



CHARLES
TELFAIR
INSTITUTE

CHRONICLES



TOWARDS EXCELLENCE



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EDITORIAL

A passion for quality. High quality. In everything. Day after day, week after week, year after year. Endlessly. Since 1999, when CTI first saw the light of the day.

The outcome of this obsession? We are today by far the biggest and most sophisticated private campus on the island, boasting a student population of 1850, a staff complement of 160, 2035 square meters of building and above all, an envious relationship with a leading global academic partner, Curtin University.

In this issue, we also report on the visit of the Chancellor and Vice-Chancellor of Curtin who were both here for the May 2017 graduation during the course of which long-serving academic staff, Sarita Ramanan and Shafiiq Gopee, obtained their doctorate.

Also exciting is the launch of our two new ventures: our CTI Office of Research piloted by Vikash Rowtho, and the Office of Learning and Teaching headed by Shafiiq Gopee and his team.

EDITORIAL TEAM

Eric Charoux (Editor)

Fiona Grant

Kanya Santokhee

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The Pursuit of Excellence

The main theme of this *Chronicles* issue is the emphasis the Charles Telfair Institute (CTI) places on its unquenchable drive to innovate and produce high quality in everything it does. From its humble beginnings CTI realized that in order to meet the needs of its stakeholders and survive in this highly competitive environment, it would have no other choice but to keep aiming at excellence.



“In the beginning, we groped and hesitated,” recalls **Prof Eric Charoux**, our now retired Founder and Executive Director. “We weren’t sure what Excellence would imply from an academic point of view. All we knew was that unless we succeeded in delivering top-class curriculum, providing higher quality student experiences, and making available the relevant resources, we would not succeed in fulfilling our long-term vision and achieving our strategic objectives. We began timidly by calling it QUAID, an acronym that stood for Quality and Innovation Drive. Then we evolved to Zero-defect as we became truly determined to reach for the stars: to stamp out all existing or potential sources of defects or flaws in our products or delivery – to become perfect.”

How we do it

In vigour for the past eight years or so at CTI, this policy has seen the implementation of a series of endless Quality meetings, Reflection sessions, Training seminars, Performance Management-based discussions and Post-mortem sessions - all aimed at assessing and filling up the ‘gap’ between where we are now and where we should be as an academic institution of high quality.

“The search for higher performance has been relentless,” explains **Vikash Rowtho**, Head of Research and an ardent supporter of the initiative. “Every time we’ve run an event for example, we nose-dived into what we call here a ‘post-mortem session’ – an evaluation of how successful we’ve been. And derive precious lessons from it.”

Kanya Santokhee, Head of Marketing, mentions that these post-mortem sessions need not be very complicated. They boil down essentially to asking four basic questions:

- ① What went right?
- ② What went wrong?
- ③ What can we do to improve next time?
- ④ What have we learned from it all?

“The answers are all duly recorded,” explains Kanya, “and are used the next time we run a similar event so that we learn from the lessons of the past.”

How successful?

Much time and money has gone into making CTI’s search for excellence a success. At the end of the day, how successful have we been?

“It’s a difficult question to answer accurately,” replies **Christel Ramlooli**, Head of Management. “Remember the context here: we are dealing with a relatively large institution which has 1800 students and a staff complement of 160. In turn this place is controlled by its shareholders, academic partners and regulatory bodies such as the TEC or other governmental institutions. Each stakeholder has its own set of needs and requirements and this complex setup complicates enormously our search for excellence.”

Dr Karlo Jouan, Head of Accounting and Finance, agrees wholeheartedly: “In addition, this same setup is split into various factions such as Academic, Non-academic, Admin, Services (crèche, etc.), each with its own vested interests and ambitions. Establishing and managing cross functional integration is a process fraught with difficulties and challenges.”

The future

What lies ahead? Will the search continue?

The answer comes from newly-appointed Executive Director, **Jeremy Charoux**. To quote: “Yes, of course! We will remain highly committed to our search for excellence in all its shapes and forms,” he indicated to *Chronicles*. “Even more so now that we are embarking into major initiatives such as penetrating Africa and building a residential campus. The fact that we are owned by the Eclasia Group will greatly assist us in this process as we will continue to benefit from their expertise. Let us be clear about this whole thing: CTI simply cannot survive without this search – it needs to continue driving our thinking and actions and generating as many emotions as it has to date.”



