



# INQA AHE

*International Network for Quality Assurance Agencies in Higher Education*

## Table of Contents

### **INQA AHE Bulletin July 2011**

[News from the Secretariat](#)

[President's Message](#)

News from other networks

[Establishment of AQAAIW](#)

[New legal entity established](#)

[14th ECA Workshop organised](#)

[First ANQAHE conference organised](#)

[8th Annual CANQATE Conference](#)

News from members

[Milestones of the Bahrain Quality Assurance Authority](#)

[University Council Jamaica welcomes new director](#)

[AMAQUEN International Conference on Quality Management in Education and Training](#)

Upcoming events

[EAIR Annual Forum](#)

[EADTU Annual Conference](#)

[IAU Conference](#)

[EQAF Conference](#)

[EAPRIL Conference](#)

[UNESCO-AEPID Conference](#)

[THE-ICE Forum](#)



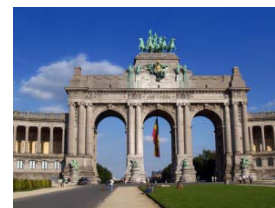
# INQAAHE

International Network for Quality Assurance Agencies in Higher Education

## News from the Secretariat

### Call for contributions MPL Seminar Quality of International Education in the Professions

By the end of this year INQAAHE will pay a tribute to Dr Marjorie Peace Lenn, one of the founders of INQAAHE in 1991, who sadly died last year. On 30 November and 1 December 2011 INQAAHE (in cooperation with ENQA) organises a seminar in Brussels, Belgium at the [Metropole Hotel](#). During the seminar Marjorie's main interests; the various forms of international higher education and its relation with the professional accreditors will be explored through presentations and workshops. INQAAHE invites its members to submit proposals for contributions to this event. The call for contributions can be found [online](#). The deadline for submissions is 15 August 2011.



### Presentations Madrid online

The powerpoint presentations and full text papers that were presented during the INQAAHE Conference in Madrid can be found at the [Conference website](#).

### Membership Mutations

INQAAHE welcomes the following new members:

#### Full members

The Danish Accreditation Institution, Denmark  
Evaluation Agency Baden-Wurtemberg, Germany  
International Centre of Excellence in Tourism and Hospitality Education, Australia  
Korean Council for University Education, Korea  
National Center for Professional Education Quality Assurance, Armenia  
Tonga National Qualifications and Accreditation Board, Tonga

#### Associate members

Ahlia University, Bahrain  
GIK Institute of Engineering sciences and technology, Pakistan  
IQRA University, Pakistan  
South African Qualifications Authority, South Africa  
St. Mary's University College, Ethiopia

#### Affiliate

Prof. Dimitris Liakopoulos, Italy

### Wanted: Hosts and Interns



INQAAHE is looking for host agencies and interns for its [small states internship programme](#).



# INQAAHE

*International Network for Quality Assurance Agencies in Higher Education*

## President's message

Dear friends,

It was good seeing so many of you in Madrid, taking an active role at our biennial conference, and also celebrating the 20<sup>th</sup> anniversary of INQAAHE.

Anniversaries are always a good opportunity to take hold and look at what we have achieved – and we have achieved a lot – and also at the road ahead. This is why the topic of the conference was Quality Assurance – Foundation for the Future. We discussed what we have learned in these twenty years: about the impact of globalization, the need to professionalize the technical aspects of quality assurance, the impact of these processes on higher education institutions, and the ways in which we can learn about, and improve, the outcomes of the teaching and learning process; we discussed the limits of independence, vis a vis higher education institutions, governments and the global influence of quality assurance mechanisms, and we analyzed rankings and other ways of summarizing quality indicators.

The last session in Madrid was devoted precisely to doing that. David Woodhouse focused on the role of agencies, and concluded that, "because HEIs and their activities are constantly changing, external QA agencies should constantly be alert for new ways of checking their achievements". He then asked: "Is it time to move away from the standard „self-review, report, visit, report" sequence?"

