

QUALITY ASSURANCE CHRONICLES: Q2 2025 EDITION

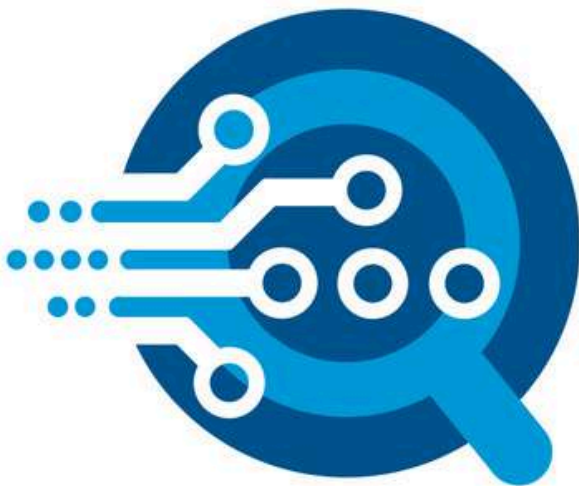


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QUALITY IS
because WE ARE

YOUR VOICE, OUR FUTURE: BE PART OF CPUT'S THEMED REVIEW JOURNEY



The Quality Management Directorate (QMD) is thrilled to announce that CPUT is officially on board for the Council on Higher Education (CHE) Themed Review on Modes of Learning and Teaching Provision, and we want the entire CPUT community to be part of this exciting journey!

This isn't just another compliance exercise. It's a chance for us, as a university, to showcase the incredible strides we've made in reshaping how we teach and learn since the pandemic pushed us to explore new possibilities. From embracing blended and online learning to rethinking how we deliver student-centered experiences, CPUT has evolved and now we have the opportunity to tell that story on a national stage.

What makes this journey special is that every voice matters, from academic and professional staff to students, governance structures, and external partners.

Together, we'll gather evidence, share experiences, and reflect honestly on what we're doing well and where we can grow. It's an opportunity to shape the future of learning at CPUT while strengthening the culture of quality that underpins everything we do.

To ensure that our collective voice is captured, several working groups have been established across the university. Each group will contribute to drafting a self-evaluation report based on their area of expertise. These individual reports will then be consolidated into a single Institutional Self-Evaluation Report (SER), which will be submitted to the CHE by 30 November 2025.

The review also gives us the chance to lead the conversation in higher education about what accessible, flexible, and transformative learning should look like in South Africa. By participating fully, we won't just meet requirements, we'll demonstrate that CPUT is a university that learns, adapts, and leads.

Over the coming months, QMD will share regular updates on timelines, opportunities for engagement, and progress from the working groups. Together, we will build a report that reflects not only our compliance but also our commitment to One Smart CPUT – a university that is innovative, inclusive, and responsive to the needs of its community.

This is our moment to celebrate how far we've come and to envision where we're going. Let's embrace the process, share our voices, and show that at CPUT, quality isn't just a standard – it's our culture.

STRENGTHENING QUALITY DIALOGUE: IQF REFLECTS ON FIRST TWO MEETINGS OF 2025



The Institutional Quality Forum (IQF) convened for the first time in 2025 on 1 April, bringing together a broad representation of stakeholders from across the university, including faculties, support units, and students.

The forum, which serves as a platform for collaborative dialogue on quality matters, provided an opportunity for participants to reflect on the institution's quality agenda and priorities for the year ahead.

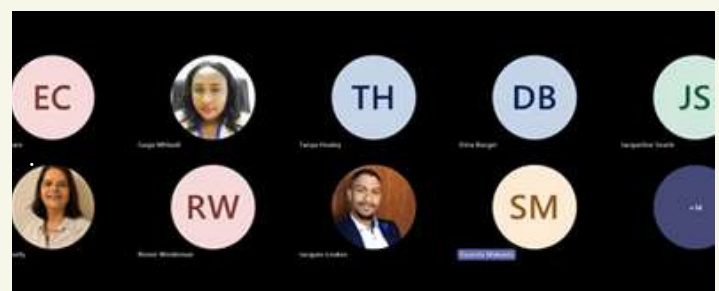


1st IQF meeting held on 1 April 2025.

The second IQF meeting took place on 6 June 2025, where the Quality Management Directorate (QMD) portfolio heads presented comprehensive updates on activities and achievements from the second quarter. These presentations underscored the Directorate's continued efforts in advancing a transformative and inclusive quality culture at CPUT.

