



CLICKS

Center for Learning Innovations &
Customized Knowledge Solutions

**Your Partner for
Innovation & Excellence**

Who Are We?



About us

The Center for Learning Innovations and Customized Knowledge Solutions (CLICKS) was established in 2012 with the aim of supporting the healthy growth and development of the Higher Education sector in the MENA region and beyond through developing relevant and innovative solutions; providing guidance and support; offering capacity building opportunities; engaging in knowledge transfer and working with institutions to constantly inject new thinking for institutional development and for the provision of excellence on a sustainable and competitive basis.

CLICKS has over the years worked with more than 185 Higher Education Institutions spanning across 13 different countries and has been involved in training over 15,000 members of the higher education community from 36 countries including senior leaders of Higher Education, faculty and staff members in areas related to its core expertise.

Throughout the years the Center has considerably grown its network of international partners and associates to ensure it continues to deliver the highest level of quality services.

Our Vision

To become the trusted partner in shaping the future of Higher Education for the MENA region and beyond.

Our Mission

To provide innovative and customized knowledge solutions that build institutions' internal capabilities and facilitate their transformation to achieve sustainable results in their journey towards academic excellence.

Our Values

CLICKS understands that in order to sustain longterm relationships, properly aligned guiding principles must set the foundation of its work and shall be anchored in all its activities. As such, CLICKS values demonstrate:

- An obligation to establish **Credibility and International Reputation** through engaging highly qualified experts and aligning with reputable international partners.
- An appreciation to the need for **Customized Knowledge Solutions** that consider institutional particularities; ensures relevance and 'fitness-for-purpose' and enables the creation of a sustainable and competitive advantage.
- A pledge to **Innovation and Pioneering Thinking**.
- A focus on **Human Capital Development** that enables institutions to build internal capabilities.
- A dedication to **Research and Development** through engaging in research and publishing for the sector and by supporting the creation of dynamic platforms and communities of practices.
- A commitment to **Quality and Excellence** in all its services and activities.

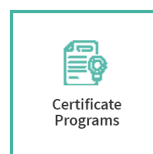


What Do We Offer?



1. Capacity Building Programs

CLICKS offers a wide range of capacity building programs geared specifically towards the Higher Education sector and in line with its core areas of expertise. These are offered either as public programs announced annually at the end of each academic year or as customized 'in-house' programs tailored to the specific needs of a particular institutions or countries. Both in-house and public programs are offered either 'face-to-face' or online. Online capacity building programs involve webinars as well as structured online courses delivered via a blend of synchronous and asynchronous learning.



2. Consultancy Services

CLICKS has over a decade of experience helping higher educational institutions of all types address strategic issues such as strategy formulation, performance improvement, governance, quality assurance and teaching and learning. The Center engages extensively with Higher Education Institutions in developing 'fit for purpose' systems, strategies, frameworks, blueprints, strategic plans, policies and procedures' manuals across its six core areas of expertise.

3. Knowledge Transfer and Best Practices Exchange

CLICKS supports institutions with knowledge and best practices transfer and is equipped to provide sound advice and mentoring to institutions. The Center has also well-established mentoring and coaching programs to support both current and future leaders of higher education.

4. Research & Networking Opportunities

CLICKS has a strong commitment to producing and supporting research for the Higher Education sector and for promoting the establishment of dynamic platforms and networks that promote the exchange of “know-how” and the ongoing dialogue among Higher Education practitioners both regionally and globally. To that extent it has launched the MENA Higher Education Leadership Forum, the “In-Conversation with CLICKS” series and several other publications and community building platforms.

5. Higher Education Awards

CLICKS administers a range of international awards designed to celebrate achievements and success stories within the sector. In 2021, it introduced the Zairi International Awards for Excellence in Higher Education, featuring at the present six categories (as described in subsequent sections of this flyer). These awards were established with the aim of acknowledging and honoring Higher Education Institutions (HEIs) that actively tackle global educational challenges, creating a substantial impact within their own contexts by embracing excellence and innovation in specific areas such as digital transformation, research impact, community service, internationalization, equity, and more.

