



UNIVERSITY *of the*
WESTERN CAPE

Proactive, People-Centred and Plugged-in: A Multi-Phase model for student advising and Quality Assurance

Presenter: Shameega Couert
Department of Social Service Professions
Faculty of Community and Health Sciences



WHY DO WE DO THIS?

- FOR DONALD TRUMP

- NO JOKING

- It's for the students



Why did we relook at our process?

What we know is that professional programmes (like Social Work) have inflexible, non-negotiable prerequisites. Staff often find errors when it's too late, and students cannot graduate (e.g., final year promotions).

Reason:

- We discovered promotion errors that our system did not pick up.
- High volumes of Course Amendments.
- Students do not know the policies and rules when they need to be motivated for change in decisions. Example Marks, Readmission or Assessment Policy(EXAM RULES)



Consequences:

- Departmental bottlenecks.
- Financial implications for students.
- Delayed graduations
- Stress and burnout for both students and staff.

Note: We realised that being 'efficient processors' wasn't enough. By the time a mistake hit our desks, the damage to the student's timeline was often already done.



Our Vision: The Three Pillars

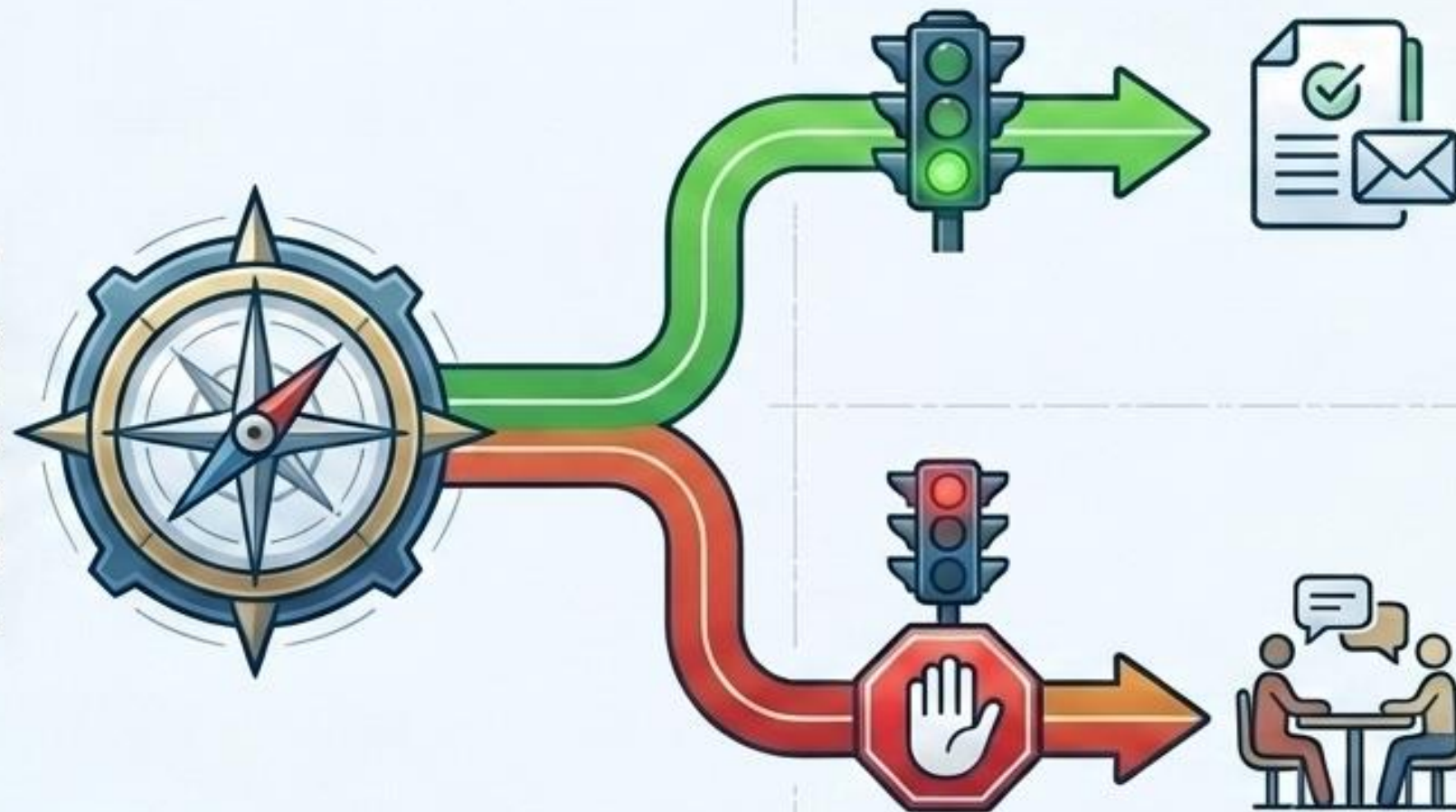


Administrative Conference

Pillar 1 – Proactive Pre-Registration

Stop treating all students the same: Not every student needs a 30-minute sit-down.

The “People-Centred” Approach: Use Google Forms and Excel, the goal is to free up time for the meaningful human advising sessions for the students who need it most.



“Green Light” Students:
Successful students receive a standard module guide via email.

“Special Case” Students:
Those who failed modules receive a “Hold” on their path. Mandatory advising sessions for special cases before the registration window opens.

Note: We stop the ‘failed module’ snowball effect before it starts by forcing a conversation before they even click ‘Register’.



Pillar 2 – Empowered Registration & Quality Assurance

The Tools of the Trade:

The Graduation Tracker (Excel):
A simple visual tool where students “tick off” completed credits.



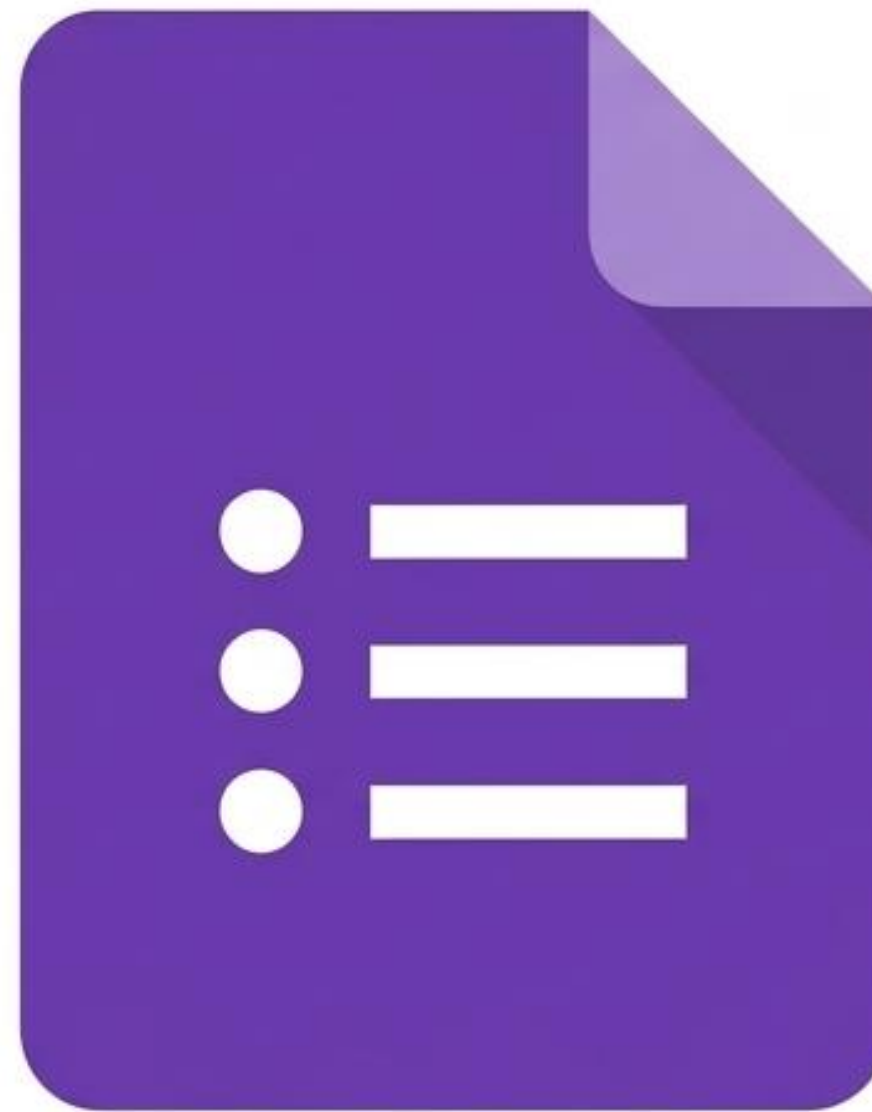
Google Form “Contract”:
Confirms they’ve read the rules
(creates administrative accountability).