However, due to time constraints, the meeting could not accommodate in-depth deliberations on the critical issues raised. In response, the QMD has committed to reviewing the structure and flow of IQF meetings to ensure that future engagements allow for more robust, reflective, and meaningful discussions.

As the year progresses, the QMD looks forward to strengthening stakeholder engagement in quality assurance and promoting a more participatory and responsive institutional quality culture.



2nd IQF meeting held on 6 June 2026



Advancing Academic Standards through Quality Reviews

In April and May 2025, the Quality Management Directorate (QMD) conducted internal qualification reviews in the Departments of Industrial and Systems Engineering and Environmental Management and Occupational Studies, within the Faculty of Engineering and the Built Environment and the Faculty of Applied Sciences, respectively.

These reviews are part of the university's ongoing efforts to uphold academic standards and promote continuous quality improvement.

The qualification review for the Department of Industrial and Systems Engineering took place on 23-24 April 2025, following a staff briefing and panel orientation held on 16 April. The briefing sessions outlined the review objectives, virtual site visit stages, and agenda.

The panel, led by an experienced chairperson, commended the department's preparedness but raised concerns during the review. Key issues included the absence of plagiarism policies in subject guides, increased use of AI by students, and the limitations of Blackboard and SafeAssign in detecting such use.

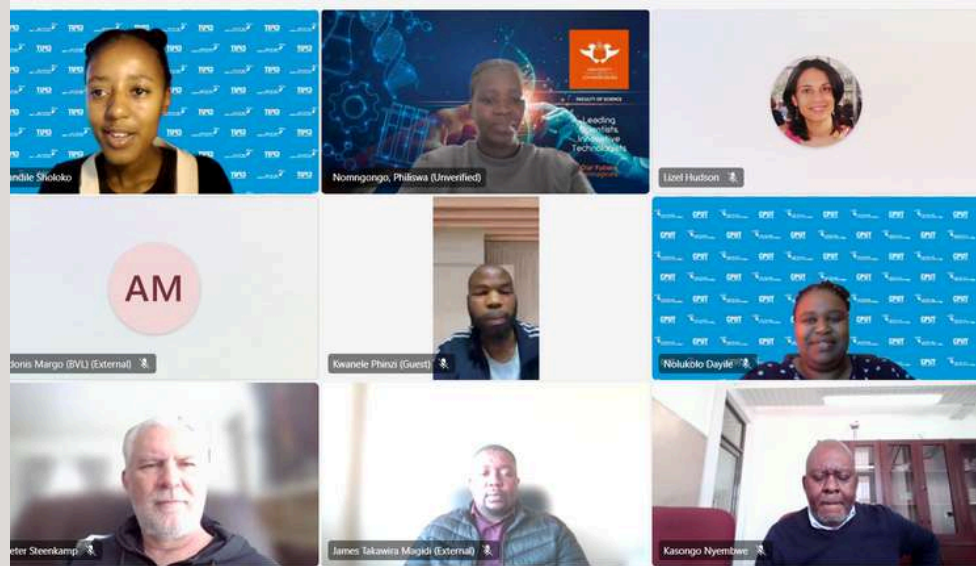
The academic workload appeared diluted due to a high number of assignments with insufficient depth, and assignment tasks did not meet the expected NQF Level 8 standard. Furthermore, students from the BTech pipeline were not adequately bridged to the postgraduate level, and remote teaching limited engagement, with only five students attending the interview session and no representation from RPL cohorts.

In the Department of Environmental Management and Occupational Studies, the review took place on 7-8 May 2025, preceded by a document check on 10 April and staff and panel briefings on 30 April. The document review revealed several gaps, including limited examples of student work, missing moderation evidence, and incomplete subject files, particularly for the Extended Curriculum Programme.

During the review, the panel noted that operational challenges such as outdated ICT infrastructure, unstable assessment schedules, and inadequate moderation, were affecting teaching and learning. Governance issues were also evident, with advisory board

members lacking defined roles and curriculum input. Additionally, insufficient soft skills development and the absence of lecture evaluations weakened the student experience, despite the department maintaining strong pass rates under workload pressures. These reviews highlight critical areas requiring attention

and improvement, reinforcing the importance of structured internal quality assurance processes. The QMD remains committed to supporting faculties in their journey toward academic excellence and transformation.



