CLICKS
Center for Learning Innovations & Customized Knowledge Solutions

UNIVERSITÉ CENTRALE
HONORIS UNITED UNIVERSITIES

QAA

Building IQA Systems

in Tunisia

Venue: Université Centrale, "Knowledge City", Tunis, Tunisia

8th & 9th June 2022

09:00 AM – 17:00 PM

Workshop Overview

Crucial to the development of a quality culture is the need to develop an integrated internal quality assurance system that promotes quality enhancement and which takes into consideration the particularities and context of individual institutions and that helps respond to the needs of external quality assurance agencies. The integration of online learning as a response to COVID19 has also impacted aspects of QA which is to be addressed within the scope of institution's IQA. The aim of this two day 'hands-on' program which has been delivered in various Arab Countries is to raise awareness on how to develop internal quality systems, and grow and sustain an internal quality culture. It aims at building capacity among universities and colleges to enable them to develop internal quality assurance systems that are embedded in the strategies and culture of their institutions and aligned with external national and international accreditation agencies requirements.

Throughout the program emphasis will be placed on how internal and external HE Quality Assurance is delivered internationally, with special focus on the UK, the European Higher Education Area (EHEA) and the Arab region.

WORKSHOP OBJECTIVES

By the end of the workshop participants will:

◆ Strengthen their understanding of the current issues pertinent to implementing quality, quality assurance and quality enhancement in Higher Education.

◆ Understand the impact of transitioning to online and distance learning on internal quality assurance systems

◆ Analyze various approaches and tools for quality assurance in the context of HE.

◆ Develop and implement an effective and integrated internal quality assurance (IQA) system.

◆ Develop and promote an institution-wide culture for quality and quality enhancement.

◆ Discuss various approaches to monitor and assess internal quality assurance systems and to ensure their continuing effectiveness. Share best practices and learn from each other.

◆ Understand the external QA system in the UK and how its institutions are quality assured by the Quality Assurance Agency for Higher Education (QAA).

◆ Develop an understanding of how internal and external HE Quality

◆ Assurance is delivered internationally, with a focus on the UK and EHEA.

Workshop Structure

Session 1 — Understanding the Quality Landscape in Higher Education: Context and Drivers for QA

- Main concepts and terminologies, principles & fundamentals of quality & quality assurance in HE to ensure a common understanding among participants throughout the program
- The various dimensions of quality perceptions among stakeholders
- Quality, Quality Assurance and Quality Enhancement: understanding the differences
- Various EQA Approaches in Different Arab Countries (short overview)

Session 2 — External Quality Assurance

- Global trends and development in QA post the pandemic
- QA Developments in the Region – including those related to the recent shift to online learning in response to COVID 19 Challenges for QA in the region: Regional, National and Institutional
- Integration of internal QA with QA
- Case studies from the UK and Europe

Session 3 — Developing Internal Quality Assurance Systems

This session will provide participants with an overview on how to establish a comprehensive and integrated internal QA system; focusing on the key components of an IQA.

- Drivers for Developing and implementing Integrated IQA Systems Characteristics and Principles of IQA Systems
- Elements of IQAs systems The Quality Policy
- IQA Structure, organization and governance Scope of IQA
- Common Pitfalls when developing and implementing IQAs System IQA Processes and Tools
- Using data effectively

Session 4 — Quality Assuring Online Delivery

The pandemic has intensified the use of online education; and many HEIs globally come to appreciate the many benefits online education can offer when properly designed and delivered. This session will discuss the implication of implementing online and distance learning on internal and external QA and discuss how quality assurance of online/ distance learning at the system as well as at the institutional level (external and internal QA) can be achieved.

- Quality and QA issues in Online Delivery: challenge, opportunities and experiences
- Quality Domains and Indicators in Online Delivery
- Quality Models and Frameworks for Online Delivery – Global, UK and Middle East perspectives
- Adapting internal quality systems to address the nature of online delivery
- Lessons learnt from the Pandemic

Session 5 — Creating and Sustaining a Quality Culture: From Quality Assurance to Quality Enhancement Quality Assurance

The session focuses on how institutions can establish and sustain an internal quality culture by adopting different strategies such as: Linking internal quality to strategic priorities and institutional mission -Leading and supporting change – Building internal capabilities – Documenting your quality experience, etc . It will also involve key questions for discussions and debates among participants.

- Building an internal quality culture: Key ingredients and elements Context-mechanism-outcome configuration of quality culture in HEI Core values and beliefs of a quality culture
- Key enablers for creating and sustaining a quality culture Linking internal quality to institutional strategy
- Moving from quality culture to quality enhancement
- Using QAA's key principles and ways of working with the ESG as an example of using a regional framework for quality enhancement
- Interacting with participants to find out how they feel their own experience of QA will fit with the European framework and the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG) as an example of an international framework for QA
- Functional elements of quality enhancement

Session 6 — QAA's International Quality Review (IQR)

- An introduction to the IQR review method, its outcomes and benefits
- An understanding of how it offers a model against which to test your own IQA system against international standards

WHO IS THIS WORKSHOP FOR?

