

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](mailto:news@the-ice.org).

### Message from the CEO



THE-ICE continues to grow from strength to strength, with 2017 proven to be another successful year of membership growth and global partnership! We welcomed Stenden University Qatar as our first new Full Member from the region and celebrated the successful pre-accreditation application of Swiss School of Tourism and Hospitality (SSTH)!

We take great pride in making history with the implementation of the MoA (Memorandum of Agreement) signed with NVAO in The Netherlands. We are in the process of conducting joint-accreditation with NVAO of five leading Dutch hotel schools. Furthermore, we are also assisting a leading University from Chiang Rai, Thailand in their THE-ICE full-accreditation application process.

Based on the positive experience with NVAO, THE-ICE will continue to explore similar partnerships with peer accreditation agencies in the Asia Pacific region in 2018!

Pauline Tang  
CEO  
THE-ICE

### 2017 Highlights

#### THE-ICE 11<sup>th</sup> IPoE Forum 2017

THE-ICE 11<sup>th</sup> IPoE (International Panel of Experts) Forum 2017 was proudly hosted by William Angliss Institute, Melbourne, Australia from 13<sup>th</sup> to 16<sup>th</sup> November 2017.



Participants from thirteen (13) countries, including Switzerland, the Philippines, United Arab Emirates, the Netherlands, Fiji, Singapore, Thailand, Italy, Hong Kong, Malaysia, Australia, United Kingdom and Armenia came together to attend the 11<sup>th</sup> IPoE

Forum, where, for the first time, the Forum adopted the Roundtable World Café approach, enabling participants to share their knowledge and gain valuable insight through the power of the collective..



Mr Jan Willem van Brouwershaven was awarded Best Paper 2017 by THE-ICE Executive Review Committee for his paper "The need for change at Dutch Hotel Management Schools". The award was presented by THE-ICE Deputy Chair, Dr Craig Thompson, and THE-ICE CEO, Ms Pauline Tang during THE-ICE IPoE Forum 2017 Gala Dinner.



**Best Paper Award**

[View THE-ICE 11<sup>th</sup> IPoE Forum 2017 highlights video here.](#)

THE-ICE 12<sup>th</sup> IPoE Forum 2018 will be proudly hosted by Dusit Thani College, Bangkok, Thailand.



### INQAAHE Conference & UNESCO Regional Meeting – Bahrain

THE-ICE CEO, Ms Pauline Tang, and General Manager, Ms Jane Gentle, attended the INQAAHE Conference 2017 and UNESCO Regional Meeting in Bahrain.

Under the patronage of His Highness Sheikh Mohamed Bin Mubarak Al-Khalifa, the Deputy Prime Minister and Chairman of the Supreme Council for the Development of Education & Training, the INQAAHE 2017 Conference was hosted by the Education & Training Quality Authority (BQA) with the theme 'Between Collaboration and Competition: The Promises and Challenges for Quality Assurance in Higher Education'.



**His Excellency Dr. Ahmad bin Abdullah Humaid Belhoul Al Falasi, Minister of Higher Education, UAE, Dr Badr Aboul-Ela, Director CAA and Ms Pauline Tang at the INQAAHE Conference**



**INQAAHE Board of Directors**

THE-ICE CEO, Ms Pauline Tang, has served on the INQAAHE board since 2013, with the INQAAHE Conference 2017 being the first official event Pauline attended as Vice President of this international umbrella network for quality assurance agencies.

On the final day of the INQAAHE Conference 2017, THE-ICE also joined other invited participants at the UNESCO Regional Meeting in Quality Assurance in Higher Education for the Arab States.

### THE-ICE visits Stenden University, Qatar

THE-ICE General Manager, Ms Jane Gentle, visited incoming Member, Stenden University, Qatar (SUQ).

During the visit, Jane met with Dr Ivan Ninov (Executive Dean), Dr Nandini Alinier (Academic Dean), Dr Girish Nair (Programme Leader, IHM), Dr Ali Abdallah (Programme Leader, TM), Mr Otmane Sadoki (Head of Academic Support), Mrs Gulbahar Abdallah (QA Coordinator) and Tahira Makda (SUQ faculty member) and was given a guided tour of the campus by the Executive Dean.

