

THE-ICE Webinar Series 1: COVID-19 and Online Teaching & Learning

Invited Panellists



Dr Paul Whitelaw

Academic Director, The Hotel School Partnership, Southern Cross University, Australia

Paul Whitelaw has been a Director on THE-ICE Board since November 2012. Paul joined Southern Cross University as Academic Director, The Hotel School Partnership, in 2020. Previously, Paul was the Associate Director of Higher Education for William Angliss Institute in Melbourne (2014-2020), and prior to this was a Senior Lecturer at the College of Business at Victoria University and the Centre for Tourism and Services Research, where he lectured in quantitative and computer based hospitality management systems in undergraduate and postgraduate programmes.



Ms Christina Aquino

Executive Director for Linkages and Standards, Lyceum of the Philippines University Manila, Philippines

Maria Christina G Aquino is the Executive Director for Linkages and Standards of the Lyceum of the Philippines University Manila. She is also the Project Director for Tourism and Hospitality Education Programmes for the four campuses of LPU (Manila, Cavite, Batangas and Laguna), Deputy Integrated Management Representative for various ISO programmes and oversees various QA programmes in the University.

She has teaching and administrative experiences in post-secondary school settings including a state university, a private technical vocational school offering Culinary Arts programmes and a private non-sectarian university. Aside from teaching and administration, she was a flight attendant and cabin services line instructor for two international airlines, a foodservice operator, and liaison officer of a quasi-government government agency.

She is an author of several books, journal articles, presented papers, and invited as speaker in several workshops, fora and conferences. Ms Aquino is the Chair of the Tourism Industry Board Foundation Inc, (TIBFI), accreditor for the Philippine Association of Colleges and Universities Commission on Accreditation (PACUCOA), an Associate Board Member for the Hotel and Restaurant Association of the Philippines (HRAP), a member of CHED Technical Committee of Tourism and Hospitality and an NCR Regional Quality Assurance Team (RQAT), a resource person for TESDA specifically in the Tourism sector, an ASEAN Master Tourism Assessor for Housekeeping and a Philippine Quality Award Assessor. She is a Past President of the Council of Hotel and Restaurant Educators of the Philippines (COHREP) National, Asia Pacific Council of Hotel, Restaurant and Institutional Education (APacCHRIE).

Ms Aquino holds the qualifications BS HRA (cum laude), MA in Education, with a major in Educational Administration, and has completed all the academic requirements for a PhD in Education, specialising in Curriculum Studies. She has the following certifications: AHLEI's Certified Hospitality Education (CHE) and Certified Guest Service Professional (CGSP), STR Hotel Industry Foundations Introduction to Analytics (HIFIA). In November 2013 she was appointed as a Director on THE-ICE Board.

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Mr John Daly

Director of Quality Assurance, Swiss Education Group, Switzerland

Mr John Daly is the Director of Quality Assurance, Swiss Education Group, Switzerland. He was educated in Ireland, earning a Bachelor Degree in Hotel Management from GMIT in 1995 and then later a Masters Degree in International Tourism from the University of Limerick in 2003. John also completed a Postgraduate Certificate in Higher Education from the Open University in 2006 and his Masters in Education with the University of Derby in 2017.

John first joined the Swiss Education Group (SEG) in 2003 as a full time Lecturer and soon moved position to Northwood University Program Manager at Hotel Institute of Montreux. John later took the post of Assistant Academic Dean and then Academic Dean of Hotel Institute Montreux in 2010.

John was appointed Head of Accreditations at SEG in 2013, and in 2015 became SEG's Director of Quality Assurance. Speaking three languages (English, French and Gaelic) John handles process management, accreditations, and faculty training and professional development.

John's interests include education, politics and alleviation of poverty.



Dr Peter Ryan

Founder and Chief Executive Officer, Higher Education Leadership Institute, Australia

Dr Peter Ryan is an advisor to institutions involved in the provision of higher education in the independent higher education sector, with over 25 years' experience. His specialties lie in designing frameworks for good corporate and academic governance in a higher education context and developing quality assurance systems for ensuring ongoing regulatory health. Peter has also provided strategic advice and regulatory due diligence for prospective purchasers of private higher education institutions.

Peter is Founder & CEO of the Higher Education Leadership Institute (HELI). HELI is a consortium of fellow higher education experts and researchers, delivering global best-practice advisory services and training to higher education providers.

In 2018 HELI introduced its Graduate Certificate in Higher Education Academic Practice to contribute to the continued elevation and professional standards of the higher education sector in Australia and internationally.

Dr Ryan was elected as Treasurer and Director on THE-ICE Board in 2019.

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Dr Sarah Rawlinson

Head of Centre for Contemporary Hospitality and Tourism, University of Derby, United Kingdom

Dr Rawlinson joined the University of Derby 20 years ago after a career in the travel industry where she specialised in group travel. Sarah is passionate about experiential learning and making sure that her students have the skills and knowledge that employers are seeking in today's graduates. Sarah's specialist teaching areas are in rural tourism development, MICE markets and curriculum development. She is passionate about supporting students from a wide and varied background to succeed at university and is involved in undergraduate and postgraduate courses as well as supervision of a number of PhD students.

Sarah's professional interests include the development of curriculum models that support vocational learning and provide opportunities for students to learn how to transfer knowledge in a context that allows them to bring theory alive and link it to practical application. Sarah has been involved in developing opportunities for students to gain experiential learning as part of their degree, to support their professional development through experiences that support employability, therefore providing better prepared graduates for industry.

Sarah's research interests include teaching and learning, especially the development of "real world learning" and "experiential" teaching and learning strategies, and she is currently working with two PhD students on aspects of research related to the demands for talented young people in the hospitality industry. Sarah led the development of spa management as a subject area in higher education and the University of Derby is now a world leader in spa management degrees, providing graduate to some of the most prestigious spas in the world. Sarah works closely with the Swiss Education Group in providing world class education for students from around the world, and also works with partners in Botswana, China, Holland and Greece.