



Center for Learning Innovations &
Customized Knowledge Solutions

TRANSFORMING TEACHING, LEARNING AND ASSESSMENT FOR A CHANGING WORLD

Strategic Consulting, Capacity Building and Institutional
Transformation Solutions for Higher Education



Who We Are

Since 2012, CLICKS has partnered with higher education institutions across the MENA region and beyond to strengthen educational quality, faculty capability, student success, and institutional effectiveness.

We work alongside universities to design future-ready learning ecosystems that combine educational excellence, digital innovation, employability, and responsible adoption of emerging technologies, including artificial intelligence.

Our work spans strategy development, institutional reviews, framework design, policy development, capacity building, and implementation support, helping institutions translate ambition into measurable impact.

Some of Our International Partners

coursera

AdvanceHE

QUALITY MATTERS
QM

QAA
GLOBAL

emerald
PUBLISHING

TUMint
TUM International GmbH
The University Company

Our Reach



235+

Higher Education
Institutions



25K+

Participants



45+

Countries



650+

Institutional
Projects



300+

Workshops and
Programs



14+

Years Supporting
Higher Education
Transformation

Why Teaching, Learning and Assessment Matter More Than Ever



Higher education institutions today face unprecedented opportunities and challenges.

Universities are expected to:



Prepare graduates for rapidly evolving workplaces



Integrate artificial intelligence responsibly and effectively



Enhance student engagement and success



Demonstrate educational impact and learning outcomes



Expand flexible and lifelong learning opportunities



Maintain academic integrity in increasingly digital environments



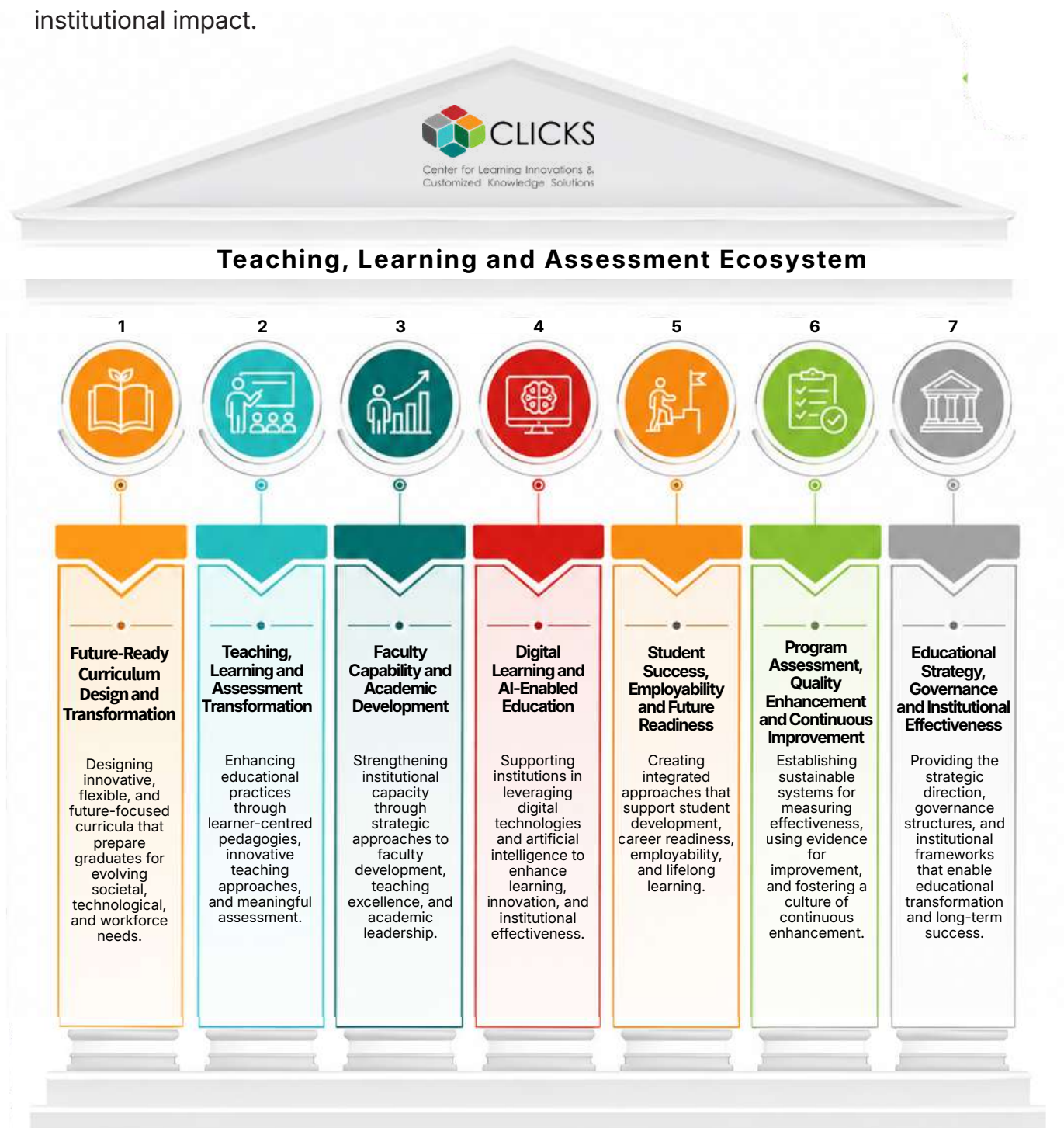
Develop future-focused curricula and assessment models

