



THE-ICE

Accreditation Brochure

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1. ABOUT US

The International Centre of Excellence in Tourism and Hospitality Education (THE-ICE) was established in 2004 by the Australian Federal Government to develop benchmarks and promote excellence in tourism, hospitality and events (TH&E). Since becoming a not-for-profit organisation in 2008, THE-ICE has developed into a global organisation for accreditation, benchmarking, and quality enhancement in tourism, hospitality, events and culinary arts (TH&E) higher education, with a network of 35 members in 17 countries across 4 continents (as of June 2023).

In recognition of the growth and diversity of available education in the TH&E domain, THE-ICE accredits public and private universities, hotel schools, institutes and vocational colleges.

2. ACCREDITATION AND QUALITY ASSURANCE

Accreditation and quality assurance are integral to institutional review processes in education. In the globally competitive education environment institutional self-review, external peer review by experts in the field, benchmarking, and ongoing quality enhancement is increasingly important, and a growing number of institutions are seeking both national and globally recognised (international) accreditation.

Accreditation has become an essential process within the internationalisation of education, offering a mark of quality to prospective students and academic partner institutions. Furthermore, international accreditation is progressively being recognised by national accreditation bodies as supplementing and, increasingly, supplanting national accreditation requirements.

THE-ICE has developed fourteen (14) Standards of Excellence which applicant institutions must meet or exceed, as validated by an auditor of the independent THE-ICE Assessment Panel, for successful accreditation and membership of THE-ICE:

1. Status of Institution
2. Governance, Leadership and Administration
3. Vision, Mission and Objectives
4. Courses/Programmes, Curriculum and Graduate Outcomes/Attributes
5. Approach to Teaching and Learning
6. Planning, Programme Review and Quality Assurance Mechanisms
7. Level of Internationalisation
8. Physical Resources and Facilities
9. Student Support Services
10. Industry Advisory Board
11. Staffing Resources
12. Financial Resources
13. Memberships, Partnerships, Community/Social Responsibility Engagement
14. Areas of Excellence

3. BENEFITS OF THE-ICE ACCREDITATION AND MEMBERSHIP

THE-ICE offers a range of internal and external benefits to institutions who are successful in obtaining THE-ICE Accreditation, and actively supports its members in developing good practice, benchmarking, and ongoing quality enhancement.

Accredited members engage in annual benchmarking through mandatory participation in THE-ICE International Student Barometer and Student Barometer Survey (ISBSB)TM, conducted in partnership with the UK-based International Graduate Research Group (i-graduate) and through alumni monitoring conducted on behalf of THE-ICE by Hosco. The comprehensive reports generated for institutions from the THE-ICE ISBSB results on student study experience over a variety of key areas, provide year-on-year institution analysis on student satisfaction. These reports, together with the reports from Hosco that

provide alumni performance, form the basis for ongoing quality enhancement as part of THE-ICE Quality Enhancement Cycle.

THE-ICE offers a considerable package of other benefits to institutions that achieve accreditation. Please refer to the appendices for details: [APPENDIX 1 - THE-ICE Membership Benefits & Entitlements Schedule](#)

4. THE-ICE ACCREDITED MEMBERSHIP CATEGORIES

THE-ICE offers a flexible range of accredited membership categories designed to meet the specific objectives and resources of each institutions.

Accredited C2Q Member of THE-ICE

Accredited Committed to Quality (C2Q) Members of THE-ICE meet or exceed THE-ICE Standards of Excellence and are committed to the ethos and values of THE-ICE. C2Q Accredited Members are also committed to engaging with THE-ICE Quality Enhancement Cycle, including annual ISBSB student satisfaction survey and Hosco graduate and alumni tracking, which allows the institution to undergo the abridged re-accreditation procedure. In addition, Accredited C2Q member institutions are eligible to nominate partner institutions to become Accredited C2Q Members with 'Affiliate' status, provided these institutions also meet THE-ICE Standards of Excellence.

Accredited C2Q Affiliate Member of THE-ICE

Accredited Committed to Quality (C2Q) Affiliate Members may be nominated by a 'lead' institution from the same education group, which has already achieved Accredited C2Q Membership of THE-ICE. In order to be accredited and confirmed as a member, nominated Accredited C2Q Affiliate Members must also meet THE-ICE Standards of Excellence and commit to THE-ICE Quality Enhancement Cycle, including the annual ISBSB student satisfaction survey and Hosco graduate and alumni tracking, which allows them to undergo the abridged re-accreditation procedure.

