



Face to Face Workshop

Assuring Quality Across the Student Life Cycle

 **Prince Sultan University,
Riyadh - KSA**

 **27th & 28th September, 2023**

09:00 – 16:30 UAE Time



Workshop Overview

This workshop jointly organized by the UK Quality Assurance Agency (QAA) and the Center for Learning Innovations and Customized Knowledge Solutions (CLICKS) on Assuring Quality Across the Student Life Cycle is designed to provide professionals working in quality assurances as well as academic and student support leaders with the knowledge and skills necessary to ensure and enhance the quality of education throughout the entire student life cycle. This comprehensive workshop will cover various aspects of quality assurance across the student life cycle focusing on key stages from admission to graduation. Participants will gain insights into best practices, strategies, and tools to effectively manage and improve quality in higher education institutions.

The workshop can incorporate specific references to the UK QAA's Quality Code for Higher Education and the European Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), and the Saudi NCAAA standard, ensuring that the workshop content aligns with the expectations and requirements set forth by these regulatory bodies. By incorporating these guidelines into the workshop, participants will gain a comprehensive understanding of quality assurance practices that are in line with the UK QAA, European standards, KSA NCAAA enabling them to effectively apply the concepts and strategies in their respective institutions. The workshop can include discussions on specific criteria, indicators, and best practices outlined in these guidelines, and provide participants with practical examples and case studies.

Workshop Objectives

By the end of the workshop, participants will be able to:

- Comprehend the fundamental concepts and frameworks of quality assurance in higher education.
- Determine the various quality dimensions related to the student life cycle in the specific context of institutions.
- Evaluate and improve key stages of the student life cycle, such as admissions, teaching and learning, student support services, and graduation processes.
- Utilize data to make informed decisions and implement quality improvement initiatives.
- Foster a culture of continuous improvement within their institutions, promoting a proactive approach to enhancements.
- Collaborate effectively with colleagues and stakeholders to implement quality assurance initiatives across the student life cycle.

Day 1

Workshop Structure

Session 1

Understanding the Student Life Cycle and Quality Assurance in Higher Education

- Overview of quality, quality assurance and quality enhancement
- Quality assurance frameworks including the KSA NCAAA, the UK QAA and the European Standards Guidelines
- The importance of quality assurance in universities
- Role of key stakeholders in quality assurance
- What is a student life cycle and what is its significance?
- Stages of the student life cycle
- Understanding the relevance and application of quality assurance throughout the various stages of the student life cycle

Session 2

Governance and Regulations in the Context of Quality Assuring the Student Life Cycle

- ◆ Understanding Academic Policies and Regulations
- ◆ Planning and performance assessment
- ◆ Accreditation and compliance requirements- How to navigate these?
- ◆ Institutional governance and decision-making processes (emphasis on student voice) Policy
- ◆ Development and Implementation
- ◆ Compliance with regulatory bodies' requirements
- ◆ Common challenges related to QA

Session 3

Safeguarding Quality in Admissions and Enrollment

- ◆ Admission processes and criteria
- ◆ Evaluating and improving admission procedures
- ◆ Enhancing diversity and inclusivity in the admission process
- ◆ Compliance with regulatory bodies' requirements

Session 4

Enhancing Quality in Teaching and Learning

- ◆ Curriculum design and development
- ◆ Teaching methods and pedagogical approaches
- ◆ Student assessment and feedback
- ◆ Technology integration
- ◆ Compliance with regulatory bodies' requirements

Day 2

Workshop Structure

Session 5

Quality Assurance in Student Support Services

- ◆ Academic advising, counseling and mentoring programs
- ◆ Student support systems
- ◆ Student engagement and satisfaction surveys
- ◆ Compliance with regulatory bodies' requirements

Session 6

Monitoring and Evaluating Student Progress

- Tracking student performance and progress
- Barriers to student success
- Early intervention strategies
- Supporting struggling students
- Enhancing Student Engagement and Retention
- Compliance with regulatory bodies' requirements

Session 7

Ensuring Quality in Graduation and Alumni Engagement

- Graduation requirements and processes
- Alumni engagement programs and activities
- Tracking graduate outcomes and success
- Alumni feedback and input
- Alumni mentoring and support
- Compliance with regulatory bodies' requirements

Session 8

Implementing an Institutional Culture of Quality Improvement

- Developing a culture of continuous improvement
- Using data and analytics for decision-making
- Monitoring and closing the quality loop
- Best practices for implementing quality improvement projects

The workshop will include interactive activities, case studies, group discussions, and practical exercises to encourage participant engagement and application of concepts learned.