The workshop is relevant to anyone involved with ensuring the quality of higher education whether from an academic or administrative stand, this include but is not limited to:

- University Vice Presidents, Provosts and Members of Executive Management.
- Deans and Directors of Quality Assurance and Accreditation Offices.
- Managers and staff working in Institutional Effectiveness and Institutional Research Offices.
- Deans and Heads of Department of Administrative and Academic Support Units in charge of overseeing the quality of programs and services within their Units.
- Representatives from Ministries of Higher Education and External QA agencies involved with Quality Assurance from Higher Education may also find the workshop relevant.

Delivery Strategy

A "hands-on" approach will be used to deliver the program which uses a combination of short lecture presentations and case studies alongside group activities, where participants will be working in teams using various quality assurance tools and techniques and share their knowledge and findings on how to effectively implement an internal quality assurance system within their institution.

Workshop Facilitators

Ian Welch

Quality Manager, QAA Global, UK

Ian Welch has accumulated over thirty years of experience across the further education and higher education sector, in particular round Vocational Education, Widening Participation and International Quality Assurance.

Ian joined QAA thirteen years ago as an Assistant Director and been responsible for a number of initiatives including the Teaching Excellence Framework. This builds on Ian's leadership of a range of national review methods at QAA, including Higher Education Review and Integrated Quality Enhancement Review, and his management of enhancement projects across the UK and beyond.

More recently, he has been involved in the development and delivery of a range of international initiatives, including training and consultation in Mauritius, Morocco, Lebanon, UAE, Oman, Egypt, Israel, Saudi Arabia and Ukraine. Ian now works for QAA part time as a Quality Manager, and is currently engaged with a range of projects in Pakistan and Tunisia. Before joining QAA, Ian worked in the sector as Executive Director in a large Further and higher education college, alongside being a reviewer for QAA.

Ian is Chair of the National Agency for Higher Education Quality Assurance advisory board in Ukraine.

Piers Wall

Head of International Membership Services, TNE and Partnerships, QAA Global Specialist, QAA Global

Piers nearly 30 years of experience of working in higher education across both the public and private sector. Working primarily in international education he has been a teacher, lecturer, trainer and senior manager. His experience includes responsibility for quality assurance, external accreditation, and teaching and learning for a range of programmes including those with online delivery. He is an approved trainer, trainer of trainers and assessor for Cambridge English Assessment. Since joining the QAA in 2019, he has worked on training and consultancy projects in Mauritius, Thailand Jordan and Peru. Projects have included quality assurance methodology, moving to virtual delivery, and the learner journey.

He has worked on the QAA International Quality Review Accreditation Scheme and been involved in the training of reviewers. and has also supported the QAA's TNE and International Membership work.

Workshop Facilitators

Dr. Narimane Hadj Hamou Founder & CEO, CLICKS, UAE

Dr. Narimane is the Founder and the CEO of the Center of Learning Innovations and Customized Knowledge Solutions (CLICKS). Previously she was the Assistant Chancellor for Learning and Academic Development (Provost) at the Hamdan Bin Mohammed Smart University in Dubai, UAE where she has established and led the academic, research and e-Learning vision of the first online University to be recognized and accredited by the Ministry of Higher Education and Scientific Research in the UAE. She has assumed other leadership roles including acting as a Dean for Students Affairs, a Dean for Learning and Teaching and a Director of e-Learning.

Drawing on 20 years of experience Dr. Hadj-Hamou expertise and professional background span areas such as technology integration and e-learning in higher education; teaching and learning, quality assurance and accreditation and governance.

She has been the driving force in the promotion of online education and blended learning in the Region since 2004 by leading many pioneering projects and initiatives. She is Founder and was the first elected President of the Middle East e-learning Association (MEeA), led the establishment of the MENA Association of University Presidents and chairs the MENA Higher Education Leadership Forum Over the years she has delivered more than 160 keynote addresses and workshops and led numerous round-tables and panel discussions. Dr. Hadj-Hamou has also been active in publishing articles, book chapters, case studies, and was the founder and editor of the International Journal of Excellence in e-learning for several years.

Dr. Narimane consults for various HEIs across the region in areas related to QA, technology integration, governance and strategy development and serves as an expert for various regional UNESCO offices. In addition she acts as an external reviewer for accreditation agencies and provides advice on QA related matters.

Dr. Hadj-Hamou was listed among the 200 most influential Arab Women by Forbes Magazine in 2014; have received the Arab Women Award for Education in 2016 and the Influential Education Leaders Award at the University of Cambridge in 2017

Workshop Registration and Fees

The registration fee for the 2- Day program is
520 USD (478 EURO)

- **15%** early bird discount is available for registration fully completed prior to the **15th of May, 2022.**

- Group discounts are available for groups of 3 and above. For details about group discounts, **contact us at inquiries@cli-cks.com.**

- Participants wanting to issue payments locally in Tunisia can do so by contacting **Dr. Hédia MRAIHI**, Director Lifelong Learning, Head of Training program, Universite Centrale, **at the email address: hedia.mraihi@universitecentrale.tn or mobile number : + 216 27 246 755**

- Please be informed that the number of seats available are limited and based on first come first serve basis.

