



Webinar on



Building and Sustaining an Internal Culture of Quality: Practices and Lessons Learnt



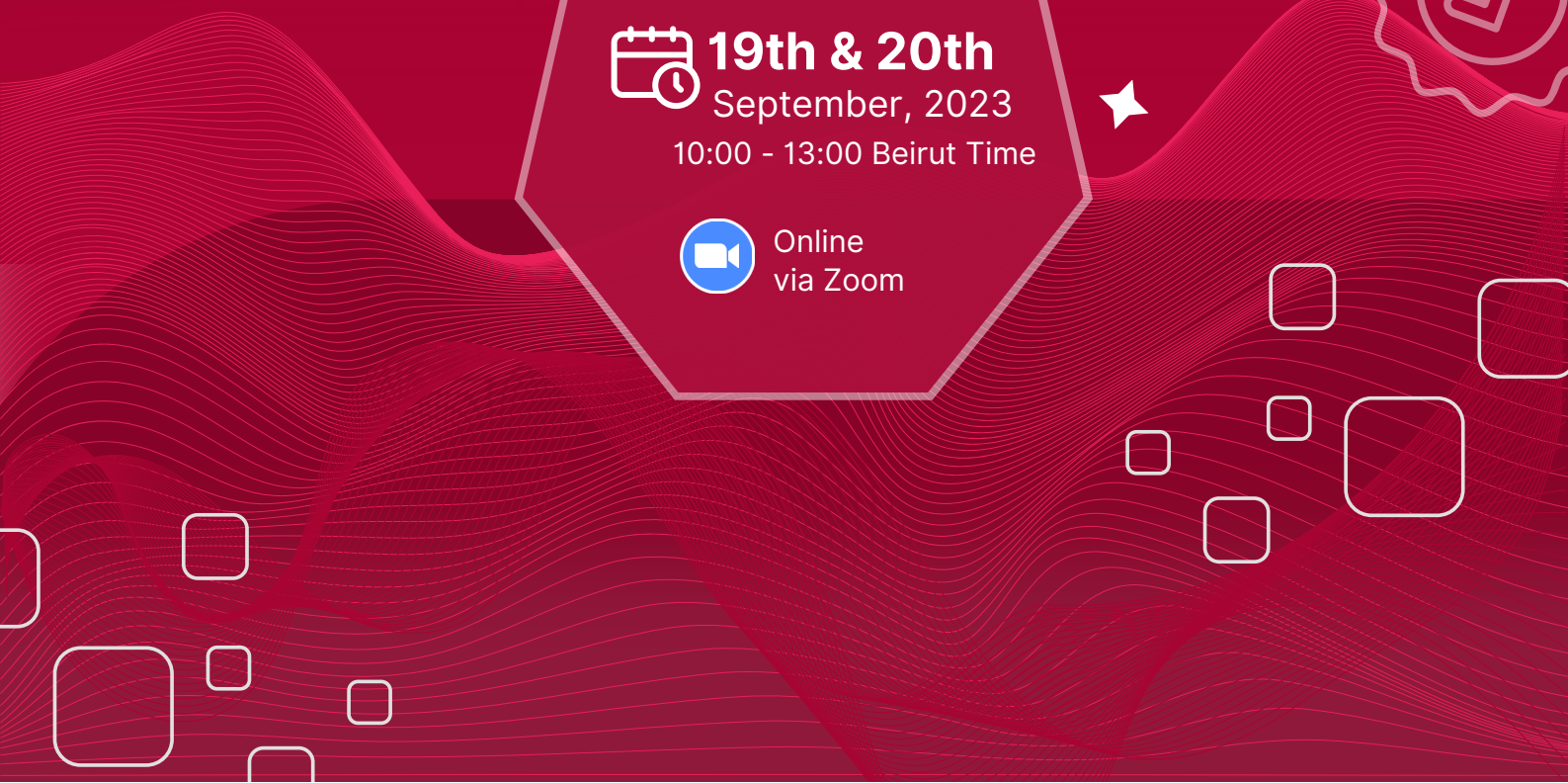
19th & 20th

September, 2023

10:00 - 13:00 Beirut Time



Online
via Zoom



◆ Webinar 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 while responding to the needs of external quality assurance. The aim of this interactive webinar is to provide participants with an opportunity to develop and reflect on their quality practices and determine what it takes to develop and sustain a culture of quality. Throughout the program emphasis will be placed on how internal and external HE Quality Assurance are delivered regionally and internationally, with special focus on the European Higher Education Area (EHEA) and the Arab region. Participants will discuss the concept of “stakeholder-approach” to quality and the sort of challenges to maintain quality culture and how to overcome.

The webinar will be of particular interest to higher education quality professional as well as academic and administrative staff involved with quality assurance in their institution and/ or with developing a quality culture.

◆ Webinar Objectives

By the end of the webinar, participants will be able to:



Comprehend the current issues pertinent to implementing quality, quality assurance and quality enhancement in Higher Education.



Understand various national and regional developments in quality assurance in higher education.



Develop and implement an effective and integrated internal quality assurance system.



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



Monitor and assess internal quality assurance systems and to ensure their continuing effectiveness.

**Mode of
Delivery**

**2
Sessions**
3 hours each

Asynchronous
activities
between the
two sessions

Reading
materials
will be
provided

Engage online
using breakout
rooms, polls,
shout-outs,
pallets, etc

✦ Facilitator



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

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The Center for Learning Innovations and Customized Knowledge Solutions (CLICKS) was established in 2012 with the primary purpose 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 in a wide range of areas; 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 works today with more than 180 Higher Education Institutions spanning across 13 different countries and has been involved in training over 10,000 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.

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The Agence Universitaire de la Francophonie (AUF), created 60 years ago, is today the first university network in the world with more than 1000 members: universities, Higher Schools, and research centers in nearly 120 countries.

Revealing the genius of the scientific Francophonie throughout the world, the AUF, an international non-profit organization, is also a label that carries a vision for a better development of educational and university systems: "to think globally about the scientific Francophonie and to act regionally while respecting diversity".

For many years, AUF has been strongly committed to supporting its member institutions in the digital transformation and development of Higher Education, a commitment that makes all the more sense today.

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