



1st DIES National Multiplication Training Programme for Higher Education in Mauritius



NATIONAL
MULTIPLICATION
TRAININGS

Mauritius 2024

CAPACITY BUILDING ON ‘EFFECTIVE IMPLEMENTATION
OF QUALITY MANAGEMENT SYSTEMS IN HEIS WITH A
FOCUS ON ACCREDITATION, AUDIT, AND AN
INTRODUCTION TO INTERNATIONALISATION’

Workshop 2

26 to 28 June 2024

Voila Bagatelle, Educator Meeting Room, Reduit, Mauritius

<https://nmt2024.udm.ac.mu/>



Deutscher Akademischer Austauschdienst
German Academic Exchange Service



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NMT Mauritius 2024 Workshop 2

Workshop 2 Overview – 26th to 28th of June 2024

Day 1 June 26 th	Day 2 June 27 th	Day 3 June 28 th
Registration and Welcome Tea	Registration and Welcome Tea	Registration and Welcome Tea
Welcome	Implementation of audit recommendations and follow up <i>Petra /Vimi</i>	Introduction to HEQAS <i>Viswa Patten</i>
Review of Workshop 1 and Introduction to Workshop 2 PAP Overview <i>Sweta/Shahen</i>	Quality dimensions in internationalization policies <i>Sweta/Shahen</i>	Development of a sustainable community of practice <i>Petra/Vimi</i>
De-stressing Activity <i>NMT team</i>	ISO 9001 – Implementing a systematic approach to Quality Management <i>Viswa Patten</i>	Closing Address
Constructive alignment in curriculum development: fulfilling requirements for accreditation and audits <i>Lee Pheiffer/Shahen</i>	PAP presentations No. 3 and 4 (10 participants)	Review of key learnings Award of Certificates Vote of thanks Group Photo
General key concepts in Quality Audits <i>Vimi/Petra</i>	Reflections Day 2	Close of Workshop
PAP presentations No. 1 and 2 (10 participants)		Cocktail and Gala Dinner <i>(Sofitel Mauritius l'Imperial Resort & Spa)</i>
Reflections Day 1		

Programme Day 1

Wednesday, June 26 th	
08 45- 09 15	Registration and welcome tea Participants be seated by 09 15
09 15 – 09 30	Welcome address on behalf of NMT Mauritius Organising Committee Review of Workshop 1 Introduction to Workshop 2 PAP Overview <i>Sweta Rout-Hoolash, Senior Lecturer, Middlesex Mauritius Shaheen Motala-Timol, Academic and Quality Enhancement Manager, Middlesex Mauritius</i>
09 30 – 09 40	Activity – Destressing hack <i>Shaheen Motala-Timol Sweta Rout-Hoolash</i>
09 40 – 11 10	Constructive alignment in curriculum development: fulfilling requirements for accreditation and audits Hands on activity <i>Dr Lee Pheiffer, Deputy Director Academic, Middlesex University Mauritius</i>
11 10 – 11 30	Tea Break and Networking Session
11 30 – 13 00	General key concepts in Quality Audits Group Activity <i>Vimi Lockmun-Bissessur, Head of Quality Assurance, Université des Mascareignes Petra Pistor, Higher Education Consultant, FH Münster University of Applied Sciences, Germany</i>
13 00 – 13 50	Lunch Break
13 50 – 14 30	PAP presentation No 1 (5 participants)

	<p><i>SOBHEE-RUNNOO Ansuya</i> <i>KOONJEE Pritee</i> <i>VEERAYEN Nancy</i> <i>MOHABEER Tejwant</i> <i>KORLAPU-BUNGAREE Rajendra</i></p> <p><i>Vimi Lockmun-Bissessur</i> <i>Sweta Rout-Hoolash</i></p>
14 30 - 14 45	<p>Panel discussion on PAP presentation Q & A</p> <p><i>NMT team</i></p>
14 45 – 15 00	Tea Break
15 00 - 15 40	<p>PAP presentations No 2 (5 participants)</p> <p><i>MARCHARCHAND Karishma</i> <i>VATSLA APPADOO Vidhu</i> <i>LAUTHAN Shameera</i> <i>HUJOORY-CHADEE Manisha</i> <i>PATTEN Viswanaden</i></p> <p><i>Sweta Rout-Hoolash</i> <i>Petra Pistor</i></p>
15 40 - 15 55	<p>Panel discussion on PAP presentation Q & A</p> <p><i>NMT Team</i></p>
15 55 – 16 00	Reflection of Day 1