Target Audience

The workshop is relevant to may be relevant to:

- ◆ Presidents, VPs, Provosts and Senior Administrators
- ◆ Directors, Managers and Staff working in QA and Institutional Effectiveness Offices
- ◆ Deans and Vice Deans of Colleges
- ◆ Deans and Directors of Student Support Units/ divisions

Workshop Fees and Discounts

- ◆ The registration fee for the 2-day workshop is **2500 SAR + VAT**. The fee includes the workshop, in addition to workshop materials, lunch & 2 coffee breaks on each day.
- ◆ Group registration discounts ranging from **15%-25%** are available for groups of 3 and above.
- ◆ For Individual Registration, [click here](#).
- ◆ For Group Registration, [click here](#).
- ◆ Registration is only confirmed upon receiving the full registration fee and is based on first come first serve basis.
- ◆ Participants attending the full 2-day workshop will receive a certificate of attendance jointly awarded by the UK QAA and CLICKS at the end of the workshop.

Regular Fee
2500 SAR + VAT

(After 27th August, 2023)

Early Bird
Registration Fee
2125 SAR + VAT

(Prior to 27th August, 2023)



LIMITED SEATS
AVAILABLE

Dr. Tullio Lobetti

QAA Associate



Dr. Tullio Lobetti graduated in Foreign Languages and Literatures at the University of Turin in 2003, with particular focus on the philosophies and religions of East Asia. He then graduated with an MA in Japanese Religions at the School of Oriental and African Studies (SOAS, University of London) in 2004, where in 2011 he was also granted a PhD in the Study of Religions. In 2021 he achieved an MBA in Higher Education Management from University College London (UCL). Tullio worked as Senior Teaching Fellow at SOAS from 2008 to 2014, and then as Head of Quality Assurance at the Institute of Ismaili Studies until 2022. In 2022 he began his work as Quality Specialist with the Quality Assurance Agency for Higher Education.

About the Workshop Organizers



Center for Learning Innovations &
Customized Knowledge Solutions

The Center for Learning Innovations and Customized Knowledge Solutions (CLICKS) has a decade of experience working across the region and beyond in helping higher educational institutions of all types address strategic issues pertinent to governance, quality assurance, teaching and learning, strategy formulation, technology integration among others.

In line with its six areas of expertise 1) Leadership development and Governance 2) Strategy Development 3) Quality Assurance and Accreditation 4) Innovative Learning and Teaching 5) Research and 6) Student Support and Academic Advising. CLICKS has been involved in training and consulting for over 180 higher education institutions and has developed a robust portfolio of professional development programs ranging from webinars, short courses and workshops to certificate programs. In addition, to its diverse range of industry specific fit-for-purpose consultancy services.

CLICKS works with several international partners to deliver its programs and services.

In addition, the center is actively engaged in establishing dynamic platforms where people come together to discuss issues of relevance to the sector; this includes the establishment of the MENA Higher Education Leadership Forum; running in its 6th edition and the MENA Association of University Presidents in 2013; the initiation of the In-conversation with CLICKS virtual panels in 2020, launch of the Zairi International Awards for Excellence in Higher Education in 2021 among others.

For more information visit  www.cli-cks.com

جامعة الامير سلطان
PRINCE SULTAN
UNIVERSITY



Prince Sultan College was founded in 1998 and enrolled students the following year. The Ministry of Higher Education PSC was promoted to Prince Sultan University (PSU) in 2002. It was inaugurated by HRH Crown Prince Sultan bin Abdul Aziz Al-Saud who was the Deputy Premier, and Inspector General. PSU is a non-profit institution established in Riyadh by the Al-Riyadh Philanthropic Society, which is the legal umbrella of PSU. It was launched under the auspices of the Custodian of the Two Holy Mosques, King Salman bin Abdulaziz when he was at the time the governor of Riyadh region and the chairman of the Board of Directors in dedication to the late Crown Prince Sultan. PSU is licensed by the Ministry of Higher Education.

For more information visit  www.psu.edu.sa/en



The Quality Assurance Agency for Higher Education (QAA) is an independent charity working to benefit students and higher education, and one of the world's experts in quality assurance. We are trusted by higher education providers and regulatory bodies to maintain and enhance

quality and standards. Over 25 years, QAA has built up a breadth of knowledge and understanding of quality assurance systems and regulatory frameworks, with a long history of working with international governments, agencies and higher education institutions.

We offer institutional and programme accreditation, supporting higher education institutions to demonstrate that their quality assurance processes meet international best practice, and to drive improvement and excellence. QAA International Membership provides expertise, guidance and resources on topics that matter to your staff and students.

QAA is delighted to be a sponsor of the Symposium and looks forward to meeting you on our stand at the event.

To find out more about QAA and our services - including accreditation, training and consultancy

Visit:  www.qaa.ac.uk/international



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