

TEQSA and Professional Accreditation Bodies Forum 2018

THE-ICE Joint Accreditation

Pauline Tang
CEO, THE-ICE
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Presenter – Pauline Tang



CEO of THE-ICE, Immediate Past Vice-President of INQAAHE, Pauline is an experienced international quality assurance specialist in the field of tourism, hospitality, events & culinary arts (TH&E) education. Internationally recognised as high level expert in corporate policies and procedures, accreditation standards, comparative analysis of cross-border accreditation systems and the development of joint-assessment regimes

To minimise the accreditation-burden of higher education institutions interested in the pursuit of excellence.

Pauline is invited to present at high-profile quality assurance conferences, to facilitate panel sessions/capacity building workshop, or, as external quality assurance reviewer for government and/or non-government QA agencies on a regular basis.

Overview



1. About THE-ICE

2004 -2008:

- One of five (5) Australian federal government funded International Centres of Excellence (ICEs)
- Tasked to promote Australian higher education prowess in the global arena



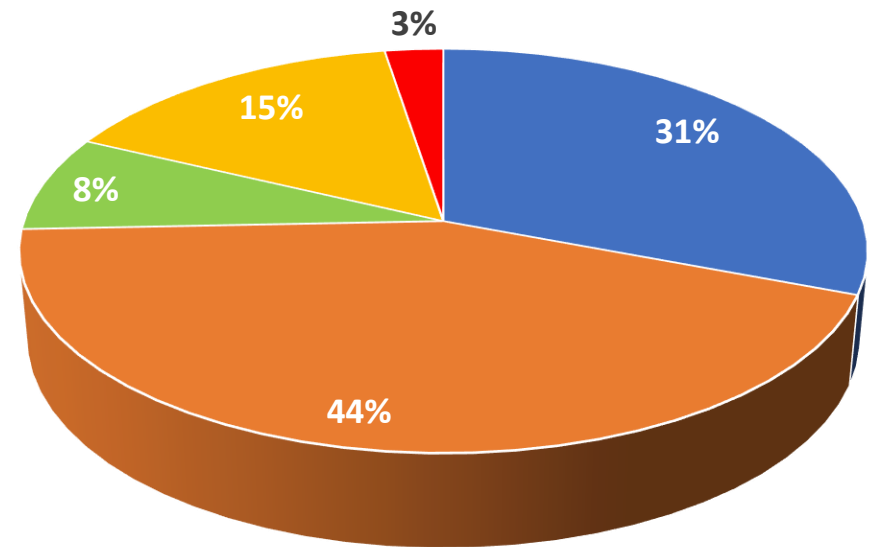
To-date

- Australia-based not-for-profit organisation with global visibility and credibility:
- Full member of INQAAHE (International Network for Quality Assurance in Higher Education)
- Former elected Director on the INQAAHE Board 2013-2015 & 2015-2016, Immediate Past Vice President 2016-2018
- Observer of ECA (European Consortium of Accreditation in Higher Education)

- Umbrella network for programme specific - tourism, hospitality, events, culinary arts, leisure (TH&E) quality higher education providers
- 39 institutions from 17 countries
- Accredited in excess of 400 TH&E programmes

