



Center for Learning Innovations &
Customized Knowledge Solutions

Company Profile

Who We Are?

The Centre for Learning Innovations and Customized Knowledge Solutions (CLICKS) was established in 2012 to support the healthy growth and development of the Higher Education sector across the Arab region and beyond through providing Higher Education Institutions (HEIs) with capacity building opportunities and knowledge solutions in specific areas that are new, emerging and very much required to meet international quality standards and remain competitive.

The Center is set with the following vision, mission and set of core values and is guided by nine strategic goals.

OUR VISION & MISSION

Vision

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

Mission Statement

“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 CORE VALUES

- **Credibility and International Reputation:** CLICKS is committed to serving its stakeholders by building its reputation, credibility and recognition by adhering to high ethical standard and leveraging on strong and sustainable international capabilities and smart partnerships with credible and reputable international bodies, organizations and institutions.
- **Customized Knowledge Solutions:** CLICKS is dedicated to developing knowledge solutions and services that are ‘fit-for-purpose’ and which reflect institution’s needs and context in order to guarantee relevance and enable the creation of a sustainable competitive advantage.
- **Quality and Excellence:** CLICKS is committed to delivering its mission through its longstanding dedication to quality and excellence in all its services and solutions while embracing a culture of continuous improvement.
- **Innovation and Pioneering Thinking:** CLICKS is established around making innovation the lifeblood of its operations and with the objective of continuously introducing pioneering thinking through integrating latest developments and trends and integrating new thinking while relying on the use of technological developments to enhance academic processes and encourage continuous growth.

- **Research Orientation:** CLICKS aims at creating a culture that promotes the uptake of research on academic excellence and other related areas.
- **Human Capital Development Focus:** CLICKS is determined to providing ample opportunities for growth and development of professionals working in the higher education sector at all levels.

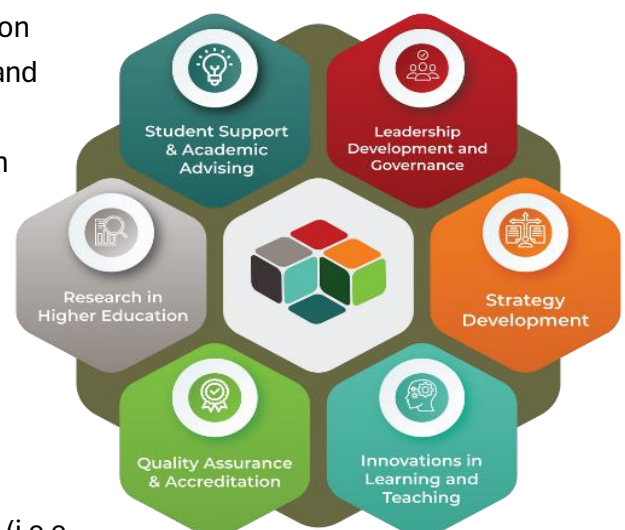
WHY CHOOSE CLICKS?

- We offer a broad range of consultancy services which respond to the needs of Higher education institutions both regionally and globally.
- We draw upon experience we have gained working with more than 185 universities and colleges worldwide.
- We work with a highly qualified team of experts and consultants who bring years of experience.
- We adopt an evidence-based approach that relies on a comprehensive understanding and assessment of our client institutions.
- We work alongside institutions by building long-term strategic partnerships that are client centric.
- We are committed to building internal capabilities and transferring know-how to create tangible results and sustainable impact.
- We bring in international perspectives with due consideration to the regional and local context.
- We bring in international partners to support some of our activities and provide "value-added" services.

OUR KEY AREAS OF EXPERTISE

CLICKS provides its clients from within the higher education community with capacity building programs (both public and 'in- house'), consultancy services, knowledge solutions development and coaching and mentoring opportunities in the following key areas:

1. Leadership Development and Governance
2. Strategy Development
3. Quality Assurance and Accreditation
4. Innovative Learning and Teaching, including various aspects of technology integration in higher education (i.e e-learning/ blended learning. flipped learning, etc.)
5. Research in Higher Education
6. Student Support and Academic Advising



OUR PHILOSOPHY & CAPABILITIES

DEEP INDUSTRY EXPERTISE

Being informed about latest developments and research in the field, new technology trends, education reforms and policies, emerging business models and the HE ecosystem as a whole is a fundamental requirement to support the higher education sector in an ever changing and dynamic global economy. This is why the center's team and associates despite bringing with them decades of experience continuously strive to remain at the forefront of any new development in the sector.

