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THE-ICE 12th IPoE Forum 2018

Benchmarking Roundtable Series (BRS) XIII Workshop

Ms Pauline Tang

Chief Executive Officer, THE-ICE



Appointed as Chief Executive Officer in 2012, Ms Pauline Tang was the Founding Director of Business Development when THE-ICE was established by the Australian Federal Government in 2004. As one of five international centres of excellence, Pauline was tasked as rapporteur for THE-ICE, liaising with the Australian Federal Government on the successful implementation of milestones under the funding agreement from 2004 to 2008.

In 2008, the Australian government funding came to an end and THE-ICE became an Australia-based not-for-profit international accreditation organisation specialising in the field of tourism, hospitality, events and culinary arts (TH&E). In addition to accreditation, THE-ICE continues to focus on the development, benchmarking and the promotion of TH&E excellence. To-date, THE-ICE is a highly-regarded international quality assurance (QA) agency with 36 leading TH&E institutions comprising of higher education institutes, research universities, vocational colleges and private hotel schools from 15 countries.

With two decades of extensive senior executive experience in the higher education sector, Pauline has overseen the brand creation and the development of THE-ICE Standards of Excellence. She is also responsible for THE-ICE's annual student satisfaction research projects, ongoing evolution of THE-ICE accreditation schema, and providing management support to THE-ICE Assessment Panel, auditors, member institutions and prospective accreditation applicant institutions, as well as the growth of THE-ICE Membership portfolio.

Committed to promoting the global visibility of THE-ICE as a leading TH&E quality assurance agency, Pauline is instrumental in the development and ongoing strategic partnership with government and non-government QA agencies for the mutual recognition of accreditation standards such as TEQSA (Tertiary Education Quality and Standards Agency) in Australia, NVAO (Accreditation Organisation of the Netherlands and Flanders) in The Netherlands, MOHESR/CAA (the Ministry of Higher Education and Scientific Research/Commission for Academic Accreditation) in the United Arab Emirates, FIBAA (Foundation for International Business Administration Accreditation Agency) in Germany etc... to name a few.

Pauline has also served as an elected Director on the Board of INQAAHE (the International Network of Quality Assurance Agencies in Higher Education) since 2013, and from Oct-2016, as the Vice President. Being the elected Vice-Chair of UNESCAP-APETIT network (the United Nations Economic and Social Commission for the Asia and the Pacific-Asia Pacific Education and Training Institutions in Tourism) Executive Committee in 2007 and 2008, Pauline maintains close involvement with the network.

Fluent in English, Mandarin, Cantonese and German, Pauline has lived in Hong Kong, the USA, the Netherlands and Germany and conducted business in Hong Kong and Germany prior to making Australia home. She holds a Bachelor of Arts with Distinction in Sociology and Economics from the University of Hawaii, Masters in Marketing Management (Excellence Award) and a Graduate Certificate in Business Administration from Griffith University Australia. Pauline's vast experience and networking ability have also enabled her to facilitate networking skills-training programmes for graduates and benchmarking workshops for QA enthusiasts within the higher education sector, as well as being invited keynote and guest speaker at international conferences throughout the world.