These challenges require more than isolated initiatives. They require a coherent institutional approach to teaching, learning, assessment, faculty development, and educational innovation. CLICKS helps institutions build the systems, strategies, capabilities, and cultures necessary to thrive in this new educational landscape.



The **CLICKS** Teaching, Learning and Assessment Ecosystem

At CLICKS, we view educational excellence as an interconnected ecosystem. Sustainable improvement requires alignment between curriculum, teaching and learning, assessment, faculty capability, digital innovation, student success, and institutional quality enhancement. Our consultancy services focus on the key pillars that collectively shape the quality of learning experiences, graduate outcomes, and institutional impact.



The CLICKS Approach



What Makes Our Approach Different?

- ✓ Evidence-Based
- ✓ Stakeholder-Centred
- ✓ Future-Focused
- ✓ Implementation-Oriented
- ✓ Contextually Relevant
- ✓ Designed for Sustainable Impact

Our consultancy methodology combines international best practices with institutional context to ensure meaningful and sustainable outcomes.

STEP

01

Diagnose

Understand current practices through reviews, benchmarking, stakeholder engagement, and data analysis.

STEP

02

Engage

Understand current practices through reviews, benchmarking, stakeholder engagement, and data analysis.

STEP

03

Design

Develop strategies, frameworks, policies, and solutions tailored to institutional needs.

STEP

04

Enable

Support implementation through capacity building, mentoring, coaching, and professional development.

STEP

05

Enhance

Establish monitoring, evaluation, and continuous improvement mechanisms.

Teaching, Learning and Assessment Reviews

Why It Matters

Before embarking on major educational transformation initiatives, institutions need a clear understanding of their current state. Many HEIs have strong individual practices and initiatives, yet lack a holistic view of how effectively their curriculum, teaching, learning, assessment, faculty development, digital learning, and quality enhancement practices operate as an integrated ecosystem.

Institutional reviews provide an evidence-based baseline that helps universities & colleges identify strengths, gaps, opportunities, and priorities for improvement while benchmarking current practices against institutional goals, sector expectations, accreditation requirements, and international good practice.

CLICKS supports institutions in conducting comprehensive reviews that inform strategic planning, policy development, investment decisions, and future enhancement initiatives.