The Safety Net:
A comprehensive administrative audit immediately after registration to catch any discrepancies immediately after registration.

Insight

Note: We give students the map (Excel) and make them sign the terms and conditions (Google Form), but we still have a safety net (The Audit) to catch any outliers.





Curriculum Advice for Students

Student #: 1234567

ECP Year Level: 1

Module Name	Module Code	Credits	Insert Credit if Passed
Compulsory Modules:			
Computer Literacy 121	CCL 121	5	5
English for Education Development 111	EED 111	10	10
Primary Health Care 122	HDP 122	10	10
Contextualising the Field of Social Work 010	SCW 010	10	10
Contextualising Social Welfare Policy 011	SCW 011	10	10
Introduction to The Field of Social Work 113	SCW 113	10	10
Introduction to Social Policy and Social We	SCW 124	10	10
		Final Total: 65	65

ECP Year Level: 2

Module Name	Module Code	Credits	Insert Credit if Passed
Compulsory Modules:			
Contextualising Social Work Processes 01	SCW 012	10	10
Contextualising the Philosophy of Profession	SCW 013	10	10
Introduction to Fieldwork Education 101	SCW 101	15	15
Social Work Process, Values, Ethics 125	SCW 125	10	10
Introduction to Psychology 111	PSY 111	7.5	7.5
Brain and Behaviour 112	PSY 112	7.5	
Psychology of Child Development 121	PSY 121	7.5	7.5
Introduction to Research Methods 123	PSY 123	7.5	7.5
		Total: 75	67.5
Elective Modules:			
Anthropology 131	ANT 111	15	
Anthropology 132	ANT 121	15	
OR			
Sociology 151	SOC 151	15	15
Sociology 152	SOC 152	15	15
OLD SOC AND ANT MODULES			
ANT111/121, SOC111/121		Total: 30	30
		Final Total: 105	97.5

ECP Year Level: 3

Compulsory Modules:	Module Code	Credits	Insert Credit if Passed
Interdisciplinary Health Promotion 211	IHP 211	10	
Basic Fieldwork Education 201	SCW 201	30	
The Social Work Process at Micro Level 211	SCW 212	10	
The Social Work Process at Mezzo Level 212	SCW 213	10	
The Social Work Process at Macro Level 213	SCW 214	10	
Social Work Values and Ethics 224	SCW 224	10	
Anthropology 222	ANT 222	10	
Qualitative Research Methods and Health	PSY 221	10	
		Total: 100	0

Elective Modules:

A student who selects Social Sciences as a major must select Social Sciences modules to the value of 40 credits and Psychology module/s to the value of 10 credits.

A student who selects Psychology as a major must select Psychology modules to the value of 30 credits and a Social Sciences module to the value of at least 20 credits.