Programme Day 2

Thursday, June 27 th	
09 00– 09 30	Registration Day 2 Welcome Tea
09 30 – 10 30	Closing the quality loop Group Activity <i>Petra Pistor</i> <i>Vimi Lockmun-Bissessur</i>
10 30 - 10 50	Tea Break
1050 – 11 20	ISO 9001 – Implementing a systematic approach to quality management <i>Viswa Patten, OUM</i>
11 20 – 12 20	Quality dimensions of internationalization in higher education Hands on Activity <i>Sweta Rout-Hoolash</i> <i>Shaheen Motala-Timol</i>
12 20 – 13 20	Lunch Break
13 20 – 14 00	PAP presentations No 3 (5 participants) <i>MOHAJEER Akrish Anand</i> <i>LADKOO Vandita</i> <i>RAMDUTH Hans</i> <i>BUNNOO Shoueib Ibne Amine</i> <i>ANGATEEAH Khemduth Singh</i> <i>Shaheen Motala-Timol</i> <i>Petra Pistor</i>
14 00 -14 15	Panel discussion on PAP presentation Q & A <i>NMT Team</i>

14 15 – 14 35	Tea break
14 35 – 15 15	<p>PAP presentations No 4 (5 participants)</p> <p><i>SAMYNADEN NAGEN Pouvanum</i> <i>SEEBORUTH NEKITSINGH Khemika</i> <i>GUNGADEEN Anuradha</i> <i>PANCHOO Shireen</i> <i>TOOFANY Muhammad Ziyaad</i></p> <p><i>Sweta Rout-Hoolash</i> <i>Vimi Lockmun-Bissessur</i></p>
15 15 – 15 30	<p>Panel discussion on PAP presentation Q & A</p> <p><i>NMT Team</i></p>
15 30 - 15 45	Reflection of Day 2

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Programme Day 3

Friday, June 28 th	
08 45 – 09 15	Registration Day 3 Tea
09 15 – 09 35	Introduction to Higher Education Quality Assurance Society (HEQAS) <i>Viswa Patten, OUM</i>
09 35 – 10 35	Development of a sustainable community of practice (Part 1) <i>Petra Pistor Vimi Lockmun-Bissessur</i>
10 35 – 11 00	Tea Break
11 00– 12 30	Development of a sustainable community of practice (Part 2) Hands on Activities <i>Petra Pistor Vimi Lockmun-Bissessur</i>
12 30 – 13 30	Lunch Break
13 30 – 14 30	Certificate presentation and Closing address Review of Key Learnings and Way forward <i>Sweta Rout-Hoolash</i> Representative of University of Potsdam / Petra Pistor Award of Certificates Survey and Reflections by participants Vote of Thanks <i>Vimi Lockmun-Bissessur</i>

14 30 – 15 00	Tea and Group Photo
End of Workshop 2	
<i>Cocktail and Gala Dinner at Sofitel Mauritius l'Imperial Resort & Spa</i>	

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Chairs, Training Facilitators and Committee Members

Honorary Chairs

- Mari Jansen Van Rensburg, Pro Vice-Chancellor, Middlesex University
- Radhakrishna Somanah, Director General, Université des Mascareignes

General Chairs

- Sweta Rout-Hoolash, Middlesex University Mauritius
- Vimi Lockmun-Bissessur, Université des Mascareignes

