

PARTICIPANT COPY

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 1

27 to 29 February 2024

Ebony 2, Hennessy Park Hotel, Ebene, Mauritius

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

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NMT MAURITIUS 2024 Workshop 1

Workshop 1 OVERVIEW – 27th to 29th of February 2024

Day 1 February 27 th	Day 2 February 28 th	Day 3 February 29 th
INAUGURAL SESSION <i>Welcome address</i>	Introduction to general key concepts in quality audits/ reviews	Quality culture: what is it and how to create a positive culture?
<i>Speeches by Special Guests</i>		
<i>Group photo sessions</i>	Overview of QAA audits – standards and approaches	Hands on activity – how to promote quality culture at your institution
<i>Departure of Guests</i>	Hands-on activity : brainstorming - HEIs preparedness for audits / reviews	Getting active: Project pitches by participants
START OF WORKSHOP Introduction to the NMT Training & Training Committee	Accreditation of programmes	Way forward and project expectations for workshop 2
Ice Breaker	Hands-on activity – Gallery walk	Hands on work in project groups
Introduction to Quality Assurance in Higher Education In Mauritius	Wrap-up of Key learnings	CLOSING ADDRESS <i>Address from University of Potsdam, Germany</i>
Overview of Higher Education Act 2017 and reform of the sector		<i>Review of key learnings and workshop 2</i>
Projects in the context of Training		<i>Vote of thanks</i>
Project pitch in the context of training		CLOSE OF WORKSHOP
Project Groups/ Mentoring		

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Programme Day 1

Tuesday , February 27 th Day 1	
08 30 – 09 00	<i>Registration and welcome tea Guests to be seated by 08 45</i>
09 00 – 10 15	Welcome Addresses and Speeches
09 00 - 09 10	Opening Welcome address on behalf of NMT Mauritius Organising Committee
09 10 - 09 20	Prof (Dr) Mari Jansen Van Rensburg, Pro Vice-Chancellor, Middlesex University Director, Middlesex University Mauritius
09 20 – 09 30	Dr Radhakrishna Somanah, Director General, Université des Mascareignes
09 30 – 09 40	Prof (Dr) Kiran Bhujun, Director, Tertiary Education, Ministry of Education, Tertiary Education, Science and Technology
09 40 – 09 50	Prof (Dr) Kethamonie Naidoo, Executive Director, Quality Assurance Authority
09 50 – 10 00	Prof (Dr) Romeela Mohee, Commissioner, Higher Education Commission, Mauritius
10 00 – 10 15	Inaugural Speech by the Honorable Mrs Leela

	Devi Dookun-Luchoomun, Vice Prime Minister and Minister of Education, Tertiary Education, Science and Technology
10 15 – 10 30	Group Photo sessions Priyanta Ramtohol , Public Relations Officer, Université des Mascareignes and Photographer
10 30 – 11 00	<i>Tea Break and Networking Session</i>
<i>DEPARTURE OF GUESTS ATTENDING INAUGURAL SESSION</i>	
11 00 – 11 15	INTRODUCTION TO THE NMT TRAINING AND TRAINING COMMITTEE Sweta Rout-Hoolash , Senior Lecturer, Middlesex University Mauritius Vimi Lockmun-Bissessur , Head of Quality Assurance, Université des Mascareignes
11 15 – 12 00	ICE BREAKER (45 mins) Petra Pistor , Higher Education Consultant, FH Münster University of Applied Sciences, Germany Vimi Lockmun-Bissessur , Head of Quality Assurance, Université des Mascareignes
12 00 – 12 45	INTRODUCTION TO QUALITY ASSURANCE IN HIGHER EDUCATION IN MAURITIUS (45 mins)

	<p>Sweta Rout-Hoolash, Senior Lecturer, Middlesex Mauritius</p> <p>Shaheen Motala-Timol, Academic and Quality Enhancement Manager, Middlesex Mauritius</p>
12 45 – 13 30	<i>Lunch Break</i>
13 30 – 14 00	<p>OVERVIEW OF HIGHER EDUCATION ACT 2017 AND REFORM OF THE SECTOR (30 minutes)</p> <p>Shaheen Motala-Timol Sweta Rout-Hoolash</p>
14 00 – 14 40	<p>PROJECTS IN THE CONTEXT OF TRAINING : Using the PAP Project action Plan Tool (30 mins) Vimi Lockmun-Bissessur Petra Pistor</p> <p>PROJECT PITCH in the CONTEXT OF TRAINING (10 mins)</p> <p>Petra Pistor Vimi Lockmun-Bissessur</p>
14 40 -15 40	<p>CONSTITUTION OF PROJECT GROUPS/ MENTORING GROUPS 1, 2 AND 3</p> <p>Sweta Rout-Hoolash Vimi Lockmun-Bissessur</p>