The selection process and criteria were meticulously developed and endorsed by prominent organizations from around the world. The Award is open to all private and public HEIs worldwide, and there are no submission fees involved.

The Award is overseen by an International Executive Committee composed of six distinguished experts in higher education, as well as professionals in quality and excellence. This committee is solely responsible for managing and reviewing the applications. All evaluations are conducted independently by the Assessment Committee and Jury. The International Assessment

Committee is tasked with conducting a thorough review of each application, providing objective assessments and feedback, and ultimately shortlisting the top three submissions for each category. The Jury, consisting of three independent and highly esteemed experts in higher education, makes the final decision on the winner. As part of the selection process, the Jury may arrange a virtual meeting with the shortlisted applicants.



Our Areas of Expertise



1. Leadership Development and Governance

CLICKS supports leadership development through offering capacity building programs, coaching and mentoring of current and future leaders.

The Center also works closely with Universities and Colleges in establishing, assessing and reviewing governance systems and frameworks to ensure these are 'fit-for-purpose', effective and enable the promotion of shared, participatory and transparent decision making while enforcing accountability. In addition, the Center helps institutions in developing internal mechanisms to evaluate the effectiveness and efficiency of their institutional governance arrangements.

CLICKS has extensively been involved with organizational re-design including the development or revision of organizational structures, developing job descriptions, delegation of authorities' matrices, etc.

One of the Center's pioneering programs, is its workshop on Governance for Board Members which can be tailored to meet the specific needs of institutions to support governing bodies on key issues pertinent to governance in Higher Education.



2. Strategy Development

CLICKS helps Higher Education Institutions by providing innovative and novel ideas to guide strategic direction and strengthen the culture of strategic thinking. This is achieved through developing policy frameworks, coordinating and facilitating strategic plans, and regularly reviewing and assessing Universities' performance against its targets.

In addition, CLICKS engages in supporting benchmarks, market research and studies on behalf of institutions.



3. Quality Assurance & Accreditation

CLICKS offers a wide range of services to support Universities and Colleges in setting-up and sustaining an internal culture of quality, continuous improvement and excellence. This involves working with institutions on developing, assessing and reviewing internal quality assurance systems and processes, conducting external audits and diagnostic assessments and providing capacity building opportunities.

This covers aspects addressing the quality of academic programs to ensure these adhere to high quality standards, are in-line with international best practices and comply with the requirements of various external quality assurance agencies both nationally and internationally.





4. Innovations in Learning and Teaching

CLICKS promotes innovation and excellence in teaching and learning through working with institutions of learning on defining learning and teaching strategies, frameworks and policies, that are student-centric, technology enabled and outcome-based. In addition, the center supports faculty and staff skills' development, and assist with setting up Centers of Excellence for Teaching and Learning.

Since March, 2020 CLICKS has been working extensively with the higher education sector to support its transition to meaningful online learning both via providing training programs to faculty and staff as well as providing advice and consultancy services around digital transformation strategies, online learning pedagogical approaches and strategies, QA for online learning delivery and online learning policies. CLICKS also has extensively worked with HEI's in areas of students support services and academic advising.



5. Research in Higher Education

CLICKS assists Higher Education Institutions with building internal capabilities in the area of research. This involves coordinating the development of research strategies in line with the institution's strategic priorities, developing research related policies and enhancing faculty skills in research related areas such as academic writing and publishing, grant writing, graduate research supervision among other areas.



6. Student Support & Academic Advising

CLICKS over the years has been working with HEI's in promoting and supporting the planning and delivery of holistic student centric services and programs as well as institutionalizing and re-considering the role of academic advising and shifting it from a service primarily concerned with course selection, registration and scheduling to more meaningful learning experience that contributes to student development. It has provided over the years both professional development opportunities for those working in student's affairs and academic advising as well as consulting and mentoring services to those institutions wanting to re-think its overall student's life cycle and find means through which it can positively impact on the student's journey and student's success.



