



THE-ICE 2014-2015 Annual Report





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Chair's Statement



The past year (2014-2015) has been a period of celebrated achievements as we continue to implement our strategic activities. We are delighted that THE-ICE, represented by Ms Pauline Tang the CEO, was re-elected to serve as a Director on the Board of INQAAHE (International Network for Quality Assurance Agencies in Higher Education) in May, 2015. The association facilitated THE-ICE's continued efforts to explore opportunities in developing strategic partnerships with reputable quality assurance in the global arena.

Our signature event, THE-ICE International Panel of Experts (IPoE) Forum, continued to be a success with the 8th annual IPoE Forum held from 11th to 14th November 2014. The event was proudly hosted by Charles Darwin University in Darwin, Australia. The 'Fellow of THE-ICE' awards also continue to strengthen our global engagement and enhance our brand visibility through the annual conferral of this coveted award on notable individuals at our IPoE Forum events.

In response to the increasing international interest in our collegial approach to accreditation and excellence, we have further increased our membership base, in particular in Europe, and continuing to grow as an organisation that is "more than just an accreditation agency".

With this strategic direction receiving the ongoing support of THE-ICE Board of Directors, our Member Institutions, and our independent THE-ICE Assessment Panel, the activities we undertake and the alliances we form serve to strengthen our brand culture with the vision "to be the leading and authoritative source on TH&E education and training".

Thanks is extended to the global network of THE-ICE for their ongoing support and commitment to the objectives and culture of THE-ICE which continue to enhance not only our global nature, but also the overall standing of excellence in TH&E education, training and research.

A handwritten signature in black ink, appearing to read 'E. Werner', written in a cursive style.

Prof (FH) Mag Eva Werner
Chair, THE-ICE Board

CEO's Statement



THE-ICE continues to thrive under the leadership of Professor (FH) Mag Eva Werner, with the encouraging and ongoing support of the Finance Audit Committee: A/Professor Laura Lawton (Deputy Chair), Mr Nick Hunt (Company Secretary), Mr Alan Williams (Treasurer) and the wise counsel of the Directors of THE-ICE Board.

2015 saw our new policy implemented for the assessment of non-English programmes and the first full accreditation of such programmes (Dusit Thani College, Thailand!).

In response to the increasing international interest and changes in the global economy the Board has set new strategic direction for the next 5-year with the vision “to be the leading and authoritative source on TH&E education and training”. We have also identified the following key strategic goals:

- a. Sustainability
- b. Accreditation expertise in the further development of THE-ICE as an international accreditation agency
- c. Leverage benchmarking in providing QA benchmarking initiatives as value propositions to our member institutions
- d. Global recognition

I am honoured and humbled for being re-elected to serve on the Board of INQAAHE (International Network of Quality Assurance Agencies in Higher Education) at the 2015 Conference. The term of office will be for three (3) years, wherein I will be actively engaged in its commitment to achieve harmonisation of quality assurance standards in the global arena.

Our financial position remains strong and sustainable. In addition to retaining our membership portfolio, we also welcomed three (3) new member institutions from Switzerland and congratulated one (1) Associate of THE-ICE for their successful progression to Full Membership in this past year.

We are committed to providing quality services to our loyal members and together we look forward to another exciting year of mutual growth ahead – onward and upward!

A handwritten signature in blue ink, reading "Pauline Tang".

Pauline Tang
CEO
THE-ICE

THE-ICE Board of Directors

Nominated by their peers for their expertise in quality assurance and/or tourism, hospitality, events and culinary arts (TH&E) education, Directors serving on THE-ICE Board comprise of leading academics and professionals from Europe, Asia and Australia. They continued to offer strategic support and guidance to the CEO and the operational team of THE-ICE. On 18th of November 2014, the Board welcomed Mrs Veera Pardpattapanich, Rector of Dusit Thani to join as new incoming Director.

With the support and approval of THE-ICE Board, two major documents relating to THE-ICE corporate governance were presented to and met with unanimous endorsement from THE-ICE Member Institutions at the Annual General Meeting held on 14th of November 2014 at the 8th IPoE Forum held in Darwin, Australia.