ENVIRONMENTAL MANAGEMENT REVIEW PANEL

FOSTERING A CULTURE OF REFLECTION TO STRENGTHEN PROGRAMME QUALITY

Between April and June 2025, the Quality Management Directorate (QMD) actively supported critical reflection processes and document checks in several departments in preparation for internal qualification reviews. These engagements, which spanned the Faculties of Engineering and the Built Environment and Applied Sciences, aimed to strengthen programme quality through collaborative reflection and quality assurance support.

On 11 June 2025, the QMD hosted a critical reflection meeting with the Accountancy department's three Head of Programmes and academic staff. Discussions focused on postgraduate qualification criteria, sparked by observed similarities between undergraduate and postgraduate self-evaluation reports. Staff shared insights on their assessment practices, praised for their rigour and integrity, and outlined thesis management processes handled via the Higher Degrees Committee. Research ethics procedures and faculty meeting outcomes are routinely shared with the team, promoting transparency and alignment.

In the Department of Urban and Regional Planning, a critical reflection session was held on 29 April 2025, where staff and the HOD collaboratively began drafting the self-evaluation report. With QMD's support, the department reflected on current practices and identified gaps. The qualification review documentation was assessed between 27 and 29 May 2025, and findings were shared with the HOD for improvement before distribution to panel members.

Departments Reflect on Academic Quality, Growth and Strategic Alignment



CRITICAL REFLECTION WITH DEECE STAFF

On 15 April, the Department of Civil Engineering and Geomatics reflected on its Bachelor of Civil Engineering (Honours) programme.

The department reported strong alignment with institutional goals and the Engineering Council of South Africa (ECSA) standards, having recently updated its Graduate Attributes.

Of the 70-student enrolment target, 65 students registered, including candidates from DUT, UNISA, and other international institutions.

The department emphasised gender equity, student research development, and professional engagement via platforms like LinkedIn.

All academic staff hold PhDs and maintain active research portfolios. The department recommended the permanent appointment of two high-performing contract staff, while raising concerns about staff workload, shared teaching duties, and outdated facilities.

Teaching quality is closely monitored, with bridging support, automated systems for identifying at-risk students, and structured one-on-one academic interventions. Curriculum design is informed by both student feedback and industry input.

On 19 June, the Sport Management Department held its reflection session, led by the Head of Department. Staff highlighted how academic programmes align with CPUT's Vision 2030 and the RTI Blueprint, with documentation demonstrating a coherent curriculum and the successful implementation of newly accredited programmes.

The department confidently assessed itself as meeting Criterion 1, which evaluates alignment with institutional planning and stakeholder needs. Areas of reflection included postgraduate progression, assessment rigor, and the management of ethics processes. Challenges around contract staffing delays were noted, though the department emphasised its teaching excellence and academic strengths.

On 15 May, the Mechanical Engineering Department reviewed its Postgraduate Diploma in Mechanical Engineering. Discussions revealed initial confusion over whether to use CHE or ECSA criteria for evaluation. It was clarified that CHE standards would apply.

The programme has experienced significant growth—from 20 to 44 students, primarily due to internal transitions from Advanced Diploma and BTech programmes.

Concerns were raised regarding RPL requirements for BTech graduates, and the lack of regular external moderation. The nature of final-year projects was also debated, with a call for clarity on whether they should be design-based or research-based. The Head of Department committed to addressing these issues.

The Chemical Engineering Department also underwent review on 19 June, presenting a postgraduate qualification that includes nine subjects with elective flexibility. Delivery is through a hybrid model, combining face-to-face and online teaching. Staff cited the integration of AI tools for delivery enhancement, plagiarism detection, and student support. Student satisfaction surveys indicate positive feedback on lecture quality. Supervision at postgraduate level is tightly managed, maintaining a 4:1 student-supervisor ratio. The department ensures academic integrity, conducts regular subject reviews, and aligns with ECSA and Graduate Attribute standards.

Across all sessions, departments reflected a clear commitment to academic excellence, student success, and institutional responsiveness. While challenges such as infrastructure constraints, staffing gaps, and assessment processes were acknowledged, the reflections showcased the university's ongoing transformation toward becoming a smart and inclusive University of Technology.

Advancing Quality Through Strategic Improvement Plans

CPUT continues to demonstrate its unwavering commitment to continuous quality enhancement through the rigorous development, monitoring, and validation of Quality Improvement Plans (QIPs).

