

**3<sup>rd</sup> Conference & AGM**  
**The Association for Academic Administrators**  
**30 September - 1 October 2021 (New dates)**

**East London International Convention Centre**  
**East London, Eastern Cape**

**'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**

Referring to the successful second AAA Conference held at the Saint George Hotel, Pretoria in May 2019, attended by just under 300 delegates, you are herewith invited **to the third AAA Conference and AGM** that will now be held on **30 Sept. - 1 Oct. 2021** at the **East London International Convention Centre**, in East London, Eastern Cape.

As AAA members should know by now, due to the Covid-19 pandemic that struck the world and South Africa in March 2020 and subsequent lockdown measures taken by the SA Government throughout 2020 into February 2021, the AAA Board had to cancel the 2020 conference altogether, and then had to postpone the planned May 2021 conference to August 2021, and now again after the third wave of the pandemic struck and the move back to level 2.

The AAA Board decided yet again to postpone the 5-6 August dates to 30 Sept – 1 Oct 2021 based on the following important key factors:

- The predicted third wave of the Covid-19 pandemic has indeed struck the country at the end of May, beginning of June, and the country was moved back to alert level 2. With the postponement the Board is hopeful that the country is moved back to level 1 well in time before the new dates.
- The intensifying vaccine roll-out commencing in May and throughout the rest of 2021.
- Assurance from the East London ICC that they will fully comply with the required protocols such as regular temperature measurements of delegates, compulsory wearing of masks, required distance between seating in the venue, sanitisation stations throughout the venue, serving of meals, etc. The regulated limitation of delegates for an indoor event at the time will be applied.
- Lastly, but not least, concerns that the AAA as a body might lose so much momentum with another year without a conference and AGM, that one will almost have to start from scratch to rebuild it as a body of best practice.
- Due consideration was given to an on-line event, but in a country where internet connectivity and electricity supply, especially at rural institutions, presents a real risk, the Board decided against such a format.

**Conference theme:** The Board of Directors of the AAA decided that the theme for the 2020 conference that was going to address the continuous challenges that academic administrators are dealing with, referring to violent student protests on campuses, striking staff, institutions that are becoming a stage for opportunistic politicking, financial uncertainties relating to government funding and study fees, NSFAS under administration, increasing corruption in HEI's, the pandemic and its impact on higher education administration work, to name a few "VUCA" factors, is now even more relevant than in 2020, and therefore retained this theme.

A bleak picture indeed, but it is the work environment of many of the AAA members, putting in so much effort to perform their duties professionally under very trying circumstances. This conference should create an opportunity for members to share their experiences and how to find coping mechanisms to deal with the VUCA factors. And of course, to share best practices that will make our work more efficient and effective by learning from each other.

**Current Membership:** In terms of the current AAA Constitution, individual membership as an associate member is automatic on attendance of the annual event, and institutional membership is also automatic due to presentation by an institution's staff members at the annual event.

After the second AGM and annual conference of 2019, the membership of AAA after year two constitutes as follows:

- Institutional membership:
  - Public Universities and Universities of Technology in South Africa 23 institutions
  - Universities and HEI's from other African countries 4 institutions
  - Public TVET Colleges in South Africa 6 colleges
  - Private HEI's in South Africa 1 institution
- Associate membership 431 Members

**Membership of the Association:**

- Institutional membership is open to all public and private Universities and TVET Colleges and other higher education institutions and organizations, from inside as well as outside of South Africa. No membership fees are charged, and an institution becomes a member through representation at an annual event.
- Individual membership is open to all staff members at all levels who are working in the function/s of academic- or student administration or any related function, at any of the aforementioned institutions. The individual annual membership fee is included in the annual conference registration fee.

**Who should attend the 2021 Conference?**

All personnel who are involved with the broad function of academic (-student) administration, inclusive of faculty and examinations administration or any other related functions at **all Universities, TVET Colleges and Private Higher Education institutions** in Southern Africa and Africa

**Conference Program**

A **proposed program** for the conference is planned as follows, but the agenda is still subject to change.