• THE-ICE Strategic Plan 2014-2019

• [THE-ICE revised Constitution](#)



**Prof (FH) Mag Eva
Werner
Chair & Director**



**A/Prof Laura Lawton
Deputy Chair &
Director**



**Mr Nicholas Hunt
Company Secretary
& Director**



**Mr Alan Williams
Treasurer &
Director**



**Mr Guy Bentley
Immediate Past Chair**



**Prof JS Perry
Hobson Director**



**Mr Ron Hilvert
Director**



**Ms Christina Aquino
Director**



**Dr Paul Whitelaw
Director**



**Mrs Veera
Pardpattapanich
Director**



**Jenny Jenkins
Director**



**Stephen Craig-
Smith
Director**

2014–2015 Key Activities

1. Accreditation of Excellence

1.1 THE-ICE Assessment Panel

THE-ICE Assessment Panel, chaired by Professor Brian King (Associate Dean, Hong Kong Polytechnic University), is an important and independent quality assurance unit with autonomous authority. Responsible for the assessment of applications from institutions wishing to seek pre-accreditation, accreditation or re-accreditation of their TH&E programs against THE-ICE Standards of Excellence and join THE-ICE global network.

The Chair and individual Auditors, with the approval of THE-ICE Board, joined THE-ICE Assessment Panel by invitation only. They, working in close cooperation of THE-ICE Executive Team, ensure the currency of the assessment criteria, the integrity, and the transparency of the application process and procedure are maintained.



**Chair, Professor Brian King
(Hong Kong)**



Australia



Australia



Austria



Australia



Malaysia



Singapore



Australia



UAE



Denmark



Germany



Australia



Australia



Netherlands



UK

1.2 Strategic Partnership with Global QA Agencies

Developing strategic partnership with international peer agencies is very much in line with THE-ICE *Strategic Goal 2: Accreditation Expertise* and *Goal 4: Global Recognition*. This activity will enhance the brand profile and recognition of THE-ICE. It will also further enhance our creditability as a quality QA agency, making it less challenging when seeking recognition from higher education ministry in countries of interest to THE-ICE & THE-ICE Member Institutions.

United Arab Emirates:

Through the signing of a MoU (Memorandum of Understanding) with our strategic partner, CAA (Commission for Academic Accreditation, under Ministry of Higher Education & Scientific Research in October 2014. THE-ICE Standards of Excellence for TH&E education programmes are now officially recognised and are the preferred TH&E standards in the United Arab Emirates.



Exchange of signed MoU
Prof Badr Aboul-Ela & Ms Pauline Tang

In addition to THE-ICE Auditors being invited as external reviewers for CAA accreditation projects, THE-ICE also cooperated with CAA for the concurrent re-accreditation of Emirates Academy of Hospitality Management (site audit conducted from 3rd to 6th of March 2015).

Germany:

Through the introduction of Dr Andreas Altman, Rector of MCI Management Center Innsbruck, a MoU was signed between Dr Daisuke Motori, Joint Managing Director of FIBAA (Foundation for International Business Administration Accreditation) and Ms Pauline Tang, CEO of THE-ICE on 21st of November 2014.

FIBAA established since 1994, is a not-for-profit European-based international accreditation agency with a focus on management studies (including TH&E), law, social sciences and economics. It offers programme-based QA assessment services and more recently expanded to institution-based as well. It awards its Quality Seal (two levels, Blue or Gold) to programmes of education and education providers which fulfil its quality criteria. Those which achieve outstanding results receive the FIBAA Premium Seal. Revered as the largest accreditation agency in the German-speaking region and among the most important global accreditation agencies, it is highly-renowned for its experience and quality orientation.

The Netherlands:

At the INQAAHE Forum 2014 Tallinn Estonia, Ms Pauline Tang, CEO of THE-ICE initiated a dialogue with Dr Mark Frederik, Director International of NVAO (Accreditation Organisation of the Netherlands and Flanders) on the potential mutual recognition of each agency's accreditation standards. Both parties are interested in developing cooperative relationship with the view to conduct joint-accreditation projects for cluster-specific (hospitality and tourism) programmes in the Netherlands.

1.3 Review and Update of THE-ICE Standards of Excellence

THE-ICE Standards of Excellence were last reviewed and revised in 2014. Although THE-ICE was broadly satisfied with the content and utility of the current Standards. However, in line with good practice, it was proposed and agreed that a refinement of the standards, to be conducted in consultation with internal and external stakeholders, would be timely and desirable.