Key among these initiatives are the Doctoral Quality Improvement Plan (Doc QIP) and the Departmental Quality Improvement Plans (DQIPs), which have established a firm foundation for identifying priority areas, promoting accountability, and tracking progress across academic departments, faculties, and support units.

CPUT successfully submitted the progress report of the Doc QIP to the Council on Higher Education (CHE) at the end of May 2025—marking another step forward in our journey toward academic excellence and institutional effectiveness.

29 Departments Awarded Blue-Flag Status for Quality Excellence

Celebrating success is a key element of our transformative quality culture at CPUT. Following the completion of the first Departmental Quality Improvement Plan (DQIP) validation cycle, we are proud to announce that 29 departments have been awarded Blue-Flag Status.

This prestigious recognition signifies that these departments have successfully addressed and closed all matters identified in their DQIPs.

This achievement stands as a testament to their unwavering adherence to quality standards and their proactive commitment to continuous institutional improvement.

Congratulations to all the departments for leading by example and setting the bar for quality excellence!

Strengthening Quality Through Feedback and Collaboration

Feedback lies at the heart of effective quality assurance.

On 19 June 2025, the Quality Management Directorate hosted a feedback session with Heads of Department (HoDs) to share the outcomes of the first Departmental Quality Improvement Plan (DQIP) validation cycle.

This engagement provided a valuable platform to reflect on implementation progress, celebrate successes, exchange good practices, and collectively address common challenges.

By fostering open dialogue and collaboration, the session reaffirmed our shared commitment to continuous improvement and strengthened our institutional capacity for quality enhancement.



Student Voice at the Heart of Postgraduate Quality Assurance

The Quality Management Directorate affirms that student voice is critical in shaping a responsive and transformative institutional quality assurance system. The QMD recognises students not just as beneficiaries of higher education, but as co-creators of knowledge in the academic space.

In preparation for upcoming qualification reviews, four academic departments: Mechanical and Mechatronic Engineering, Civil Engineering, Urban and Regional Planning, and Chemical Engineering—facilitated postgraduate critical reflection sessions, offering students the opportunity to contribute directly to their departments' self-evaluation reports.

Mechanical and Mechatronic Engineering (PGDip)

The critical reflection session held on 23 April 2024 formed an essential part of the preparatory process for the review of the Postgraduate Diploma (PGDip) in Mechanical Engineering offered by the Department of Mechanical and Mechatronic Engineering (DMME) at CPUT.

This session highlighted the importance of integrating student voices into the review process to ensure that the programme upholds academic standards, aligns with industry demands, and remains competitive within the engineering sector.

To foster open and honest feedback, the session was conducted in a safe and supportive environment, enabling students to share their experiences and perspectives on the programme's quality, career relevance, and academic challenges. Six PGDip students were excused from their computer practical session to participate in the discussion.

The session was chaired by the Head of Department, Professor K. Nyembwe, and attended by the Head of Programme, Mr. W. Kohlhofer, along with a representative from the Quality Management Directorate, Ms. Ernestina Ansen. To ensure a free-flowing and candid conversation, all other lecturers were asked to step out of the room for the duration of the session.

Students expressed a strong desire to gain practical, industry-relevant knowledge and better understand the programme's alignment with the

Higher Education Qualifications Sub-Framework (HEQSF).

Civil Engineering (Honours)

On 29 April 2025, students in the Honours programme reflected on their academic journey through a structured, PowerPoint-guided session led by the HoD. Many had returned to CPUT after their undergraduate studies, citing confidence in the department's academic quality.

Students praised the academic staff, especially for their transformative teaching approaches. The inclusion of MATLAB was highly valued, with a recommendation to expand it into a year-long module.

Concerns were raised regarding tight assessment schedules, limited lab access, and the need for 24/7 library facilities during exams. The HoD acknowledged these issues and committed to continuous improvement.

Urban and Regional Planning (Advanced Diploma)

Facilitated on 6 May 2025, this session brought together 20 students in a safe, open space introduced by a QMD representative. Students expressed satisfaction with the approachability of lecturers and teaching methods that promote critical thinking and problem-solving.

While feedback and assessments were generally well received, delayed feedback and inadequate bathroom access were noted. The Work-Integrated Learning (WIL) component was a highlight, showcasing the programme's real-world impact on communities. Students also recommended raising public awareness of the qualification to improve visibility.