CTI: A Campus of Excellence

From a mere “knowledge centre” established in 1998 on a three-floor, rented building in Quatre Bornes, the Charles Telfair Institute evolved over the years into a magnificent campus in the heart of Moka. Founding Members Eric and Odyllie Charoux point out: “Although a campus per se does not guarantee academic excellence, it is nonetheless recognised as a crucial step in the development of an institution.”

More than Rs250m has so far been injected into the construction and uplifting of the campus and as the many issues of *Chronicles* attest, what started as a modest one wing building in Moka has today become a reference on the island.

Facilities

The CTI campus boasts a setting where academic activities can be undertaken in the best productive and successful manner. Modern and highly equipped lecture theatres designed to meet an international standard of excellence provide the perfect setting for lectures to take place. Facilities such as air-conditioning, PowerPoint projectors, huddle boards, access to Wi-Fi are standard features throughout the building and leave many of our local and overseas visitors both surprised and impressed.

The academic setting is also supported by the CTI library, a modern yet classic infrastructure which provides to our 1800 students not only access to all the material they may require during their course of study but, in addition, allows them to connect electronically with Curtin’s main libraries in Perth.

The heart of the modern CTI infrastructure is undeniably the auditorium, a multi-purpose, open space situated in the very centre of our main building. “Our auditorium is more than just an open space,” comments Vikash Rowtho, Head of Research. “It was designed as a concept. The idea is to enable students to meet in small groups and share ideas – as well as enjoy the free Wi-Fi.”

On the second floor, students enrolled on Graphic Design courses with Curtin and TAFE have the best setting to experience their workshops. Modern and attractive Design studios provide an excellent learning environment for our 300-strong Design students with all equipment and tools.

In addition

Besides academia but still within the realm of dispensing knowledge, CTI also offers a well-equipped training facility for our corporate stakeholders, as the pages of this very issue of *Chronicles* demonstrate.

The latest addition to the CTI infrastructure is the ultra-modern 4K Video Studio for students enrolled in the BA Mass Communication course with Curtin University.

And let us not forget of course that the CTI campus also harbours a variety of green fields and kiosks, with a football ground and adequate parking facilities for staff, students, and visitors.



Professor Deborah Terry: “Deepening and Broadening Partnership.”

It remains an undeniable fact: without the Curtin partnership, the Charles Telfair Institute would not have travelled the distance it has on the road to academic excellence. Chronicles met the Vice-Chancellor of Curtin, Professor Deborah Terry, during her visit to the island for our May graduation and further explored her views.



Prof Deborah Terry

Q: Professor Terry, in 2004, Curtin and CTI signed an academic partnership agreement. What prompted Curtin to move in this direction?

The agreement is a key part of Curtin’s long-standing commitment to the delivery of international education. It was led by the Curtin Business School, a pioneer in offshore education. As a West Australian university, we share with Charles Telfair Institute a location on the rim of the Indian Ocean and a commitment to ensuring the success and stability of this part of the world.

Q: How satisfied are you with the way the relationship has evolved since?

I am extremely satisfied with how the relationship has evolved. Our partnership with Charles Telfair Institute is highly valued. We are well aligned in a number of key areas. We have shared values; a joint commitment to quality teaching and producing career ready graduates; and both institutions recognise the important role that education plays in underpinning the economic growth and social fabric of our respective nations and regions.

Q: What were some of your reflections after your visit to CTI?

I came back to Australia very proud of what has been achieved through the Curtin-CTI partnership and enormously impressed with the commitment, passion and creativity of all of the staff, both academic and administrative, and the students. It was a privilege to attend both the Graduation and the 50-year celebration event with the alumni. The showcase afternoon was a wonderful display of the quality of what is being achieved at CTI, and the feature wall in the Library comparing the impact of John Curtin (former Prime Minister of Curtin after whom our University is proudly named) and Charles Edward Telfair perfectly reflected the deep compatibility between our two organisations.

Q: Looking ahead, how do you see the partnership with CTI evolving?

There is considerable capacity for our partnership to deepen and broaden in the future. Currently, around 20 different Curtin degree programs are offered through the Charles Telfair Institute. During my visit, we discussed opportunities for these offerings to be expanded. We also jointly agreed on our commitment to providing increased educational opportunities for African students, and building further research capability and capacity in areas of strength and focus for both CTI and Mauritius, more broadly.



