



MEMORANDUM OF UNDERSTANDING

On the Collaborative Enhancement of Quality Assurance in Higher Education
between

**the Office for National Education Standards and Quality Assessment, the
Kingdom of Thailand**

and

**The International Centre of Excellence in Tourism and Hospitality Education,
Australia**

This Memorandum of Understanding is made between

**the Office for National Education Standards and Quality Assessment,
24th Floor, Phayathai Plaza, 128 Phaya Thai Road, Ratchathewi, Bangkok, 10400,
Thailand**

hereafter referred to as **ONESQA**

and

**the International Centre of Excellence in Tourism and Hospitality Education
3/45 Denman Street, Alderley
QLD 4051
Australia**

hereafter referred to as **THE-ICE**,

Hereinafter referred to individually as a "Participant" and collectively as "the Participants"

Whereas

ONESQA was established by the 2000 Royal Decree to comply with the stipulation of the 1999 National Education Act. It is responsible for the development of criteria and methods for the external quality assessment (EQA), and to conduct assessment of achievements of educational management in order to inspect the quality of education institutions. ONESQA's mission includes enhancing the quality of Thai education to be competitive or equivalent to international education systems.

ONESQA strives to develop EQA criteria by taking into account the maximum benefits for the development of education institutions by observing the principles of reducing burden and enhancing the quality of educational institutions.

THE-ICE is a globally recognized accreditation and quality assurance body that specializes in further and higher education programmes/ institutions in the fields of tourism, hospitality, and events management. THE-ICE provides a rigorous evaluation process based on **THE-ICE International Standards of Excellence**, which includes programmes/ institutional self-assessment, peer review, and site visits conducted by international experts.

By aligning with THE-ICE standards, further and higher education programmes/ institutions demonstrate their commitment to delivering high-quality, industry-relevant education, fostering academic excellence, and enhancing the employability and global mobility of their graduates. THE-ICE accreditation is internationally respected and provides a platform for programmes/ institutions to benchmark their programs/ institutions against global best practices in tourism and hospitality education.

ONESQA and THE-ICE

Having comparable missions and institutional objectives in the assurance of quality in further and higher education, the Participants wish to continue and further strengthen their cooperation upon the terms contained herein.

Key principles: ONESQA and THE-ICE

The Participants understand and mutually acknowledge their respective independent regulatory responsibilities as authorised by the separate national governments and/or as membership organisations recognised by national governments.

The Participants are members of the International Network for Quality Assurance Agencies in Higher Education (INQAAHE), and demonstrate shared commitments and organisational objectives in the assurance of quality in further and higher education, to strengthen collaboration, a closer professional relationship as equal partners within a collaborative framework.

The Participants envision benefits through dialogue and cooperation, which will mutually enhance both agencies and to the institutions under their purview.

The Participants understand the critical necessity of maintaining the integrity and confidentiality of information related to programmes/institutions, as well as to the agencies themselves as collected and handled through accreditation activities.

Therefore, the Participants agree to the following framework for mutually supportive and collaborative engagement.

This Memorandum of Understanding is not exhaustive and is not intended to be legally binding between ONESQA and THE-ICE, nor does it create obligations enforceable under international law.

Areas of cooperation and collaboration

To this end, ONESQA and THE-ICE, in accordance with the framework of Australia and Thai laws and regulations, will pursue the following objectives for their mutual benefit:

(a) Mutual understanding

Work to enhance their understanding of each other's approach to assuring quality in further and higher education, frameworks governing quality assurance and enhancement in further and higher education, and the critical matters relating to quality and standards in further and higher education in both countries and at the international level.

(b) Information exchange

Exchange information and offer professional advice, regarding each other's activities and processes, developments in their respective countries' further and higher education systems, and about cross-border providers operating in both jurisdictions, while respecting the confidentiality of the information and relevant data protection legislation.

(c) Staff development

Where appropriate and possible, support the development of staff from the two agencies through activities such as staff exchange, observing each other's review processes, and provision of training.

(d) Reviewer Exchange

Where appropriate and possible, engage reviewers or other specialists from each other's networks to strengthen the international dimension of each other's review processes.

(e) Recognition

Where appropriate and possible, in operations relating to quality assurance of further and higher education within one Participant's jurisdiction but originating from the other Participant's, give due regard to the relevant decisions and judgements of the other Participant.

