

QUALITY ASSURANCE CHRONICLES: Q1 2025 EDITION



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QUALITY IS
because WE ARE

Reflecting on the Last Quarter of 2024: A Quality Assurance Milestones.

The final quarter of 2024 marked a significant achievement for the Quality Management Directorate (QMD) as, in partnership with UNISA, it successfully hosted the inaugural Higher Education Quality Assurance Forum (HEQAF) at CPUT's Granger Bay Campus from 11-13 September. The forum brought together 126 quality professionals, students, and experts from over 30 higher education institutions, both public and private, under the theme "Quality as Transformation: Looking Back to the Future of Quality Assurance in Higher Education."

Keynote speaker Dr. Violet Makuku explored how institutions can drive transformation through quality initiatives. Other notable speakers included Dr. Britta Zawada on Quality Assurance and Technology, Ms. Oliver Mokgatle on Leadership and Governance Transformation, Prof. Sandile Songca on Student Engagement as a Pillar of Quality Learning, and Prof. Zayd Waghid on Lessons from Emergency Remote Teaching.

Engagement methods such as breakaway sessions and roundtable discussions fostered inclusivity, while experts from SAQA, and CHE shared insights on evolving quality frameworks. The participants were treated to a glorious gala dinner at the Radisson Blu, featuring a touch of Africa. The event concluded with a Red Bus tour of Cape Town, offering participants a memorable cultural experience.

It was a professional development experience for the CPUT QMD to organise a forum of such caliber. The Chairperson of the Organizing Committee, Dr Makaula, emphasised in his opening remarks the importance of quality professionals coming together to share best practices and foster the transformation agenda in higher education.

The HEQAF highlighted the evolving role of technology, leadership, and student engagement in transforming quality in higher education, reinforcing the need for collaboration and continuous improvement



HEQAF Delegates in a Group Picture



HEQAF Delegates in a Red Bus Tour

QMD Representatives Attend 2024 SAQAN Conference

From 25-27 September 2024, representatives from CPUT's Quality Management Directorate (QMD) attended the 6th Southern African Quality Assurance Network (SAQAN) Conference at the David Livingstone Safari Lodge and Spa in Zambia. Under the theme "Strengthening and Harmonising Quality Assurance in the SADC Region and Beyond," the conference focused on sharing best practices to enhance quality assurance.

Dr Siyanda Makaula, Ms Gugu Mhlauli, and Mrs Ernestina Ansen, alongside colleagues from the sector, contributed to the dialogue by presenting on four key topics, reinforcing CPUT's commitment to advancing quality assurance in higher education.



QMD attends SAQAN Conference



CPUT Celebrates Excellence in Quality at Vice-Chancellor's Excellence Awards

On 25 November 2024, the Quality Management Directorate (QMD) concluded International Quality Month with the Vice-Chancellor's Excellence in Quality Awards Ceremony at CPUT. Hosted in collaboration with the Executive Director in the Office of the Vice-Chancellor and the Marketing and Communication Department, the event recognised outstanding contributions to quality enhancement, reinforcing a smart and transformative quality culture at the university.

Awards were presented in four key categories: Institutional Engagement, Quality Promotion, Qualification Reviews, and Quality Improvement Plans (QIPs).

In Institutional Engagement, 12 undergraduate and 7 postgraduate Student Quality Desk members were honored for their leadership in quality assurance. Under Quality Promotion, 32 staff members were acknowledged for their roles as panel members in internal qualification reviews.

For Qualification Reviews, departments that exceeded the threshold were recognised, with 14 departments receiving awards across 10 categories for 2023 and 2024. Similarly, in QIPs, 26 departments maintaining a Blue Flag status were awarded for sustained excellence. The awards successfully celebrated quality-driven achievements across CPUT.



