



THE-ICE 17th IPoE Forum 2024

To be proudly hosted by

Al Rayyan International University College (ARIU)

in partnership with University of Derby

Al Jazi Tower, Zone: 60, Street: 850, Building: 20 – West Bay – Doha – Qatar

DAY-0: Thursday 7th November 2024

Time	Activity	Location
9:00am – 10:30am	THE-ICE College of Fellows Meeting (<i>THE-ICE College of Fellows only</i>)	
10:30am – 11:00am	Assessment Panel and College of Fellows joint morning tea	
11:00am – 12:30pm	THE-ICE Assessment Panel Annual Meeting (<i>THE-ICE Assessment Panel only</i>)	
12:30pm – 1:30pm	Assessment Panel and Board joint lunch	
1:30pm – 3:00pm	THE-ICE Board and Assessment Panel Joint Meeting (<i>THE-ICE Board of Directors and Assessment Panel only</i>)	
3:00pm – 3:30pm	Assessment Panel and Board joint afternoon tea	
3:30pm – 5:00pm	THE-ICE Board Meeting (<i>THE-ICE Board of Directors only</i>)	
9:30am – 5:00pm	Business Alliance Partner Workshops (TBC)	
6:00pm – 8:00pm	Welcome Cocktail Party	City Centre Rotana



Day-1: Friday 8th November 2024

Time	Activity	Location
8:00am – 9:00am	THE-ICE 17th IPoE Forum 2024 Registration & Concierge desk open	
9:00am – 10:00am	Welcome & Official Opening <ul style="list-style-type: none"> • Introduction by MCs • Welcome by Ms Gienke Osinga, Chair, THE-ICE Board of Directors • Welcome by Al Rayyan International University College • Keynote Address: TBC 	
10:00am – 10:30am	Morning Refreshments	
10:30am - 12:00pm	Plenary Panel Session Focus: Making quality count - using quality to increase productivity and profit. Chair: Professor Ben Goh, Dean of Faculty of Hospitality and Tourism Management at Macao University of Science and Technology (TBC) Panellists: <ol style="list-style-type: none"> 1. Ms Tanja Florenthal, Executive Director of Quality Assurance at Swiss Education Group (TBC) 2. Ms Hanady Merhej, Director of Talent Resources, W Doha Hotel and Residences (TBC) 	
12:00pm – 1:00pm	Lunch	
1:00pm – 2:30pm	Roundtable World Café Session / Panel 2 Focus: Simplifying and systemising educational quality assurance - the potential of technology and AI. Chair: Professor Peter Ryan, Education Center of Australia (TBC) Panellists: <ol style="list-style-type: none"> 1. Dr Chris Dutt, Programme Leader International Business and Assistant Professor at ARIU (TBC) 2. Professor Ioannis S. Pantelidis, Head of Department, Department of Hospitality Tourism and Events Management, Ulster University (TBC) 	
2:30pm – 3:00pm	Afternoon Refreshments	
3:00pm – 3:15pm	Business Alliance Partner Presentation: Hosco Alumni Survey Results	
3:15pm – 3:20pm	Strategic Partner Presentation: Alliance Network	



Day-1: Friday 8th November 2024

Time	Activity	Location
3:20pm – 4:45pm	<p>Special Symposium</p> <p>Focus: New Future of Hospitality</p> <p>Discussing the relationship and/or divide between academia and industry</p> <p>Presenters:</p> <ol style="list-style-type: none"> TBC 	
5:00pm	<p>Dinner at Katara Cultural Village</p> <p><i>Katara is a self-styled cultural village nestled between the gleaming financial district of West Bay, and the half-moon towers of The Pearl residential neighbourhood. Bordered by a vast beach on one side, and the twin Katara Hills on the other, Katara is Doha's go-to destination for art, culture and cuisine.</i></p>	Katara Cultural Village

DAY-2: Saturday 9th November 2024

Time	Activity	Location
8:30am – 9:00am	Welcome Refreshments	
9:00am	Introduction by MCs	
9:00am - 10:30am	<p>Roundtable World Café Session / Panel 3</p> <p>Focus: Moving from the 'black cloud' of quality control to 'blue skies' of continuous quality enhancement.</p> <p>Chair: Dr Ivan Ninov, Executive Dean and Professor at ARIU, Qatar</p> <p>Panellists:</p> <ol style="list-style-type: none"> Ms Nathalie Ahssakou, Director of Academic Quality and Accreditation at Institut Lyfe, France Dr Craig Thompson, Chief Executive Officer, THE-ICE 	
10:30am - 11:00am	Morning Refreshments	
11:00am – 11:30am	<p>THE-ICE Research Grant Scheme (RGS) 2024 Presentation 1: <i>Inclusive education for people with disability: Leveraging insights from hospitality social enterprise and industry-led innovations.</i></p> <p>Presenter: TBC</p>	
11:30am – 12:00pm	<p>THE-ICE Research Grant Scheme (RGS) 2024 Presentation 2: <i>Advancing Academic Innovation: Examining the Impact of Generative AI in Hospitality, Tourism, and Service Management Education. A Cross-Cultural Study on Fostering Collaborative Learning and Best Practices.</i></p> <p>Presenter: TBC</p>	

IPOE 2024

DOHA 7-9 NOV



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

AL RAYYAN
INTERNATIONAL
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كلية الريان
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In partnership with



Quality Improvement in a New Era: Driving Excellence in Hospitality and Tourism Education

DAY-2: Saturday 9th November 2024

Time	Activity	Location
12:00pm – 12:30pm	Strategic Partner Presentation: i-graduate video	
12:30pm - 1:30pm	Lunch	
1:30pm – 3:00pm	<p>Roundtable World Café Session / Panel 4</p> <p>Focus: Ensuring all voices are heard – involving all stakeholders in the quality enhancement process.</p> <p>Chair: Professor Perry Hobson, Director of Academy for Tourism at Breda University of Applied Sciences, The Netherlands (TBC)</p> <p>Panellists:</p> <ol style="list-style-type: none"> Dr Gulbahar Abdallah, Head of Quality Assurance and International Partnerships at ARIU, Qatar Ms Julie Till, Head of Global Business Development, The Quality Assurance Agency for Higher Education (QAA), United Kingdom 	
3:00pm – 3:30pm	Afternoon Refreshments	
3:30pm – 4:00pm	<p>Wrap up session</p> <p>Rapporteur: Ms Gienke Osinga, Chair, THE-ICE Board of Directors</p>	
4:00pm – 5:00pm	Annual General Meeting (AGM)	
7:00pm – 11:00pm	Gala Dinner	City Centre Rotana

DAY-3: Sunday 10th November 2024

Time	Activity	Location
9:00am – 10:30am	Strategic Board Meeting (THE-ICE Board of Directors only)	
11:00am	Day activity (social/cultural/tours etc)	
5:00pm	Night/dinner activity	

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THE-ICE 17th IPoE Forum 2024 Dress Code:

- Panel sessions, meetings, daytime activities – **business casual**
- Welcome Cocktail party – **smart casual**
- Gala Dinner – **TBC**
- Tours – **casual & comfortable**

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