from the relationships associated with student work placements. In moving beyond this well-established model, what strategic initiatives are being pioneered to ensure that student educational experiences and pedagogies genuinely engage with leading trends across the sector?</p> <p><b>Chair:</b> <b>Mr Anthony Mitri</b>, Director of Innovation, Industry and Employability at Torrens University, Australia.</p> <p><b>Panellists:</b></p> <ol style="list-style-type: none"> <li><b>Dr Jan Willem Meijerhof</b>, Head of Internationalisation for Research and Education, Hospitality Business School, Saxion University of Applied Sciences, the Netherlands.</li> <li><b>Mr Zaid Maleh</b>, Managing Director, MODUL University, Dubai.</li> </ol>	Executive Meeting Room 100, Ground Floor, Dusit Thani College
12:30pm – 1:30pm	<b>Lunch</b>	The Cafeteria, Dusit Thani College.
1:30pm – 4:00pm	<p><b>THE-ICE Benchmarking Roundtable Series XIII</b> (for THE-ICE Members &amp; invited guests only).</p> <p><b>Topic:</b> THE-ICE Accreditation Application Process - Applicant Institutions &amp; Auditors Perspective.</p> <ul style="list-style-type: none"> <li><b>Welcome and Introduction:</b> <b>Ms Pauline Tang</b>, Chief Executive Officer of THE-ICE, Australia.</li> <li><b>THE-ICE Accreditation Application Process – Applicant Institution’s Perspective.</b> <b>Facilitator:</b> <b>Mr Anne Klaas Schilder</b>, Project Coordinator, NVAO-THE-ICE Joint Accreditation Projects &amp; NHL Stenden University of Applied Sciences, the Netherlands. <b>Presenter:</b> <b>Ms Gienke Osinga</b>, Association of Dutch Hotel Schools &amp; Breda University of Applied Sciences, the Netherlands.</li> <li><b>THE-ICE Re-accreditation Application Process – Applicant Institution’s Perspective.</b> <b>Presenter:</b> <b>Ms Anu Mani</b>, Pacific TAFE, University of the South Pacific, Fiji.</li> <li><b>THE-ICE Accreditation/Re-Accreditation Evaluation Process – Reflecting on the Auditor’s Perspective.</b> <b>Presenter:</b> <b>Dr Craig Thompson</b>, incoming Chief Executive Officer, THE-ICE, Scotland, United Kingdom; former THE-ICE Assessment Panel Auditor.</li> <li><b>THE-ICE Accreditation: 2019 &amp; Beyond.</b> <b>Presenters:</b> <b>Dr Craig Thompson</b>, incoming Chief Executive Officer, THE-ICE &amp; <b>Ms Jane Gentle</b>, General Manager, THE-ICE.</li> </ul>	Executive Meeting Room 100, Ground Floor, Dusit Thani College
6:30pm – 8:00pm	<b>Evening Social Activity – BKK Tour</b>	

DAY-3: Wednesday 14<sup>th</sup> November 2018

Time	Activity	Location
9:30am – 10:00am	<b>Welcome Refreshments</b>	Executive Meeting Room 100, Ground Floor, Dusit Thani College
10:00am – 12:00pm	<p><b>Roundtable World Café Session / Panel 5: Learning Across Cultures – Gracious Tourism and Hospitality.</b></p> <p><b>Focus:</b> As the Tourism and Hospitality Professional becomes a more global citizen, dealing with global customers in the workplace and/or working in a borderless society, there is need for all stakeholders in the learning community – administrators, teachers, non-teaching personnel and students – to embrace cultural diversity, enculturation and socialization. Sharing of best practices in strengthening learning across cultures through research, classroom, travels, etc.</p> <p><b>Chair: Ms Christina Aquino</b>, Executive Director for Linkages and Standards, Lyceum of the Philippines University, Manila, Philippines.</p> <p><b>Panellists:</b></p> <ol style="list-style-type: none"> <li><b>Prof Dr Oswin Maurer</b>, Dean, Faculty of Economics and Management, Free University of Bozen-Bolzano.</li> <li><b>Mr Ron Hilvert</b>, Executive Director Human Resources: Kingdom of Saudi Arabia/Public Investment Fund.</li> </ol>	
12:00pm – 1:00pm	<b>Lunch</b>	
1:00pm – 2:00pm	<p>Wrap up session</p> <p><b>Rapporteur:</b> Dr Craig Thompson, incoming Chief Executive Officer, THE-ICE.</p>	Srinakaran Hall, Dusit Princess Srinakaran Hotel
2:00pm – 3:00pm	<b>Annual General Meeting (AGM)</b>	
3:00pm – 3:15pm	<b>Refreshment Break</b>	
3:15pm – 5:00pm	STR SHARE Center's Advanced Certification in Hotel Analytics launch	
3:15pm – 5:00pm	<p>THE-ICE Board of Directors and Executive Team Corporate Governance Workshop (Closed Session)</p> <p><b>Facilitator: Dr Peter Ryan</b>, Founder and Chief Executive Officer, Higher Education Leadership Institute (HELI), Australia.</p>	Executive Meeting Room 100, Ground Floor, Dusit Thani College
6:00pm – 11:00pm	<b>Gala Dinner</b>	Srinakaran Hall, Dusit Princess Srinakaran Hotel

DAY-4: Thursday 15<sup>th</sup> November 2018

Time	Activity	Location
9:30am – 5:00pm	<p><b>STR SHARE Center – Certification in Hotel Industry Analysis (CHIA) Workshop.</b></p> <p><b>Facilitator: Mr Duane Vinson</b>, Assistant Director, STR SHARE Center.</p>	Room 200, 2 <sup>nd</sup> Floor, Dusit Thani College
12:00pm – 1:00pm	<b>Lunch</b>	
9:00am - 3:00pm	THE-ICE Board and Executive Team Strategic Meeting / Official Welcome to the new THE-ICE Board of Directors.	Executive Meeting Room 100, Ground Floor, Dusit Thani College



**THE-ICE 12<sup>th</sup> IPOE Forum 2018**  
**11<sup>th</sup> to 14<sup>th</sup> November**  
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