Focus area 2

The four standards concentrate on how the design and implementation of an integrated quality management system in the institution enhances the likelihood of student success and improves the quality of learning, teaching and research engagement, as well as accommodating the results of constructive, integrated community engagement within the context of the institution's mission.

Standard 5	Standard 6	Standard 7	Standard 8
A quality assurance system is in place, comprising at a minimum of: (i) governance arrangements, (ii) policies, (iii) processes, procedures, and plans, (iv) instructional products, (v) measurement of impact, and (vi) data management and utilisation, as they give effect to the delivery of the HEI's core functions.	Human, infrastructural, knowledge management and financial resources support the delivery of the institution's core academic functions across all sites of provision along with the concomitant quality management system, in accordance with the institution's mission.	Credible and reliable data (for example, on throughput and completion rates) are systematically captured, employed, and analysed as an integral part of the institutional quality management system so as to inform consistent and sustainable decision-making. .	Systems and processes monitor the institution's capacity for quality management, based on the evidence gathered. Capacity for quality management, based on evidence gathered
Mature	**Mature**	**Mature**	**Mature**
+ Well-established QA system for departments and support services + Conceptually clear Policy + Evidence of quality enhancement initiatives + Effective programme approval system + Effective enrolment planning and management + Research development at different levels provided + Research ethics well-embedded in programmes + Social Impact philosophy	+ An effective and devolved quality assurance system + Excellent Library and Information Service + Adequate and appropriate ICT infrastructure and systems + Campus renewal project is underway + Extensive academic staff development for the professionalisation of teaching in various modalities	+ SUN-i Business Intelligence System, Power BI dashboards and official internal reports actively used institutionally and at faculty level + Development of SUNSuccess	+ SU Information Dashboard + Core Statistics reports used in the preparation for a faculty or departmental self-evaluation

INTERIM IMPROVEMENT ACTIONS

- Some policy documents are due for review and alignment - High level of support needed to conduct self-evaluations	- Capacity of the staffing of Academic Planning and Quality Assurance (APQ) to meet QA demands and further focus on quality enhancement - Hybrid learning puts pressure on electrical charging facilities for devices and Wi-Fi availability - Staff wellness concerns especially during and after Covid-19	- The low electronic student survey feedback response rate is being addressed through a review of the policy and electronic student feedback system - Further development and implementation of SUNSuccess	- Review QA processes to anticipate disruptions and mitigate postponements - Faculties identified further information required, e.g., programme-wide student feedback, alumni and graduate tracking data, cohort analysis, national, holistic view of student's progress / success, national rankings (per faculty), postdoctoral information, economic / socio economic and qualitative impact of research outputs and social impact measurement.