

MS N. MAKOPO

TOTAL QUALITY ASSURANCE AND INSTITUTIONAL PLANNING OFFICER

BRIEF PROFILE:

Ms Makopo describes herself as having a strong professional commitment to quality management, regulatory compliance, and institutional effectiveness within the higher education and training environment.

She plays a central role in coordinating institutional planning and reporting processes, ensuring alignment with established quality assurance frameworks and regulatory standards.

Her career is rooted in a solid blend of academic training and practical industry exposure, which has shaped her structured, disciplined, and solutions-oriented approach to her work.

Over time, she has developed a keen ability to integrate quality assurance practices across multiple institutional functions, including programme accreditation, audit coordination, and the management of admissions, registration, and examination processes.

Makopo attributes her strengths to her collaborative working style, attention to detail, and ability to engage effectively with stakeholders at all levels.

She is particularly passionate about continuous improvement and values the role of data-driven insights, such as student feedback, in strengthening institutional performance and enhancing the overall student experience.

She remains committed to contributing to a culture of accountability, excellence, and sustainable quality within the institution.