



Center for Learning Innovations &
Customized Knowledge Solutions

YOUR PARTNER FOR
INNOVATION & EXCELLENCE



CONSULTANCY **PORTFOLIO**

CLICKS CONSULTANCY

The Center for Learning Innovations and Customized Knowledge Solutions (CLICKS) has been, over the past seven years, working closely with Higher Education Institutions from across the region and beyond in developing institutional capabilities, and promoting a culture of quality and excellence across all core areas of the higher education sector. We help institutions achieve their goals and increase their effectiveness and efficiency by offering a broad range of tailored and 'fit for purpose' consultancy services, which meet the specific needs and context of Universities and Colleges.

We specialize in leadership development and governance, teaching and learning including aspects of technology integration in Higher Education, strategy development, quality assurance and accreditation, research and accreditation, research and student support and academic advising.

In providing our various services, we draw upon the experience we have gained working with more than 180 higher education institutions across the region and beyond, our dedicated internal team capabilities, our vast network of experienced associates, and our various established international partnerships.



OUR CAPABILITIES

DEEP EXPERTISE IN THE SECTOR

Being informed about latest developments and research in the field, new technology trends, education reforms and policies, emerging business models, and the HE ecosystem as a whole is a fundamental requirement to support the Higher Education sector in an ever-changing and dynamic global economy. This is why CLICKS's team and associates, despite bringing with them decades of experience, continuously strive to remain at the forefront of any new development happening in the sector.

WORK THROUGH STRATEGIC PARTNERSHIPS

CLICKS adopts a client-centric, hands-on, collaborative, and interactive approach which is focused on a deep understanding of its client institutions and an emphasis on developing solutions alongside the institution to ensure 'fitness for purpose', value, and long-term success. We are keen on offering customized solutions that are not just theoretical, but workable and appropriate to the context and particularities of each institution.

ADOPT AN EVIDENCE-BASED APPROACH

The methodology adopted by CLICKS to work with its client institutions relies on a comprehensive assessment approach of the current situation of the client institution rather than on assumptions.

Our recommendations are accordingly based on rigorous analysis and assessment, in-depth research, and benchmarking. This helps the Center identify current practices within the institution, determine those that are good to build upon, and identify any gaps, problems, or areas for improvement. We are keen to maintain an active dialogue to discuss potential solutions openly with the client institutions.

BUILD INTERNAL CAPABILITIES TO CREATE TANGIBLE & SUSTAINABLE IMPACT

Building institutional internal capabilities is what bridges the gap between "great on paper" and being "great in reality"; this is why CLICKS has rooted within its core values, the importance of building capability and transferring 'know-how' through its engagement with Higher Education Institutions from across the globe.

COMMITTED TO QUALITY

CLICKS is fully committed to deliver high-quality services and products. All experts involved in the delivery of our services are required to work within the Center's quality framework, and are trained and mentored through an orientation program to keep them well informed about both our policies and the Higher Education context within regions and countries where the Center operates.

Most of our work primarily comes from client referrals and ongoing partnerships with our clients, which is something we are proud of and that we see as an outcome of quality services.

BRINGING IN INTERNATIONAL PERSPECTIVES WITH REGIONAL CONSIDERATION

Our global and regional experience and network enable us to bring best practices from across the globe while considering the local nature

and context of particular institutions. Beyond CLICKS's own internal capabilities, the Center works in partnership with several international organizations and institutions (i.e. the QAA in the UK, the European Center for Benchmarking, The European QA Agency, the University of Texas at Austin, the New Zealand Curriculum Institute and Advance HE in the UK among others), as well as with an impressive pool of international experts and advisors that bring along accumulated, extensive, and profound knowledge and experience from different parts of the world.

OUR CONSULTANCY PORTFOLIO

The range of consultancy services CLICKS has been involved with and in which it can support institutions of higher education institutions include the following:

LEADERSHIP DEVELOPMENT & GOVERNANCE

- Development, assessment and revision of governance and organizational structures
- Governance audits and assessment
- Development of competency frameworks
- Development / revision of job descriptions and delegation of authorities' metrics
- Delivering tailored capacity building governance, and management
- Development and delivery of tailored 'in-house' sessions to support governing programs for leadership development, bodies on topical governance developments in HE
- Development of processes and systems to assess governance effectiveness
- Board effectiveness and improvement

STRATEGY DEVELOPMENT

- Strategy formulation
- Full strategic planning development/ strategic planning 'tune up'
- Support with the cascading of strategic plans into operational plans
- Development of tools, processes, and mechanisms for implementing strategic plans, monitoring progress, evaluation, and revision of strategic plans
- Conduct benchmarks and external studies
- Risk management strategy formulation
- Performance management
- Undertake institutional assessments and business process improvement
- Develop 'in-house' tailored capacity building programs

RESEARCH IN HIGHER EDUCATION

- Assist with formulating research strategies
- Support with the development of research related policies
- Build research internal capabilities among faculty members in areas of publishing, grant writing, graduate research supervision, etc.

QUALITY ASSURANCE AND ACCREDITATION

- Development / revision of internal quality assurance systems
- Conduct external audits / diagnostic assessments
- Support with program assessment
- Assist with policy development and revision
- Support with accreditation (national and international) through mentoring and external feedback
- Develop 'in-house' tailored capacity building programs

INNOVATION IN LEARNING AND TEACHING

- Supporting with the development of Learning and Teaching strategies, frameworks, and policies
- Supporting with developing digital transformation and online learning strategies and policies
- Assisting with setting centers of excellence for teaching and learning
- Developing awards and recognition schemes to promote excellence in teaching
- Supporting universities in implementing various forms of technology-enabled education such as e-learning, blended learning, or flipping the classroom through strategies and building capacity
- Provide sound advice and guidance on developing a holistic student experience
- Develop 'in-house' tailored capacity building programs

STUDENT SUPPORT AND ACADEMIC ADVISING

- Guiding and advising institutions on aspects of planning, implementing and assessing student affairs.
- On-demand mentorship services for those leading student affairs and academic advising (i.e. on building student life cycle that contributes to student success).
- Institutionalizing academic advising through the creating of the right culture and systems to support academic
- Advise on aspects of students' mental health and well-being as well as on student civic engagement.
- Upskilling and re-skilling staff and administrators working in student services as well as academic advising.

WHY CHOOSE CLICKS?

1. A decade of experience where we have engaged with more than 180 Higher Education leaders, administrators, faculty, and staff from more than 32 countries
2. We offer Consultancy services through both face to face mode as well as a fully online mode
3. We are aligned with highly qualified staff, international associates, and international partners that bring long-standing experience
4. All our programs are industry-specific, and designed to focus on latest global trends and developments pertinent to the Higher Education sector while considering local context and specific institutional needs



HOW TO REQUEST A CONSULTANCY SERVICE



STEP 01

Request a proposal for consultancy work by filling our online form at <http://www.cli-cks.com/request-a-proposal-for-Consultancy-services/>



STEP 02

Our team of experts will analyze the request, assess needs, and identify the approach through which it may support your institution. As needed our team may contact you for more information



STEP 03

The Centre will send a formal proposal from our Center covering the technical, logistical and financial aspects for your consideration



STEP 04

If the proposal is accepted, an agreement will be established between the center and the institution, along with a project plan that will be mutually agreed upon



STEP 05

A project team will be formed and the project will be implemented in a proactive and collaborative manner



STEP 06

Evaluation of the project at closure and impact assessment will take place (as applicable)



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