Anthropology 232	ANT 232	20	
Social Inequalities, Crime and Violence 234	SOC 234	20	
OR			
Study of Human Development 211	PSY 211	10	
Introduction to Psychological Intervention 212	PSY 214	10	
Introduction to Psychopathology 213	PSY 213	10	
Community Psychology 223	PSY 223	5	
Health Psychology 224	PSY 224	5	
OLD SOC AND ANT MODULES			
SOC221, SOC231, SOC232, ANT211 (10credits)		Total: 50	0
		Final Total: 150	0

ECP Year Level: 4

Compulsory Modules:	Module Code	Credits	Insert Credit if Passed
Intervention: Community Well-being 315 S	SCW 315	10	
Intervention: Health and Well-being 314 SC	SCW 314	10	
Child and Youth Well-being 312 SCW312	SCW 312	10	
Intervention: Family Well-being 313 SCW3	SCW 313	10	
Intermediate Fieldwork Education 301 SCV	SCW 301	40	
Intermediate Research in Social Work 307	SCW 307	20	
Welfare Law 321 WEL321 10	WEL 321	10	
		Total: 110	0
Elective Modules:			
* A student must select either the Social Sciences modules to the value of 20 credits or Psychology mode			
Anthropology 331	ANT 331	20	
OR			
Anthropology 332	ANT 332	20	
OR			
Introduction to Personality Theory 312	PSY 312	10	
Psychology of Social Identity Oppression 3	PSY 322	10	
		Total: 20	0
		Final Total: 130	0

ECP Year Level: 5

Compulsory Modules:	Module Code	Credits	Insert Credit if Passed
Advanced Fieldwork Education 401	SCW 401	60	
Advanced Social Work Research 407	SCW 407	15	
Advanced Social Work Supervision and Management 408	SCW 408	10	
Advanced Social Work Ethics 412	SCW 412	10	
Advanced Social Policy and Planning 413	SCW 413	10	
Advanced Social Work Intervention 415	SCW 415	15	
		Final Total: 120	0
		FINAL TOTAL: 570	162.5

BSW Student documents

This form is to be used by all registered BSW students from UWC. Kindly make sure that you complete all the relevant sections. Please click on the link below and read the student guide before answering the questions that follow:

https://drive.google.com/file/d/1F_6M70e2rRmVuN2gKJguEUTdkjwJu9hA/view?usp=sharing

scouert@uwc.ac.za [Switch account](#)



* Indicates required question

Email *

Your email

1. IDENTIFYING DETAILS

1. Student Surname *

Your answer

2. Student Name *

Your answer

3. Student number *

Your answer

4. Contact number *

Your answer

4. What program are you registered for? *

- ECP level 1
- ECP level 2
- BSW First year
- BSW 2nd year
- BSW 3rd year
- BSW 4th year

5. Are you repeating a BSW year level this year? *

- Yes
- No

6. What year was your first registration at UWC? *

Your answer _____

5. UWC Plagiarism Policy -
 https://drive.google.com/file/d/1Qq4jznyWuLQlYMd40YNqF39LoMd7sA/view?usp=drive_link
6. UWC Moderation Policy -
 https://drive.google.com/file/d/1AmXwwFd19wYr8ZI7D8azrQ1MP_fbQ1C5/view?usp=drive_link
7. UWC Flexible Learning and Teaching Policy -
 https://drive.google.com/file/d/1ottn9PrrqZgOlP0dpTADvP1m7tXVPPZd/view?usp=drive_link
8. UWC Examination Rules and Regulations Policy -
 https://drive.google.com/file/d/1sXHevgSotDGvxzxakuPLryBPYNEvj7gZ/view?usp=drive_link
9. UWC Student Counselling Services Information -
 https://drive.google.com/file/d/12u8HNF6Ti3eTIQMbi9osYtwqIJVTaxPa/view?usp=drive_link