- Registration will close on **1st of JUNE, 2022.**

- Registration to the program is confirmed only upon receiving the registration fee. No onsite payment will be accepted.

- Participants attending the full two day program will receive at the end of day two a certificate of attendance issued by both CLICKS and the QAA.

Venue: Université Centrale, "Knowledge City", Avenue Mohamed 5 (in front of Maison Blanche Hotel), Tunis, Tunisia

For Registration to the program click here

About CLICKS

CLICKS

Center for Learning Innovations &
Customized Knowledge Solutions

CLICKS was established in 2012 with the aim of supporting Higher Education Institutions in specific areas that are new, emerging, and very much required by institutions of learning today.

With the mission of providing innovative and customized knowledge solutions that build education institutions' internal capabilities in the MENA region and beyond, CLICKS provides services and solutions including capacity building programs (public and in-house), consultancy services (i.e strategic planning facilitation, development of internal QA system, setting governance frameworks, building strategies, etc.), knowledge transfer, and mentorship and coaching at both individual and institutional level in the following key areas:

◆ Leadership Development and Governance
◆ Strategy Development
◆ Quality Assurance and Accreditation
◆ Innovation in Teaching and Learning
◆ Research in Higher Education

Beyond its own internal capabilities, the Center is associated with several international organizations and institutions as well as with an impressive pool of international experts at the disposal of its clients and is guided by the knowledge and expertise of a formidable advisory leadership board whose membership includes some of the top leaders in the field.

During the past 14 months CLICKS has been working extensively with higher education institutions from across the globe in supporting their transition to online learning. This was achieved through designing a range of webinars and online courses that were geared towards supporting institutions in moving from Emergency remote teaching to meaningful online learning as well as via consultancy and mentoring services the center offers.

The Center has also a strong emphasis on research and development, and engages in publishing best practices, reports, and working series as well as organizing conferences and setting up networks to promote the dialogue between and among Higher Education key stakeholders.

Worked with over
180
HEIs

Over
97%
Client Satisfaction

Trained more than
10000
HE Professionals from
38
Countries

Aligned with
50
International Associates &
15
Partners

About QAA

QAA

QAA is the independent UK quality assurance agency that safeguards standards and quality in higher education; it is the only body officially recognised to undertake independent assessments and evaluations across the four UK nations which are used by all four national bodies to inform regulatory decision making. QAA works across the UK and internationally to raise standards and quality of higher education.

In the UK, QAA maintains the UK Quality Code for Higher Education, externally reviews higher education providers, and develops training, guidance, and events to assist providers to enhance the education they deliver.

Beyond the UK, QAA has more than 20 years' experience of assuring and developing higher education quality to support the development of quality assurance systems worldwide. QAA has reviewed UK transnational higher education provision in more than 45 countries and has been commissioned to continue this work until at least 2026.

Specifically for non-UK providers, QAA reviews and reports on the quality of their higher education and courses through its International Quality Review (IQR) method.

International Quality Review offers opportunities for institutions to:

◆ Demonstrate that their quality assurance systems conform to international standards (ESG Part 1)

◆ Evaluate and improve their quality assurance systems

◆ Demonstrate that their quality assurance processes are effective and comparable with international best practices

QAA is a member of ENQA, INQAAHE, associate members of APQN, and is registered on the European Quality Assurance Register (EQAR)

About Université Centrale

Founded in 2001 and with more than 15 years of experience, Université Centrale is the largest multidisciplinary private university in Tunisia. Université Centrale offers 7 clusters of higher education curricula: health, business, law, engineering, architecture and design, journalism and communication, information and telecommunications technologies and an executive training center. Today it has nearly 5,000 students from more than 20 different countries. Pioneer and resolutely oriented towards globalization, Université Centrale is the first institution to join the network Honoris United Universities.

Its pedagogical model is built around the success of the students. It is based on four major axes: academic excellence, international openness, professional integration and a student life at international standards. This is demonstrated by national and international recognition of diplomas, innovative learning methods and renowned professors and experts.

Resolutely open to its regional and global environment, Université Centrale promotes the cultural agility of its students and graduates through multiple experiences: Exchange programs, international professors, short time study abroad programs, multi-country courses, joint diplomas with foreign universities.

The Université Centrale is committed to the professional integration of its laureates and aims to equip its graduates with the necessary assets to compete in the labor market: internships abroad, conventions and diplomas co-built with professional institutions, a powerful network of alumni and partnerships with multinationals. Learning by doing is at the heart of its pedagogical approach. For this reason, in addition to the leading laboratories, Université Centrale also provides real-life simulation centers for its students, enabling them to apply, in real life situations, the knowledge acquired during their training.

Université Centrale offers a rich student life which fosters positive synergies and the flourishing of the student.

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