



CLICKS

Center for Learning Innovations &
Customized Knowledge Solutions

YOUR PARTNER FOR
INNOVATION AND EXCELLENCE



HIGHER EDUCATION POLICY DEVELOPMENT & IMPLEMENTATION

2ND & 3RD OCTOBER, 2019
PULLMAN DUBAI CITY CENTRE, DUBAI, UAE

Policies are essential to Higher Education Institutions (HEIs) as they clarify the expectations from various members of the community, provide a framework for institutional integrity, promote consistency, efficiency, and effectiveness, help mitigate and manage institutional risks, and supports compliance and adherence with accreditation requirements.

However, and despite the 'well-known' benefits of having well designed, consistent, and 'fit for purpose' institutional policies and procedures; developing these can be a daunting activity for Universities and Colleges in particular, given the very complex nature of Higher Education and the various internal and external influencing factors.

The aim of this two day program is to provide higher education administrators and staff who have policy drafting, management and/or evaluation responsibilities with an opportunity to explore how good policies can be formulated, implemented, monitored regularly assessed, and reviewed. The program will expose participants to a six-phase policy life cycle process which can be easily adapted to different institutions. The relation between institutional mission, values, strategic goals, internal and external quality assurance, and policies will be addressed throughout the program.

Strategies and approaches to improve compliance will be discussed as well as the link between policy compliance and risk management.

The program will include a range of individual & group activities and present participants with case studies from across HEIs in Australia, USA, UK, and beyond.



By the end of this program participants will be able to:

- Understand key concepts and issues facing higher education policy development from a system-wide perspective.
- Build institutional frameworks and processes for defining, formulating, implementing, overseeing, assessing and reviewing institutional policies in a participatory manner.
- Write clear, concise, and coherent policies which are aligned with the institutional mission, core values, and strategic goals.
- Translate policies into operational strategies and procedures.
- Discuss issues surrounding the development, implementation, monitoring, and reviewing of policies and how to analyze monitoring indicators
- Consider policies within the context of the institutional internal QA system



DAY 1

SESSION 1: BUILDING CAPACITY FOR POLICY DEVELOPMENT

- Education Policy: Why? What? How?
- The connection between institutional mission, strategic goals, and policies
- Organizational culture and policies
- Issues and challenges facing policy development in Higher Education
- The difference between strategies, policies, and procedures: why do they matter?
- 10 reasons why policy fails
- Experiences and practices in policy development (review from across multiple institutions).

SESSION 2: MAKING THE MOST OUT OF POLICIES

- The role of Institutional Research and Planning
- Stakeholders engagement with policies development and review
- Categories of policies in higher education
- Characteristics of good policies
- Ensuring compliance and creating accountability
- The six phases Policy Development Life Cycle Process (PDLCP): Critical Success Factors

SESSION 3: THE POLICY DEVELOPMENT LIFE CYCLE

- Policy initiation
- Policy development
- Policy consultation and approval
- Policy communication & training
- Policy implementation
- Policy monitoring, compliance, evaluation, and review

DAY 2

SESSION 4: PUTTING TOGETHER AN INTEGRATED SYSTEM

- Building an integrated institution-wide system
- Policies within the Internal QA system
- Establishing compliance program
- Compliance and risk management
- Ensuring ‘fitness for purpose’
- Developing institutional policies’ repositories

SESSION 5: WRITING YOUR OWN INSTITUTIONAL POLICIES

The last session of the program will primarily involve group activities where participants will be requested to work with their peers to:

- Structure and develop a policy document
- Develop a policy on policies
- Develop a procedure



DR. NARIMANE HADJ-HAMOU

Founder and the CEO of the
Center of Learning Innovations
and Customized Knowledge
Solutions (CLICKS)

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 e-Learning 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.

Drawing on more than 18 years of experience, Dr. Hadj-Hamou's expertise and professional background span areas such as

technology integration and e-Learning in higher education; teaching and learning, quality assurance, and accreditation and governance.

She is Founder and was the first elected President of the Middle East e-Learning Association (MEeA), led the establishment of the MENA Association of University Presidents and chairs the MENA Higher Education Leadership Forum.

Over the years, she has delivered more than 120 keynote addresses and workshops, and led numerous roundtables and panel discussions. Dr. Hadj-Hamou 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.

During the last seven years, Dr. Narimane consulted for various HEIs across the region in areas related to QA and accreditation, governance, strategy development, and technology integration. She serves as an expert for various regional UNESCO offices and acts as an external reviewer for accreditation agencies in the region.

Dr. Hadj-Hamou was listed among the 200 most influential Arab Women by Forbes Magazine in 2014, has received the Arab Women Award for Education in 2016, and the Influential Education Leaders Award at the University of Cambridge in 2017.



PROGRAM DURATION

This 2-day program will be held from 9:00 a.m. – 5:00 p.m. with one hour dedicated for lunch break and 2 coffee breaks of 20 min each. Kindly be informed that registration will take place on the first day of the program from 8:30 to 9:00.



TARGET AUDIENCE

This program is intended at Higher Education academic and administrative leaders and staff members responsible for institutional strategies and policy development within academic, academic support, and/or administrative functions. This includes deans of schools and colleges, heads of departments, registrars & directors of student services and other administrative function. It may also be useful to staff working in effectiveness, quality assurance compliance, and institutional research offices.



PROGRAM DELIVERY STRATEGY

The program will use a variety of methods including: formal presentations, individual and group activities, role playing, critical analysis, and evaluation of case studies and videos presentations. Participants will have several opportunities to exchange experiences and learn from each other.

PROGRAM FEES, REGISTRATION AND DISCOUNTS

- All CLICKS programs take place in 4 or 5 star hotels and are inclusive of lunch and two coffee breaks for each day of the program

- The program fee for the 2-day program is 2,500 AED. The Program fee is exclusive of the 5% VAT which is to be added

- A 15% for individual registration and 20% for group registration early bird is available, and ends on 28th of August, 2019

- Group discounts varying between 15-25% are available for groups of 3 and above, and are available depending on the date by which the group registered.

- Registration to any public program shall be done online through CLICKS website at www.cli-cks.com

- Registration is confirmed only upon receiving the full payment of the program fee. No on-site payment is accepted

- A Certificate of Attendance will be issued to participants attending the entirety of the Program



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