What We Do



Institutional Baseline Reviews

- Comprehensive reviews of teaching, learning, and assessment practices
- Review of supporting policies, frameworks, and processes
- Analysis of institutional alignment and effectiveness



Benchmarking and Gap Analysis

- Benchmarking against international good practices
- Maturity and readiness assessments
- Gap analysis and identification of enhancement opportunities



Digital Learning and AI Readiness Reviews

- Digital learning ecosystem reviews
- AI readiness and capability assessments
- Evaluation of technology-enabled learning environments



Stakeholder Engagement and Evidence Gathering

- Leadership consultations
- Faculty, student, and stakeholder engagement
- Surveys, focus groups, and evidence collection



Deliverables

- Institutional Review and Diagnostic Report
- Benchmarking and Gap Analysis Report
- Readiness and Maturity Assessment
- Strategic Recommendations
- Priority Enhancement Areas
- Improvement Roadmap



Typical Outcomes

- Clear understanding of institutional strengths and areas for enhancement
- Stronger alignment between educational practices and institutional priorities
- Evidence-based decision-making and planning
- Prioritized investment and improvement initiatives
- Enhanced readiness for accreditation and quality enhancement
- Strong foundation for strategy development and educational transformation

Teaching, Learning and Assessment Strategy Development

Why It Matters

A Teaching, Learning and Assessment Strategy provides institutions with a clear and coherent vision for educational excellence. It translates the university's mission, vision, values, and strategic priorities into a shared framework that guides how learning is designed, delivered, assessed, and continuously enhanced.

A well-developed strategy informs institutional priorities and decision-making across multiple areas, including curriculum development, teaching and assessment practices, faculty development, digital learning, artificial intelligence adoption, learning spaces, educational technologies, student success initiatives, and quality enhancement processes.

CLICKS supports institutions in developing future-focused strategies that align educational practices with institutional aspirations, emerging trends, and the evolving needs of learners and society.

What We Do



Institutional reviews and strategic assessments to form new strategies



Stakeholder engagement and strategic consultations



Development of institutional teaching, learning and assessment framework



Strategic priority and initiative development



Governance and operating model design



KPI and performance framework development



Implementation and change management planning



Deliverables

- Teaching, Learning and Assessment Strategy
- Strategic Pillars, Objectives and Initiatives
- Governance and Operating Framework
- Implementation Roadmap
- KPI and Monitoring Framework



Typical Outcomes

- Clear strategic direction for teaching, learning and assessment
- Stronger alignment between educational practices and institutional strategy
- More coherent policies and decision-making
- Enhanced educational quality and student learning experiences
- Better alignment of investments in faculty development, technology, and learning environments
- Sustainable and coordinated educational transformation

SOLUTION AREA 3 //

Faculty Capability and Academic Development

Why It Matters

Faculty play a critical role in shaping student learning, educational quality, and institutional success. As higher education continues to evolve, institutions must ensure that academic staff possess the competencies, support systems, and development opportunities needed to effectively respond to changing pedagogical, technological, and societal expectations.

CLICKS supports institutions in developing comprehensive and sustainable approaches to faculty capability development that align with institutional priorities, teaching and learning goals, and future workforce requirements.

What We Do



Faculty Capability Reviews and Needs Analysis

- Faculty development needs analysis
- Faculty capability assessments
- Institutional capability gap analysis
- Faculty development benchmarking



Faculty Competency and Professional Development Frameworks

- Faculty competency frameworks
- Academic career-stage development models
- Teaching and learning capability frameworks
- Digital and AI competency frameworks for faculty



Faculty Development Strategy and Planning

- Faculty development strategies
- Professional development frameworks
- Institutional faculty development plans
- Faculty development governance models



Teaching Excellence and Recognition Systems

- Teaching excellence frameworks
- Faculty recognition and reward systems
- Promotion criteria related to teaching excellence
- Teaching excellence awards frameworks



Evaluation and Impact Assessment

- Faculty development evaluation frameworks
- Impact assessment systems
- Faculty development KPIs and metrics
- Continuous improvement mechanisms



