



G1	Empowering students with 21st century skills in a vibrant campus environment engaged with their local communities	DVC Campus Operations	1	Overhaul of academic advising program	ED Student Services
			2	Launch of new campaign to drive vibrancy of student life	ED Student Services
			3	Enhancement of student services app. for automation and community engagement	CTO
			4	Enhancement of career services to have a more integral role in student career dev.	ED Student Services
			5	Enhancement of student voluntary work programs for community outreach	ED Student Services
G2	Continuous improvement of academic programs, faculty and scholarship activities to meet high quality standards and industry requirements	DVC Academic Affairs	6	Institutionalisation of program excellence and quality assurance	Dean of Programme and Curriculum
			7	Restructuring of program offerings in alignment with NQF and industry	Dean of Programme and Curriculum
			8	Full adoption of m-Learning	ED Applied Communications
			9	National and international accreditation	Head Accreditation
			10	Enhancement and extension of faculty professional development program	ED Teaching & Learning
			11	Institutionalisation of applied research	Dean of Fac. affairs & Appl. research
G3	Engagement of strategic partnerships to foster strong connections with industry, higher education institutions, alumni and high schools	DVC Strategy & Comms.	12	Creation of targeted approach to actively engage partners from strategic sectors	Director Partnerships
			13	Creation of active alumni community program	Director Partnerships
			14	Establishment of connection program between HCT and high schools	Director Partnerships
			15	Establishment of customer service call centre and help desk	Head Communications
			16	Establishment of strategic recruitment process for employees	CHRO
G4	Provision of quality and efficient administrative services with effective governance	DVC Admin Affairs	17	Establishment of engagement scheme throughout employee career	CHRO
			18	Institutionalisation of structured career progression system for all employees	CHRO
			19	Creation and communication of organisation-wide policies and guidelines	Director Org. Effectiveness
			20	Optimisation of financial planning	CFO
			21	Review of organisation structure and governance model	Director Organizational Effectiveness
			22	Leveraging CERT as the commercial arm of HCT	Group CEO CERT
G5	Embedding an innovation culture in the institutional environment	Chief Innovation Officer	23	Creation of innovation centers of excellence	CIO
			24	Set up of innovative learning spaces	CIO
			25	Building of innovation capabilities for employees	CIO