Dirk van Damme, when looking to the future, recommended to focus on innovation and to address what is really relevant to academia, looking for closer links with the institutions' definitions of quality; at the same time, he insisted on the need to recognize institutional diversity, and to recover our main capital: trust.

These are our main challenges, and we need to pool our resources, our minds and our experiences to find ways of dealing with them. For this we have an excellent opportunity: the next Members' Forum, to be held in Melbourne, in April 2012.

We certainly wish to see most of you there, but even if you cannot attend, we look forward to your contributions. As you know, the objective of the Members' Forum is to provide members with an opportunity to discuss issues that have become important in the practice of quality assurance. In this occasion, we wish to focus on four main issues:

### **Methodology for EQA**

As David Woodhouse pointed out, there is a growing belief that the traditional approach for external quality assurance (EQA) (with each program preparing a self- assessment report, being visited by three to five experts, having a decision made program by program) is too expensive in terms of money and human resources. Ways need to be found to retain the good features of the traditional approach while at the same time making QA more sustainable in the medium and long term. Some agencies have explored different modes, and sharing their experiences could help all of us to analyze possible developments or design new alternatives that keep the good results of the traditional approach, while making it more sustainable in the middle and long term.

### **Institutional Diversity**

There are many ways in which diversity can be addressed. Here we would like to focus on the needs of non university tertiary education. In many countries the proportion of HE credits earned by students studying full-time at university institutions is in decline and many of our members are dealing with both universities and non-university institutions as well as having to consider the QA aspects of credits outside institutions.



# INQA AHE

*International Network for Quality Assurance Agencies in Higher Education*

Many higher education credits are now being gained in non HE institutions. These institutions are subject to different QA arrangements than HE institutions, typically involving a more “inspectorial approach”.

Many of our members deal with different types of institutions and programs. We need to discuss the similarities and differences between QA for university (higher) education, and that addressing non university, professional or vocational education. Are there significant differences in quality criteria, procedures, reviewers? What are they, and what can we learn from each other?

### **The growing recognition of the importance of internal quality assurance and in particular the promotion of an institutional quality culture**

Our Guidelines of Good Practice emphasize that quality is primarily the responsibility of higher education institutions. Many of the ‘better’ institutions have no problems with developing internal quality assurance mechanisms, but EQA agencies should focus on ensuring that all HEIs actually proceed in this direction.

How can INQA AHE work with our member QA agencies in order to enable them to help institutions develop such things as quality management practices, to link planning with self and institutional evaluation, to develop institutional research capacity and in general create a quality culture? Such changes will of themselves have a considerable impact on the methodology of QA agencies.

### **The changing relation of QA agencies and governments.**

Up to this point, governments in many countries have delegated a large portion of the responsibility for assuring the quality of higher education to universities and QA agencies. This state of affair is being questioned in many countries and in a direct or indirect way governments have developed ways to determine some of the main aspects of QA. It seems important to revisit the question of the independence of the QA agencies from governments. In some countries, the Government determines the quality assurance evaluation criteria; in others, it makes the actual decisions, or uses the evaluation results as a basis for funding institutions, or for other policy decisions. Many examples could be given. Therefore, the relation of QA agencies with their government is a key issue which all agencies will have to face in the near future, and which should be addressed in order better to understand what does ‘independence’ mean in this context.

These are significant issues for most of us. We do not want to arrive in Melbourne and then start to think about them, but rather, to work ahead, share experiences and good (and maybe even not so good) practices, and thus, prepare a sound discussion based on previous exchanges.

Therefore, I want to invite you to share with us your thoughts, the things you have been doing in any or all of the areas mentioned above, the lessons learned, and whatever you consider interesting for other members, in other contexts.