Student Voice at the Heart of Quality Assurance

Chemical Engineering (Honours)

Hosted as a hybrid session on 18 July 2025, students appreciated the structured curriculum, particularly the integration of project management and research. However, concerns were raised about the lack of ECSA accreditation and unclear online programme information. While academic staff were praised for their qualifications, slow responsiveness was flagged, suggesting workload concerns.

Students recommended appointing more senior academics and improving alignment between study guides and classroom delivery. Administrative support was viewed as weak, and calls were made for improved coordination of assessment timetables and greater alignment between research topics and student interests.

These sessions reflect CPUT's strong commitment to reflexive practice, inclusivity, and student-centred quality assurance. The QMD commends all participating departments for fostering environments where student voices are heard, valued, and actioned toward meaningful academic improvement.

Postgraduate Student Quality Desk Drives Collaborative Quality Dialogue

The Postgraduate Student Quality Desk (PGSQD) held its first reflexive meeting of 2025 on 24 April, bringing together representatives from five of CPUT's six faculties. The meeting reflected the growing strength and visibility of the PGSQD as a key platform for student-led quality enhancement.

Each faculty representative shared insights on student experiences and highlighted opportunities to strengthen academic and operational effectiveness. The active participation demonstrated a shared commitment to shaping a postgraduate environment that is responsive, inclusive, and aligned with CPUT's quality objectives.

Notably, the Faculty of Business and Management Sciences reported successful engagements with the Faculty Quality Forum Chair and Risk and Quality Manager, which helped student representatives gain clarity on their roles within faculty structures and strengthen their contribution to quality initiatives.

The Faculty of Education and Faculty of Informatics and Design highlighted areas where student feedback continues to influence campus operations and student support services, while the Faculty of Health and Wellness Sciences reflected on the importance of collaboration between students and administrative units in ensuring a smooth academic journey.

The Faculty of Engineering and the Built Environment emphasised the critical role of communication between postgraduate students, supervisors, and governance structures such as the Higher Degrees Committee. The Desk is working actively to facilitate stronger engagement and transparency across these key interfaces.

Undergraduate Student Quality Desk Begins 2025 with a Strong Reflexive Start

On Saturday, 5 March 2025, the Undergraduate Student Quality Desk held its first reflexive meeting of the year, bringing together a diverse group of student representatives from all faculties, the Central SRC (Education and Transformation), and the Disability Unit. The inclusion of the Disability Unit was especially meaningful, reflecting ongoing efforts to foster more inclusive participation in quality assurance dialogues.

The Desk extended its gratitude to the Quality Management Directorate (QMD) for its recent engagement workshop with student and staff quality desks, acknowledging that collaboration between students and staff strengthens the visibility and impact of student-led quality initiatives. The SRC representative described the platform as an empowering space for student voices in institutional development.

During the meeting, each faculty shared key reflections and concerns. These included residence placement challenges, shuttle service delays, staffing shortages, programme coordination issues, and accessibility concerns—particularly for students with disabilities. Feedback highlighted the need for more equitable support in work-integrated learning (WIL), improved teaching practice arrangements, and better resource allocation across campuses.

The Faculty of Education emphasized the financial strain related to vetting costs and support for out-of-province students, while the Faculty of Informatics and Design raised concerns over deteriorating infrastructure. The meeting concluded with a review of the Desk's Terms of Reference, reinforcing the commitment to student-centered quality assurance and a more responsive and accountable academic environment at CPUT.

Building Confidence and Capacity: QMD Hosts Internal Review Panel Workshop

On 2 April 2025, the Quality Management Directorate (QMD) hosted a highly impactful capacity-building workshop and stakeholder engagement session with key academic and administrative role-players. The session brought together Heads of Department, curriculum officers, Work-Integrated Learning (WIL) coordinators, Learning and Teaching coordinators, and research coordinators, all of whom play vital roles in the internal quality assurance processes of the institution.

The primary objective of the workshop was to equip and support participants in understanding their roles as internal review panel members. The session also served as a platform to engage stakeholders on the qualification review process and to provide clarity on panel responsibilities and expectations.

Participants actively engaged in the discussions, sharing their experiences and insights from previous quality review panels. Many expressed that the session helped to demystify the internal review process and ease the apprehension often associated with serving on review panels. Feedback received was overwhelmingly positive, with several attendees noting that the workshop was not only informative but also increased their confidence in contributing to quality assurance at the institutional level.

