



## Face to Face Workshop

# Assuring Quality Across the Student Life Cycle

 **Prince Sultan University,  
Riyadh - KSA**

 **27<sup>th</sup> & 28<sup>th</sup> September, 2023**

**09:00 – 16:30 KSA 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 27<sup>th</sup> August, 2023)

Early Bird  
Registration Fee  
**2125 SAR + VAT**

(Prior to 27<sup>th</sup> August, 2023)



LIMITED SEATS  
AVAILABLE

## **Dr. Tullio Lobetti**

Quality Specialist within the QAA Global team at QAA

---



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.

# 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); an organization established in 2012 to support the advancement of higher education sector in the Arab Region and beyond via offering capacity building opportunities, training, consulting, mentoring and coaching. To date the Center, has trained over 11,000 members of the Higher Education Community from 32 countries including members of Governing Boards and those leading universities such as Presidents and Vice Presidents as well as faculty members and staff working in the core areas supported by the center.

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 eLearning 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 several other leadership roles including serving as a Dean for Students Affairs, a Dean for Learning and Teaching and a Director of e-Learning.

Drawing on more than 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, strategy formulation and governance.

Dr. Hadj-Hamou has been a driving force in the promotion of online education and blended learning in the Region by leading many pioneering projects and initiatives since 2003. During the pandemic she has been instrumental working with ministries, universities' associations and higher education institutions to develop capacity among various stakeholders to transition from emergency remote teaching to more meaningful online learning experiences. She has trained over 3000 academics and academic administrators on a range of topics including policy and QA for online, designing for online learning, student assessment in online learning, engaging students and building learning communities, etc. She was also involved in reviewing the Saudi eLearning standards for accreditation.

Dr. Narimane was also the Founder and was the first elected President of the Middle East eLearning Association (MEeA) in 2009, led the establishment of the MENA Association of University Presidents and chairs the MENA Higher Education Leadership Forum since 2013. She has also launched global awards of excellence in higher education and many other initiatives to promote the ongoing dialogue among higher education leaders and decision makers.

Over the years she has delivered more than 120 keynote addresses and led numerous roundtables and panel discussions. She has also been active in publishing articles, book chapters, case studies, and was the founder and editor of the International Journal of Excellence in eLearning for several years.

Dr. Narimane consulted for various universities and colleges across the region in areas related to strategic planning, organizational re-design, quality assurance, program assessment, academic advising, teaching and learning, etc. She has also delivered more than 200 workshops and webinars over the last 10 years and is a highly sought facilitator and consultant.

In addition, Dr. Hadj-Hamou worked with multiple IGOs and NGOs such as UNESCO, the European Training Foundation and universities' associations (ArAU, AUF, AAU) and serves as an external reviewer for different accreditation agencies across the region and has chaired multiple programs and institutional reviews.

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.



# 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](http://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](http://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](http://www.qaa.ac.uk/international)



 [www.cli-cks.com](http://www.cli-cks.com)

 [inquiries@cli-cks.com](mailto:inquiries@cli-cks.com)

 +971 43 487 445

 +971 58 807 7539