Dr Lindsay Haywood

In addition to the auditors of independent THE-ICE Assessment Panel, Dr Lindsay Haywood, former Head of the Higher Education Standards Panel, Executives for the National Higher Education Standards Framework, registered auditor of TEQSA (Tertiary Education Quality Standards Agency) was contracted to conduct the review. It is anticipated that the review recommendation will be ready for submission to THE-ICE in early 2016.

1.4 THE-ICE Membership

Accreditation and re-accreditation

THE-ICE is on track with its membership growth strategy. On Wednesday, 13th of November 2014, the Board of Directors approved the Full Accreditation applications and welcomed three (3) new members institutions from the Swiss Education Group (as nominated by Cesar Ritz Colleges Switzerland, CRCS):

- Hotel institute Montreux, HIM
- IHTTI Swiss Hotel Management School, Neuchâtel, and
- Swiss Hotel Management School, SHMS Leysin and Caux Campuses

Congratulations is also extended to:

- Taylor's University for the successful completion of Full-accreditation, 8th of August 2014
- Far Eastern University from the Philippines for progressing from Observer to Associate of THE-ICE status. FEU has successful completed the Pre-accreditation process, and welcomed to the network as a new Associated of THE-ICE on 29th of June 2015
- Emirates Academy of Hospitality Management, EAHM in the UAE for the successful concurrent re-accreditation, conducted in cooperation with the in-country legislative authority, CAA
- STR SHARE Center for being the first Business Alliance

With the above, we have now 33 organisations from 15 countries in our global network: 19 accredited, 4 pre-accredited member institutions and 9 Observers of THE-ICE, and 1 Business Alliance.



Full Members (19)

- | | |
|---|---|
| 1. Australian School of Management, Australia | 11. Lyceum of the Philippines University Philippines |
| 2. Blue Mountains International Hotel Management School, Australia | 12. MCI Management Center Innsbruck, Austria |
| 3. Cesar Ritz Colleges Switzerland, Switzerland | 13. Swiss Hotel Management School Switzerland |
| 4. Charles Darwin University, Australia | 14. Stenden University of Applied Sciences, the Netherlands |
| 5. Dusit Thani College, Thailand | 15. The Hotel School Sydney, Australia |
| 6. Emirates Academy of Hospitality Management, United Arab Emirates | 16. The University of the South Pacific, Fiji |
| 7. Griffith University, Australia | 17. William Angliss Institute, Australia |
| 8. Hotel Institute Montreux, Switzerland | 18. William Blue College of Hospitality Management, Australia |
| 9. IHTTI School of Hotel Management Neuchâtel, Switzerland | 19. Taylor's University, Malaysia |
| 10. IMC University of Applied Sciences Krems, Austria | |



2. Development of Excellence

2.1 THE-ICE 8th International Panel of Experts (IPoE) Forum 2014

THE-ICE 8th IPoE Forum 2014, held from 11th to 14th of November 2014, proudly hosted by Charles Darwin University in Darwin, Australia, drew participants from 13 countries. The Forum built on preceding IPoE themes by focusing on current strategic issues facing tourism, hospitality and events (TH&E) education, featuring a series of invited presenters, including leading international TH&E educators and industry experts, who facilitated panel sessions and breakout workshops. In addition there were a select number of academic paper presentations from which the IPoE 2014 Best Paper Award and IPoE Best Poster Paper Award were selected.



This year's theme focused on '*Developing Quality and Value-adding to Partnerships between Institutions*', complimented with the subthemes on:

- Global Partnership
- Education Pathways & Challenges
- Industry Expectations
- The Reality Gap

As well as a workshop on MOOCs – Connecting THE-ICE Institutions and Students.



Best Paper Award goes to Sanit Noonin of Dusit Thani College, Thailand



Welcome reception at the Parliament House



Ideal platform for collegial networking



Amazing team of banquet and catering 'professionals', comprising of CDU lecturers and current students



Engaging discussion - Laura Lawton (Vice Chair) & Guy Bentley (Past Chair)

2.2 THE-ICE Benchmarking Roundtable Series (BRS)

THE-ICE BRS VII

Proudly hosted by The Hotel School Sydney, Sydney, Australia, on 11th of July 2014, this Series saw the sharing of the preliminary findings

of the Office of Learning and Teaching's Threshold Learning Outcomes Standards Project (OLT-TLO) by Dr Paul Whitelaw (William Angliss Institute).