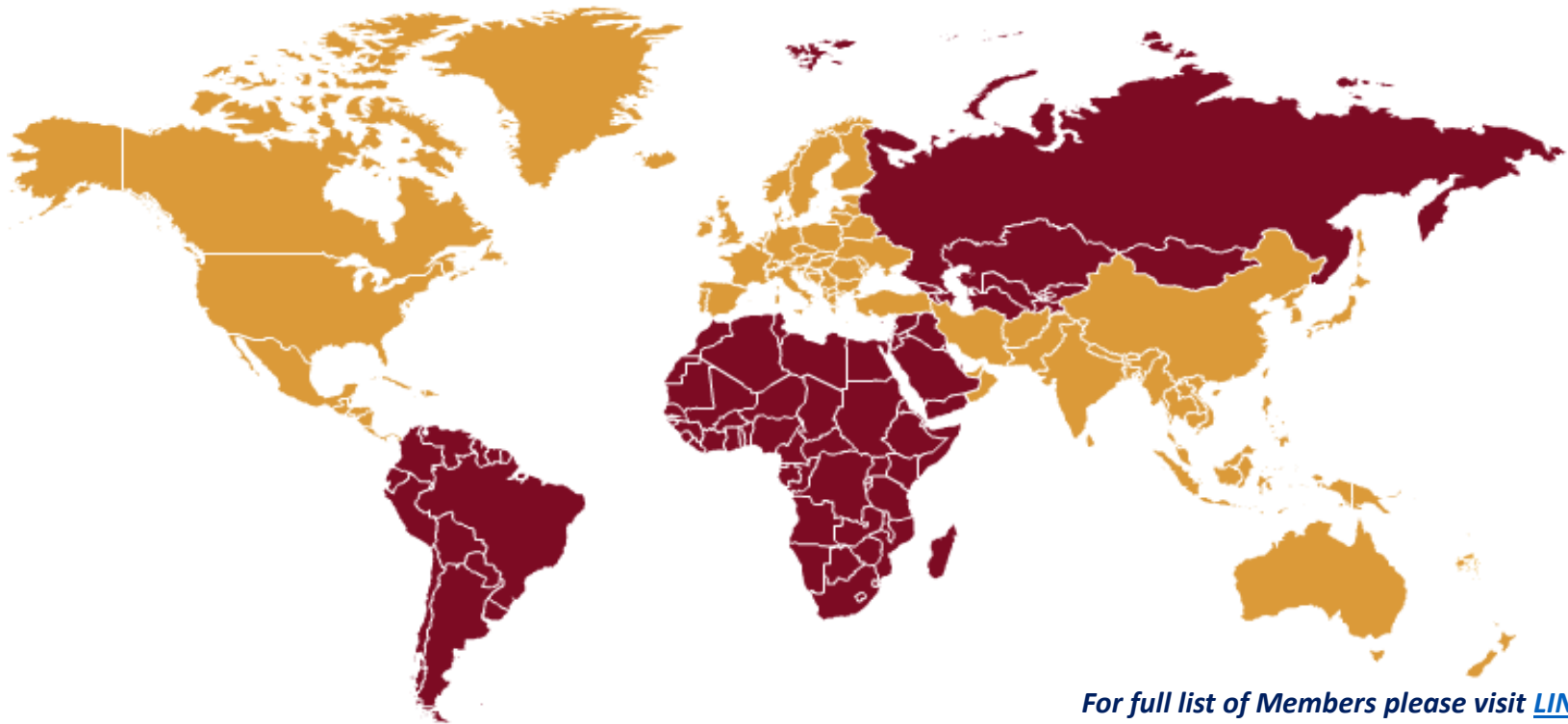
THE-ICE Global Network

- Asia Pacific
- Middle East
- Europe
- Australia



THE-ICE Global Network

Potential education/research, student & staff exchange partners



For full list of Members please visit [LINK](#)

Australia and Oceania (8)

- Torrens University Australia - Blue Mountains International Hotel Management School, Australia
- Charles Darwin University, Australia
- Griffith University, Australia
- Melbourne Polytechnic, Australia (Observer)
- The University of the South Pacific, Fiji
- The University of the South Pacific - Pacific TAFE, Fiji
- William Angliss Institute, Australia
- Torrens University Australia - William Blue College of Hospitality Management, Australia

Europe (17)

- César Ritz Colleges Switzerland, Switzerland
- Free University of Bozen-Bolzano, Italy
- Glion Institute of Higher Education, Switzerland
- Haag-Helia University of Applied Sciences, Finland (Observer)
- Hotel Institute Montreux, Switzerland
- IHTTI School of Hotel Management, Switzerland
- MCI Management Center Innsbruck, Austria
- NHL Stenden University of Applied Sciences, Netherlands
- NHTV Breda University of Applied Sciences, the Netherlands
- RP Technology, United Kingdom (Business Alliance)
- Swiss Hotel Management School, Switzerland
- Swiss School of Tourism and Hospitality, member of EHL, Switzerland

- Saxion University of Applied Sciences, the Netherlands
- The Hotelschool, The Hague, the Netherlands
- University of Derby (in progress)
- Zuyd University Maastricht, the Netherlands
- Les Roches Switzerland, Switzerland (in progress)