2.2. I hereby confirm that I have the responsibility to: *

- Familiarise myself with all the above documents in order to understand all the rules pertaining to my BSW degree
- Ask my lecturers for an explanation if there is any information that I don't understand
- Familiarise myself BSW promotion rules

2.2. I hereby confirm that I have the responsibility to: *

- Familiarise myself with all the above documents in order to understand all the rules pertaining to my BSW degree
- Ask my lecturers for an explanation if there is any information that I don't understand
- Familiarise myself BSW promotion rules

2.3. I hereby confirm that I have the responsibility to read my emails from UWC communication, ikamva, MAS and the lecturers *

- Yes

[Back](#)

[Next](#)

[Clear form](#)

BSW Student documents

scouert@uwc.ac.za [Switch account](#)



* Indicates required question

3. STUDENT SIGNATURE:

Please sign the form with your surname, full name and date

4.1. Student Surname & initial *

Your answer

4.2 Date: (DD/M/Y) *

Your answer

Back

Submit

Clear form

Pillar 3 – Continuous Intervention & Plugged-In Approach

- **Beyond the First Week:** Data tracking doesn't stop in February.
- **Early Warning Systems:** Identifying performance with marks before CAM and attendance to prevent year-end surprises.

Multi-Channel Communication:



Formal: Email for official discrepancies and audit trails.
(scouert@uwc.ac.za vs bsw@uwc.ac.za)



Accessible: A dedicated Program WhatsApp for the “quick questions” that usually clog up email inboxes.
(bsw@uwc.ac.za vs WhatsApp)

Meeting students where they are—on their phones—reduced email fatigue and allowed us to resolve minor issues in seconds rather than days.



Module Description

CONTEXT SOCIAL WORK PROCESSES (SF)

Student	Assignment	Test	CAM	EXAM	IM	Final Mark
██████████		48	24.0			12
4██████████		72	36.0			18
4██████████		52	26.0			13
4██████████		50	25.0			12.5
4██████████		50	25.0			12.5
4██████████		58	29.0			14.5
4██████████		92	46.0			23
4██████████		40	20.0			10
4██████████		60	30.0			15
4██████████		40	20.0			10
4██████████		84	42.0			21
4██████████		52	26.0			13
4██████████		56	28.0			14
4██████████		60	30.0			15
4██████████		48	24.0			12
4██████████		70	35.0			17.5
4██████████		58	29.0			14.5

Student	PROGRAM	SCW401	SCW407	SCW408	SCW412	SCW413	SCW415
	8560.00	88.60	73.78	54.00	76.50	60.60	62.50
	8560.00	PASS	PASS	PASS	PASS	53.00	PASS
	8560.00	77.10	66.45	67.00	65.25	66.20	53.75
	8560.00	80.45	66.65	87.00	72.25	67.70	62.50
	8560.00	73.90	62.20	57.00	62.50	54.60	58.25
	8560.00	65.30	65.75	62.00	70.50	64.60	54.25
	8560.00	73.70	73.35	50.00	72.75	61.90	66.00
	8560.00	73.30	66.75	57.00	56.25	61.50	50.00
	8560.00	79.80	63.25	54.00	73.50	68.30	61.25
	8560.00	69.30	59.55	60.00	70.25	57.60	57.75
	8560.00	pass	pass	pass	pass	pass	pass
	8560.00	58.20	58.20	60.00	70.50	63.50	50.00
	8560.00	pass	45.00	pass	pass	pass	pass

SCW 113 ATTENDANCE REGISTER

TERM ONE

Student No	10-Feb-26	17-Feb-26	24-Feb-26	3-Mar-26	10-Mar-26	17-Mar-26	24-Mar-26	
██████████	Present	Present	Present	Present	Present	Present		
4██████████	Present	Present	Present	Absent	Present	Present		
4██████████	Present	Present	Present	Absent	Present	Present		
4██████████	Present	Present	Absent	Absent	Absent	Absent		Risk
4██████████	Present	Present	Present	Present	Present	Absent		
46██████████	Present	Present	Present	Present	Present	Present		
4██████████	Present	Present	Present	Present	Present	Present		
46██████████	Present	Present	Present	Present	Present	Present		
4██████████	Present	Present	Present	Present	Present	Present		
46██████████	Present	Present	Present	Present	Present	Present		
66██████████	Present	Present	Absent	Absent	Present	Absent		Risk
4██████████	Present	Present	Present	Present	Present	Present		
4██████████	Present	Present	Absent	Present	Absent	Present		
4██████████	Present	Present	Absent	Present	Present	Present		
46██████████	Present	Present	Present	Present	Present	Absent		