The QMD remains committed to strengthening internal quality assurance processes through ongoing engagement, training, and support, ensuring that all stakeholders are empowered to play a meaningful role in advancing a culture of quality at CPU.

**20 YEARS
OF GROWING
FROM GREATS**

#CPU



QMD Advances Quality Culture in Support Services Through QMPS Workshops

The QMD has taken significant strides in advancing a culture of quality across CPUT's support service units through a series of Quality Management Practice Standards (QMPS) capacity development workshops.

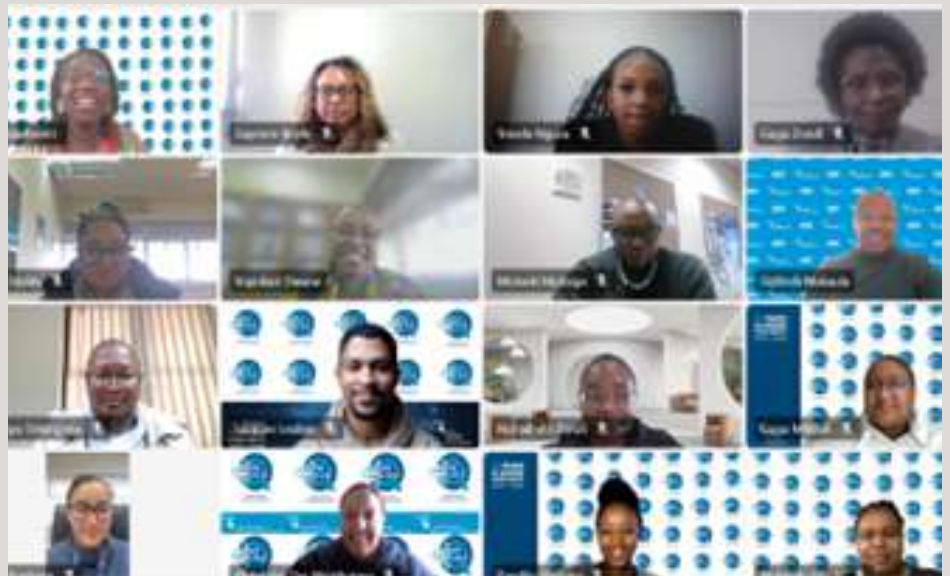
The first of these engagements was held on 7 April 2025 with the Property Services Division. The session was well attended by the Director of Property Services and his full management team. QMD used the opportunity to introduce the division to the roles and functions of the Directorate, outlining its mandate and quality vision. The workshop included an introduction to the QMPS framework, which sparked meaningful engagement and enthusiastic discussion. The session was widely considered a success, and it is anticipated that the Property Services team will begin engaging with the framework in preparation for developing their own division-specific QMPS.

Building on this momentum, the second QMPS workshop was conducted with the Protection Services Unit on 4 June 2025. Discussions centered on the responsibilities of security personnel, student transport contracts, and the management of security technologies.

The QMD emphasised the critical role of quality management systems in aligning operations with institutional objectives, promoting continuous improvement, and ensuring compliance with regulations. Colleagues from Protection Services actively shared their understanding of quality management and reflected on how the QMPS framework could support campus safety and regulatory compliance.

The workshop received positive feedback, and Mr Nkosa, Director of Protection Services, affirmed his unit's commitment to ensuring that Property Services would finalise their QMPS, which will serve as a basis for reviewing the broader Property Services division.

Most recently, on 17 June 2025, QMD hosted its third support services workshop with the Human Capital Department. The session marked another step forward in embedding quality culture across institutional support units.



QMPS Workshop with Human Capital and the QMD

The Senior Director for Human Capital, Ms Vuyokazi Dwane, guided the QMD team through the various units within the department, setting the stage for a focused conversation on how each area contributes to institutional performance.

Drawing from this, the Director: QMD introduced the Human Capital team to the QMPS architecture, explaining the framework's structure and its organising categories. The engagement was well-received, with colleagues expressing enthusiasm for tailoring the QMPS to support strategic human resource management and transformation goals.

These sessions form part of QMD's broader effort to institutionalise smart, responsive, and transformative quality practices within CPUT's support functions. With each successful workshop, the Directorate is making meaningful progress toward embedding a unified quality management culture, one that is inclusive, purposeful, and aligned with Vision 2030.