The visit provided THE-ICE an opportunity to see firsthand the commitment and dedication of SUQ to TH&E Education.



**SUQ management team, Dr Ivan Ninov, Dr Nandini Alinier, Dr Girish Nair dine with THE-ICE General Manager, Jane Gentle at the Souq Waqif in Doha.**

## THE-ICE appoints General Manager

THE-ICE is proud to announce the appointment of Ms Jane Gentle to the role of General Manager.

Jane joined THE-ICE in December 2015 as Project Manager, where she embraced THE-ICE's collegial and customer-service focused corporate culture with ease.

Jane will continue to work closely with THE-ICE CEO, Pauline, to provide operational management over a diverse range of areas. Her appointment as General Manager will see Jane providing assistance and support to members through the accreditation process and, step up in preparing THE-ICE ISBSB™ survey findings into institution-specific Director's Cut reports.

Jane brings to the role a strong background and experience in business management, marketing, strategic business initiatives, and stakeholder relations, and is looking forward to building strong, long-lasting relationships with our members and business alliance partners.



## THE-ICE CEO formally opens Pacific TAFE Tourism and Hospitality Centre in Nadi, Fiji

CEO of THE-ICE, Ms Pauline Tang, officially opened The University of the South Pacific's (USP) Nadi Hospitality and Tourism Training Centre on August 18<sup>th</sup> 2017 in Fiji.

The Centre, an investment of FJ\$1.3m, will conduct training for Certificates offered through the Pacific Technical and Further Education (Pacific TAFE).

The simulated training centre has a commercial kitchen, a restaurant and bar, classrooms, and staff offices, for the delivery of Hospitality, Commercial Cookery & Culinary and Patisserie programmes for students in Fiji. The Executive Director of Pacific TAFE, Mr Hasmukh Lal, emphasised that USP will soon become a 'one stop shop' in culinary and hospitality education, allowing students to complete their learning journey with Pacific TAFE from Certificate level III to Diploma level 5 and have pathways into degree studies.

In her address, Pauline congratulated Pacific TAFE for the state-of-art facility and a simulated training centre for enthusiastic learners who are interested in pursuing a career in the specialised fields of hospitality operations, commercial cookery, and patisserie. She added that the Centre compliments and complements the effort of stakeholders in the field of tourism, preparing for and addressing significant tourism growth.

Pauline was also interviewed by ABC's Bruce Hill about the Centre opening - click [HERE](#) to listen to the interview online.



*Official opening of USP's Nadi Training Centre in Fiji*



*Celebrating the auspicious occasion*

## Member News & Innovations

### CDU takes hospitality training to Timor-Leste

Charles Darwin University hospitality staff are delivering first-of-its-kind hospitality training in Timor-Leste. Two CDU Vocational Education and Training staff are living in-country to deliver training and expertise, and work with local agencies to build workforce capabilities in the hospitality industry.



*School of Service Industries head and project leader Bharat Desai, Pro Vice-Chancellor VET Christine Robertson and VET Senior Advisor and Curriculum Developer Stuart Cooper*

CDU's Pro Vice-Chancellor VET Christine Robertson said the programme would help Timor-Leste build a successful hospitality industry to support growth in its tourism industry. Click [HERE](#) to read the full article.

### SSTH students sweeten the day

Each September, the "Fall in Love" Gourmet Market by star chef Andreas Caminada takes place in Fürstenu, the world's smallest city. Students of the Swiss School of Tourism and Hospitality (SSTH) in the College of Applied Sciences actively assist in this popular event being carried out, as well as hosting their own market stall. This year, SSTH students sweetened the day with the dessert stall. Click [HERE](#) to read the full article.



### SSTH Career Day 2017

Also in September, the Swiss School of Tourism and Hospitality (SSTH) hosted their annual Career Day, giving students an insight into the fascinating working environment of hospitality and tourism, and the possibility to be recruited by top employers.