Prof Deborah Terry, Prof Seth Kunin - Deputy Vice-Chancellor, International and Mrs Odylle Charoux - Director of Innovation and Change

Mr Cédric de Spéville - CEO Eclasia Group, Prof Deborah Terry and Mr Michel de Spéville - Founder President of Eclasia Group

CTI's first PhDs - Moving Towards Excellence

Dr Sarita Hardin - Ramanan: *"Keep ploughing ahead."*

Dr Sarita Hardin - Ramanan is CTI's Head of the Faculty of IT, Design and Communication. She joined CTI as a lecturer in 2001 after obtaining her Masters at Imperial College in London and graduated in May of this year with a doctorate. The title of her thesis was "IT Governance and Green IT Model for Large Mauritian Organisations."



Dr Sarita Hardin - Ramanan

Q: You are one of CTI's first PhD via Curtin University. How does it all feel?

A little overwhelmed and humbled by all the applause, but also elated by the wonderfully rewarding culmination of five years of intellectual toil.

Q: You've now spent many years working on your doctoral thesis. Which learnings, if any, have you drawn from the time you've spent.

I've learnt that a doctoral journey is one of humility as I realised how little I know. I've learnt how to be patient as patience is the very fruit of research. I've learnt about discipline for maximum work-life balance and, I've learnt about hard work.

Q: CTI has another 22 doctoral candidates currently following into your footsteps. What advice if any, would you have for them?

Keep ploughing ahead - there will be moments of utter solitude and discouragement but, rest assured that there will be light shining at the end of the tunnel.

Q: Your next step?

More publishable research, particularly through collaborative endeavours with both CTI and Curtin academics.

Dr Shafiiq Gopee: *"More about learning about oneself than anything else."*

Dr Shafiiq Gopee is CTI's Head of Learning and Teaching. He enrolled at CTI as an IT student in 2000; obtained his Masters in 2004 from Middlesex University, London, and graduated in May of this year with a doctorate. The title of his thesis was "Digital Inequality: The Internet in Mauritius".



Dr Shafiiq Gopee

Q: You are one of CTI's first PhD via Curtin University. How does it all feel?

It feels amazing and humbling. It has been a long journey, first the scholarship and then the PhD itself. It feels amazing to have reached the end. Humbling, by the immense support I received from so many all along the journey.

Q: You've now spent many years working on your doctoral thesis. Which learnings, if any, have you drawn from the time you've spent.

A PhD is more about learning about oneself than anything else. It is about knowing your own strengths and weaknesses. It is learning about self-criticism, academic rigour, discipline and above all, resilience.

Q: CTI has another 22 doctoral candidates currently following into your footsteps. What advice if any, would you have for them?

Each step of your PhD comes with its lot of fears, apprehensions and challenges. You need to find your own way of overcoming them. I find talking to my supervisor, Prof Michele Willson, quite useful. So, find your own way and don't be scared to ask for help. Last, never forget that, as with anything else, it does have an end; it will end one day, so enjoy it.

Q: Your next step?

A year ago, I would have said 'Live Life'. Today, the next step is to not let what I have learned die. I'm going to embark on research projects and publish. My dream is also to supervise some other students at a later stage.

Research - An Office of Excellence

CTI set up in 2016, its Office of Research. Originally, the intention was to create a culture of research throughout the Institute as well as plan for the arrival of Curtin's AACSB accreditation – as widely reported in past issues of *Chronicles*. Over the past few months, additional objectives have seen the day – as follows:

■ **Research capability**

To boost research capability, it is envisaged that a series of workshops in specific research skills will be conducted for staff members using both local and Curtin-based competences. Regular visits of Curtin professors to conduct research-oriented workshops for CTI academics are in the offing.



■ **Total quality and innovation**

Pursuing relentlessly its efforts at ensuring total quality and the emergence of innovation, a series of joint interventions is planned whose main purpose will be to identify any problems or issues, conduct research towards identifying the causes, propose solutions, implement and review them. This approach is in line with the CTI concept of *Zero Defect* and will provide a more systematic way of addressing problems of a more complex nature.



■ **Nation-wide boundaries**

Research conducted should address not only the organizational level but go beyond to encompass issues faced by the country. In this regard, last year a project was set up to study inclusive education in Mauritian schools and this year, another project has been initiated to investigate the nature and extent of issues related to Graduate Work Readiness (GWR) in Mauritius.