Accredited Member of THE-ICE

Accredited Members of THE-ICE meet THE-ICE Standards of Excellence and are committed to the ethos and values of THE-ICE. However, Accredited Members are required to replicate the Accreditation procedure in full, as they do not participate in the annual year-on-year executive analysis and benchmarking, a key component of THE-ICE Quality Enhancement Cycle.

For full details of the fees associated with each category please refer to the following: [APPENDIX 2 - THE-ICE Membership & Application Fee Schedule](#).

5. OVERVIEW OF THE-ICE ACCREDITATION PROCESS

[See APPENDIX 3 - THE-ICE Guide to Accreditation for a brief outline of THE-ICE Accreditation Process](#)

THE-ICE has adopted a three-stage accreditation process, comprising the following:

Pre-Accreditation

- i) **Self-review:** Applicant institutions complete THE-ICE Pre-Accreditation Eligibility Application, providing detailed and quantifiable information. This document will be used to determine the status of the institution, their eligibility for membership of THE-ICE, and appropriate membership category.
- ii) **Evaluation:** Following successful completion of THE-ICE Pre-Accreditation Eligibility Application and approval by THE-ICE Executive Team, the applicant institution is invited to apply for Accredited Membership of THE-ICE.
 - In the event that the applicant institution does not, or does not yet, meet the criteria and THE-ICE Standards of Excellence, they may be invited to apply as an Observer of THE-ICE or as an Advancement Institution, where they will be supported by THE-ICE Executive Team and/ or Accredited C2Q Member institution to apply for Accredited Membership within three (3) years.

Accreditation

Upon successful completion of Pre-accreditation, the applicant institution can proceed to Accreditation, which comprises the following:

- i) **Application:** Applicant institutions complete THE-ICE Accreditation Application, which focuses on self-reflection with the purpose of determining to what extent and in what ways they meet THE-ICE Standards of Excellence. The mission and objectives of the institution and its programmes are examined and aligned with the actual programmes. Quality assurance systems, graduate attributes, facilities, teaching staff, internationalisation, and industry engagement are also addressed.
- ii) **Evaluation:** Two (2) auditors from the independent THE-ICE Assessment Panel review and assess the completed THE-ICE Accreditation Application. Upon completion, the auditors will prepare and deliver an Interim Accreditation Assessment Report to the applicant institution for consideration and comment.
- iii) **Audit:** Two (2) auditors of the independent THE-ICE Assessment Panel either visit the campus of the applicant institution or conduct extensive online interviews, in order to verify the validity and currency of claims made in the Accreditation Application. This stage includes inspection of the applicant institution's campus facilities and meetings with teaching staff, administrative support staff, students, alumni, industry advisory board, and all other relevant stakeholders. Upon completion, the auditors will prepare and deliver an Audit Report to the applicant institution for consideration and comment.
- iv) **Approval:** With the approval of the applicant institution, the Audit Report and recommendations of the auditors are presented to THE-ICE Board of Directors for consideration and decision. With the approval of THE-ICE Board of Directors, the applicant institution is invited to become an Accredited C2Q (Committed to Quality) Member of THE-ICE, the premier form of membership. Membership is for a period of five (5) years, after which re-accreditation is required to maintain accreditation and membership of THE-ICE. Throughout this time, accredited members must inform THE-ICE of any significant changes, to ensure continuing alignment with the accreditation granted.
 - **Affiliate Membership:** Once approved as an Accredited C2Q Member of THE-ICE, institutions operating as part of an education group may be eligible to nominate Affiliate Members from within the same group, subject to the relevant criteria being met.

Accreditation of Non-English TH&E Programmes

Accreditation by THE-ICE is available to TH&E institutions delivering programmes in English, and also to those delivering in other languages. In the case of the latter, applicant institutions are expected to complete the application documents in English and provide certified translations to English of all relevant evidence and supporting documentation. Appropriately qualified translators will also be required during site audits.

Re-accreditation

A minimum of three (3) months prior to the expiry of the five-year accreditation period, accredited members will be notified of the need for re-accreditation, and the appropriate process. The re-accreditation process must commence on or before the accreditation expires.