Highlights of discussions held included: USP & TLOs (Unique Selling Propositions and Threshold Learning Outcomes); organisation uniqueness while maintaining identity and mission; OLT-TLO & TEQSA; and assurance of outcomes.

Dr Whitelaw's facilitation of this event enabled members to come together, reflect, and work on models, as well as draw some benchmarking statements from the OLT-TLO preliminary findings. Reflections included how institutions can develop their unique/ distinctive position, and how the Higher Education Standards Panel (HESP) guidelines can be used to develop courses, curriculum, pedagogy, and assessment so that "assurance of learning" at the TLO level may be provided.

Esteemed guest presenters at the Workshop also included:

- Dr Scott Richardson – Blue Mountains International Hotel Management School.
- Dr Paul Weeks – The Hotel School Sydney.
- Mr Stuart Wiggins – William Blue College of Hospitality Management.
- A/Prof Mark Freeman – Australian Business Deans Council (ABDC) Scholar.



Pre-BRS Workshop networking dinner



Dr Paul Whitelaw sharing TLO findings with great enthusiasm



Captivated participants including Dr Dawn Gibson from Fiji (USP)

THE-ICE BRS VIII 2014

Proudly hosted by Charles Darwin University School of Business and School of Service Industries, Darwin, Australia, on 11th of November, 2014. This Series was held as the Pre-Forum Workshop of THE-ICE 8th IPoE (International Panel of Experts) Forum, focused on:

- Curriculum Design and Development – Teaching and Learning Outcomes.
- Unique Selling Points and Teaching and Learning Outcomes – how to promote your institutional distinctiveness in a world of standards.

Facilitated by Dr Paul Whitelaw, Associate Director Higher Education and Quality, William Angliss Institute, distinguished guest presenters included Dr Lindsay Heywood, Head, Higher Education Standards Executive, A/Prof Mark Freeman, Australian Business Deans Council (ABDC) Scholar (attended via virtual platform), Ms Coralie Morrissey, Executive Dean, Faculty of Business & Hospitality, William Blue College of Hospitality Management Sydney, Australia.



A/Professor Mark Freeman



Teaching & Learning Outcomes



Happy & satisfied 'Learners'

3. Benchmarking of Excellence

3.1 THE-ICE Student Barometer (ISB-SB®) Survey

Conducted in partnership with the International Graduate Insight Group (*i-graduate*), THE-ICE ISB-SB™ Survey is a semi-standardised online questionnaire, formatted, adapted and customised for each of our Member Institution. Each year, the survey focuses on the student's satisfaction levels throughout the stages of arrival, living and support, as well as recommendation, application and choice of institution.



THE-ICE ISB-SB™ (International & Domestic Student Barometer) Survey 2014 Reports

32,018 students from THE-ICE Member Institutions were invited to participate in this survey wave. 9,454 responses/30% response rate were tracked, a marked increase from 7,063 as recorded in previous wave. Their responses were benchmarked against >266,000 students feedback from over 180 universities in 16 countries.

THE-ICE ISB-SB™ Survey 2014 Topline Report, reflecting the feedback of some 9,454 students from the Member Institutions (29% response rates from the invited student population of 32,018), was released and distributed to THE-ICE members in November 2014. The institution-specific Director's Cut Reports were presented either in person or via virtual platform throughout the month of November to December 2014.



International Centre of Excellence in
Tourism and Hospitality
Education (THE-ICE)

i-graduate
INTERNATIONAL UNIVERSITY

Benchmarking Learning – vs THE-ICE & Global Index (International Students)

