

## Join CLICKS' International Network of Associates

In pursuing its vision and mission, CLICKS leverages on regional and international expertise wherever it is located, to that extend it has established and aims to continuously grow its pool of international associates.

Due to the recent increasing interest in CLICKS' Portfolio of services and programs, the Center is looking at significantly expanding its pool of experts. Generally associates are classified by the following:

- Associate are those experts whose full time employment is not with CLICKS, but who are temporarily contracted and/or engaged to assist the Center in delivering one or more of its services.
- Associates can be engaged on either a physical or virtual basis depending on the nature of the work they are involved with.
- Associates may be contracted to deliver specific services/ programs and in accordance are remunerated on the basis of a contractual agreement or may be engaged on a voluntary basis with the center's R&D agenda and other related activities.

CLICKS' associates play a pivotal role in enabling the center to achieve its vision and strategic goals and are seen as one of the distinctive characteristic of the center, where the best expertise is brought to support the delivery of professional and high quality services to various stakeholders. Associates are involved with the center in different capacities including but not limited to:

- Designing capacity building programs and developing related contents based on the center's portfolio and areas of expertise.
- Delivering capacity building programs as either public or customized programs.
- Designing and developing toolkits and systems in accordance to the center's strategic priorities.
- Offering consultancy and advisory services based to the center's areas of expertise and clients' needs.

The criteria for the selection of associates vary based on the particular role they are approached to assume, however general criteria for the selection of associates include:

- **Domain Expertise:** All associates aligned with CLICKS demonstrate in-depth knowledge, proficiency and achievements in their area of expertise. Associates are selected not only on the basis of their credentials but on the basis of the practical experience they possess, their active on-going engagement within the field and their ability to understand the region's higher education scene and the target population it aims to serve. Overall, the center seeks at engaging associates with the areas of expertise of the center and the demand is currently high on teaching and learning; leadership development and technology integration which will constitute for now our core focus areas.
- **Research Track Record:** CLICKS considers the engagement of associates who demonstrate an active track record in research and scholarly work. This area becomes much more significant in certain areas where associates maybe engaged in activities involved with designing and developing frameworks, strategies and toolkits.
- **Business Process Understanding:** Sound knowledge of business process design principles including process mapping and business process reengineering (BPR) is considered crucial for

certain types of engagements where the SME will be expected to grasp an understanding about client's requirements, existing systems and regulations to ensure appropriate services are provided to the center's clients.

- **Diversity:** CLICKS' associates are expected to bring a wide spectrum of expertise from various parts of the world which aligns with the portfolio of services it offers. The center's pool of associates will continuously grow to reflect the needs as well as cultural and geographical diversity spanning Asia, Europe, Africa, Australia and North and South America.
- **Commitment:** CLICKS is keen on engaging associates who share a common vision with the center and who demonstrate willingness to be engaged in a long term relationship and fulfil to their best the anticipated roles and responsibilities stipulated at the time of their engagement. Associates are also expected to comply with the center's various policies and regulations and abide by the highest level of ethics. All appointed associated will be provided with an induction program prior to their engagement with specific activities.
- **Communication language:** All associates should demonstrate proficiency in English as it represents the language adopted by the center to deliver the vast majority of its offerings and services, however recently the center has received requests to design and deliver capacity building programs in Arabic language mainly in the areas of quality assurance, strategic planning and leadership development.

#### **Areas of expertise include**

- Educational Leadership
- Educational Policy Development
- Strategic Planning and Performance Review in Higher Education
- Benchmarking and Best Practice Management in Higher Education
- Quality Assurance in Higher Education
- Program Assessment
- Teaching and Learning
- Students' Assessment
- Instructional Design