Celebrating Students Excellence in Leadership

Institutional Quality Assurance and Accountability at CPUT

The 2025 Qualification Review schedule has been approved by the Quality Assurance and Risk Management Committee, ensuring a structured approach to institutional quality assurance. The schedule, which includes site visit dates, has been shared with all faculties.

To prepare for the internal qualification reviews, thirteen briefing sessions were conducted with Heads of Departments across various disciplines, including Engineering, Environmental Studies, Sports Management, and Health Sciences. These sessions provided an overview of the two-day virtual qualification review agenda, panel composition, and key processes. Essential documents were shared, and timelines were finalized.

In preparation for Self-Evaluation Reports, successful sessions were led by department heads in Mechanical Engineering, Dental Sciences, Industrial and Systems Engineering, and Occupational and Environmental Studies. Renee Weideman, the Manager of Quality Reviews, mentioned that Dr Malaza and his team had prepared a list of strengths and weaknesses, which proved useful. However, Ms Bezuidenhout opted to start from a clean slate, utilizing the SADTC criteria. These critical reflections support the institution's commitment to continuous improvement.

Further strengthening CPUT's academic credibility, the Engineering Council of South Africa conducted an interim accreditation review for the Advanced Diploma in Mechanical Engineering (Renewable Energy) on March 19-20. Accreditation was granted until the next cycle, pending final approval by the Education and Training Committee.

These developments reflect CPUT's commitment to maintaining high academic standards and accountability in higher education.



Critical Reflection with the Dental Sciences Staff

Student Reflections Enhance Quality Assurance Efforts

The QMD actively involved students in quality assurance activities. In March 2025, five independent student critical reflection sessions were conducted to ensure student voices inform departmental self-evaluation reports. These sessions provided valuable insights into the academic experiences of students from the Department of Industrial and Systems Engineering (DISE), Environmental Management (DEM), Nursing Sciences and the Department of Dental Sciences.

During the DISE session on 5 March 2025, students commended the seamless registration process, knowledgeable lecturers, and industry-relevant assessments. They praised 24/7 library access and IT support.

On 13 March, undergraduate DEM students reflected on their experiences. Students appreciated the teaching methodologies used by lecturers and the availability of study guides and lesson materials that support their academic success.



DEM Postgraduate Students

The postgraduate DEM session on the same day highlighted strong supervisor support, timely assessment feedback, and structured programme coordination. However, students cited challenges with campus Wi-Fi and digital platform access. These reflections play a crucial role in shaping institutional improvements, reinforcing the commitment to student-centered quality assurance.



DEM Postgraduate Students

The Nursing Sciences students critical reflection session on 25 March provided additional insights. Students appreciated strong clinical supervision, where reflective exercises after assessments helped them assess their emotional and academic progress.

During the Dental Sciences student critical reflection session, students praised the expertise and dedication of lecturers, acknowledged the strong academic support structures, and appreciated the flexibility of staff who offer extra assistance outside regular hours.



Department of Nursing Sciences Students



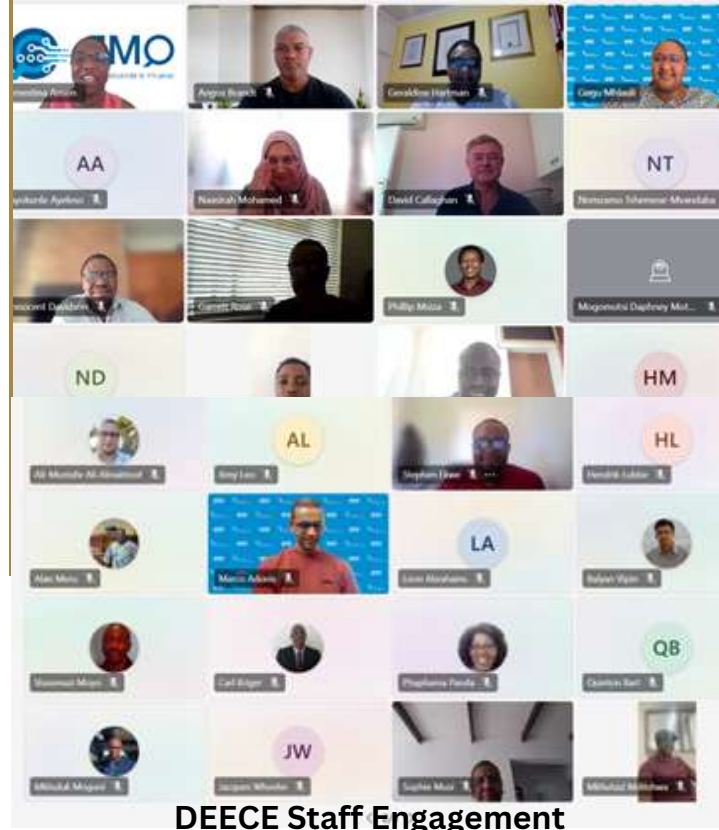
Dental Sciences Students Critical Reflection

