



<b>POLICY TITLE:</b>	VICE-CHANCELLOR'S AWARD FOR EXCELLENCE AND TRANSFORMATION IN PROFESSIONAL, ADMINISTRATIVE SUPPORT & SERVICE (PASS)
<b>COMPILED BY:</b>	OFFICE OF THE COO & DVC: TRANSFORMATION
<b>EFFECTIVE DATE:</b>	NOVEMBER 2019
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<b>APPROVED BY:</b>	VICE-CHANCELLOR'S EXECUTIVE COMMITTEE

## **1. PREAMBLE**

The Vice-Chancellor's Awards for Excellence by Professional, Administrative Support and Service (PASS) staff & Transformation aims to recognise PASS staff/Faculties & Departments who make an outstanding contribution to the University's mission and objectives through innovation or improvement in services, and/or sustained exceptional performance in an area or areas beneficial to the University and its strategic imperatives. The Vice-Chancellor has articulated the three cornerstones of the UCT vision as Excellence, Transformation and Sustainability. These cornerstones find resonance in the UCT strategic framework and the set of shared values adopted by Council. Relevant common threads revolve around commitments to excellence, service to the community, innovation and creativity, developing a culture of learning, inclusiveness, respect, value of diversity, fairness, consistency and integrity.

## **2. POLICY OBJECTIVES**

This document sets out the framework of awards in three categories and the process for implementing the awards scheme.

## **3. CATEGORIES**

The Vice-Chancellor's Awards for Excellence in PASS services & Transformation is granted in the following categories:

- a) Service Excellence
- b) Global Citizenship
- c) Transformation

## **4. ELIGIBILITY**

- a) All members of the PASS staff employed by the University are eligible for nomination.
- b) Team nominations are encouraged from within a work area or across organizational areas (e.g. units /faculties / divisions).
- c) Staff who are no longer employed by the University at the time of the ceremony remain eligible to receive awards.

## **5. PRINCIPLES**

The University of Cape Town values and acknowledges the importance of its people's diverse experiences, talents and cultures, and embraces diversity as a key component of attracting and retaining talent at UCT. Consequently, the University encourages nominations from all staff members who meet the eligibility criteria for each of the awards.

- a) Awards will be given for achievements made in the twelve months preceding the closing date for applications as communicated annually.
- b) The University reserves the right not to make an award in one or more categories. If a category does not have applications of appropriate merit, the award selection committee may decide not to make an award.
- c) Whilst we assess every application received, the University is unable to provide feedback to all nominees or nominators; hence you should consider your submission unsuccessful should you not hear from the Committee within a month of the closing date for submission.
- d) The selection committees reserve the right to move nominees between categories depending on the alignment of the award criteria.
- e) If making a team nomination, it is important to ensure that each team member can be shown to have made an outstanding contribution to that team's achievements.
- f) Team submissions should include the role and contributions of each member, the mode of collaboration and the achievements of the team.

## **6. SERVICE EXCELLENCE**

The Vice-Chancellor's Awards for Service Excellence celebrates and recognises outstanding service by staff. For the purpose of these Awards "service" is interpreted broadly and includes activities, initiatives, practices and/or projects that have contributed to the delivery of exceptional or significantly improved services to UCT's staff and students, or exceptional voluntary service to the university's management, governance or statutory committee structures.

This award category aligns to the four Service Excellence dimensions of: People & Culture; Policies & Processes; Solutions & Systems; Measurement and Performance.

Applications for the Vice-Chancellor's Awards for Service Excellence will be considered based on exceptional service involving substantial project(s) or activities, or an exemplary single project/activity over a shorter timeframe, or exceptional voluntary service to the university's management, governance or statutory committee structures.

(For the purposes of this policy, voluntary institutional citizenship is defined as voluntary participation in and representation on the various university management, governance or statutory committee structures. This work is not written into the Position Description nor Performance Objectives (nor is implied) as is not an inherent requirement of the

position that the staff member is appointed to.)

### **6.1. Application Criteria**

This is a prestige award, with the aim to give recognition to staff whose careers attest to excellence. Therefore, only persons who are excellent performers and consistently exceed the expectations of the position, performing at a level above and beyond normal job requirements may be nominated.

**Applications must contain details of a minimum of three of the criteria mentioned below:**

- a) Improvement in the quality-of-service provision for students and/or staff;
- b) Demonstrated initiatives resulting in considerable efficiencies in work practices, processes and enhancement of culture through the lived values of UCT;
- c) Evidence of benefits in the innovative application of Information Technology to administration, teaching and/or research;
- d) Evidence of contributions to creating an enabling culture of excellence within the University's administration.
- e) Evidence of exceptional voluntary service to the university's management or governance structures (committees).

## **7. GLOBAL CITIZENSHIP**

The Vice-Chancellor's Award for Global Citizenship recognises individuals and teams who have demonstrated excellence in living out the Mission of UCT through areas of service, the pursuit of knowledge, the dignity of the human being and contributions to the common good. The Vice-Chancellor's Award for Excellence in Global Citizenship is available to individuals or teams involved in significant University engagement projects. Engagement draws upon capabilities of the University's staff to work collaboratively with community groups and organisations on projects that build capacity, improve wellbeing, and produce just and sustainable outcomes in the interests of individuals, communities and the University.