Deliverables

- Faculty Development Needs Analysis Report
- Faculty Competency Framework
- Faculty Development Strategy
- Faculty Development and Capacity Building Plan
- Teaching Excellence Framework
- Recognition and Reward Framework
- Faculty Development Impact Assessment Framework
- Implementation Roadmap



Typical Outcomes

- Stronger faculty capability and preparedness
- Better alignment between faculty development and institutional priorities
- Enhanced teaching quality and innovation
- Increased faculty engagement and participation
- Improved effectiveness of faculty development investments
- Sustainable and evidence-based faculty development systems

SOLUTION AREA 4 //

Assessment Transformation and Academic Integrity

Why It Matters

Assessment is one of the most powerful drivers of student learning. However, the emergence of artificial intelligence, evolving learner expectations, and growing emphasis on authentic and competency-based learning are challenging traditional assessment approaches.

Institutions are increasingly seeking assessment models that promote deeper learning, evaluate meaningful achievement of learning outcomes, support academic integrity, and remain relevant in an AI-enabled environment.

CLICKS supports institutions in redesigning assessment systems and practices to enhance educational quality, strengthen integrity, and align assessment with contemporary learning needs.

What We Do



Assessment Strategy and Framework Development

- Institutional assessment frameworks
- Assessment policies and guidelines
- Assessment governance and quality processes
- Assessment strategy development



Assessment Review and Redesign

- Assessment audits and reviews
- Assessment mapping and alignment
- Authentic assessment design
- Assessment diversification and innovation
- Student-centred assessment approaches



AI-Aware Assessment Transformation

- AI-aware assessment design
- Assessment redesign for generative AI environments
- Responsible AI use in assessment
- Assessment integrity in the age of AI
- Faculty guidance and support



Academic Integrity and Assessment Assurance

- Academic integrity frameworks
- Assessment security and integrity measures
- Policies and procedures
- Faculty and student awareness initiatives
- Institutional good practice guidance



Deliverables

- Assessment Strategy and Framework
- Assessment Review and Audit Report
- Assessment Transformation Framework
- AI-Aware Assessment Guidelines
- Academic Integrity Framework
- Assessment Policies and Procedures
- Assessment Enhancement Toolkit
- Implementation Roadmap



Typical Outcomes

- More authentic and meaningful assessment practices
- Improved alignment between learning outcomes and assessment
- Enhanced academic integrity and assessment assurance
- Greater readiness for AI-enabled learning environments
- Increased faculty confidence in assessment design
- Improved student engagement and learning outcomes
- Sustainable and future-ready assessment systems

Digital Learning and AI-Enabled Education

Why It Matters

Digital technologies and artificial intelligence are transforming how higher education institutions design, deliver, support, and evaluate learning. Beyond adopting new technologies, institutions must establish coherent strategies, governance structures, policies, and capabilities that enable responsible innovation while enhancing educational quality and student success.

CLICKS supports institutions in developing integrated approaches to digital learning and AI adoption that are aligned with institutional priorities, educational goals, and emerging best practices.



What We Do



Digital Learning Strategy and Transformation

- Digital learning strategies
- Online and hybrid learning frameworks
- Digital transformation roadmaps
- Learning technology ecosystem reviews
- Technology-enabled teaching and learning models



Artificial Intelligence Strategy and Governance

- AI readiness assessments
- AI strategy development
- AI governance frameworks
- Institutional AI policies and guidelines
- Responsible AI adoption frameworks



Faculty and Student Digital Capability

- AI literacy frameworks
- Digital capability frameworks
- Faculty AI readiness and capacity building
- Student AI literacy initiatives
- Professional development pathways



AI-Enhanced Teaching, Learning and Assessment

- AI-enhanced pedagogical models
- AI-supported assessment approaches
- Generative AI integration strategies
- AI-enabled student support solutions
- Learning analytics and educational insights



