

GUIDELINES FOR QUALITY REVIEWS IN SERVICE AND SUPPORT DIVISIONS BY 2016



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GUIDELINES FOR QUALITY REVIEWS IN SERVICE AND SUPPORT DIVISIONS BY 2016

1. RATIONALE AND PURPOSE

According to the *UJ Quality Promotion Policy*, quality promotion is an ongoing process aimed at continuous improvement of the University's core functions and the support thereof. This implies that faculties, as well as academic development, service and support divisions are responsible for the continuous improvement of their own activities and functions. Continuous improvement is based on the quality improvement cycle, namely planning, implementation, evaluation and improvement.

The *UJ Quality Promotion Plan: 2010 – 2016* attempts to align the quality promotion activities throughout the institution.

The purpose of this document is to develop a set of guidelines that:

- (i) Provide guidelines to divisions on quality reviews up to 2015 as an addendum to the existing *UJ Quality Promotion Plan: 2010 – 2016*.
- (ii) Provisionally schedule the reviews in different divisions, subject to negotiations with these divisions.

2. INTERPRETATION

The following quality review-related processes in the UJ have to be aligned with national requirements:

2.1 UJ requirements

UJ requirements are addressed in the *UJ Quality Promotion Policy and the UJ Quality Promotion Plan: 2010 – 2016*.

2.2 National requirements

National processes and requirements could apply to various divisions. Accreditation by professional councils or regulatory bodies is subject to site visits by the relevant professional council/ regulatory body. In preparation for these site visits, divisions usually conduct a self-evaluation by applying the relevant body's criteria.

2.3 Internal audits

In some support divisions an internal audit may be considered. This would entail a less formal approach in which criteria could be further customized to accommodate specific needs. The peer review panel could in those cases be comprised of members internal to the division/UJ as applicable. Units/divisions should discuss this possibility with their line managers and the Unit for Quality Promotion. If an internal audit is conducted, a report must be submitted to the SQC not later than February 2016.

3. DEFINITION OF QUALITY REVIEW

Formal quality reviews consist of an evidence-based self-evaluation report and a formal peer review. The criteria to be applied are selected from the adapted HEQC criteria. If applicable, self-evaluations should also apply relevant criteria to comply with the requirements of professional/regulatory bodies.

4. QUALITY REVIEWS UP TO 2016: GUIDELINES

4.1 Scope of the reviews

All academic development, service and support divisions (or individual sub-divisions) should be reviewed by 2016.

4.2 Purpose of the reviews

The main purpose of all the reviews is to improve the quality of service delivery in academic development, service and support departments with the view to improve support to the core functions of the university (teaching and learning, research and community engagement). These reviews are conducted parallel to the reviews of programmes, modules and academic departments (see *Guidelines for Programme Reviews by 2015*).

4.3 Criteria for the reviews

The criteria to be applied should be selected from the adapted HEQC criteria. Relevant criteria to comply with professional councils' requirements should be included as applicable.

The division may apply additional division-specific criteria.

4.4 Schedule for Quality Reviews in academic development, service and support divisions

In the proposed schedule, divisions with a perceived direct impact on the core functions of the university (teaching and learning, research and community engagement) are scheduled to undergo the quality review first. Other divisions will be reviewed later during the proposed time frame. The spread of reviews is also influenced by the fact that the next round of institutional quality audits will focus specifically on teaching and learning.

See the proposed schedule for quality reviews in Annexure A.

ANNEXURE A

PROPOSED SCHEDULE FOR THE QUALITY REVIEWS OF SERVICE AND SUPPORT DIVISIONS AT UJ

Division	Units	Status	Proposed Date of Review Initiation	
Operations	Campus Management		2014	
	Protection Services		2013	
	Property Management Services	Internal	2016	
	Occupational Safety		2014	
	Technical Services		2015	
	Environmental and Transportation Services		2013	
HR	Business Partnering and Resourcing		2012	
	Employee Relations		2014	
	Organisational Development		2014	
	Shared Services		2015	
Institutional Advancement	Marketing and Brand Management	Internal	2016	
	Student Marketing	In progress		
	Strategic Partnerships	Alumni		2013
		Development		2014
		Community Engagement		2015
	Arts and Culture	Internal	2016	
Corporate Communication	Internal	2016		
Commercialisation and Technology Transfer			2014	
Institutional Office for HIV and AIDS			2013	
Language Unit			2015	
Campus Health Services			2014	
Occupational Health		In progress	2012	
Financial Governance	Budget and Project Management	Completed	2010	
	Financial Planning, Cash Management and Reporting		2014	
	Strategic Financial Projects and Sundry Debts		2014	
	Student Finances/ Revenue	Completed	2009	
Information and Communication Systems			2014	
Library and		Completed	2008	

Information Centre			
Research and Innovation	Research Office		2012
	Postgraduate Centre		2012
Expenditure	Salaries	In progress	2012
	Creditors		
	Procurement		
	Fixed Assets		
	Stores		
	Supply Chain Management		
	Tenders		
Academic Development and Support	PsyCaD	Completed	2011
	GenTaL	Completed	2008
	CPASD		
	ADC	In progress	2012
Student Affairs	Student Accommodation and Residence Life	In progress	2012
	Student Life and Governance		2014
Central Academic Admin		Completed	2008
General Administration	Computer Labs		2012
	AVU		2012
	Postal Services	Internal	2016
	Graphics Studio	Internal	2016
	Printing		
	Op-scanners		
Student Enrolment Centre			