Main Steering Committee and Training Facilitators

- Sweta Rout-Hoolash, Middlesex University Mauritius
- Vimi Lockmun-Bissessur, Université des Mascareignes
- Shaheen Motala-Timol, Middlesex University Mauritius
- Petra Pistor, FH Münster University of Applied Sciences, Germany

Website and Technical Committee

- Sanjeev Cowlessur, Université des Mascareignes
- Vimi Lockmun-Bissessur, Université des Mascareignes
- Pritee Koonjee, Université des Mascareignes
- Vikar Hossany, Université des Mascareignes

Local Organising Committee

- Sweta Rout-Hoolash, Middlesex University Mauritius
- Vimi Lockmun-Bissessur, Université des Mascareignes
- Shaheen Motala-Timol, Middlesex University Mauritius
- Pritee Koonjee, Université des Mascareignes
- Priyanta Ramtohul, Université des Mascareignes
- Cécile de Fondaumière, Université des Mascareignes
- Sharda Sewumber, Université des Mascareignes
- Nancy Veerayen, Middlesex University Mauritius

International Observer, Germany

Xia Qin, University of Potsdam, Germany (Workshop 1)

The organising committee also wishes to thank all those who contributed, in one way or another, to the logistics of the NMT workshop, including Marie Line Paya; Kavish Ramloll; Yashine Joomun, from the Middlesex Finance Team and Mr Banipersad, Mr Shyam Boodhun and Ms Priya Ramdhony from Université des Mascareignes

Programme Output and Expectations From Participants

Institutional Change Projects

All participants of the training are expected to develop and implement a realistic and contextualised institutional change project/ mini-project during the training in order to put theory into practice with the help of a project action plan (PAP). The project, to be initiated after the first workshop in February 2024, will be undertaken over an approximate period of 4 months. Projects are expected to be submitted and be presented at the 26-28th June 2024 workshops by the participants. During the entire timeframe of the training, participants will receive coaching and mentoring by the experts. Participants should be available and committed to attending and engaging with all the training activities in the programme. Participants will be allowed to choose the project of their choice relevant to the workshop subjects.

The trainees' superiors, the Vice-Presidents (VPs) or Deputy Vice Chancellors (DVCs) in charge of QA, are expected to support their staff in carrying out their projects.

Participants are expected to bring their laptops and a USB stick on the workshop days

For further queries, kindly contact the Organising Committee at the following address:
nmtmauritus2024@udm.ac.mu

PROFILE OF TRAINING COMMITTEE MEMBERS



Dipl.-Foto-Des. Petra Pistor, M.A.
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Dipl.-Foto-Des. Petra Pistor, M.A.

Petra Pistor works at the Wandelwerk, the Centre for Quality Assurance and Enhancement at FH Münster – University of Applied Sciences in Germany. She is involved in various tasks within the internal quality assurance system of FH Münster, which was the first QA system of a University of Applied Sciences to receive the seal of the German Accreditation Council in 2011.

Petra has designed, managed and otherwise contributed to a variety of projects and activities in the field of higher education supported by DAAD, UNESCO, EU, GIZ, British Council etc. She coordinates FH Münster's Higher Education Management Programme (HEM Programme: <https://en.fh-muenster.de/hem>), an international consultancy and training programme for actors in higher education, where she also acts as a trainer. Currently, her activities are focussed on a variety of partnerships mostly in Sub-Saharan Africa and Central Asia.

Her activities include training and consulting on science management topics such as strategy development, leadership, accreditation and quality management, project and change management as well as internationalisation and curriculum development. Petra is also involved in international accreditation procedures.

Before joining the Wandelwerk, Petra has worked at University of Duisburg-Essen as a Quality Manager for 13 years - among other things, as Deputy Managing Director at the Centre for Higher Education Development and Quality Assurance (CHEDQE). She holds a degree in German Studies, English Studies and Educational Studies, which she has obtained in 2005 and a Diploma in Photography Design from 2015.