*Students and industry engage at the SSTH Career Day*

29 companies and hotels introduced themselves to students at the 2017 SSTH Career Day, giving an overview of their corporate culture and career opportunities. In recent years the school has welcomed well-known Swiss hotels, international hotel chains, various cruise organizers, airlines and other international tourism companies.

Students and company representatives could have one-on-one discussions about future employment possibilities in an informal atmosphere, and pre-selected students had the opportunity to interview for available positions, supported by practical workshops run prior to Career Day.



## William Angliss Institute Iron Chef All Stars

William Angliss Institute students in Sydney have sharpened their skills by assisting with the Iron Chef All Stars 2017 charity dinner at the Sydney Opera House on the 2<sup>nd</sup> of August. Following the event, the Iron Chefs generously gave their time to provide students with an interactive Masterclass at the Sydney campus on the 3<sup>rd</sup> of August.



These students come from a range of countries including Japan, Korea, China, Malaysia and Indonesia. “We are making the most of this amazing opportunity to work so closely with an Iron Chef. Cooking at the Opera House with all these chefs was a surreal experience and I learnt so much” WAI student Sunny said.

Click [HERE](#) to read the full article.

## Swiss Education Group strengthens ties with Indonesia



Swiss Education Group and the Indonesian Hotel General Manager Association (IHGMA) signed a Memorandum of Understanding (MOU), whereby Swiss Education

Group will offer preferential incentives to associates and children of active IHGMA members, who are interested in pursuing higher education at any SEG member school or enrolling in the summer courses offered by Swiss Education Academy.

Click [HERE](#) to read the full article.

## Alumni News

### Glion Institute of Higher Education

Jessica Wong graduated from Glion in 2010, having studied the PG Certificate in Hospitality Relations. After securing a successful internship in public relations, she was hired by one of her favourite clients, The Peninsula Hotels, as Director of Public Relations in their Beverly Hills in-house team. She credits a large part of her success with the resilience that she learned while studying at Glion.

“I move on quickly and focus on the reasons for rejection,” she says. “Did I not do my research? What changes can I make next time? You’re going to hear no a lot and dwelling on it will just slow you down”.

To read more about Jessica’s journey, click [HERE](#) for the full article.



*Glion graduate Jessica Wong landed her dream job in Beverly Hills*

## William Blue College of Hospitality Management

There is a world of opportunity available in the hospitality industry that many do not realise exists. William Blue event management student Rebecca Wheatley, graduating with a Bachelor of Business (Event Management), has already earned a successful position as operations event executive at IMG Culinary. Part of her job includes helping run several of IMG’s much-loved culinary events, including Taste of Sydney, Taste of Melbourne and Margaret River Gourmet Escape.



*Rebecca Wheatley, a graduating student of the William Blue Bachelor of Business (Event Management).*

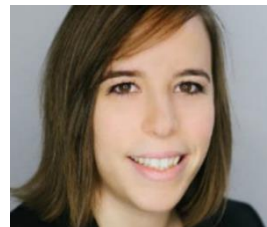
Click [HERE](#) to read a candid interview with Rebecca, conducted by Concrete Playground in partnership with William Blue College of Hospitality Management.

## IMC University of Applied Sciences Krems, Austria

IMC Krems Tourism and Leisure Management graduate Verena Beer has received the Best ISCONTOUR 2017 Research Paper Award for her master thesis, which was titled Food Choice Values at Home and on Holiday: A Value-Based Comparison.

Almost exactly a year ago, in summer 2016, Verena Beer submitted her thesis – for which she received the ISCONTOUR

2017 award – and shortly afterwards completed her final examination for the Tourism and Leisure Management master programme at IMC Krems. She now works in conference management in Vienna, specialising in the medical sector. Click [HERE](#) to read the full article.



*Verena Beer, a recent graduate of IMC UAS Krems, Austria*

## Blue Mountains International Hotel Management School – Torrens University



Benita Nathania Bunawan was selected as one of five finalists from across Asia and awarded the inaugural Rising Star Award at the annual BMW Hotelier Awards in Macau in December.