THE-ICE has an ethos of ongoing engagement with member institutions, through measured performance of THE-ICE ISBSB™ annual student satisfaction survey and Hosco tracking of graduates and alumni. Accredited C2Q Members (including Accredited C2Q Affiliate Members) receive detailed annual year-on-year analysis of the survey data, including set KPIs to address, and as such are not required to undergo full replication of the original accreditation procedure in order to be re-accredited. Member institutions with Accredited Member status are required to replicate the Accreditation procedure in full, as they do not participate in the annual year-on-year analysis and benchmarking.

THE-ICE re-accreditation procedure is designed to enable each institution to demonstrate their commitment to ongoing quality enhancement since the most recent THE-ICE accreditation.

- i) **THE-ICE Re-accreditation Application** comprises four sections:
 1. *Recommendations*
 - a) Review of actions taken in response to the recommendations made in the original/former accreditation.
 - b) Review of the outcomes of the actions undertaken.
 2. *Significant changes/developments*
 - a) Details of significant changes/developments.
 - b) Rationale for the changes/developments.
 - c) Outcomes and impacts of the changes/developments.
 3. *Evidence of quality enhancement*
 - a) Details of other measures/actions/achievements that demonstrate quality enhancement. This may include accreditations, rankings, competitions, events, research outcomes, student/graduate success, as well as examples of internal quality enhancement.
 4. *ISBSB Reflection Report, comprising the following:*
 - a) Performance (time-series) of the institute against the key ISBSB questions since the former accreditation.
 - b) Performance (time-series) of the institute against the questions (KPIs) selected by the institute (3-5 in total).
 - c) Actions taken in response to satisfaction/results (of the questions in 2a) and 2b), and in general).
 - d) Outcomes of actions identified in 4.c).
- ii) **Evaluation:** Two (2) auditors from the independent THE-ICE Assessment Panel review and evaluate the Re-accreditation Application and supporting materials presented by the institution. The evaluation process includes an interview conducted by virtual platform and THE-ICE Assessment Panel reserves the right to conduct a site audit if this is deemed necessary and/or beneficial.

Upon completion of the above, a comprehensive Re-accreditation Assessment Report is provided to the Accredited Member for consideration and comment.
- iii) **Approval:** With the approval of the Accredited Member, the auditors tender a recommendation to THE-ICE Chief Executive Officer for consideration, based on their evaluation of the Re-accreditation Application and virtual interview. Upon approval of CEO, THE-ICE accreditation and membership is renewed for a further period of five (5) years.