Quality Assurance and Institutional Readiness

- Digital learning quality frameworks
- AI maturity and readiness reviews
- Benchmarking and gap analysis
- Monitoring and evaluation frameworks
- Continuous improvement mechanisms



Deliverables

- Digital Learning Strategy
- AI Strategy and Roadmap
- AI Governance Framework
- AI Policy Framework
- Digital and AI Capability Framework
- Digital Learning Quality Framework
- Institutional Readiness Assessment Report
- Implementation and Change Management Roadmap



Typical Outcomes

- Responsible and effective AI adoption
- Enhanced digital teaching and learning capability
- Stronger institutional governance and policy frameworks
- Improved faculty and student readiness
- Increased innovation and educational agility
- Sustainable digital transformation
- Enhanced quality and effectiveness of online and hybrid learning

SOLUTION AREA 6 //

Student Learning, Employability and Future Readiness

Why It Matters

Preparing graduates for success requires more than a strong curriculum. Institutions must create integrated ecosystems that support student development, career readiness, experiential learning, industry engagement, and the acquisition of transferable skills needed to thrive in a rapidly changing world.

As expectations from employers, governments, and society continue to evolve, universities are increasingly expected to demonstrate their contribution to graduate employability, lifelong learning, and positive student outcomes.

CLICKS supports institutions in designing comprehensive strategies and frameworks that enhance student success, strengthen employability outcomes, and foster future-ready graduates.

What We Do



Employability and Career Readiness Strategies

- Institutional employability strategies
- Career readiness frameworks
- Employability integration models
- Graduate destination and outcomes analysis
- Employability measurement frameworks



Student Success and Holistic Development

- Student success strategies
- Co-curricular and extracurricular learning frameworks
- Student engagement initiatives
- Transition and retention frameworks
- Personal and professional development models



Experiential Learning and Work-Integrated Learning

- Experiential learning strategies
- Internship and practicum frameworks
- Service-learning models
- Work-integrated learning (WIL) frameworks
- Community engagement initiatives



Industry and Community Engagement

- Industry engagement frameworks
- Employer partnership strategies
- Advisory board engagement models
- Community partnership frameworks
- Stakeholder engagement strategies



Future Readiness and Lifelong Learning

- Future readiness frameworks
- Future skills strategies
- Lifelong learning ecosystems
- Graduate capability frameworks
- Workforce alignment initiatives



Deliverables

- Student Success Framework
- Employability Strategy
- Career Readiness Framework
- Experiential Learning Strategy
- Industry Engagement Framework
- Graduate Capability Framework
- Future Readiness Framework
- Implementation Roadmap



Typical Outcomes

- Improved graduate employability and career readiness
- Stronger industry and employer engagement
- Enhanced student success, engagement, and retention
- Increased participation in experiential learning opportunities
- Better alignment between graduate capabilities and workforce needs
- Stronger institutional contribution to economic and social development
- Enhanced graduate outcomes and stakeholder satisfaction

SOLUTION AREA 7 //

Future-Ready Curriculum Design and Transformation

Why It Matters

Higher education institutions are increasingly challenged to ensure that curricula remain relevant in a rapidly evolving world shaped by artificial intelligence, technological disruption, changing workforce expectations, globalization, sustainability priorities, and the growing demand for lifelong learning.

Future-ready curricula must equip graduates with disciplinary expertise, transferable skills, entrepreneurial mindsets, digital capabilities, and the ability to adapt to emerging opportunities and challenges.

CLICKS supports institutions in designing and transforming curricula that are innovative, flexible, interdisciplinary, employability-focused, and aligned with future societal and economic needs.