Upholding Excellence at CPUT

The Quality Management Directorate recently engaged with several departments to celebrate their achievements in attaining Blue Flag status. These engagements highlighted the departments' commitment to maintaining high standards in academics, research, and community engagement. The departments involved in these sessions were:

- Biotechnology
- Hospitality and Management
- Electrical, Electronic, and Computer Engineering (DEECE)
- BEd Foundation Phase (FP) - Wellington Campus
- Horticultural Sciences
- Marketing
- Mathematics and Physics
- Senior Phase and Further Education and Training (SP/FET)

Each department showcased its best practices, such as strong industry partnerships, improved student participation, high academic standards, innovative teaching methodologies, and robust administrative support. The departments also emphasized the importance of teamwork, leadership, and a supportive work culture. Despite facing challenges like high workloads and infrastructure issues, the departments demonstrated resilience and a commitment to continuous improvement.



DEECE Staff Engagement



FP Staff Engagement - Wellington Campus



SP Staff Engagement - Wellington Campus

The QMD's engagement sessions underscored the importance of collaboration, transparency, and accountability in upholding quality across CPUT. These achievements serve as a beacon of excellence, inspiring the entire academic community to strive for ongoing success and improvement.

QMD Hosts Dynamic Induction and Capacity Development Workshop for Student and Staff Quality Desk



In a spirited commitment to fostering quality excellence at Cape Peninsula University of Technology (CPUT), the Quality Management Directorate (QMD) hosted a Capacity Induction Workshop for the Student and Staff Quality Desk on 27 March 2027.

The workshop brought together passionate students and dedicated staff from all six faculties and across CPUT's campuses, including District Six (D6), Bellville, Granger Bay, Mowbray, Newlands Cricket Ground, Tygerberg, and Wellington. It served as an invaluable opportunity to expose both students and staff to the intricacies of quality in higher education and to deepen their understanding of CPUT's quality philosophy.

The workshop kicked off with a warm welcome from the QMD team, emphasizing the critical role of quality management in sustaining academic excellence and institutional effectiveness. Participants were introduced to the foundational concepts of quality in higher education, setting the stage for an insightful and impactful session.

A highlight of the day was the session led by the portfolio heads, who took time to thoroughly unpack the quality pillars that guide CPUT's strategic vision. Through engaging presentations and interactive discussions, they articulated how each quality pillar underpins the university's commitment to delivering transformative education and fostering a culture of continuous improvement. Importantly, the session

emphasized the pivotal role of the Student and Staff Quality Desk in championing quality within their respective spheres, aligning their efforts with CPUT's overarching quality agenda.

As part of the workshop, members of the Student and Staff Quality Desk actively participated in reviewing and refining their Terms of Reference, ensuring alignment with the Quality Management and Assurance Policy. The revision process sparked meaningful dialogue, allowing desk members to voice their perspectives and collaboratively shape a robust framework for quality engagement.