THE-ICE Member Institutions	LEARNING GOAL	Average Importance	THE-ICE	THE-ICE Member Institutions																	
				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
	LEARNING OVERALL	3.04	2.97	3.00	2.82	2.98	2.98	2.98	2.97	3.05	3.11	3.05	3.03	3.09	3.11	3.06	2.88	2.83	2.91	3.08	
100%	Academic English	2.91	2.92	3.01	2.84	2.92	2.91	2.91	2.91	2.91	2.91	2.91	2.91	2.91	2.91	2.91	2.91	2.91	2.91	2.91	
100%	Marking criteria	3.04	3.01	3.04	2.94	3.05	2.97	3.05	3.12	3.05	3.18	3.08	3.00	2.94	3.12	2.83	2.97	2.92	3.00	2.83	
100%	Assessment	3.12	2.84	3.01	2.94	3.00	2.92	3.04	3.11	3.15	3.10	3.10	3.08	3.10	3.10	3.10	3.10	3.10	3.10	3.10	
100%	Career advice	2.81	2.88	2.89	2.85	2.91	2.76	2.80	3.15	3.09	3.09	3.02	3.00	3.02	3.00	3.00	2.80	2.91	2.91	2.82	
100%	Course content	3.08	3.07	3.09	2.84	3.07	3.11	3.13	3.21	3.18	3.11	3.12	3.10	3.10	3.10	3.10	3.10	3.10	3.10	3.10	
100%	The use of the internet	3.12	3.14	3.09	2.84	3.18	3.08	3.17	3.26	3.21	3.10	3.09	3.10	3.10	3.10	3.10	3.10	3.10	3.10	3.10	
100%	Expert lecturers	3.08	3.12	3.10	3.05	3.01	3.06	2.99	3.12	3.20	3.18	3.18	3.10	3.10	3.10	3.10	3.10	3.10	3.10	3.10	
100%	Employability	2.84	3.00	3.08	2.81	2.88	2.92	2.95	3.19	3.13	3.21	3.07	3.05	3.27	3.11	2.88	2.88	2.88	2.88	2.82	
100%	Good teachers	3.15	3.04	3.14	2.97	3.01	2.99	3.08	3.10	3.17	3.21	3.27	3.16	3.07	3.16	3.24	3.00	3.00	3.00	3.00	
N/A	Topic selection	3.15	3.10	N/A	3.09	N/A	N/A	3.12	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
100%	Online library	3.09	3.10	3.01	3.14	3.09	3.12	3.01	3.20	3.09	3.09	3.12	3.10	3.08	3.12	3.10	3.10	3.10	3.10	3.10	
100%	Physical library	3.05	3.10	3.01	3.22	3.01	2.99	3.11	3.20	3.27	3.02	3.01	3.00	2.98	3.24	2.97	3.01	3.10	3.10	3.10	
100%	Learning support	3.19	3.11	3.09	2.84	3.00	3.13	3.09	3.20	3.19	3.11	3.10	3.16	2.84	3.12	3.21	3.01	3.00	3.00	3.00	
100%	Laboratories	3.12	3.13	3.10	2.97	3.02	3.11	3.06	3.11	3.24	3.10	3.14	3.04	3.05	3.14	3.08	3.14	3.00	3.10	3.10	
100%	Language support	3.05	3.07	3.12	3.13	3.12	3.19	3.20	3.08	3.22	3.15	3.02	3.27	3.07	3.11	3.14	2.80	3.00	N/A	N/A	
100%	Multicultural	3.17	3.14	3.19	3.07	3.12	3.13	3.12	3.18	3.20	3.08	3.22	3.18	3.10	3.27	3.07	3.11	3.14	3.00	N/A	
100%	Course organisation	3.07	2.95	2.91	2.81	2.88	3.02	2.93	3.05	3.18	3.19	2.99	2.97	3.08	3.10	3.10	3.10	3.10	3.10	3.10	
100%	Performance feedback	3.08	2.97	3.14	2.87	3.08	3.00	2.75	3.05	3.17	3.17	3.14	3.18	3.03	3.10	3.10	3.10	3.10	3.10	3.10	
100%	Quality lectures	3.11	3.01	3.09	3.01	2.80	2.97	2.87	3.00	3.20	3.19	3.14	3.14	2.93	3.26	3.36	2.85	3.27	2.83	3.25	
100%	Research	3.12	3.08	3.15	2.91	3.06	3.08	3.08	3.18	3.20	3.11	3.14	3.19	3.00	3.14	3.14	3.14	3.14	3.14	3.14	
100%	Technology	3.22	3.04	3.00	3.11	2.91	3.13	2.91	3.12	3.01	3.20	3.13	2.86	2.95	3.04	3.25	3.05	3.16	3.00	2.91	
100%	Virtual learning	3.23	3.09	3.09	3.08	3.02	3.10	3.22	3.15	3.28	3.07	3.05	2.89	3.18	3.42	3.14	3.14	3.14	3.14	3.14	
100%	Training facilities	3.10	3.10	3.09	N/A	3.08	3.05	2.98	N/A	3.18	3.24	3.08	3.04	3.08	3.15	3.06	3.00	3.04	N/A	3.10	
100%	Work experience	2.78	2.99	3.01	2.94	2.86	2.97	3.00	2.84	3.24	3.14	3.11	3.00	3.11	3.04	3.11	2.71	2.91	2.92	2.80	