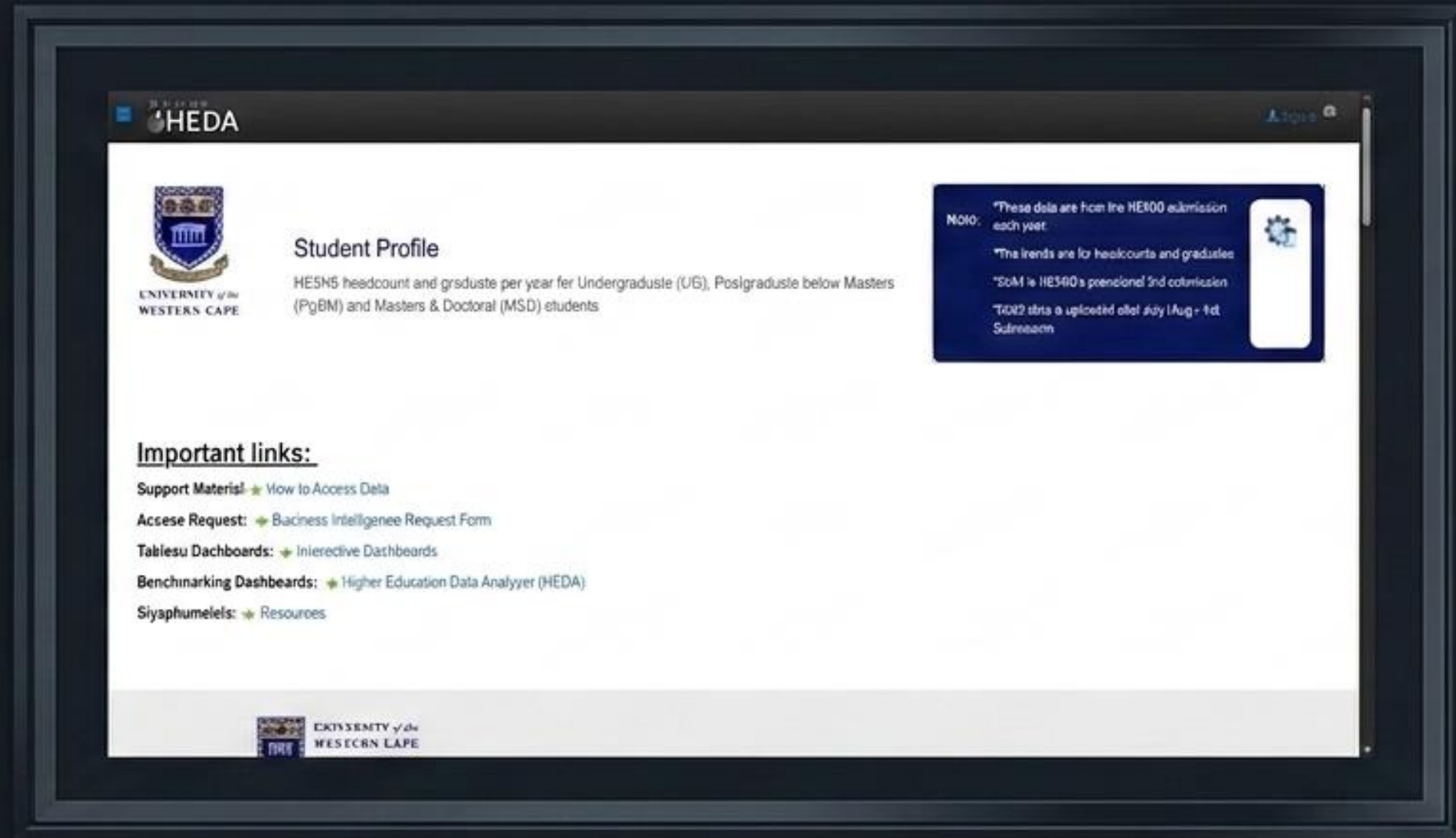
Student number	Emails sent regarding absence	test1
██████████	TRUE	48
██████████	TRUE	40
██████████	TRUE	40
██████████	TRUE	50
██████████	TRUE	48
██████████	TRUE	56
██████████	TRUE	48
██████████	TRUE	48
██████████	TRUE	42
██████████	TRUE	44
██████████	TRUE	86
██████████	TRUE	52