WORK THROUGH STRATEGIC PARTNERSHIPS

CLICKS adopts a client-centric, 'hands-on', collaborative and interactive approach which is focused on a deep understanding of its client institutions and an emphasis on developing solutions alongside the institution to ensure 'fitness for purpose', value and long terms success. We are keen on offering customized solutions that are not just theoretical but workable and appropriate to the context and particularities of each institution.

ADOPT AN EVIDENCE-BASED APPROACH

The methodology adopted by CLICKS to work with its client institutions relies on a comprehensive assessment approach of the current situation of the client institution rather than on assumptions. Our recommendations are accordingly based on rigorous analysis and assessment, in-depth research and benchmarking. This helps the Center identify current practices within the institution, determine those that are good to build upon and identify any gaps, problems or areas for improvement. We are keen to maintain an active dialogue to discuss potential solutions openly with the client institutions.

BUILD INTERNAL CAPABILITIES TO CREATE TANGIBLE & SUSTAINABLE IMPACT

Building institutional internal capabilities is what bridges the gap between "great on paper" and being "great in reality"; this is why CLICKS has rooted within its core values the importance of building capability and transferring 'know-how' through its engagement with Higher Education Institutions from across the globe.

COMMITTED TO QUALITY

CLICKS is fully committed to delivering high quality services and products. All experts involved in the delivery of our services are required to work within the Center's quality framework and are trained and mentored through an orientation program to keep them well informed about both our policies and the Higher Education context within regions and countries where the center operates.

Our work primarily comes from client referrals and ongoing partnerships with our clients which is something we are proud of and that we see as an outcome of quality services offered by the Center.

BRINGING- IN INTERNATIONAL PERSPECTIVES WITH REGIONAL CONSIDERATION

Our global and regional experience and network enable us to bring best practices from across the globe while considering the local nature and context of particular institutions. Beyond CLICKS's own internal capabilities, the Center works in partnership with several international organizations and institutions (i.e. the QAA in the UK, the European Center for Benchmarking, The European QA Agency, the University of Texas at Austin, the New Zealand Curriculum Institute and the Advance HE in the UK among many others) as well as with an impressive pool of international experts and advisors that bring along accumulated, extensive and profound knowledge and experience from different parts of the world.

Moreover, CLICKS has a strong emphasis on research and development and engages in publishing reports, case studies and working series as well as organizing networking opportunities, conferences and setting up various networking platforms to promote the ongoing dialogue with the sector. This includes organizing the **MENA Higher Education Leadership Forum** which was launched back in 2013 and running today in its 7th edition ; **the MENA Association of Universities Presidents** a non-for profit network of university presidents in the region launched with the support of the Arab Association of Universities; **the Zairi International Awards for Excellence in Higher Education**, The Arab Consortium for Teaching and Learning Centers, the **Voice of Higher Education Group** and the "In-conversation with CLICKS" virtual panel series, etc.

The Center has currently clients across the Arab region and beyond including the UAE, the Sultanate of Oman, Bahrain, KSA, Nigeria, Egypt, Azerbaijan, Kazakhstan and Kosovo among others. To date it has worked with more than 180 Higher Education Institutions and trained more than 15,00 members of the higher education community from 32 countries including members of Boards of Trustees and Governors and those at leadership positions (i.e. presidents, provosts, etc.) , faculty and staff working in functions related to core areas of the centers.

In addition, the Center has consulted for numerous universities and colleges and engaged with projects of multiple magnitudes including strategic planning, organizational re-design, developing internal quality systems, policy development and governance frameworks, etc.



Over the years, CLICKS has also partnered with numerous international organizations with which it delivers joint programs and services; this includes among many others: The UK Quality Assurance Agency (QAA), NASPA in the USA, AdvanceHE, Coursera, The University of Texas at Austin, etc. The Center also works with several universities' associations including: the Association of Arab Universities, the Association of French Speaking Universities (AUF), Association of Universities of Asian and The Pacific, Mediterranean Universities Union, the African Association of Universities, etc.



Center for Learning Innovations &
Customized Knowledge Solutions



Website
www.cli-cks.com



inquires@cli-cks.com

Contact Us
+971 4348 7445



P.O. Box 341282, Dubai, UAE