If there is anything you consider worth sharing, send us a message, a text, a short paper. It should be addressed to the Secretariat ([Secretariat@inqaahe.org](mailto:Secretariat@inqaahe.org)) with Members’ Forum as the subject, before September 30, 2011. We hope to gather significant inputs from all of you – some experiences will be successful, other may be less so, but I can assure you that all of them will be useful and will contribute to a very interesting meeting.

We are certainly looking forward to hearing from you!

Maria Jose Lemaitre  
INQA AHE President



# INQAAHE

*International Network for Quality Assurance Agencies in Higher Education*

## **News from other networks**

### **The extraordinary meeting of the Association of Quality Assurance Agencies of the Islamic World, May 4, 2011 Kazakhstan**

The Extraordinary Meeting of the Association of Quality Assurance Agencies of the Islamic World (AQAAIW) was recently held in Astana, Kazakhstan on May 4, 2011. The Meeting was hosted by the National Accreditation Center, Kazakhstan and administered by the Secretariat of the AQAAIW Pro Tem Committee based at the Malaysian Qualifications Agency (MQA). The meeting members unanimously adopted the proposed constitution of the Association. This was followed by an election of its first governing board.

The Chief Executive Officer of MQA, Dato' Dr. Syed Ahmad Hussein, was given the mandate to lead the Executive Board as the first President of AQAAIW. The President of the Egyptian National Authority for Quality Assurance and Accreditation of Education, Prof. Magdy Kassem, was elected as the Vice President. Seven other members elected into the Executive Board were representatives from Algeria, Bahrain, Indonesia, Kazakhstan, Saudi Arabia, Sudan and Turkey.

The goals of AQAAIW are to enhance the capacity of quality assurance agencies in countries of the Islamic World, facilitate collaboration and exchanges of best practices, experiences and expertise among quality assurance agencies of countries of the Islamic world as well as encourage cooperation with regional and international quality assurance organizations.







# INQA AHE

International Network for Quality Assurance Agencies in Higher Education

## New legal entity CEENQA established

The CEE Network held its extraordinary General Assembly on 28 May 2011 for the purpose of founding the new legal entity CEENQA. On this day altogether 18 quality assurance agencies from 15 countries met at the University of Split and founded the “**Central and Eastern Network of Quality Assurance in Higher Education**” (**CEENQA e.V.**). The annual workshop attached to the annual Steering Committee meeting took place on 27 May. The meetings were very kindly hosted by the Agency for Science and Higher Education (ASHE), Croatia.

### Workshop

On the afternoon of 27 May 2011 the CEE Network held a workshop that discussed two topics, “**External Reviews of Agencies: Lessons Learned**” and “**Evaluation of Joint Programs: Challenges for QA Agencies and Recognition of Degrees**” with invited speakers Nick Harris (formerly QAA, UK), David Cairns (formerly QAA, UK) and Kaja Braathen (NVAO, The Netherlands and ECA). A short survey showed that about one third of the 26 member agencies are or have been involved in external reviews as well as the evaluation of joint programs.

### General Assembly

**18 of the 26 members** had declared their intention of signing the new Statutes as founding members, for which they had sent letters of intent to ASIIN, the agency carrying out the legal registration in Düsseldorf, Germany.

The general assembly adopted a new set of Statutes, which constitute the legal registration document. They elected an Executive Board whose members are

1. **Alexander Kohler**, AQA Austria
2. **Boris Curkovic**, HEA Bosnia and Herzegovina
3. **Todor Shopov**, NEAA Bulgaria
4. **Jasmina Havranek**, ASHE Croatia
5. **Iring Wasser**, ASIIN Germany
6. **Mieczyslaw Socha**, PKA Poland
7. **Adrian Miriou**, ARACIS Romania.



**Iring Wasser**, Managing Director of ASIIN e.V., and **Board member of INQA AHE** was elected Founding President, Professor **Todor Shopov** from the National Evaluation and Accreditation Agency (NEAA ) will serve as Vice-president. **Christina Rozsnyai** from the Hungarian Accreditation Committee has been confirmed as Secretary General of CEENQA. **Thosten Schomann**, FIBAA Germany, was elected internal auditor. The officers were elected for a two-year term, which is renewable twice.

