

THE DUAL ACCREDITATION: NVAO & THE-ICE HOTEL MANAGEMENT

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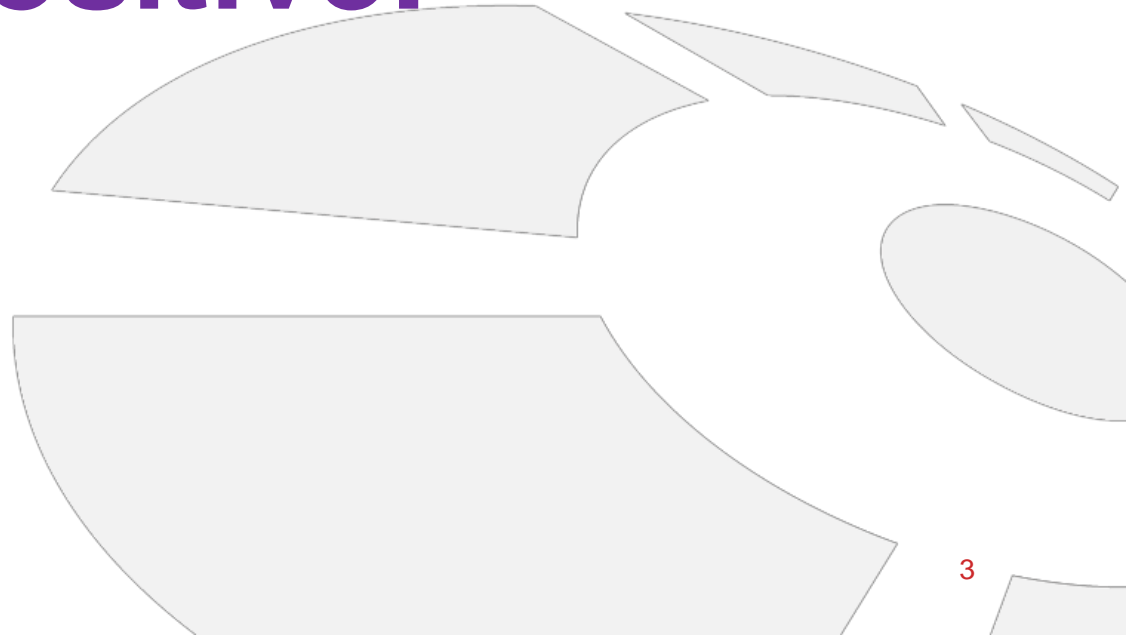
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THE-ICE Bangkok November 2018

Inspired by Pauline 1st photo Association



**The preliminary
outcomes are quite
positive:**



Why?

- For the first time a so called cluster accreditation – roof tile construction to ensure objectivity
- All schools have a strong international focus – international employability – global readiness
- Branding of the Dutch Hotello
- Two for the price of one: the NVAO and THE-ICE acknowledge eachothers frameworks
- THE-ICE Student Barometer Survey
- Enter network of THE-ICE

Started in 2015!

From NVAO perspective

- distinguish a programme (professional field, internationalisation, 'triple crown')
- stimulate internationalisation in HE
- build an international network
- discuss the programme with international peers
- perform international benchmarking
- share best practices
- Accreditation processes show many overlapping elements
- Joint processes to reduce the experienced 'accreditation burden'