What We Do



Curriculum Review and Transformation

- Curriculum reviews and audits
- Program redesign and renewal
- Curriculum benchmarking
- Academic portfolio review and optimization
- Alignment with institutional priorities and strategic goals



Future Skills, Graduate Attributes and Employability

- Graduate attributes frameworks
- Future skills integration
- Employability-focused curriculum design
- Career readiness competencies
- Transferable and lifelong learning skills



Learning Outcomes and Curriculum Alignment

- Program learning outcomes development and review
- Competency framework development
- Outcome-based education (OBE)
- Curriculum mapping and alignment
- Constructive alignment reviews



Entrepreneurship, Innovation and Interdisciplinary Learning

- Entrepreneurship and innovation integration
- Entrepreneurial mindset development
- Interdisciplinary and multidisciplinary curriculum models
- Cross-disciplinary learning pathways
- Innovation-focused learning experiences



AI Across the Curriculum

- AI literacy integration
- Discipline-specific AI competencies
- Responsible AI use within curricula
- AI-enhanced learning pathways
- AI Across the Curriculum frameworks and roadmaps



Flexible Learning and Alternative Credentials

- Microcredentials and stackable credentials
- Modular curriculum design
- Flexible learning pathways
- Lifelong learning models
- Alternative credential frameworks



Deliverables

- Future-Ready Curriculum Framework
- Curriculum Review and Enhancement Audit Report
- Graduate Attributes and Future Skills Framework
- Employability Integration Strategy
- Program Learning Outcomes Framework
- Curriculum Mapping and Alignment Framework
- Entrepreneurship and Innovation Strategy
- AI Across the Curriculum Framework
- Flexible Learning and Alternative Credentials Roadmap
- Curriculum Transformation Roadmap



Typical Outcomes

- Enhanced curriculum relevance and responsiveness
- Improved graduate employability and future readiness
- Stronger integration of entrepreneurship, innovation, and AI capabilities
- Increased interdisciplinary and flexible learning opportunities
- Better alignment with workforce, societal, and institutional needs
- Enhanced student learning experiences and outcomes
- Improved accreditation readiness and quality enhancement

SOLUTION AREA 8 //

Program Assessment, Quality Enhancement and Continuous Improvement

Why It Matters

Effective program assessment enables institutions to determine the extent to which students achieve intended learning outcomes, evaluate the effectiveness of academic programs, and make evidence-informed decisions that drive continuous improvement.

While many institutions collect large amounts of assessment data, they often struggle with fragmented processes, inconsistent practices, weak reporting mechanisms, and limited use of evidence for decision-making and enhancement.

CLICKS supports institutions in establishing integrated and sustainable program assessment systems that strengthen quality assurance, support accreditation requirements, and foster a culture of continuous improvement.

What We Do



Program Assessment Systems and Frameworks

- Institutional program assessment frameworks
- Program assessment policies and procedures
- Governance structures and responsibilities
- Assessment cycles and planning processes



Learning Outcomes Assessment Systems

- Program learning outcomes assessment frameworks
- Curriculum and outcomes mapping
- Assessment planning and scheduling
- Evidence collection and management processes



Continuous Improvement and Closing the Loop

- Continuous improvement frameworks
- Closing-the-loop methodologies
- Action planning processes
- Documentation and evidence systems



Program Reporting and Review

- Annual program report frameworks
- Program review frameworks
- Reporting templates and guidelines
- Evidence-based reporting processes



Capacity Building and Institutionalization

- Faculty and leadership capacity building
- Assessment committee development
- Coaching and mentoring
- Institutionalization of assessment practices



Deliverables

- Program Assessment Framework
- Assessment Policies and Procedures
- Governance and Operational Model
- Curriculum and Outcomes Mapping Framework
- Continuous Improvement Framework
- Closing-the-Loop Framework
- Annual Program Report Framework
- Program Review Framework
- Templates, Tools and Guidelines



Typical Outcomes

- Institution-wide consistency in program assessment practices
- Stronger evidence-based decision-making
- Improved quality enhancement processes
- Effective use of assessment findings for improvement
- Enhanced accreditation readiness
- Sustainable assessment and reporting systems
- Stronger culture of continuous improvement

SOLUTION AREA 9 //

Centers for Teaching and Learning Excellence

Why It Matters

Centers for Teaching and Learning (CTLs) play a critical role in advancing educational excellence, supporting faculty capability development, promoting pedagogical innovation, and driving the implementation of institutional teaching and learning priorities.