■ **International outlook**

We are also opening our doors to other researchers. Later this year, for example, a group of Curtin University researchers will use CTI for data collection on international student career mobility. A group of Masters' students from the Netherlands will collect data from CTI's crèche in the context of their study on the quality of pre-primary education in Mauritius.



Academic Brainstorm Session



Prof Julia Connell - Adjunct Professor of Management, Curtin University

Graduation & Alumni Events - May 2017

Curtin Graduation

Curtin Graduation Ceremony 2017 was held on Friday 27th May at the Trianon Convention Centre. This year we have had the immense pleasure to welcome Prof Deborah Terry, Vice Chancellor of Curtin University, Mr Colin Beckett, Chancellor of Curtin University, Prof Seth Kunin, Deputy Vice-Chancellor and Prof Paul de Lange, Dean of Learning and Teaching of Curtin Business School. Over 250 graduates, 2 CTI staff obtaining their PhDs, 1200 guests and a beautiful musical performance by Jean Michel Ringadoo, contributed to make this day a memorable one.



Tafe Graduation

Another successful graduation ceremony held on Friday 12th May for our TAFE Students. Ms Melanie Sorensen, General Manager Organisational Services of South Metropolitan TAFE, stated in her speech, "our partnership with Charles Telfair Institute is one we are very proud of. And this is because Charles Telfair are experts in the Australian vocational system, they have close ties with industry, there is strong support and structures that help you during your study, and most importantly they have teachers who are dedicated and committed to quality."



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Alumni Event

Over 300 Curtin Alumni were present at the Alumni Night held on Thursday 25th May at Charles Telfair Institute. Curtin's 50 years of innovation was celebrated on this same evening. Prof Deborah Terry said in her speech that, "when I look around the room tonight and reflect on all you have already achieved, I am filled with great optimism about the future. Each of you will traverse your own extraordinary and unique journey, but - as a group - you demonstrate the high calibre of Curtin's alumni network. You are our greatest asset and we are proud of each and every one of you - your loyalty; your commitment; and your achievements will be critical to our future success."



Excellence in Corporate Training

In this day and age, Corporate Training and Development has become a key concept in many companies. Overseas and here in Mauritius, many CEOs have come to realize that unless they succeed in training and developing their employees, these same employees will seek other options. CTI's customized and general Management Development Programmes (MDPs) are uniquely designed to facilitate the task of our CEOs. They will challenge trainees' traditional views about managing, expand their horizons and enhance understanding of the relevance and role of Managers in today's organisations.

This year again, CTI experiences yet another successful year with the launch of its 2017 General Leadership Challenge Programme and its four customized MDPs.

Leadership Challenge Programme 2017

CTI's flagship programme, the Leadership Challenge Programme 2017, was launched on the 30th March with over 22 candidates, mostly from the Eclasia Group. This programme is run over one year and covers 11 modules.

Welcoming all candidates, Cédric de Spéville, CEO of Eclasia Group, placed much emphasis on the fact that managing is all about establishing relationships and relationships are what are guaranteed to help a company move towards success.

He added: "You as candidates on the 2017 Programme must feel particularly proud of having been chosen as it demonstrates your company's appreciation for your hard work and dedication. CTI is the best we have in this country when it comes to training and I'm sure that you will receive during the forthcoming year many insights and techniques to perform better in your current job and become great leaders one day."



Engaging the Mind and Heart Management Development Programme

After the success of last year's customized MDP, 13 new candidates began on the 21st March 2017 another challenging, yet exciting, six month programme which will give them the opportunity to develop their leadership skills, learn about their strengths and weaknesses, take risks and of course improve their future job as a Manager.

Kavi Oogarah, Group Head of People Strategy & OD at RT Knits, Kavi Oogarah, stated emphatically: "Our Company needs an efficient team of leaders. We believe strongly that the challenges of tomorrow will be more about finding and retaining the best talents than anything else."



Leading through Innovation Management Development Programme

The launch of the 4th Birger. Management Development Programme was held on the 4th of May 2017 with much emphasis laid on training and business innovation.