THE-ICE ISB-SB™ Survey 2015

A commendable effort in encouraging their students to participate was made by all THE-ICE Member Institutions from 11 countries. Overall, response numbers increased by over 3,500 this year with a corresponding rise in response rates. Deliverables of this survey wave will be ready by mid-September 2015.

THE-ICE ISB-SB™ Survey wave	Responses	Population	Response Rate
ISB 2015	3,327	7,256	46%
ISB 2014	2,074	7,380	28%
SB 2015	9,724	33,052	29%
SB 2014	7,380	27,301	27%
ISB-SB 2015	13,051	40,308	32%
ISB-SB 2014	9,454	32,178	29%

4.1 Fellows of THE-ICE

In recognition of individual contribution to TH&E academia and industry or support to THE-ICE, the Fellow of THE-ICE Awards was launched in 2012 at the 6th THE-ICE International Panel of Experts (“IPoE”) Forum in Dubai.

This year, we are pleased to recognise the following academics and industry professionals:

- Dr Pradeep Kumar Nair, Deputy Vice Chancellor, Taylor’s University, Malaysia
- Professor Dr Oswin Mauer, Programme Director, Director of TOMTE (Competence Centre in Tourism Management & Tourism Economics) & Chair of Marketing, Free University of Bozen Bolzano, Italy
- Mr Emanuel Douglas Donhauser, Chief Academic Officer, Swiss Education Group, Switzerland
- Prof (FH) Mag. Christian Mauer, Master Programme Director, IMC University of Applied Sciences, Krems, Austria
- Ms Morag McGrath, former Head, School of Business & Service Industries, Charles Darwin University, Australia



Fellow of THE-ICE
Dr Pradeep Kumar Nair

4.3 THE-ICE eBulletin & iStudent News

THE-ICE eBulletin and THE-ICE iStudent News, containing TH&E and higher education latest trends for educators and TH&E students, as well as newsworthy articles submitted from THE-ICE Member Institutions, has seen distributed in September 2014, March and June 2015 to our database of almost 2,000 subscribers.

iStudent News

June 2015

THE-ICE iStudent News is your tourism & hospitality information hub. Produced quarterly, this publication aims to provide the latest in education and industry trends and news to our subscribers. Contributions are most welcome – please email to info@the-ice.org

Announcements & innovations

World-first Green Globe Certification for the Emirates Academy of Hospitality Management

The Emirates Academy of Hospitality Management (EAHM), part of the global luxury hotel company Jumeirah Group, has become the first hospitality school in the world to receive the Green Globe Certification. EAHM was recognised for its contribution in encouraging students and colleagues to embrace a sustainable future. Steps taken at EAHM include the use of electronic publications in the library and the newly installed LED lights and motion sensors which were seen as essential measures in achieving the certification. Green globe also commended EAHM's Student Council's efforts to engage students and colleagues in its corporate social responsibility activities.

MCI goes online: International Online MBA Starting in Autumn

4.4 THE-ICE eCommunication

THE-ICE Website

in line with changing technology, organisational needs and reducing the associated ongoing operational costs THE-ICE current website, extensive research was conducted on the visual, style and functionality of peer organisation's websites. We came to the conclusion that the current CAUTHE (<http://cauthe.org/>) designed and developed by DBL Solutions, an Australia-base web development firm, comes very close to our needs.

International Centre of Excellence in Tourism and Hospitality Education (THE-ICE)

- WHO WE ARE
- WHAT WE DO
- EVENTS
- OUR TEAM

accreditation expertise for a global market

FIND OUT MORE

ACCREDITATION

DO MORE UPDATES

Learn about the latest accreditation updates and how they affect your institution.

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MEMBERS

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Learn about the latest member updates and how they affect your institution.