Protection Services Engagement with QMD during QMPS Workshop

QMPS Workshop with FID and the QMD



FID Takes Bold Step Toward Quality Excellence with QMPS Workshop

On 8 April 2025, the QMD hosted a Quality Management Practice Standards (QMPS) capacity development and writing workshop with the Faculty of Informatics and Design (FID) Quality Forum. This marked a significant milestone, as it was the first time the faculty engaged with QMD in a workshop of this nature and depth.

The session began with a comprehensive presentation by the QMD, introducing the QMPS framework and its relevance in fostering a smart, transformative, and accountable quality culture. Following the presentation, FID Quality Forum (FQF) members were divided into collaborative writing groups, with each group assigned one or more QMPS organising categories to work on.

To ensure meaningful engagement and support, two QMD colleagues were allocated to each group to provide technical guidance and writing assistance throughout the session. The atmosphere was one of active participation, shared learning, and a collective commitment to enhancing internal quality assurance processes.

The workshop was a resounding success, and as a result, the Faculty of Informatics and Design has now officially submitted its first draft of the Faculty QMPS—a testament to their dedication to quality advancement and alignment with CPUT's Vision 2030 goals.

QMD commends the FID team for their enthusiasm and collaborative spirit and looks forward to continued partnership as the faculty refines and finalises its Quality Management Practice Standards.



QMPS Workshop with FID and the QMD



Unlocking Excellence: Applied Sciences Leads the Way in Quality Culture Transformation

As part of its commitment to fostering an institutionalised smart and transformative quality culture, the Quality Management Directorate (QMD) hosted a faculty-wide roadshow titled “Unlocking Excellence: Quality Promotion Workshop for a Transformative Culture Shift” on 9 April 2025 with the Faculty of Applied Sciences.

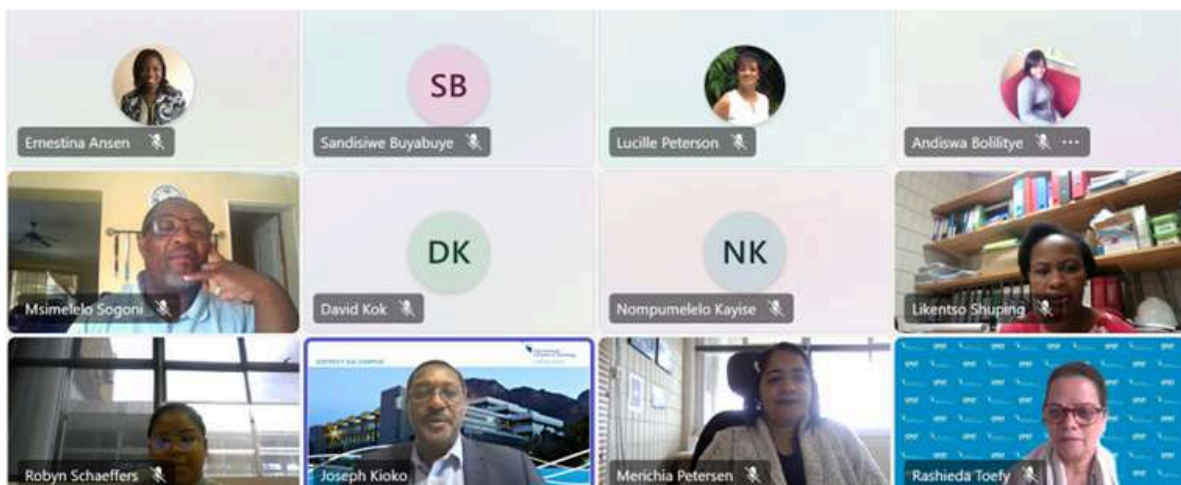
This was the first quality promotion workshop of its kind for the year and served as a launchpad for deepening the culture of quality across CPUT’s academic environment. The session aimed to embed a mindset of quality consciousness in all areas of the faculty’s work, encouraging continuous improvement, reflection, and operational excellence.

The workshop was warmly welcomed by the Dean of the Faculty, who provided the QMD team with an insightful overview of the faculty’s organogram and the current state of quality practices. Faculty members attended in strong numbers, and the session was both interactive and engaging, offering an open platform for dialogue around how quality is embedded and managed within different departments.