Mr Jacques Harel, CEO of Birger. stated that “the role of IT has evolved from ensuring the technical availability to managing business risks aligned with corporate governance and best practices”. He added that “since 2007, the company has adopted a strategic approach towards the way to develop business and the new tagline of the company aligns with the 2020 strategic plan: Technology – Security – Resiliency.”

Training of staff to become future managers is one of the main objectives of Birger when taking into account their 2020 objectives.



Agile Leadership Programme 2017



Twelve candidates from Swan embarked on the Agile Leadership Programme in April 2017. This one year customized Management Development Programme comprises of a good blend of hard and soft skills, namely *Discovering and Mastering Yourself, Change Management, Human Resource Management, Accounting, Communication, Coaching and Mentoring, amongst others.*

High Impact Management Development Programme

Launched on Tuesday 7th March at the Charles Telfair Institute, twenty candidates have enrolled on this one-year programme, the sixth one organized for Winner’s during the past ten years.

Welcoming the delegates, Jeremy Charoux, Executive Director of CTI, commented: “The building blocks of leadership development include establishing relationships and creating a shared vision. Only once these are in place can action plans be developed and the desired results achieved.”

Hubert Gaspard, Group Chief Human Capital Officer, launched the program on behalf of GML. He said, “The merger of GML and IBL has brought about many internal changes and challenges. For example, we now talk of Human Capital and much of the work we do focuses on how we can identify the potential in each and every staff member.”

Additional speakers for the launch included Jean Michel Rouillard, COO of Winner’s Chain of Supermarkets, Linda Tack Shin, Training and Development Manager and Jean Phillippe Venpin, General Manager at Winner’s Chain of Supermarkets. All agreed on the fact that anyone aspiring to become a Manager or a Leader will need above all the ability to lead, inspire and motivate his or her teams.



Wellness: Maximizing Success

It is common knowledge that optimal physical health has a positive impact on academic success and our ability to reach excellence. To name but a few benefits, it is a well-known fact, for example, that students who are physically healthy are better on different levels: academic performance, classroom behaviour, cognitive skills, and civic responsibilities.

At Charles Telfair Institute, we are dedicated to creating, encouraging, and supporting an environment of wellbeing for all. As indicated below, several resources and novel activities are implemented every year to encourage students and staff to take care of their whole selves: physical, intellectual, social, mental, emotional, and professional.

Students' Wellness

Initiatives and activities to ensure the wellness of our students are legion. They range from fun activities (such as a barbecue or an outdoor movie night) to sports' meetings and tournaments. Mini conferences are organised regularly addressing a variety of issues such as healthy eating, exercise behaviour and stress management. A partnership with the Moka-based Synergy Sport and Wellness Institute enables our students to access the best fitness facilities at a preferential rate.

Our growing body of international students receives particular attention: not only do we welcome and do our best to support them intellectually and emotionally during their academic journey, but we ensure that they become aware of our physical programmes and how these can best contribute to their academic success and ultimate integration into our society.

“Our attention to wellness extends to the entire student population,” explains Dr Fiona Grant, Wellness Programme Coordinator. “We believe strongly in the maxim ‘A healthy mind in a healthy body’ and do our best to share its importance with all concerned. What really matters in the word “Wellness” is the first two letters “WE”. With an environment conducive to healthy people, we, as a team, can build together a strong community and strive for excellence and optimal performance.”



Synergy Sport Centre



Queen's Baton Relay



Outdoor Cinema

If you wish to become involved in CTI's Health and Wellness Committee, please contact Dr Fiona Grant via our Student Services counter.

Launch of MBA (Global)

Announcing the launch of our new Curtin Global MBA, Christel Ramloil, Head of Faculty - Management, delivered an information session on the 4th April.

Chronicles understands that this MBA is focused on building core business knowledge and developing leadership skills. This post-graduate degree is designed to assist those delegates who aspire to move into senior/executive positions or to launch their own business. "This exciting programme," commented Christel, "promotes work-integrated learning, working in diverse teams, learning independently, and undertaking a professional project involving business placement, industry mentorship." An international study tour is also included.



Looking Ever Forward – An Exhibit on the Lives of Charles Telfair and John Curtin in the CTI Library

This year, Curtin University celebrates its 50th birthday, while the Charles Telfair Institute enters its 18th year of existence. To mark this occasion, we look back at the extraordinary lives of the two men after whom the institutions are named.