	Shaheen Motala-Timol Petra Pistor
15 40 – 15 45	REFLECTION OF THE DAY – take aways in groups

Programme Day 2

Wednesday , February 28th Day 2	
08 45 – 09 00	<i>Registration Day 2</i>
09 00 – 09 40	INTRODUCTION TO GENERAL KEY CONCEPTS IN QUALITY AUDITS Vimi Lockmun-Bissessur Petra Pistor
09 40 – 10 00	OVERVIEW OF QAA AUDITS – STANDARDS AND APPROACHES Ansuya Sobhee-Runnoo, Ag, Quality Assurance Officer, QAA Vimi Lockmun-Bissessur, Head of Quality Assurance, Université des Mascareignes
10 00 – 10 15	<i>Tea Break and Networking Session</i>
10 15 – 12 00	HANDS-ON ACTIVITY : BRAINSTORMING - HEIS PREPAREDNESS FOR AUDITS WITH RESPECT TO QAA REQUIREMENTS 6,7,8 Vimi Lockmun-Bissessur

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	Petra Pistor Shaheen Motala-Timol
<i>12 00 – 13 00</i>	<i>Lunch Break</i>
13 00 – 14 00	ACCREDITATION OF PROGRAMMES Shaheen Motala-Timol Sweta Rout-Hoolash
14 00 – 15 00	HANDS-ON ACTIVITY – GALLERY WALK Sweta Rout-Hoolash Shaheen Motala-Timol Vimi Lockmun-Bissessur
<i>15 00 – 15 10</i>	<i>Tea break</i>
15 10 – 15 40	PRESENTATION OF HANDS-ON ACTIVITY GALLERY WALK Sweta Rout-Hoolash Shaheen Motala-Timol Vimi Lockmun-Bissessur
15 40- 15 45	WRAP-UP AND CLOSE OF DAY 2

Programme Day 3

Thursday , February 29 th	
08 45 – 09 00	<i>Registration Day 3</i>
09 00 – 10 00	QUALITY CULTURE: HOW TO DEFINE AND PROMOTE IT? Petra Pistor Sweta Rout-Hoolash
10 00 – 10 15	<i>Tea Break and Networking Session</i>
10 15 – 12 00	QUALITY CULTURE: HOW TO DEFINE AND PROMOTE IT? Petra Pistor Sweta Rout-Hoolash
12 00 – 13 00	<i>Lunch Break</i>
13 00- 13 45	GETTING ACTIVE: PROJECT PITCHES by PARTICIPANTS Shaheen Motala-Timol Petra Pistor
13 45 – 14 00	WAY FORWARD AND PROJECT EXPECTATIONS FOR WORKSHOP 2 Petra Pistor

	Shaheen Motala Timol
14 00 – 15 00	Hands on work in Project Groups
<i>15 00 – 15 15</i>	<i>Tea Break</i>
15 15 – 15 40	<p>CLOSING ADDRESS</p> <p>ADDRESS FROM UNIVERSITY OF POTSDAM (10 mins) Xia Qin, Project Coordinator in International Development Cooperation, University of Potsdam</p> <p>REVIEW OF KEY LEARNINGS AND LOOKING AHEAD TO WORKSHOP 2 (7 mins) Sweta Rout-Hoolash</p> <p>VOTE OF THANKS (7 mins) Vimi Lockmun-Bissessur</p>
<i>END OF WORKSHOP 1</i>	

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 Ramtohol, 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

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, Mr Alain Tanner 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 ONGOING WORK ON THEIR PROJECTS

For further queries, kindly contact the Organising Committee at the following address:

nmtmauritius2024@udm.ac.mu

Profile of Training Committee Members



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

Petra Pistor works at the Wandelwerk, 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
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Dr. Sweta Rout-Hoolash, PhD (UK), SFHEA (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 alumna 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 has mentored 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.



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 on leave from the Higher Education Commission Mauritius, where she was heading the Regulatory Affairs and Accreditation Division, and is working at Middlesex University Mauritius as the Academic and Quality Enhancement Manager.