6. CONTACTS

For general information about THE-ICE please visit our website: www.the-ice.org

For further accreditation information: www.the-ice.org/accreditation

For specific enquiries please contact: accreditation@the-ice.org

7. Appendices

APPENDIX 1 – THE-ICE Membership Benefits & Entitlements Schedule

 International Centre of Excellence in Tourism and Hospitality Education (THE-ICE)	Accredited Institutions		
	Committed to Quality (C2Q)	Affiliate C2Q	Accredited Member
Benefit Schedule			
<ul style="list-style-type: none"> Featured as Accredited Member on THE-ICE website www.the-ice.org 	✓	✓	✓
<ul style="list-style-type: none"> Accredited programmes listed on THE-ICE website 	✓	✓	✓
<ul style="list-style-type: none"> THE-ICE Diploma Supplement for graduates of accredited programmes 	✓	✓	✓
<ul style="list-style-type: none"> Participation in THE-ICE annual International Student Barometer Survey (THE-ICE ISBSB™) (mandatory for accredited members) 	✓	✓	✓
<ul style="list-style-type: none"> ISBSB full institution specific reporting package (including executive analysis of findings, and year on year analysis where available for up to 3 campuses, with annual report back presentation session conducted) 	✓	✓	-
<ul style="list-style-type: none"> Annual participation in THE-ICE Global Premier Ranking 	✓	✓	-
<ul style="list-style-type: none"> Participation in THE-ICE International Panel of Experts (IPoE) Forum, at preferential member rates 	✓	✓	✓
<ul style="list-style-type: none"> Abridged re-accreditation procedure 	✓	✓	-
<ul style="list-style-type: none"> Participation in THE-ICE Global Revenue Management (GRM) Challenge (International student competition) 	✓	✓	✓
<ul style="list-style-type: none"> Participation in THE-ICE Webinar Series, at no cost 	✓	✓	✓
<ul style="list-style-type: none"> Full communication & networking package 	✓	✓	✓
<ul style="list-style-type: none"> Eligible to submit to THE-ICE Research Grant Scheme (RGS) 	✓	✓	✓
<ul style="list-style-type: none"> Business Alliance benefit package 	✓	✓	✓
<ul style="list-style-type: none"> Opportunity to host THE-ICE IPoE Forum 	✓	✓	-
<ul style="list-style-type: none"> C2Q member logo 	✓	✓	-
<ul style="list-style-type: none"> Accredited member logo 	-	-	✓
<ul style="list-style-type: none"> Potential to nominate Affiliate C2Q member 	✓	-	-
<ul style="list-style-type: none"> Ability to nominate individuals to serve as Directors on THE-ICE Board 	✓	✓	✓
<ul style="list-style-type: none"> Representatives nominated as Directors, may serve as Chair and Deputy Chair on THE-ICE Board 	✓	✓	✓
<ul style="list-style-type: none"> Votes at AGM 	2	2	2
<ul style="list-style-type: none"> Assistance in the promotion of institution-specific activities 	✓	✓	✓
<ul style="list-style-type: none"> Member Spotlight - THE-ICE website and social media feature on rotating basis with direct link to institution website 	✓	✓	✓
<ul style="list-style-type: none"> Right to nominate an institution to join the Network as Accredited C2Q Member of THE-ICE with Affiliate Status 	✓	-	-
<ul style="list-style-type: none"> Ability to propose and mentor Advancement Institutions 	✓	✓	-
<ul style="list-style-type: none"> Opportunity to contribute newsworthy articles for inclusion in THE-ICE blog 	✓	✓	✓

APPENDIX 2 – THE-ICE Membership & Application Fee Schedule

Membership Category	Fees																				
Accredited C2Q Member	<p>Membership subscription THE-ICE is funded <u>entirely</u> by membership subscriptions, which are paid annually by all members on the 1st July each year. However, THE-ICE operates an Incentive Fee Structure, which benefits new <u>and</u> existing members.</p> <p>Incentive Fee Structure The incentive fee structure, which applies only to C2Q Accredited Members, offers an incentive of AUD\$1,000 per year for engaging in each of the signature benefits offered by THE-ICE:</p> <ul style="list-style-type: none"> • <u>THE-ICE International Panel of Experts (IPoE) Forum</u>: a minimum of one (1) representative of the member institution attends the IPoE Forum in person, paying the early bird/full registration or panel/ presenter fee. • <u>THE-ICE Research Grant Scheme (RGS)</u>: a minimum of one (1) member of staff of the member institution engages in the RGS as a proposer or named researcher of a proposal that meets the standard requirements of the RGS. • <u>THE-ICE Global Revenue Management (GRM) Challenge</u>: a minimum of five (5) students and a minimum of one (1) member of staff of the member institution engages with the GRM (as attested by the team supervisor or student team, as appropriate). <p>As new members may not be able to immediately engage fully with all the benefits THE-ICE offers, the annual membership fees for new members are adjusted accordingly, as detailed in the table below.</p> <table border="1"> <thead> <tr> <th>Year of Membership</th> <th>Membership Fee without engagement</th> <th>Extent of Engagement</th> <th>Membership Fee with Engagement</th> </tr> </thead> <tbody> <tr> <td>First</td> <td>\$18,000</td> <td>-</td> <td>-</td> </tr> <tr> <td>Second</td> <td>\$19,000</td> <td>1 or more activities</td> <td>\$18,000</td> </tr> <tr> <td>Third</td> <td>\$20,000</td> <td>2 or more activities</td> <td>\$18,000</td> </tr> <tr> <td>Fourth</td> <td>\$21,000</td> <td>3 activities</td> <td>\$18,000</td> </tr> </tbody> </table> <p>From the fourth year of membership onwards, members who engage in all 3 benefits will receive a discount of AUD\$3,000 on the annual membership fee for that year. Members who engage in one or two of the benefits will receive a discount of AUD\$1,000 and AUD\$2,000 respectively.</p> <p>Application fee A non-refundable application fee of A\$6,600 to cover:</p> <ol style="list-style-type: none"> Application assessment The honorarium for two auditors to conduct the audit of a maximum of two campuses, equivalent to 2 input days <p>Additional costs for site audit (if required):</p> <ol style="list-style-type: none"> International travel, in country transportation & hospitality expenditure of the two auditors Site inspection of additional campus will be calculated at a rate of A\$1,100/auditor per input day 	Year of Membership	Membership Fee without engagement	Extent of Engagement	Membership Fee with Engagement	First	\$18,000	-	-	Second	\$19,000	1 or more activities	\$18,000	Third	\$20,000	2 or more activities	\$18,000	Fourth	\$21,000	3 activities	\$18,000
	Year of Membership	Membership Fee without engagement	Extent of Engagement	Membership Fee with Engagement																	
First	\$18,000	-	-																		
Second	\$19,000	1 or more activities	\$18,000																		
Third	\$20,000	2 or more activities	\$18,000																		
Fourth	\$21,000	3 activities	\$18,000																		
Accredited Member	<p>Membership subscription An annual fee of A\$15,000*, payable on 1st July each year</p> <p>Application fee A non-refundable application fee of A\$6,600 to cover:</p> <ol style="list-style-type: none"> Application assessment The honorarium for two auditors to conduct the audit of a maximum of two campuses, equivalent to 2 input days <p>Additional costs for site audit (if required):</p> <ol style="list-style-type: none"> International travel, in country transportation & hospitality expenditure of the two auditors Site inspection of additional campus will be calculated at a rate of A\$1,100/Auditor per input day 																				
<p>Accredited C2Q Affiliate Member <i>Available only by nomination by a current Accredited THE-ICE C2Q Member</i></p>	<p>Membership subscription An annual fee of A\$11,000*, payable on 1st July each year</p> <p>Application Fee A non-refundable application fee of A\$3,500 to cover:</p> <ol style="list-style-type: none"> Application assessment The honorarium for an auditor to conduct a site audit of one campus, equivalent to 2 input day 																				