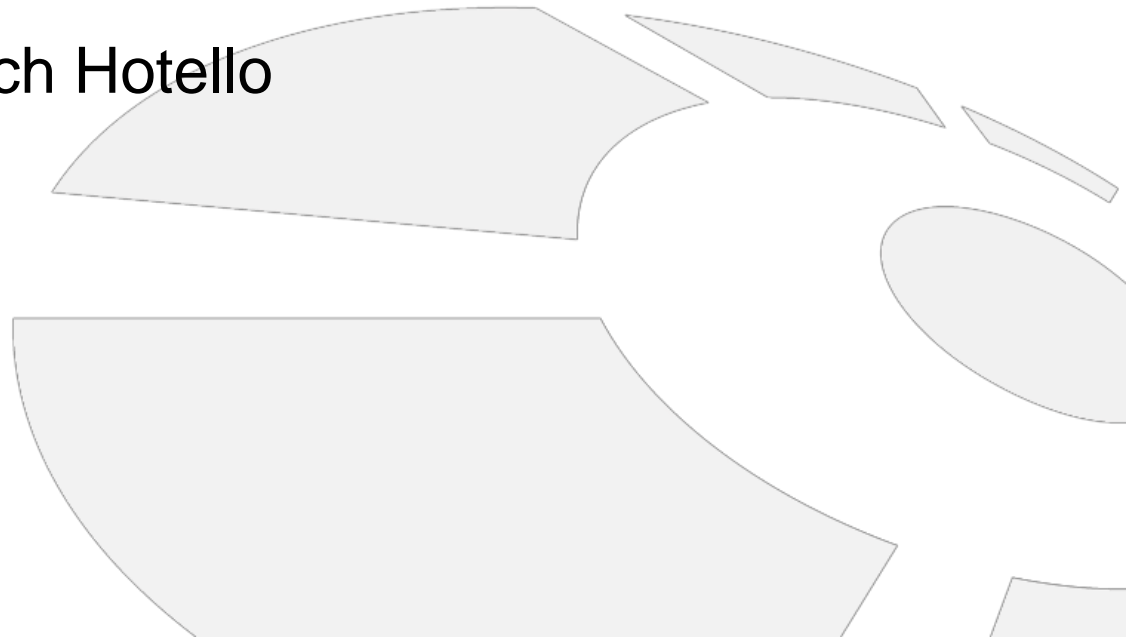
NHL Stenden	NVAO THE-ICE (re-accreditation) CeQulnt Real world learning	✓ ✓ ✓ ✓
NHTV	NVAO THE-ICE CeQulnt	✓ ✓ ✓
Hotelschool The Hague	NVAO THE-ICE CeQulnt Small-scale and intensive education	✓ ✓ ✓ ✓
Saxion	NVAO THE-ICE	✓ ✓
Hotel Management School Maastricht	NVAO THE-ICE Small-scale and intensive education	✓ ✓ ✓
TIO	NVAO Small-scale and intensive education	✓ ✓
EuroCollege	NVAO	✓

Experiences

- Fruitfull cooperation between the schools– good to go through the same process
- Fast track accreditation good first step
- Pleasant and appreciative feedback from auditors
- THE-ICE focuses more on governance while NVAO more on end level and assessments
- Consensus among NVAO and THE-ICE panel members, but differences in framework sometimes leading to different judgements
- THE ICE very strict requirements format
- Understanding Dutch educational system not always easy

Future

- Better alignment between different framework – mutual acceptance of standards?
- Barometer will give insight how we perform from a more international perspective,
- Branding of the Dutch Hotello



Tips and tops (1)

- ✓ Tips can be divided in these categories:
 - Expectations and formal requirements between NVAO and THE-ICE, eg 2 evaluation reports instead of 1 and maximum number of pages
 - Perhaps different focus between NVAO and THE-ICE, as in governance, process and academic results
 - Preparations by project management (planning, financial overview, and preparing foreign panel members for the Dutch educational system)

Tips (2)

- Provide a better overview of task division between the bureau and the panel secretary
- THE-ICE also focusses on institutional aspects
- How to align better between THE-ICE framework and limited NVAO standards
- Additional investments for a three day site visit plus a large panel (auditors THE-ICE stay for more days)

Lessons learned (1)

- ✓ Rooftiling and harmonization between panels was not an easy task; NVAO has strict requirements before approving the (7) panels
- ✓ A stricter project management approach overall for a next occasion would be good
- ✓ Alignment and extra contacts via live sessions, Skype, Zoom are essential (with schools, but especially with and between NVAO and THE-ICE)
- ✓ Great dedication from Anne Martens and Pauline Tang; this was exemplary

Lessons learned (2)

- ✓ It would be good to have the auditors from THE-ICE approved within NVAO-requirements. This will benefit any next project
- ✓ NVAO can stimulate even further that institutions in Higher Education 'do it themselves'. The involvement of NQA, AeQui or Hobeon should not be a given, a standard reflex
- ✓ Further alignment between standards and procedures in dual accreditation projects like this
- ✓ Schools should strengthen their strategic cooperation even further, public and private schools

Lessons learned (3)

- ✓ The formal requirements before approving panel members are too complicated with the cluster approach; please revise
- ✓ Especially if there is dual accreditation, and several special features to reckon with
- ✓ Nationally, this project has the keen attention of several HE-institutions and associations. We're invited as speaker in different platforms
- ✓ Further modernisation of the accreditation process is quite welcome and fits the sign of the times!



Programme Advisory meeting 11 October 2018