Sweta Rout-Hoolash
s.rout-hoolash@mdx.ac.mu

Dr. Sweta Rout-Hoolash, PhD (UK), PFHEA (UK) is a senior lecturer at Middlesex University (UK)'s branch campus in Mauritius. Due to the cross-border nature of branch campus educational provision, all academic programme and quality assurance functions adhere to local regulatory & regional frameworks, as well as institutional and international requirements governed by the country of the awarding body (UK). Sweta's expertise across the domains of International Education, Transnational Higher Education, Academic Development and Quality Assurance/Enhancement is built on more than 12 years of holding strategic leadership positions within these portfolios. She is an expert in the quality assurance, monitoring and enhancement processes and procedures required by Middlesex University, the Mauritius Higher Education Commission, the Mauritius Quality Assurance Authority, and the Mauritius Qualifications Authority. While being the Campus Lead for Academic Planning and Quality Enhancement at Middlesex University Mauritius, Sweta successfully completed the DIES Course "Training on Internal Quality Assurance – TrainIQA" in the SADC region 2020-21. As an alumnus of TrainIQA, Sweta set up a National Training Committee in Mauritius, to conceptualise, design, organize and facilitate the training programme entitled "Capacity building in Mauritius for Effective Implementation of Quality Management Systems in Higher Education Institutions with a focus on Accreditation, Audits, and an Introduction to Internationalisation", the first of its kind in Mauritius. Sweta is also a practitioner researcher in international education, which evidences her expertise in the areas of academic development, curriculum design and the internationalisation of study programmes.



Vimi N. Lockmun-Bissessur
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Vimi Lockmun-Bissessur (B.Eng, M.Sc., A.C.G.I. (U.K.)) is the Head of Quality Assurance at the Université des Mascareignes (UdM), Mauritius, which has a long-standing partnership with the Université de Limoges.

As Head of Quality Assurance and member of the UdM Senior Management Team, Vimi oversees the set-up of Quality Management Systems at the University. She works on several key projects, including strategic planning, programme review, evaluations, surveys, branding/corporate identity, the anti-corruption framework, audits and accreditation processes.

In addition to being Vice-Chair of the Quality and Standards Committee, and of the Anti-corruption committee, Vimi is also a member of the Academic Council, the Faculty Boards and the OSH committee. She is the liaison officer with the regulatory authorities and leads the implementation of the ICAC Anti-corruption framework at UdM.

As a TrainQA DIES alumnus, Vimi has jointly set up the first National Multiplication Training (NMT) National Capacity building workshop in Mauritius in Quality in Higher Education, in conjunction with another DIES alumnus from a private University. Vimi is also actively engaged in a variety of international projects, spanning Quality Assurance and Sustainability, and is a mentor in SADC-TrainQA programs.

Before joining the UdM in Mauritius, Vimi lectured for UK/Europe degree programmes. She has previous work experience internationally in different industries, including the airline industry where she served in a multitude of international projects in Quality and Branding, interacting with international airlines and partners like Boeing, Teague, international aviation auditors, amongst others. Vimi is currently pursuing research in Sustainability and Quality Education.

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Shaheen Motala-Timol
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Dr Shaheen Motala-Timol holds a PhD in Polymer Chemistry and is a quality assurance practitioner from Mauritius with more than 14 years working in senior roles in external quality assurance in higher education. She has expertise in drafting and implementing regulations and standards, overseeing programmatic accreditation, conducting institutional audits, and contributing to policy development within both public and private higher education. She has served as reviewer and consultant for international regulatory bodies and higher education institutions. Her other areas of interest are internationalization and cross border higher education, inclusive education and science policy. She was a Hubert H Humphrey Fellow at Pennsylvania State University in 2016-2017 and a Visiting Scholar at the Center for International Higher Education, Boston College. Since June 2021, Dr. Shaheen Motala-Timol has been a member of the Steering Committee of the African chapter of the International Network for Governmental Science Advice (INGSA-Africa). She is presently the Head of Academic and Quality Enhancement Manager at Middlesex University Mauritius.

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