Benita has been studying with BMIHMS at Torrens University for the past two years at the Suzhou Campus in China, and looks set for a bright future in the industry once she completes her final placement as a Management Trainee in Phuket, Thailand. Click [HERE](#) for details.

## Corporate Social Responsibility

### THE-ICE CSR partner KOTO's Class 26 & 27 graduate

One of THE-ICE's corporate social responsibility (CSR) partners, KOTO, hosted the 2017 Graduation Ceremony for Classes 26 & 27 at the United Nations International School of Hanoi. The 44 bright young graduates have completed a two-year long intensive training programme and have received an internationally accredited Certificate III in Hospitality from Box Hill Institute in Australia.



(L to R) KOTO International Partnership & Engagement Manager, **Huong Dang**, Perry Hobson from THE-ICE Board of Directors, and THE-ICE General Manager **Jane Gentle** meet during APacCHRIE 2017 in Bali

KOTO's philosophy is in their name - Know One, Teach One. One successful graduate of their programme is Dang Van Quyet, who completed the KOTO training programme in 2015.

After his circumstances forced him to quit school and move to Hanoi to work, Quyet ended up on the streets shining shoes. Unable to pay his living expenses, he spent most of his time living on the streets and was arrested by the Police and sent to Social Welfare Centre in Ha Tay province in 2011. Quyet respects the opportunity he has been given with KOTO, as he had little work experience before joining KOTO.

THE-ICE, assisted by William Angliss Institute and the attendees of THE-ICE 11<sup>th</sup> IPoE Forum 2017, raised over \$800 at the Gala Dinner in support of KOTO.

## International news

### THE-ICE Business Alliance Partner, Russell Partnership Technology, launches HOTS V.8

The hospitality management simulation programme, HOTS, is a core product of Russell Partnership Technology and is constantly developed to mirror industry developments, trends, and requirements.

This latest release, Version 8, is a further enhancement to the world's leading hotel management simulation.

The full list of updates and developments is available [HERE](#).



## Upcoming International Events

### THE-ICE 12<sup>th</sup> IPoE Forum 2018

THE-ICE 12<sup>th</sup> IPoE (International Panel of Experts) Forum 2018 is to be proudly hosted by Dusit Thani College, Bangkok, Thailand, from 12<sup>th</sup> - 15<sup>th</sup> November 2018.

**IPoE 2018**  
BANGKOK 12-15 NOV

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, as well as to discuss key issues and trends with global academic and industry leaders in the field of tourism, hospitality and events (TH&E).

A call for papers will be extended in early 2018, inviting papers on the Forum theme 'Creating Advance Learning Experience'.

### INQAAHE 11<sup>th</sup> Biennial Forum 2018



Proudly hosted by the Tertiary Education Commission, the INQAAHE 11<sup>th</sup> Biennial Forum will be held at the Le Meridien Hotel, Mauritius, from 2<sup>nd</sup> - 4<sup>th</sup> May 2018. The theme of this year's forum is 'Quality is in the Eye of the Beholder: Relevance, Credibility, and International Visibility'. More details are available on the [conference website](#).

[Registration](#) is now open. Early bird closes **15<sup>th</sup> March 2018**

### ISCONTOUR 2018

The 6<sup>th</sup> International Student Conference in Tourism (ISCONTOUR) will be held from 14<sup>th</sup> - 15<sup>th</sup> May 2018, at IMC University of Applied Sciences Krems, Austria. More details are available on the [conference website](#).

Early bird registration closes **16<sup>th</sup> April 2018**

### 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 6<sup>th</sup> - 9<sup>th</sup> November.

The theme of this year's conference is 'Be Inspired'. The conference committee invites submissions of papers or poster presentations. Full details of paper submissions and the conference are available on the [conference website](#).

Early bird registrations close **6<sup>th</sup> July 2018**.



## Contact Us

Article and event information contributions are most welcome, please email [news@the-ice.org](mailto:news@the-ice.org)  
For information on THE-ICE accreditation and membership, please email [accreditation@the-ice.org](mailto:accreditation@the-ice.org)

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