The workshop concluded on a high note with dynamic team-building activities designed to foster camaraderie and strengthen collaborative spirit.

Participants enjoyed the opportunity to get to know each other better while reflecting on the shared responsibility of advancing quality at CPUT.





The atmosphere was filled with enthusiasm, as desk members left with a renewed sense of purpose and a stronger foundation for collective action.

The QMD remains committed to supporting the Student and Staff Quality Desk as they take on the vital role of advocating for quality initiatives across the institution.

By equipping desk members with the knowledge and skills needed to thrive, CPUT continues to lead the way in promoting a smart and transformative quality culture.

Voices of the Desk

The experience was awesome. It was really good interacting with the team at large and seeing old faces and new faces. I think yesterday we just really saw how many people are passionate about Quality at CPUT, it's about to go to a new level with the introduction of the Staff quality desk and we are super excited to see what that entails. The meeting was insightful and very informative. I think our roles were explained so clearly and we are aware of what is expected from us. It was really fun for us with the younger bones especially when it gone to fun and games, this should definitely be an annual thing and always have sessions where we do have in person sessions!

Undergraduate Student Quality Desk



"Quality directorate put their job very seriously having institution staff and students in one, collaboration give each one a chance, sharing year plan taking any criticism and help each department through thick and thin they striving to achieve much running this higher education race, CPUT need to be the best"

Postgraduate Student Quality Desk



The insightful and productive workshop with the Quality Management Directorate (QMD) was a valuable experience, fostering both professional growth and team spirit. It provided a platform for new ideas and initiatives, leading to the formation of new desks aimed at enhancing quality practices at CPUT. Through engaging discussions, we gained a deeper understanding of QMD's commitment to ensuring and improving quality across undergraduate, postgraduate, and staff sectors. The workshop was not just about learning—it also strengthened our team dynamics, culminating in an exhilarating visit to Cool Runnings, where we got our blood pumping and reinforced our collaborative spirit.

Staff Quality Desk

Quality Roundtable Sparks Insightful Discussions

In the spirit of knowledge sharing and scholarship, a Quality Roundtable was held on 19 February 2025, fostering engagement on quality assurance in higher education. Dr. Siyanda Makaula presented an insightful article titled “The Evolution of Quality Assurance Systems in Higher Education”, sparking thought-provoking discussions.

The session attracted a diverse audience, including faculty members, students, and support units from the CPUT community. As the first roundtable of 2025, the strong attendance and active participation set the tone for a year of impactful conversations on quality enhancement.

QMD Advances Smart Technology in Quality Management

In March 2025, the QMD participated in a workshop with the ICTS team to develop the Quality Management Digital System. This initiative aligns with the institution’s goal of becoming a Smart ICT-driven environment.

The integrated system will enhance efficiency, data management, and continuous improvement, ensuring a streamlined approach to quality assurance.

By leveraging smart technology, QMD is committed to driving innovation and supporting a more effective, technology-enabled workforce.



QMD contributes to quality in the national higher education landscape.

The Quality Management Directorate (QMD) continues to contribute to quality assurance in South Africa's higher education landscape. Attending the Council on Higher Education (CHE) 2025 Higher Education Conference at the Birchwood Hotel & OR Tambo Conference Centre from 26-28 February, QMD engaged in critical discussions on the state of quality in higher education three decades into democracy.

The conference highlighted the evolution of quality assurance measures, emphasizing their role in maintaining academic standards amid transformation. As a capacity-building opportunity, QMD attended with two Student Quality Desk representatives (undergraduate and postgraduate) and a Head of Department who consistently achieves blue flag status in quality.

A key contribution was a presentation by Ms Gugu Mhlauli on "Quality Improvement Plans: A Driver for Quality Enhancement in Higher Education," co-authored with a University of the Witwatersrand colleague. The event reinforced QMD's role in shaping quality assurance best practices nationally.



QMD at CHE Conference



Meet the QMD Team