Iring Wasser noted that former **CEE Network members** who did not sign the founding Statutes at this meeting **could join CEENQA at any time afterwards**, as could any new applicants.

The main purpose of CEENQA e.V. continues to be the cooperation between the member organisations in the development and harmonisation of their activities in the field of quality assurance and quality improvement in higher education in Central and Eastern Europe, thereby making a contribution towards the development and implementation of the European Higher Education Area.

The next general assembly and workshop will be hosted by HEA, Bosnia and Herzegovina and **held in Sarajevo in May 2012.**



# INQA AHE

International Network for Quality Assurance Agencies in Higher Education



European Consortium for Accreditation

## 14th ECA Workshop held in Barcelona

On 20 and 21 June 2011 the 14th ECA Workshop was organised by AQU Catalunya in Barcelona.

Principles for the new phase of ECA were adopted by members and it was agreed that the Agreement of Cooperation would be prolonged in 2012.

Guest speaker Gero Federkeil (CHE, Germany) held a much debated presentation on the U-Multirank project. Don Westerheijden (CHEPS, the Netherlands) spoke on relevant elements for measuring the impact of quality assurance on cross-border higher education.

The participants were informed on the progress made by ECA's four working groups: "Mutual recognition and joint programmes"; "Institutional audits and accreditation"; "Crossroads and information strategies"; and, "Mutual learning and best practices". Updates were given on the ECA projects dealing with the training and sharing of European experts (E-TRAIN), and the QA and recognition of joint programmes (JOQAR).

In addition, two bilateral mutual recognition agreements were signed.

All presentations and documents can be downloaded here

<http://www.eaconsortium.net/main/events/documents/eca-workshop-2011/15>



Agència  
per a la Qualitat  
del Sistema Universitari  
de Catalunya





# INQA AHE

International Network for Quality Assurance Agencies in Higher Education



## First ANQAHE Conference organised in Abu Dhabi

The Arab Network for Quality Assurance in Higher Education (ANQAHE) is pleased to announce the first full conference offered by the Network. The conference will be hosted by the Commission for Academic Accreditation (CAA) in the United Arab Emirates, under the patronage of His Excellency the Minister of Higher Education and Scientific Research, Sheikh Nahayan Mubarak Al Nahayan. The conference will be held from 13th through 15th December 2011 at the Park Rotana Hotel in Abu Dhabi.

The first day is reserved for pre-conference workshops followed by two days of conference presentations, committee meetings and a 'round-table' forum .

The Conference theme is "Quality Assurance in Higher Education: Challenges in the Arab Region". Through presentations and workshops, speakers and delegates from QA agencies and HE institutions will explore the unique issues facing higher education in Arab countries, and present good practices to be shared across the region.

There are four subthemes:

1. The impact of quality assurance on higher education
2. Benchmarking and performance
3. Qualifications frameworks: challenges in the implementation
4. Transnational higher education



More information can be found on the [ANQAHE-CAA conference website](#)



## The 8th Annual CANQATE Conference

in collaboration with The College of The Bahamas

**"Enhancing Access to Tertiary Education in a Globalized Environment: The Quality Imperative"**

October 5 - 7, 2011, Nassau, The Bahamas

From 5 to 7 October 2011 the Caribbean Area Network for Quality Assurance in Tertiary Education (CANQATE) in cooperation with The College of the Bahamas organises its 8<sup>th</sup> annual conference. The Conference sub-themes include:

- Enhancing Academic Services and On and Off Campus Life to Maximize Student Success
- Online Learning: Issues and Trends
- Cross Border Tertiary Education: Challenges and Opportunities
- Tertiary Education Accessibility and Financing
- ICTs and E-Libraries
- Student Learning and Retention

You can download a registration form on the [CANQATE Website](#).