When strategically positioned and effectively resourced, CTLs can serve as catalysts for educational transformation and continuous improvement.

CLICKS supports institutions in establishing, strengthening, and repositioning Centers for Teaching and Learning to ensure they are aligned with institutional strategy, responsive to faculty needs, and capable of delivering sustainable impact.

What We Do



Center Establishment and Enhancement

- Design and establishment of new Centers for Teaching and Learning
- Review and enhancement of existing centers
- Strategic positioning and role definition
- Benchmarking against international good practice



Governance and Operating Models

- Governance structures and reporting relationships
- Organizational and staffing models
- Roles and responsibilities
- Operational planning and sustainability models



Strategic Planning and Service Portfolio Development

- Center strategies and operational plans
- Faculty development and service frameworks
- Program and initiative design
- Performance indicators and evaluation frameworks



Resource and Capability Development

- Teaching and learning resource frameworks
- Digital resource hub design
- Train-the-trainer initiatives
- Capacity building for CTL leadership and staff



Deliverables

- Establishment of Centers for Teaching and Learning Excellence
- Governance and Operating Model
- Organizational Structure and Staffing Framework
- Strategic and Operational Plan
- Faculty Development Service Portfolio Framework
- Resource Hub Framework
- Monitoring and Evaluation Framework



Typical Outcomes

- Stronger alignment between the CTL and institutional priorities
- Enhanced support for teaching excellence and faculty development
- Increased institutional capacity for educational innovation
- More sustainable and impactful CTL operations
- Greater faculty engagement and participation
- Enhanced contribution to institutional quality enhancement and student success

Signature Frameworks

CLICKS has developed and refined a range of proprietary frameworks that support institutional transformation.



Teaching, Learning and Assessment Ecosystem Framework



AI in Teaching and Learning Adoption Framework



Employability Ecosystem Framework



Faculty Competency Framework



Academic Advising Excellence Framework



Governance Assessment Framework



Integrated Strategic Lean Management Framework for HE

Why Institutions Choose CLICKS



**Deep Higher
Education Expertise**



**Evidence-Based
Consulting**



**International Best
Practices**



**Regional
Understanding**



**Customized
Solutions**



**Strong Implementation
Focus**



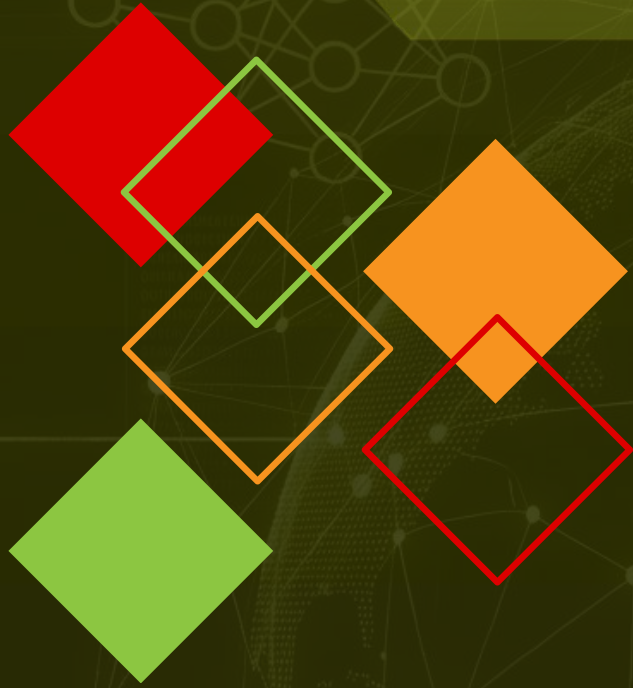
**Capability Building and
Knowledge Transfer**



**Long-Term
Partnerships**



**Sustainable
Impact**



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