My Recent Discovery

University System:
Tracking System

Friday 17 April 2026
at CHS Faculty @ BMC

Sihle Gwiliza



The screenshot displays the HEDA (Higher Education Data Analyser) interface for the University of the Western Cape. The page is titled 'Student Profile' and includes a note about data from the HE100 submission. Below this is an 'Important links' section with several links for support materials, access requests, dashboards, and resources.

HE100
UNIVERSITY OF THE WESTERN CAPE

Student Profile

HESNS headcount and graduates per year for Undergraduate (UG), Postgraduate below Masters (PgBM) and Masters & Doctoral (MSD) students

NOTE: *These data are from the HE100 submission each year.
*The trends are for headcounts and graduates.
*SOM is HE100's provisional 5th submission.
*2022 data is uploaded every 1 Aug + 1st Submission.

Important links:

- Support Material: [How to Access Data](#)
- Access Request: [Business Intelligence Request Form](#)
- Tables Dashboards: [Interactive Dashboards](#)
- Benchmarking Dashboards: [Higher Education Data Analyser \(HEDA\)](#)
- Siyaphumeleli: [Resources](#)

UNIVERSITY OF THE WESTERN CAPE

We need to make sure the marks are captured during the terms so that we can see the students' progress.

Transformation & Impact (From Processor to Partner)

The Administrative Team is no longer just "data entry"; transformation of the administrative role into a **"Student Success Navigator."**



Quantifiable Success:

- Reduction in registration errors.
- Faster query resolution via WhatsApp.
- Fewer 'surprise' graduation delays in the final year.



Thank you, Development team

My team of staff and assistants make the process from plan to action happen.



**Amanda Mmango
and Kaylee Sebonka**

(creating our
documentation and
forms)



**Nomvuyo
Lukelelo**

(Previous Program
Coordinator)



**Tertia McKerry-
Haupt**

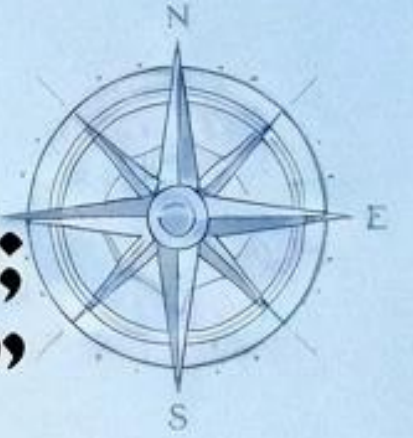
(Keep on Tracking
process)



Violet Adonis
(ECP lecturer)

Key Takeaways

“A proactive model isn’t just about software; it’s about a change in departmental culture.”



Audit early,
audit often.

Empower the
student with
visual trackers.

Meet students
where they are
(WhatsApp vs.
Email).

Quality Assurance
isn’t a checklist at
the end;
it’s the design
of the journey.



Thank you for your time.





UNIVERSITY *of the*
WESTERN CAPE

Questions and Answers