Membership Category	Fees
	<p>Additional costs for site audit (if required):</p> <ul style="list-style-type: none"> a) International travel, in country transportation & hospitality expenditure of the auditor b) Site inspection of additional campus will be calculated at a rate of A\$1,100 per input day

** exclusive of GST. Applicable for institutions located outside of Australia only*

APPENDIX 3 – THE-ICE Guide to Accreditation

THE-ICE Pre-accreditation



THE-ICE Accreditation

Accreditation Application

To become an Accredited Member, applicant institutions are required to complete and submit THE-ICE Accreditation Application, a self-review document with a focus on addressing THE-ICE Standards of Excellence, to be assessed by appointed independent auditors of THE-ICE Assessment Panel.



Site Audit

The two (2) appointed auditors of THE-ICE Assessment Panel visit the campus/es of the applicant institution to substantiate information provided in the Accreditation Application. Site audit visits include inspection of facilities, observing and meeting with teaching staff, administrative support staff, students, alumni, industry advisors, and other relevant stakeholders.



Accreditation Assessment and Full Site Audit Report

Auditors of THE-ICE Assessment Panel prepare the Accreditation Assessment and Full Site Audit Report and, with the approval of the applicant institution, submit their reports and recommendation to THE-ICE Board of Directors for consideration.



Decision by THE-ICE Board of Directors

THE-ICE Board of Directors considers the reports and recommendation and informs the applicant institution of their decision.

THE-ICE Re-accreditation

THE-ICE Re-accreditation Application

Institutions complete and submit THE-ICE Re-accreditation Application, comprising four sections:

1. Recommendations (of previous accreditation)
2. Significant changes/developments
3. Areas of Excellence - other quality measures
4. ISBSB Reflection Report



Virtual Auditor Meeting

The two (2) appointed auditors of THE-ICE Assessment Panel are appointed to evaluate the Re-accreditation Application and conduct a virtual meeting with the applicant institution, to verify and expand on the information provided in the Re-accreditation Application, especially the ISBSB Reflection Report.

Site Audit*

*A site audit will only be conducted if the appointed auditors determine that the Re-accreditation Application requires a site audit in order to verify information provided e.g. for significant changes to campus or facilities.



Decision by THE-ICE Chief Executive Officer

THE-ICE CEO consider the reports and recommendations made by the Assessment Panel for final decision, on behalf of THE-ICE Board.