

## Association for Academic Administrators

Challenges that Academic Administrators at HEI's are dealing with in VUCA times, i.e.,

Volatility, Uncertainty, Complexity & Ambiguity.

Coping with the resultant stress and mental health issues

## **Conference Program**

## Wednesday, 23 March 2022

Conference pre-registration will be open from 17:00 to 18:00

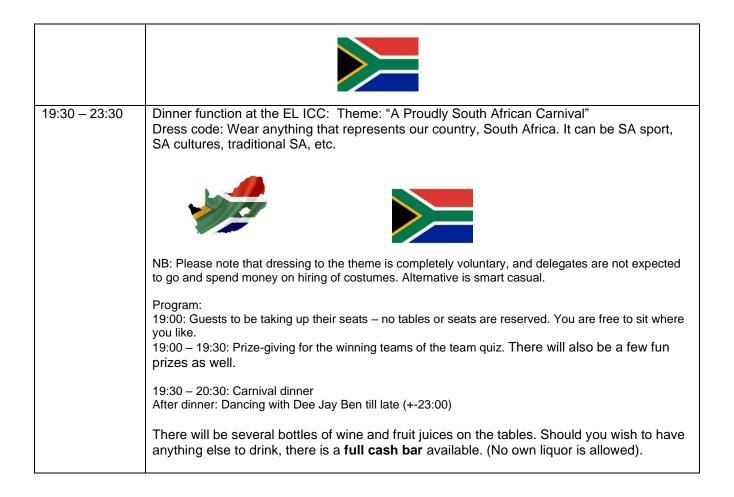
Thursday, 24 March 2022	
08:00 - 09:00	Registration
09:00 - 09:30	Welcome and conference announcements
	Peet du Plessis, GM: AAA and Conference Organiser
Session 1:	Opening address: Creativity is Intelligence Having Fun: AAA as Foundation to Customer
09:30 - 10:20	Service Excellence in Academic Administration.
Address	Speaker: Mr. Noel Knickelbein, Higher Education Administration Consultant & Former
	Deputy Registrar at University of Fort Hare
Session 2:	Keynote address: The Impact of Neurological Stress on People's Information Processing
10:25 – 11:15	style and Neuro-agility as an approach to managing Mental Fatigue.
Address	Speaker: Mr Tiaan Vermeulen, Neurophysiologist and Director of Operations, Neuro-Link.
11:15 – 11:40	Refreshments
Session 3:	Paper: A plausible solution for the VUCA challenges post 2020.
11:40 – 12:30	Presenters: Mr Yasien Ryklief, Registrar and Mr. Shahied Daniels, Senior Admissions and
Paper	Registration Coordinator, The Two Oceans Graduate Institute.
Gold sponsor	Introducing the Conference Gold Sponsor, Advanced Secure Technologies, Cardiff, Wales,
12:30 – 12:45	UK. Visit them at <a href="https://www.advancedsecure.co.uk/">https://www.advancedsecure.co.uk/</a>
	advanced secure
12:45 – 14:00	Lunch
Session 4:	Panel members to share real case studies that happened at their institutions regarding the
14:00 - 15:00	impact of Covid-19 and lockdowns on their operations, the impact of students' fees
Panel	protests, effects of working from home, how funding constraints are affecting institutions in
discussion	general and academic administration specifically and other VUCA challenges, and very
	importantly what they did to overcome it.
	Panel members: AAA Board of Directors
15:00 - 15:20	Refreshments
Session 5:	Break-away group discussions
15:20 – 16:20	Delegates will be invited to submit topics from the floor for discussion in these sessions
Break-away	
groups	
Session 6:	Quiz on "Proudly South African" – Delegates from various institutions are allocated to teams
16:20 – 17:00	for this event to promote interaction between colleagues of other institutions, and to win the
Teambuilding	prizes.

Association for Academic Administrators NPC Non-profit Company registration no.: 2019/247186/08

Pretoria, Gauteng M: 082 651 6364

W: www.assocacadadmin.co.za

E: Peet du Plessis < <a href="mailto:stephandup1956@gmail.com">stephandup1956@gmail.com</a>>



Friday, 25 March 2022	
08:15 - 08:25	Lucky draw – If you snooze you lose. You must be there to win!
Session 7:	Feedback from three Break-away groups (10 min each)
08:25 - 08:55	
Session 8:	Working from home and the effects on the workforce. Dealing with the challenges and how
09:00 - 09:50	to stay motivated and keep focussed on service delivery to students.
Guest speaker	Guest speaker: Mr Yusuf Mahomedy, CA(SA), CEO, Business Mentor and Speaker
Session 9:	Paper: From Paper to Smart Digital Board packs: Transforming Governance Meetings in the
09:50 - 10:30	University of Limpopo
Paper	Presenter: Ms Madichakga Malahlela, Records Manager: University of Limpopo
Feedback:	Forming of Interest Groups / Task Teams
10:30 - 10:45	
10:45 - 11:00	Refreshments
Session 10:	Third Annual General Meeting of Members of the AAA – Chair: Mr. Vido Kungune
11:00–12:15	Important Note: As mentioned above, no hard copies of the agenda and supporting
AGM	documents will be handed out at the conference. Delegates will be able to access these
	documents on the webpage at the following link:
Session 10:	Motivational: Presenter: Tersia Visser, Shareholder, Businesswoman and Motivational
12:15-13:10	Speaker: Topic: "Get out of your comfort zone"
13:10 – 13-20	Lucky draw - Weekend getaway for two – at a luxury resort/hotel sponsored by Premier
	Hotels
	Evaluation and closing
13:20 - 14:30	Lunch and goodbyes

**Conference dress code:** Smart casual, and for this time of the year it is advisable to bring a warm jacket as it does get colder in the evenings in the coastal city of East London.

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