

QUALITY ASSURANCE CHRONICLES: Q1 2024 EDITION"



Top News

Insights into Quality: Q1 2024 Recap

The Quality Management Directorate (QMD) has been diligently engaged in and promoting quality assurance activities during the first quarter of 2024. Aligning its strategic plans with the CPUT's Vision 2030, the directorate has identified key focus areas to drive its initiatives forward. One such area is fostering an enabling environment for a smart, integrated quality management and assurance ecosystem.

2024

In February 2024, the Directorate organised a comprehensive 4-hour workshop for the Centre for Professional People Development (CPPD) focused on the development of a Quality Management Practice Standard (QMPS). QMPS are codes of practice for specific functional areas at CPUT where quality must be maintained, monitored and reported on.

This online workshop was instrumental in elucidating the nuances of QMPS and providing insights into its development process. We are delighted to announce that, as a result of this workshop, CPPD has embarked on the journey of developing its own QMPS. This activity marks a significant milestone, as it not only represents the first of its kind for the centre but also positions CPPD as the pioneering support unit to undertake such an initiative within CPUT.

This proactive step underscores the commitment of both QMD and CPPD towards enhancing the quality standards and practices within CPUT. It sets a precedent for other units within the institution to follow suit, enhancing a culture of continuous improvement and excellence in quality management practices.



Assuring quality and enhancing accountability

Within the focus area of assuring quality and enhancing accountability, QMD successfully hosted the Health Professional Council of South Africa (HPCSA) from 25 to 26 January 2024, they visited CPUT to evaluate the quality of provision for the Diploma in Emergency Medical Sciences for the year 2024. QMD appreciated the tone and approach of the HPCSA panel, compared to previous experiences with other HPCSA panels, and the interactions were largely pleasant and professional.

The Directorate also, successfully collaborated with the Faculty of Engineering and Built Environment to host the Engineering Council of South Africa (ECSA) from 14 to 15 March 2024.

The Directorate has undertaken critical reflection sessions for several departments, aimed at assisting them in composing their Departmental Self-Evaluation Reports (SER) for their upcoming qualification review. These departments include Entrepreneurship and Business Management, Retail Management, and the Cape Town Hotel School.

Presently, the Directorate is engaged in the pre-site visit process, meticulously examining the evidence provided by the Department of Retail Management. This meticulous review process ensures that the department's self-evaluation report is robust and reflective of its commitment to maintaining high-quality standards and accountability measures.



Commitment to continuous quality improvement

Under the focus area of commitment to continuous quality improvement, the Directorate has accomplished a significant milestone by successfully concluding the first hybrid validation cycle of DQIP validation. This intensive process spanned a two and half week period, commencing on 4 March and concluding on 20 March 2024.

A total of 57 departments actively participated in this first round of validation exercises, demonstrating a widespread commitment to enhancing quality improvement across various domains. Currently, the Directorate is diligently analysing the data collected during the validation process and is in the process of preparing a comprehensive report detailing the findings and insights gleaned from this exercise. The DQIP validation activity underscores the Directorate's unwavering dedication to instilling a culture of continuous improvement and excellence within the institution, laying a solid foundation for future quality enhancement initiatives.

Engaged Student and Staff for Sustained Quality Improvement

In line with the focus area of Engaged Students and Staff for Sustained Quality Improvement, the QMD for 2024 has set its sights on enhancing student and staff engagement in the institution's quality assurance activities, creating an inclusive environment conducive to continuous enhancement in CPUT's quality provision. Students are actively encouraged to partake in quality assurance activities, including quality reviews, empowering them to shape and influence the nature of their education.



Entrepreneurship and Business Management Student Critical Reflection



Furthermore, the QMD organised a capacity-building workshop for the Student Quality Desk, equipping them with the necessary tools and skills to undertake their quality-related responsibilities effectively throughout 2024.

In an effort to ensure that staff voices are heard within the CPUT quality management system, the QMD has successfully conducted engagement sessions with departments that excelled in the 2023 second cycle of DQIP validation, attaining the prestigious "blue flag" status. Notably, departments such as Civil and Geomatics, Construction and Quantity Survey Management, Chemistry, and Marketing were among those engaged. This proactive approach demonstrates the QMD's commitment to recognising and involving staff members who have demonstrated exceptional performance in maintaining and enhancing quality standards.



Civil and Geomatics Staff Engagement



Marketing Staff Engagement



An institutionalised smart and transformative quality culture

QMD attended the 2024 Council on Higher Education Conference with two student quality desk members from 28 February to 01 March 2024, at the Emperors Palace in Johannesburg. The conference's theme was "Deepening the Discourse on Academic Freedom, Institutional Autonomy, and Public Accountability in South African Higher Education."



Knowledge management and scholarship of quality support planning, decision-making, and quality culture

With the focus area knowledge management and scholarship of quality support planning, decision-making, and quality culture, QMD hosted the first 2024 Quality round table session. A book chapter on Digital Work: Transforming the Higher Education Landscape in South Africa was discussed. The Quality Roundtable is a dynamic platform designed to facilitate the exchange of valuable insights, data, information, and trends concerning quality management and assurance matters within our esteemed university.



Student quality desk members and QMD at the 2024 CHE Conference



Operational efficiency, at the core of quality

The focus area Operational efficiency, at the core of quality, has positioned QMD to contribute significantly to the CPUT community. QMD staff actively engaged in the EmpowerHer workshop held in February 2024, aiming to facilitate mentoring relationships between female CPUT staff and students.



EmpowerHer Workshop



Meet the QMD Team