Our Consultancy Services

Leadership Development & Governance

- Assessment and revision of governance and organizational frameworks/structures.
- Governance audits.
- Development of competency frameworks.
- Organizational redesign- including development/revision of job descriptions and delegation of authorities' metrics.
- Design of tailored capacity building programs for leadership development and governance.
- Development and delivery of tailored 'in-house' sessions to support Governing Boards 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 (SP) development/ strategic planning 'tune up'.
- Support with SP cascading & execution.
- Development of tools, processes, and mechanisms for implementing strategic plans, monitoring progress, evaluating, and reviewing strategic plans.
- Benchmarks and external studies.
- Risk management strategy formulation
- Performance management.
- Institutional effectiveness and business process improvement.
- 'In-house' tailored capacity building programs.

Quality Assurance and Accreditation

- Development / revision of internal quality assurance systems.
- External audits / diagnostic assessments.
- Support with program assessment.
- Policy framework development.
- Policies' development & revision.
- Support with accreditation (national and international).
- 'In-house' tailored capacity building programs in the areas of quality, QA & QE.

Innovation in Learning and Teaching

- Development of Learning and Teaching strategies, frameworks, and policies.
- Support with developing digital transformation and online learning strategies and policies.
- Setting up centers of excellence for teaching and learning .
- Development of awards and recognition schemes to promote excellence in teaching.
- Support with the implementation of various forms of technology-enabled education such as e-learning, blended learning, or flipping the classroom through strategies and building capacity.
- Capacity building programs on innovative pedagogies, curriculum design, student assessment & technology integration.

Research in Higher Education

- Formulation of research strategies.
- Support with the development of research related policies.
- Capacity building in areas related to publishing, grant writing, graduate research supervision, etc.

Student Support & Academic Advising

- Advise aspects of planning, implementing and assessing student affairs.
- Advise and guidance on developing a holistic student experience.
- On-demand mentorship services for those leading student affairs and academic advising.
- Institutionalizing academic advising through creating the right culture and systems.
- 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.



The MENA Higher Education Leadership Forum (MENA-HELFF)

MENA- HELF was established in 2013 as an exclusive platform addressed at Higher Education leaders and decision makers from across the globe to promote the exchange of new ideas, encourage discussions on latest developments and trends in the field and facilitate the formation of strategies to promote the ongoing developments.

MENA
Association
of University
Presidents



The MENA Association of University Presidents (MENA-AUP)

A dynamic non-for-profit network of University leaders that influences policy making; proposes and debates new and innovative ideas; addresses emerging issues and trends pertinent to quality assurance, governance, technology integration and research among others and promotes collaboration, community building and the on-going sharing of experiences.



Zairi International Awards for Excellence in Higher Education

The Zairi International Awards for Excellence in Higher Education are an annual international recognition honoring higher education institutions that are addressing global educational challenges and are creating impact in their own context through embracing excellence and innovation in specific areas pertinent to digital transformation, research impact, service to the community, internationalization, equity, etc. and in a sustainable manner.

The awards named after the late Professor Mohamed Zairi; one of the pioneers in the field of quality and excellence is open to higher education institutions from across the globe and aims at highlighting inspiring success stories of higher education institutions and celebrate institutions that have developed and implemented creative responses to current and ongoing issues in the sector.



Award Categories



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Zairi International Award of Excellence for Digital Transformation
- 

Zairi International Award of Excellence for Outstanding Not-for-Profit Contribution to the Community
- 

Zairi International Award of Excellence for Research Impact
- 

Zairi International Award of Excellence for Disruptive Education
- 

Zairi International Award of Excellence for Internationalization
- 

Zairi International Award of Excellence for Equity and Inclusion





Center for Learning Innovations & Customized Knowledge Solutions

Over A Decade of Excellence

Established in 2012

6 Core Areas of Expertise



Trained more than 15,000 HE Leaders, Academicians and Support Staff from 36 Countries

Over 85 Professional Development Programs geared towards the Higher Education Community



Collaborations with over 185 Higher Education Institutions

More than 60 International Experts supporting the 6 Core Areas of Expertise of the Center



97% Clients & Participants' Satisfaction

25+ Regional & International Collaborations



2021

Established the Zairi International Awards for Excellence in HE



2013

Founded the MENA-AUP as a Non-Profit Organization



2013

Established the MENA Higher Education Leadership Forum



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