# INQA AHE

*International Network for Quality Assurance Agencies in Higher Education*

## **Bahrain Quality Assurance Authority Milestones**

Since its launch in February 2009 as part of the National Education and Training Reform Project, the Bahrain Quality Assurance Authority for Education & Training (QAAET) has continued with its programme of reviews of public schools, vocational providers and higher education institutions as well as the national examinations in its efforts to secure quality level of performance for the education and training sectors. QAAET's plans and achievements of the Higher Education Review Unit are listed as follows:

### **Higher Education Review Unit (HERU):**

- The Higher Education Review Unit has almost completed all institutional reviews of public and private universities operating in Bahrain as part of its first cycle. By October 2011, the Unit will have completed the only one remaining institutional review of that cycle, while the second cycle of reviews is expected to resume by late 2012.  
On programme level, the HERU completed review and publication of three programmes. These programmes are: Bachelor of Business Administration (12 reports), Bachelor of Law (five reports), and Master of Information Technology (five reports).  
In October 2011, the Unit will launch the Master of Business Administration programme review.

### **QAAET First Conference:**



Furthermore, the Quality Assurance Authority for Education and Training organized its first Conference under the theme of "Quality Education and Training: Towards a Better Future". The Conference was organized from 9<sup>th</sup> to 10<sup>th</sup> February 2011 at the Ritz Carlton under the patronage of HH Shaikh Mohammed bin Mubarak Al Khalifa, Deputy Premier and Chairman of the Education and Training Reform Committee, as well as the attendance of Shaikh Khalid bin Abdulla Al Khalifa, Deputy Prime Minister and QAAET chairman.

National and international experts in related fields spoke at this conference. More than 300 participants from different educational and training institutions in Bahrain took part in the conference.

For more information about the work of the Bahrain Quality Assurance Authority for Education and Training please consult the [QAAET website](#)



# INQAAHE

*International Network for Quality Assurance Agencies in Higher Education*

## **University Council of Jamaica welcomes new director**

The Board of Directors of the University Council of Jamaica (UCJ) is pleased to announce the appointment of Dr. Yvonne Marshall as Executive Director of the UCJ with effect from May 2, 2011.

Dr. Marshall's experience in the field of education has been multi-faceted and has spanned a period of thirty four (34) years, in Jamaica and the USA. Of these thirty-four years, Dr. Marshall has spent approximately fourteen years in the administration of tertiary education as Senior Education Officer in the Tertiary Unit of the Ministry of Education. Dr. Marshall is a highly motivated and has very high personal and professional ethical standards. She is very passionate about the issue of quality in education and welcomes the opportunity to articulate her vision for the UCJ and the continuous realization of its mandate.

Dr. Marshall replaces Dr. Ethley London who has been Executive Director of the Council since its inception in 1987 and who now proceeds on her well-earned retirement. INQAAHE would like to thank Dr. London for the important role she played in the quality assurance community and for the significant contribution she has made to the improvement of higher education.

Consult the [website of the University Council of Jamaica](#) for more information.

## **AMAQUEN hosts international conference on Quality Management in Education and Training**

The eight edition of the International Conference of Quality Management in Education and Training Systems (CIMQUSEF) will take place in Morocco from 15 to 17 November 2011 under the theme "what systems of education and training for 2030". The Moroccan Association for Quality Education Improvement (AMAQUEN) will host this conference.

A significant number of experts and researchers from about thirty countries in five continents participate annually in CIMQUSEF. After six years of existence, more than a thousand people from 61 countries have trusted the CIMQUSEF. These include rectors or vice-rectors of universities, deans of faculties, directors of research centres, researchers, teachers, educational policymakers and leaders of quality assurance. Companies are also involved in CIMQUSEF to share their expertise with other participants or to expose their products.

There are four subthemes:

- **What skills for the future**
- **Schools for Tomorrow**
- **What research for school tomorrow**
- **What mechanisms of quality assurance for school tomorrow**
- **How successful school reform**

AMAQUEN invites members of INQAAHE to submit a paper concerning one of these subthemes. The deadline for submitting papers is 13 August 2011. For more information please consult the [CIMQUSEF Conference website](#).