Charles Telfair and John Curtin lived in very different times and were from different backgrounds. Yet they shared a dedication to excellence and to the advancement of knowledge; drove innovation in their fields; demonstrated integrity, compassion and extraordinary leadership abilities; and created lasting, positive change.

These values drive the work of Curtin University and the Charles Telfair Institute to this day.

Excellence, Innovation, Leadership and Impact – these are the common values shared by Charles Telfair and John Curtin, both driven by compassion and a love of knowledge.



Office of Learning and Teaching

Since its inception, the Charles Telfair Institute (CTI) has endeavored to deliver a high quality Learning and Teaching Experience to all of its students. To achieve this, over the years, much energy and resources were invested into scholarly research, creation of modern learning spaces and on-going staff training activities. This year in an attempt to boost its efforts even further, CTI launched a fully-fledged Office of Learning and Teaching.

This office is managed by the energetic and passionate Dr Shafiq Gopee, who works closely with the Director of Innovation and Change, the Head of Research and the four Heads of Faculty to offer leadership, inspiration and ongoing support to our academic team in their quest for excellence in learning and teaching scholarship and application of best practice. Also attached to the Office of Learning and Teaching is Vinesh Saiboo, our smart digital lead, who encourages everyone to embrace Digital Tools on our learning journey.



Dr Shafiq Gopee & Vinesh Saiboo

Key activities of Office of Learning and Teaching 2017

Since the beginning of the year, the Office of Learning and Teaching initiated a series of workshops. Among others, staff have been introduced to the use of our 4K film studio facilities to produce their own instructional digital content. The office also ran a very successful semester-long programme on how to improve group-work amongst students. During the visit of the Chancellor and Vice Chancellor, the Office of Learning and Teaching had the opportunity to showcase some of the key achievements and our commitment to bringing Learning and Teaching to a higher level.

Workshops on Group-Work

Tasneem Mustun - Lecturer in Accounting



“By listening to students, we realised that there was a mismatch between what we think and students’ experiences of group-work”

Digital Content Production

Mylene Biquette - Lecturer in Communication and English



“It was a great experience to learn how to use the 4K film studio to produce content for my course. I really enjoyed the course and look forward to producing some videos to enhance my teaching”

Learning through Open Classroom

Gounshali Vaghjee - Lecturer in Communication and Internet Studies



“I was not at ease with the idea at the beginning as I was not sure how to interact with my peers in class. But after the first session, things fell into place and the whole experience turned out to be very instructive”

Jirad Jhuboo - Lecturer in Graphic Design



“It was a very nice experience to sit in a colleague’s class and now in turn I look forward to welcoming a few colleagues in my class next semester”

Future Project: New Learning Space for Distributed Learning

CTI is taking yet another bold move to integrate technology into its Learning and Teaching practices but also into linking campuses across the globe. Over the next months, CTI will have a new Learning Space dedicated for Distributed Learning. This state-of-the-art classroom will offer a seamless integration with other campuses and an immersive experience to student for collaboration across campuses. Already a few Curtin BCom units such as Retail Marketing, Business Ethics and a couple of units in our newly-launched Curtin MBA Global course, have been earmarked for this innovative learning approach. Students in Mauritius will thus be connected in real time with their counterparts in Bentley (Perth) and Miri (Malaysia). The Distributed Learning space will also be used for other activities such as staff development and collaborative research.



Academic Staff Presenting



Attending Audience



Students Presenting

New Faces and Babies at CTI

New Faces



Dr Fiona Grant
Head of Faculty



Soujata Rughoobur
Lecturer



Elodie Marie Vydeenaden
CDC Educator / Trainer



Niyati Barot
Lecturer



Yarti Deonarain
Lecturer



Mylene Biquette
Lecturer



Gayetree Beeharry
Cleaning Attendant



Michael Pompeia
Lecturer

New Babies



Riya Pullut,
born on
26 November 2016



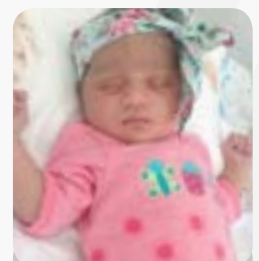
Issa Inder, born on
25 December 2016



Kiana Thashiana
Canjamalay, born on
31 January 2017



Sia Heavenly Malepa,
born on
12 January 2017





Yannah Rose, born
on 28 May 2017



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