Asia-Pacific (11)

- Dusit Thani College, Thailand
- Far Eastern University, the Philippines
- INTI International University & Colleges, Malaysia
- Lyceum of the Philippines University, the Philippines
- Singapore Institute of Technology, Singapore (Observer)
- Taylor's University, Malaysia
- THEi, Technological & Higher Education Institute of Hong Kong (Observer)
- University of Santo Tomas, the Philippines
- Mae Fah Luang University, Thailand
- National Kaohsiung University of Tourism and Hospitality (in progress)

Middle East & the Sub-Continent (3)

- Stenden University Qatar, Qatar
- The Emirates Academy of Hospitality Management, Dubai, UAE
- Dubai College of Tourism (Observer)

North Americas (1)

- STR SHARE Center, USA (Business Alliance)

Our Point of Difference: THE-ICE Four (4) Pillars

More than a QA agency - a network of quality institutions specialising in the fields of TH&E:

- Accreditation
- Development
- Promotion
- Benchmarking



leveraging the power of the collectives

Vision

*To be the leading &
authoritative source
on TH&E education
and training*

Core Objective

*To foster a global
network of leading
quality TH&E
institutions*

Motto

*Accreditation
expertise for a
global market*

2. Strategic Partnership

MoU - Mutual Recognition

MoA – Collaborative
Partnership

Joint Assessment Projects

Reflection & Review



Rationale

- Developed in countries/regions where existing or prospective THE-ICE member institutions are located
- For potential joint-accreditation projects



Australian Government
Tertiary Education Quality and Standards Agency



UNITED ARAB EMIRATES
MINISTRY OF HIGHER EDUCATION
& SCIENTIFIC RESEARCH



الإمارات العربية المتحدة
وزارة التعليم العالي
والبحوث العلمي



PHILIPPINE ASSOCIATION OF COLLEGES AND UNIVERSITIES COMMISSION ON ACCREDITATION



高等教育評鑑中心
Higher Education Evaluation and
Accreditation Council of Taiwan

Netherlands Quality Agency



acredit **Acción**
gencia
AGENCIA ACREDITADORA

AKKORK



CONAET
Consejo Nacional para la Calidad
de la Educación Turística A.C.







4. About NVAO

- ✿ Established in 2003 by a treaty signed between the Flanders and the Netherlands governments
- ✿ As a common accreditation organisation
- ✿ In an international perspective and in the context of the European Bologna process:
 - ✿ to assess and assure the quality of Dutch and Flemish higher education
 - ✿ to promote a culture of quality in higher education

Vision

To be a QA agency, in an expert and independent manner, that provides insight into the quality of higher education in the Netherlands and Flanders, and that promotes the quality culture within the higher education institutions in the Netherlands and Flanders

Committed to

-  work on the basis of trust in the quality of higher education
-  respect the autonomy of the institutions
-  work in a transparent manner
-  reduce the (perceived) administrative burden