# INQAAHE

*International Network for Quality Assurance Agencies in Higher Education*

## Upcoming events

### **EAIR 33rd Annual Forum**

**Bridging cultures, promoting diversity: higher education in search of an equilibrium**

**28-31 August 2011**

**Warsaw, Poland**

During its annual forum the European Higher Education Society (EAIR) will discuss new trends and challenges faced by higher education in a changing, dynamic, multi-cultural environment undergoing simultaneous processes of globalisation, internationalisation and diversification. This "equilibrium" theme together with suitably designed tracks promises high-level academic discussion by HE prominent specialists and with internationally renowned keynote speakers. The following tracks will be discussed:

- Navigating (in) diversity. Policies, governance, institutional strategies
- Higher education in the global knowledge economy
- Seeding and harvesting. Students in mass higher education
- Quality management or management for quality?
- Linking academic and corporate cultures
- Measuring performance and outcomes
- Institutional Research: working for the academic community

More information can be found at the [EAIR Forum website](#).



### **EADTU Annual Conference 2011**

**3-4 November, 2011**

**Eskişehir, Turkey**

**Universities and regional development in an open knowledge society sharing innovation and knowledge in European universities**

This year's annual conference will take place at Anadolu University in Eskişehir/Turkey. The scope of the conference is 'universities and regional development in an open knowledge society sharing innovation and knowledge in European universities'. The main themes are:

- University curricula and academic networks
- Virtual Mobility
- University strategies and business models
- Open educational resources
- University-business cooperation, knowledge circulation, entrepreneurship, virtual interfaces
- Euro-Mediterranean and Eurasian cooperation in higher education
- New educational technologies



More information can be found on the [EADTU Conference website](#).



# INQA AHE

International Network for Quality Assurance Agencies in Higher Education



**IAU 2011 International Conference**

**16-18 November, 2011**

**Nairobi, Kenya**

**Strategies for Securing Equity in Access and Success in Higher Education**

The **2011 International Conference** of the International Association of Universities, hosted by **Kenyatta University in Nairobi, Kenya** will examine the extent to which government and institutional policies and programs around the world seek and succeed in responding to the imperative of increasing equitable access and success in higher education. The goals are clear and easily stated. Achieving the objectives is far more complex and requires clarity of purpose, shared commitment, adequate resources and expertise and time.

Participants at the IAU 2011 International Conference will have an opportunity to learn about and discuss both government and institutional policies that aim to broaden and increase the participation rates in higher education. The focus will be on policy considerations, including the ways in which success is defined, the links between higher education choices and the needs of societies, the reasons why so often the notion of wider participation is pitted against the notion of quality of education, among other issues. Click [here](#) for the IAU Conference website including the call for papers.



**EQAF Annual Conference 2011**

**17-19 November 2011**

**Antwerp, Belgium**

**Quality and Trust: at the heart of what we do!**



The European Quality Assurance Forum (EQAF), an annual event co-organised by EUA, ENQA, EURASHE and ESU, is the European conference on quality assurance in higher education that brings together all of the key stakeholders in the field – higher education institutions, quality assurance agencies and students. This event is considered by the four co-organising partners as a major contribution to QA in higher education, and a flagship activity in this field. The sixth European Quality Assurance Forum will be hosted by the University of Antwerp and Artesis University College on 17-19 November 2011, and will take place in Antwerp, Belgium.

The Forum organisers welcome paper and workshop proposals to be presented during parallel sessions at the Forum. A [call for contributions](#) is now open. The deadline for submitting a proposal is 1 August 2011.