(f) Collaboration

Where appropriate and possible, collaborate on mutually-agreed projects and activities for the benefit of the Participants, including the quality enhancement of transnational education, the identification of fraudulent institutions, awarding bodies or accrediting agencies in Australia and in Thailand, the support student mobility and the conduct of research on quality assurance related issues.

More specifically, at the end of this agreement, ONESQA and THE-ICE aim to have achieved concrete collaboration in the following activities:

- Sharing experience in the field of evaluation and accreditation of further and higher education programmes/ institutions.
- Consulting on the improvement of standards and criteria of programmes/ institutional accreditation.
- Mutually representing accreditation-related interests at national and international levels.

- Exploring opportunities for joint accreditation and collaborative further and/ or higher education review activities for academic provisions in Thailand.
- Exploring ways in which ONESQA and THE-ICE can collaborate to support the development of Australia-Thailand partnerships, including observing each other's quality assurance processes and undertaking quality enhancement activities.
- Exploring opportunities for staff development and learning initiatives, including exchanging and training of quality experts.
- Sharing experiences and collaborating on projects relating to matters of mutual interest, such as academic integrity.
- ONESQA inviting THE-ICE to nominate a representative for one free delegate place annually to attend its Annual Conference (THE-ICE International Panel of Experts, IPoE, Forum) and inviting each other to participate in webinars and events, such as the ONESQA International Partner Forum

If any additional costs arise as a result of the collaboration, any allocation/reimbursement of costs should be agreed between ONESQA and THE-ICE before any work is carried out.

Confidentiality

The Participants agree to ensure that any information of a confidential nature ('confidential information') shared between the Participants is safeguarded to prevent unauthorised disclosure and misuse. The Participants agree not to disclose confidential information received from the other without the written consent of the disclosing Participants. The Participants acknowledge that, in appropriate cases, they may reach a separate written agreement to outline the handling of particular confidential information or categories thereof.

Retention of information

Information exchanged under this Memorandum of Understanding will be held and disposed of in accordance with ONESQA's and THE-ICE's retention schedules. For both ONESQA and THE-ICE.

Intellectual property rights

Any reports, notes, records, correspondence, documents, computer or other storage, such as disks and materials used in this Memorandum of Understanding, whether generated or already owned by either Participants will remain the property of that Participant.

Resolution of Differences

In the event of differences between the Participants, the differences will be resolved amicably through consultations.

Duration of Memorandum

The Memorandum of Understanding will take effect on the date of its signature and will continue unless terminated by either Participant with three months' written notice.

Alteration of Memorandum

This Memorandum is signed by the Participants in a spirit of amicable cooperation. The provisions of the Memorandum may be altered with the written approval of both Participants.

Management and liaison arrangements for the Memorandum

The Director of ONESQA and the Chief Executive Officer of THE-ICE and will have responsibility for managing the implementation of the provisions of the Memorandum and the provisions of the Memorandum on an annual basis. This responsibility may be delegated to relevant members of the Participants' staff in relation to particular areas of cooperation.

Signed at Stroud, UK on JUN 29/26 in duplicate in the English language.

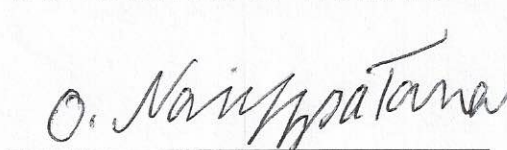
FOR THE INTERNATIONAL CENTRE
OF EXCELLENCE IN TOURISM AND
HOSPITALITY EDUCATION,
AUSTRALIA



Dr. Craig Thompson,

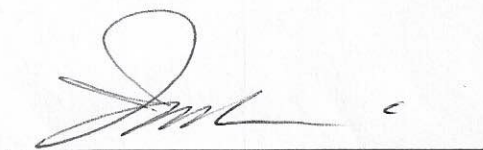
Chief Executive Officer

FOR THE OFFICE FOR NATIONAL
EDUCATION STANDARDS AND
QUALITY ASSESSMENT,
THE KINGDOM OF THAILAND



Prof. Ong-art Naiyapatana, Ph.D.

Director



LCdr. Kittiya Evans, WRTN., Ph.D.
Deputy Director
Witness