5. NVAO & THE-ICE

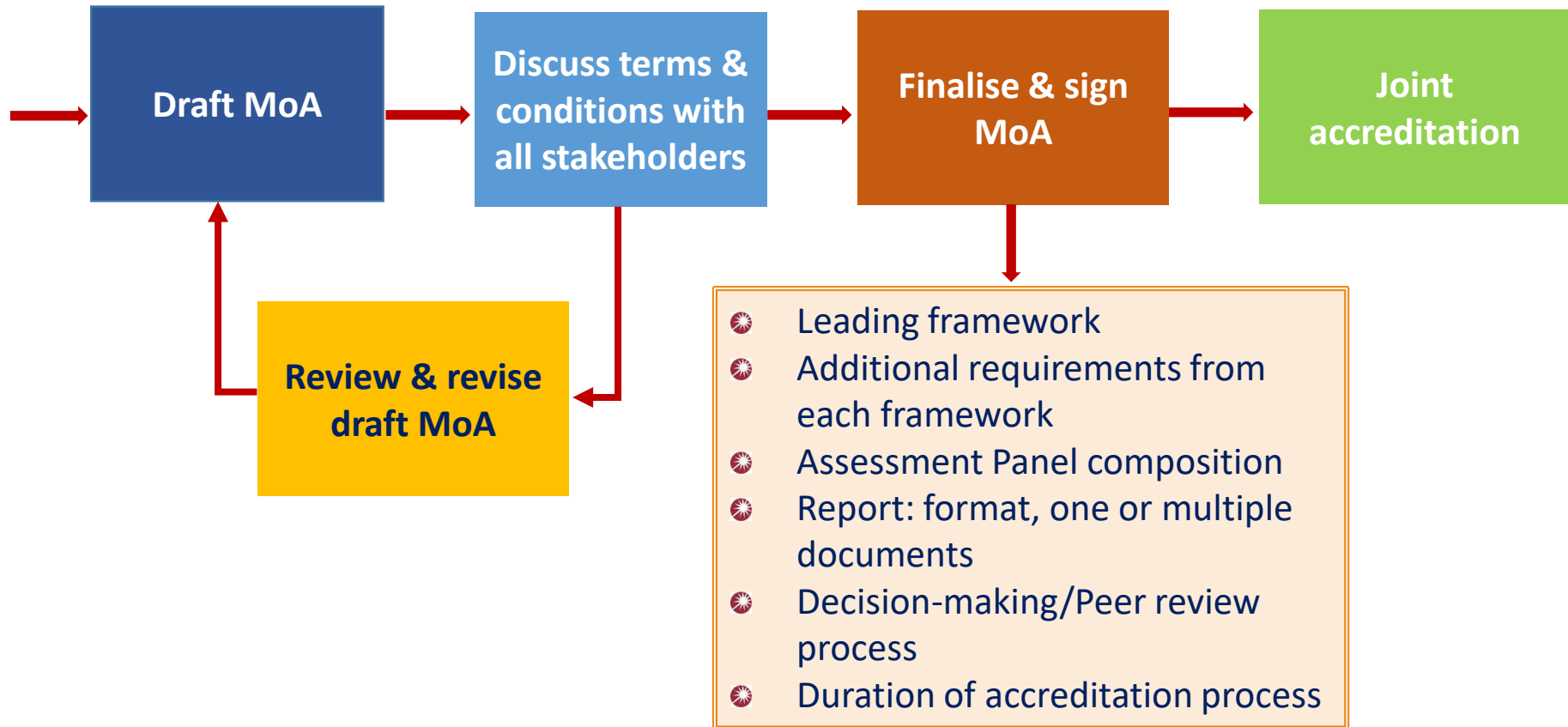
Background

- MoU (memorandum of understanding) signed between peer the two agencies in 2016 [LINK](#)
- Cross-mapping of respective accreditation schema
- Identifying mutual recognition of applicable standards

Assessment framework

NAVO Assessment Framework for Extensive Programme Assessment		THE-ICE Standards of Excellence 2016	
Intended learning outcomes		Intended learning outcomes	
1.	The intended learning outcomes of the programme have been concretised with regard to content, level and orientation; they meet international requirements.	C4.	Rationale: All programmes leading to award qualifications in TH&E field should be identified. Those programmes should have sufficient TH&E course content within the curriculum structure with clearly defined learning objectives and graduate outcomes

- ☼ MoA (memorandum of agreement) - signed in 2017, [LINK](#)
- ☼ Entered into in the spirit of cooperation and collaboration, in particular for joint-accreditation projects
- ☼ Agreement contains clearly articulated:
 - ☼ terms and conditions of the cooperation
 - ☼ how resources and expertise are to be shared
 - ☼ mutually agreed process and procedures, where applicable



6. Joint Accreditation Projects

In response to the request of five (5) government-funded Dutch hotel management schools seeking joint-accreditation from the government & THE-ICE:

- ☀ Hotelschool The Hague, HTH
- ☀ Academy of Hospitality & Facility Management, Breda UAS
- ☀ Stenden Hotel Management School, NHL Stenden UAS
- ☀ Hospitality Business School, Saxion UAS
- ☀ Hotel Management School Maastricht, Zuyd UAS

THE-ICE Standards of Excellence (lead standards)