# INQA AHE

International Network for Quality Assurance Agencies in Higher Education

## EAPRIL 2011 Conference

**Balancing workplace learning and practitioner research across professional fields**

**23-25 November 2011**

**Nijmegen, The Netherlands**

**Call for Submissions**

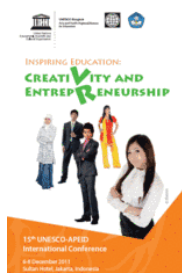


The European Association for Practitioner Research on Improving Learning (in education and professional practice) organises its annual conference. For the upcoming EAPRIL conference we invite researchers and practitioners who can inspire colleagues how to design research in the context of workplace learning and/or would like to share their ideas and experiences with regard to practice-based research with practitioners in the field.

Examples of questions that can be addressed at the conference are:

- How can practice based research contribute to the quality of (workplace) learning?
- How can practice based research be organized within the context of workplace learning?
- Which roles can be defined in practice based research and what is the role of the practitioner?
- How to shape the dialogue between practitioners and researchers from a relevant practical question to a research question and research design?
- What are effective approaches to assure ownership of the research in the professional field?
- What are critical and success factors in practice based research

Consult the [EAPRIL 2011 Conference Website](#) for more information.



**15<sup>th</sup> UNESCO-APEID International Conference**  
**Inspiring Education: Creativity and Entrepreneurship**  
**6-8 December, 2011**  
**Sultan Hotel, Jakarta, Indonesia**



Creativity and entrepreneurship are critical elements in this dialogue on cultivating talents and skills. However, the linkages between creativity and entrepreneurship in education have not been fully explored, understood and optimized. Valuable lessons can be learnt from individuals who have successfully applied their creativity and entrepreneurship to benefit society.

This year, UNESCO is convening the 15th UNESCO-APEID International Conference, Inspiring Education: Creativity and Entrepreneurship, in collaboration with the World Bank and the Ministry of National Education in Indonesia, to foster discussions on creativity and entrepreneurship, and strengthen their linkages in education and the workplace.

The subthemes will be:

- I. Concepts and context of creativity and entrepreneurship in the 21<sup>st</sup> century
- II. Innovative strategies, designs and models for creativity and entrepreneurship
- III. Institutional frameworks and financing mechanisms to promote creativity and entrepreneurship

The organizers invite papers on the Conference sub-themes.  
Consult the [UNESCO-APEID website](#) for more information.





# INQA AHE

International Network for Quality Assurance Agencies in Higher Education



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



**TAYLOR'S  
UNIVERSITY**  
Wisdom · Integrity · Excellence

## THE-ICE 5<sup>th</sup> International Panel of Experts Forum 2011, Malaysia

The International Centre of Excellence in Tourism and Hospitality Education (THE-ICE) will be holding its [5<sup>th</sup> International Panel of Experts Forum 2011](#) (IPoE), from 23<sup>rd</sup> to 25<sup>th</sup> November 2011, hosted by [Taylor's University](#) at its Lakeside Campus in Kuala Lumpur, Malaysia.



This year's Forum will focus on "**Innovation in Tourism & Hospitality Education**", featuring a series of panel sessions with a range of invited expert speakers on themes such as curriculum and course design, innovative teaching and learning methods, re-thinking internships, and the challenges of incorporating live hotel and restaurant operations into a curriculum.

A half-day workshop will be dedicated on the good practice benchmarking of THE-ICE International and Domestic Student Barometer 2011 Survey (ISB™-SB™), providing our members and network colleagues invaluable insights on improving their national and international student satisfaction levels (from member institutions within THE-ICE global network) in key areas of their study journey, ie decision making, arrival, learning, living and support.

This year's IPoE Forum will also feature a limited number of Specialist Paper Sessions. These sessions will permit educators to present their own applied research on education. For submission guidelines please contact [A/Prof Dr. J. S. Perry Hobson](#) or visit our website ([http://www.the-ice.org/index.php?option=com\\_pages&id=138](http://www.the-ice.org/index.php?option=com_pages&id=138)).

For information about registration please contact [events@the-ice.org](mailto:events@the-ice.org).