Using Mentimeter, QMD gathered real-time insights on staff perceptions and understanding of quality assurance, allowing for a data-informed approach to institutional improvement. The session created space for colleagues to reflect and share how quality shapes their day-to-day activities and contributes to academic and administrative excellence.

The Faculty of Applied Sciences’ active participation was especially significant, given that it received the Best Improved Faculty award at the 2024 Excellence in Quality Awards. The faculty’s request for a follow-up engagement session with its support unit staff is further evidence of its commitment to expanding the reach of quality practices across all operational levels.

This workshop marked a rewarding start to QMD’s 2025 quality culture engagements, setting the tone for similar initiatives planned across other faculties in the coming months.



Unlocking Excellence: Faculty of Applied Sciences in Reflection

Quality Roundtable Series Sparks Cross-Disciplinary Dialogue

Over the past two months, two impactful Quality Roundtable Sessions have enriched institutional dialogue and deepened our commitment to reflective academic practice.

The first session, hosted by Ms Gugu Mhlauli, featured Prof Pravina Pillay, who offered compelling insights into the Massification of Universities of Higher Learning in South Africa—a timely topic that sparked critical discussion on access, equity, and academic standards.



Quality Round Table with Ms Mhlauli

The second session, led by external expert Prof Sioux McKenna, focused on Senate's Stewardship of the Academic Project in Higher Education, highlighting the crucial governance role of Senate in shaping and sustaining academic excellence.

These engagements have ignited meaningful dialogue across disciplines, reaffirming CPUT's dedication to ongoing academic development and transformative quality assurance.



Quality Round Table with Prof McKenna

QMD Embraces the Future with AI-Enabled Quality Assurance Tool

The Quality Management Directorate (QMD) at the Cape Peninsula University of Technology (CPUT) is embracing the future of higher education quality assurance through a pioneering digital innovation currently under development. On 20 May 2025, the QMD was introduced to a new AI-enabled system being designed by PLUM Consultants for the university's Information and Communication Technology Services (ICTS).

Still in its early development phase, the platform is poised to transform the way institutional data is gathered, analysed, and used in decision-making processes. The demonstration revealed the tool's potential to support a wide range of university projects by providing real-time, data-informed insights that can enhance planning, monitoring, and continuous improvement.

For the QMD, the promise of a more streamlined, efficient, and responsive quality assurance process is an exciting step forward. By harnessing artificial intelligence, the system is expected to reduce administrative burdens and enable a more agile approach to maintaining academic and operational excellence.

"This development reflects a forward-thinking shift in how we approach quality management—one that leverages technology to drive meaningful change," a QMD representative commented. As the project moves ahead, the Directorate looks forward to contributing to its growth and aligning the tool with institutional priorities.

The initiative underscores CPUT's ongoing commitment to innovation, evidence-based decision-making, and the transformation of higher education practices to meet the demands of a dynamic academic landscape.

QMD Director Shares Research at Global Quality Assurance Conference in Japan

Dr Siyanda Makaula, Director of the Quality Management Directorate, represented South Africa on the global stage when he presented a parallel session at the prestigious 18th Biennial Conference of the International Network for Quality Assurance Agencies in Higher Education (INQAAHE), held from 13 to 16 May 2025 in Tokyo, Japan.

Dr Makaula's presentation, titled "Negotiating Binaries in Modes of Provision: A Higher Education Practice Standard for Blended and Online Learning," offered critical insights into the evolving landscape of teaching and learning in the digital age.

His paper addressed the challenges and opportunities presented by the shift between traditional, blended, and fully online modes of delivery, proposing a structured practice standard that could guide higher education institutions in maintaining quality across these diverse learning environments.

The INQAAHE conference, renowned for convening global leaders and experts in quality assurance, provided an important platform for thought leadership and knowledge exchange.

Dr Makaula's contribution highlighted the work being done at CPU and within South Africa to adapt quality frameworks in response to the rapid digitization of education, a conversation that has grown increasingly urgent in the post-pandemic world.



Dr Makaula at INQAAHE in Japan

His participation also affirmed CPU's commitment to global engagement and the pursuit of quality and innovation in higher education.

As universities worldwide navigate the complexities of digital transformation, Dr Makaula's work underscores the importance of principled, inclusive, and responsive quality assurance standards that support diverse modes of delivery without compromising academic integrity or learner support.



SA Delegates to INQAAHE in Japan

Meet the QMD Team