Impact includes, but is not limited to, an effect on, change or benefit to: the activity, attitude, awareness, behaviour, capacity, opportunity, performance, policy, practice, process or understanding of an audience, beneficiary, community, constituency, organisation or individuals in any geographic location whether locally, regionally, nationally or internationally.

### **7.1. Application Criteria**

**Applications must contain details of a minimum of three of the criteria (to be discussed and agreed by the Executive) mentioned below:**

- a) Demonstrated impact to public policy or debate;

- b) Evidence of volunteer or paid activities which contribute to shaping the national or international conversation around research, public policy or societal change;
- c) Evidence of community outreach including fundraising, coordinated programs or activities which enhance the reputation and profile of the University;
- d) Evidence of sustainable impact of the project/intervention on all stakeholders but first and foremost the community;
- e) Evidence that the individual's/team's engagement with the community is aligned to UCT's mission and strategic direction.

## **8. TRANSFORMATION AWARD**

This award is aligned with the Strategic Plan of the University and the VC'S vision for transformation, excellence and sustainability, and is aimed at recognising and encouraging staff and students to take an active role in driving institutional culture as articulated in Vision 2030, aimed at: student access, support and success; staff access, support and success; place and space; addressing discrimination, harassment, and violence; community engagement and developing community partnerships; and transformative curriculum change.

### **8.1. Application Criteria**

An innovative intervention that has led to demonstrable change in the institutional culture of the university, faculty or department in respect of the following areas:

- a) Any application which demonstrates an understanding of, and engagement with the key findings of major institutional reports which are centred around transformation, like the UCT IRTC, Mayosi Report and/or the Staff Inclusivity Survey, or any major faculty related transformation reports will be regarded favourably;
- b) Students and staff access, support and success;
- c) Place and Space: Language, Names, Symbols, Artworks and Identity – including promoting UCT as an African university;
- d) Changing demographics in relation to the EE targets as per the individual faculty/department or cluster EE plans, especially across occupational categories;
- e) The inclusive curriculum and/or classroom: This would include researching, teaching and learning pedagogies (focused on academic areas);
- f) Innovative practices that enable inclusive engagement in departments (focused on non-academic areas);
- g) Institutional Responses: Discrimination, Victimisation and Harassment, Violence.

## **9. PROCESS**

### **9.1. Nomination**

- a) Nominations will be called for annually by the Vice-Chancellor and must be prepared on the standard nomination form.
- b) Nominations must be supported by an appropriate motivation that sets out the nominee's/team's achievements, as well as by a portfolio that gives a clear indication of the nominee's/team's contributions and outputs.
- c) It must be clear in which category a particular staff member or team is being nominated.
- d) Nominators should specifically address the award criteria, providing examples to support their claims. The nominator is responsible for coordinating the completion and submission of the nomination form to the relevant office.
- e) Self-nominations are allowed as well as nominations by a colleague (i.e. within the division, section, sub-section or team) or a colleague outside the work unit of the nominee(s).
- f) Nominations must be received by the designated closing date. Incomplete or late nominations will not be accepted.

## **9.2. Selection Process**

- a) Nominations will be judged by an Award Committee who will make recommendations to the Vice-Chancellor in relation to the granting of an award.
- b) The Award Committee will be chaired by the COO and DVC: Transformation and will consist of six persons including both academic and professional staff as well as a single representative from the Unions.
- c) The Award Committee will not include any persons who have nominated an individual or a team for an award or who has been nominated for such award whether on an individual or team basis.
- d) Members of the Committee will absent themselves from the decision-making process should staff from their own unit, they themselves or staff for whom the member is acting as a referee, be nominated for an Award. A member need only absent themselves from consideration of that specific nomination, not from the entire review process.
- e) The Award Committee has the right to discuss the nominations with referees or any other such persons it deems appropriate during the review of the nominations process.
- f) The Award Committee will forward its recommendations for Award recipients to the Vice-Chancellor who will make a final determination regarding recipients of the Award.

## **9.3. Notification of Outcome**

- a) The successful nominee(s) will be advised in writing as soon as possible following the Vice-Chancellor's decision. This decision will be final and there will be no appeal or

review process for these awards.

- b) The Awards will be announced at the Vice-Chancellor's Awards Ceremony held each year.
- c) The work area responsible for the administration of the award will co-ordinate the committee outcomes.
- d) Award recipients and their guests will be invited to attend the annual Vice Chancellor's Awards Ceremony where they will receive their award in honour of their achievement.
- e) A Vice-Chancellor's Award consists of a certificate as well as a medal/trophy.

#### **10. COMPLIANCE, MONITORING AND REVIEW**

- a) The Vice-Chancellor, COO and DVC Transformation will have responsibility for approving the terms of reference of the Awards Committee; the publication of nomination forms; the design and production of the Award citation; and all publicity concerning the Awards.
- b) The COO & DVC Transformation are responsible for monitoring, reviewing and ensuring compliance with this procedure.