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PARTNERSHIPS

DO MORE UPDATES

Learn about the latest partnership updates and how they affect your institution.

MORE INFO >

MEMBER SPOTLIGHT

DO MORE UPDATES

Learn about the latest member spotlight updates and how they affect your institution.

MORE INFO >

Currently, THE-ICE is in discussion with DBL Solution on the proposed design, navigation, architecture, layout of the new website - based on the premise that WordPress content management system will be used as it is considered to be functionally versatile and easy for routine materials upload and update.

It is anticipated that the key elements and operational logistics on the agreed deliverables will be finalised in the next couple of months. A proposal will then be submitted to THE-ICE Board of Directors for consideration, decision and approval.

4.1 Promotional Travel

This year, in addition to visiting current members for the report-back of THE-ICE ISB-SB™ Survey findings, and attending THE-ICE 8th IPoE Forum 2014, THE-ICE Executive Team, as well as the Directors of the Board, were well-represented, either as invited presenters or participants, in the following high-profile TH&E or QA-focused conferences around the world:

- ✿ Euro-CHRIE Conference 2014 @ Emirates Academy for Hospitality Management, Theme: Hospitality & Tourism Futures
- ✿ 53rd EUHOFA International Congress 2014
- ✿ 25th CAUTHE Conference @ Southern Cross University, Gold Coast campus
- ✿ INQAAHE Board Meeting & Conference, Chicago 2015
- ✿ Asia Pacific Quality Network Conference, 17-19-Apr-2015, Kunming China
- ✿ APacCHRIE Conference, 10-13-Jun-2015, New Zealand, sponsorship, attended by Mr Alan Williams representing THE-ICE



Swiss Education Group
Sr Executives & THE-ICE, 2014



Penang Centre of Education
Forum 2014, Penang Malaysia



MCI Management Center
Innsbruck & THE-ICE, 2014



APQN Conference 2015
Kunming, PRC



INQAAHE Conference 2015
Chicago, USA



Dr Craig Thompson & Dr Stuart
Jauncey - Site Audit of Taylor's
University Malaysia, 2015

Financial Reports

Assiduous in expanding the membership portfolio and vigilant in managing the approved budget, THE-ICE Executive Team, with the support of the Finance Audit Committee, continued to improve the finance status of THE-ICE with great success.

For the financial year 2014-2015:

- A total income of A\$432,534 was generated, as compared to A\$373,417 in 2013-2014
- A net profit of A\$83,951 was achieved as compared to A\$18,972 in 2013-2014

As anticipated, the Australian Taxation Office concessional ruling to waive the goods and services tax (GST) for all THE-ICE international members was well-received.

Statement of Financial Position As of 30 June 2015

	2015	2014
Assets		
Current Assets		
Accounts Receivables	-83,509	37,500
Online Saver Account	36,208	105,801
Society/Cheque Account	17,893	26,600
Membership Received in Advance	0	-181,750
Prepaid Expenses	14,244	14,244
Term Deposit No 1	50,973	75,556
Term Deposit No 2	103,904	100,801
Term Deposit No 3	100,000	-
Total Current Assets	239,713	178,753
Liabilities		
Current Liabilities		
Accounts Payable	-	1,887
GST	-4,721	3,475
PAYG Withholding Payable	3,655	15,723
Rounding	-	-
Sala Bai Pledge (Social Responsibility Initiative)	1,250	1,250
Salary Sacrifice	-	200
Superannuation Payable	-	640
Suspense	455	455
Total Current Liabilities	638	23,629
Total Liabilities	638	23,629
Net Assets	239,075	155,123
Equity		
Retained Earnings	239,075	155,123
Total Equity	239,075	155,123

THE-ICE Global Network

Full Members



Associates of THE-ICE



Observers of THE-ICE

- BERJAYA University College of Hospitality, Malaysia
- Haaga-Helia University of Applied Sciences, Finland
- INTI International University College, Malaysia
- Lao National Institute of T&H (LANITH)
- NHTV Breda UAS, Netherlands
- Melbourne Polytechnic, Australia
- Oman Tourism College, Oman
- Stamford International University, Thailand
- THEi, Technological & Higher Education Institute of Hong Kong, Hong Kong



NOTES





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Education (THE-ICE)**

THE-ICE

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