1. Status of the Institution
2. Governance, Leadership & Administration
3. Vision, Mission, Objectives
4. Courses/Programs, Curriculum & Graduate Outcomes/Attributes
5. Approach to Teaching & Learning
6. Planning, Program Review & Quality Assurance Mechanism
7. Level of Internationalisation
8. Physical Resources and Facilities
9. Student Support Services
10. Industry Advisory Board
11. Staffing Resources
12. Financial Resources
13. Membership, Partnership, Community/Social Responsibility Engagement
14. Areas of Excellence:
 -  Essential
 -  Desirable

Full-accreditation Application Process & Procedure

NAVO	THE-ICE
1. Self Review	1. Self Review
<ul style="list-style-type: none"> Completion of NVAO Self-evaluation Report Limitation on number of pages 	<ul style="list-style-type: none"> Completion of THE-ICE Application Proforma No limit on number of pages
2. Evaluation	2. Evaluation
<ul style="list-style-type: none"> Desk-top assessment of submitted report 	<ul style="list-style-type: none"> Desk-top assessment of submitted report by a minimum of two (2) Auditors Applicant Institution to receive an Interim Application Assessment Report prior to the site visit

NAVO	THE-ICE
<h3 data-bbox="150 406 428 449">3. Site Audit</h3> <ul style="list-style-type: none"> <li data-bbox="150 485 879 585">☀ Site Audit activities & programme organised in advance <li data-bbox="150 599 879 1099">☀ To be conducted by the Site Audit Panel (minimum 5 persons), comprising of <ul style="list-style-type: none"> <li data-bbox="222 771 459 806">☀ 1 x Chair <li data-bbox="222 828 540 863">☀ 1 x Secretary <li data-bbox="222 885 521 921">☀ 2 x Auditors <li data-bbox="222 942 508 978">☀ 1 x student <li data-bbox="222 999 846 1099">☀ Area-specific experts, where applicable 	<h3 data-bbox="979 406 1257 449">3. Site Audit</h3> <ul style="list-style-type: none"> <li data-bbox="979 485 1707 585">☀ Site Audit activities & programme organised in advance <li data-bbox="979 599 1825 756">☀ To be conducted by the Site Audit Panel comprising of a minimum of two (2) Auditors <li data-bbox="979 771 1835 871">☀ Face-to-face report/presentation on last day of site audit <li data-bbox="979 885 1835 1099">☀ Applicant Institution to receive a draft report on Accreditation Application Assessment and Site Audit Report for comments, consensus or contest

NAVO	THE-ICE
4. Decision	4. Peer Review
<ul style="list-style-type: none"> Assessment Panel final report to be submitted to the Board for decision 	<ul style="list-style-type: none"> Submission (incl. mutually agreed final report, the Application Proforma and an Executive Summary) to be presented to THE-ICE Board for peer review and decision
5. Notification of Application Outcome	2. Notification of Application Outcome
<ul style="list-style-type: none"> Directly to Applicant Institution Release in the public domain - available online 	<ul style="list-style-type: none"> Directly to Applicant Institution Not to be released in the public domain

Site audit from March to June 2018

 3 days site visit | 2 days report writing





6. Reflection & Review

Challenges

- Formal requirements for the approval of Assessment Panel members are complicated with the cluster approach
- Netherlands government's 'roof-tiling' requirement
- Expectations and formal requirements between NVAO and THE-ICE
- Harmonisation between Assessment Panels

TIPS / Areas for potential review & improvement

- Expectations and formal requirements between NVAO and THE-ICE
- A stricter project management approach overall
- Possible establishment of a register with NVAO pre-approved THE-ICE Auditors ready for future undertakings

TOPS / Positive Outcomes

- High level of satisfaction
- Reduction of time required in preparation of materials/supporting evidence - applicable for both separate accreditation regimes
- Long lead-time for preparation & dialogue
- Appointment of a designated liaison representing the five (5) hotel management schools was essential
- Regular contacts via virtual platforms (Skype or Zoom) underpinned the success of the project implementation
- Opportunity to perform international/cross-border benchmark & share best practice
- Set historic record - perceived as good practice benchmark/model
- Attracted keen interest from similar associations in the Netherlands



Thank
you



For more information

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THE-ICE

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www.the-ice.org