<b>Thursday, 30 September 2021</b>	
<b>08:00 – 09:00</b>	<b>Registration</b>
09:00 – 09:30	Welcome and conference announcements
<b>Session 1:</b> 09:30 – 10:30 Address	Opening address: <i>Creativity is Intelligence Having Fun: AAA as Foundation to Customer Service Excellence in Academic Administration.</i> Speaker: Mr. Noel Knickelbein, Higher Education Administration Consultant & Former Deputy Registrar at University of Fort Hare
<b>Session 2:</b> 10:30 – 11:20 Address	Keynote address: <i>The Impact of Neurological Stress on People's Information Processing style and Neuro-agility as an approach to managing Mental Fatigue.</i> Speaker: Mr Tiaan Vermeulen, Neurophysiologist and Director of Operations, Neuro-Link.
<b>11:20 – 11:45</b>	<b>Refreshments</b>
<b>Session 3:</b> 11:45 – 12:45 Paper	Paper: <i>A plausible solution for the VUCA challenges post 2020.</i> Presenters: Mr Yasien Ryklief, Registrar and Mr. Shahied Daniels, Senior Admissions and Registration Coordinator, The Two Oceans Graduate Institute.
<b>12:45 – 14:00</b>	<b>Lunch</b>
<b>Session 4:</b> 14:00 – 15:00 Panel discussion	Panel members to share real case studies that happened at their institutions regarding the impact of Covid-19 and lockdowns on their operations, the impact of students' fees protests, effects of working from home, how funding constraints are affecting institutions in general and academic administration specifically and other VUCA challenges, and very importantly what they did to overcome it. Panel members: AAA Board of Directors (tbc)
<b>15:00 – 15:20</b>	<b>Refreshments</b>
<b>Session 5:</b> 15:20 – 16:20 Break-away groups	Break-away group discussions AAA Members are invited to submit topics for discussion in these sessions until 14 workdays before the conference.
<b>Session 6:</b> 16:20 – 17:00 Teambuilding	Teamwork Fun Event – Delegates from various institutions are allocated to teams for this event to promote interaction between colleagues of other institutions, and to win the prizes.
19:30 – 23:30	Dinner function at the EL ICC: Theme: "Proudly South African"
<b>Friday, 1 October 2021</b>	
<b>08:15 – 08:30</b>	<b>Lucky draw –</b>
<b>Session 7:</b> 08:30 – 09:00	Feedback from three Break-away groups (10 min each)
<b>Session 8:</b> 09:00 – 09:50 Guest speaker	<i>The norm of Working from Home has brought about a dispersed workforce and the need to streamline activities. Find out how you can reduce chaos and increase productivity at your Institution in just 3 simple steps.</i> <b>Guest speaker:</b> Lerato Sebanda, Customer Engagement Agent, Wisenet – A Division of Adapt IT

<b>Session 9:</b> 09:50 – 10:40 Paper	<b>Paper:</b> <i>From Paper to Smart Digital Board packs: Transforming Governance Meetings in the University of Limpopo</i> <b>Presenter:</b> Ms Madichakga Malahlela, Records Manager: University of Limpopo
<b>Feedback:</b> 10:40 – 10:50	Forming of Interest Groups / Task Teams
<b>10:50 – 11:15</b>	<b>Refreshments</b>
<b>Session 10:</b> 11:15–12:30 AGM	<b>Second Annual General Meeting</b> of Members of the AAA – Chair: Mr. Vido Kungune <b>Important Note:</b> Members are invited to submit points for the agenda to the Administrator, Mr Peet du Plessis at <a href="mailto:stephandup1956@gmail.com">stephandup1956@gmail.com</a> on or before 31 August 2021 in order for the agenda to be distributed 14 days before the AGM. The most important point on the agenda will be the <b>restructuring</b> of the administration of the AAA.
<b>Session 10:</b> 12:30–13:00	Motivational video
13:00	Lucky draw - Weekend getaway for two – at a luxury resort/hotel Evaluation and closing
<b>13:15 – 14:30</b>	<b>Lunch and goodbyes</b>

### Conference arrangements

**Venue:** > **The East London International Convention Centre, East London, Eastern Cape, RSA**

**Tel:** +27 (0)43 709 5200/5202      [www.premierhotels.co.za](http://www.premierhotels.co.za)

*(Directions will be supplied to delegates two weeks prior to the workshop)*

**Fees:** > Conference fee for Thursday & Friday, 30 Sept – 1 Oct. 2021

**R 4 600.00 per delegate** (Note: The AAA NPC is not registered for VAT)

> **Discount:** Institutions that register **10 or more delegates** from their institution will be allowed a **10% discount** on the registration fee of each delegate.

The conference fee includes refreshments, lunches, and the conference dinner function on Thursday evening, but **excludes** the cost of travelling, overnight accommodation, dinner on Wednesday evening and breakfasts.

**Note:** The conference registration fee includes the R250.00 membership contribution to the AAA Fund.

**The conference fee is payable directly to the Association for Academic Administrators NPC**

**Payment:** Institutions will be invoiced on receipt of the completed registration form/s and the amount is payable **within 14 days of issue**, but not later than the closing date for registrations of 23 September 2021. Cheque payments will be accepted at the conference, or the fee can be deposited or paid electronically (EFT) directly into the **bank account of:**

**Association for Academic Administrators NPC.**

Account detail: **FNB** Gold Business Account - Number: **62842733794** Branch code: **250655**

### **Overnight accommodation:**

Delegates who need overnight accommodation must please do their own reservations. The account of the accommodation is **not included** in the conference fee and must be settled by delegates directly with their place of accommodation.

#### > **East London ICC**

The East London International Convention Centre is located within the Marine Park Complex on the East London Esplanade and incorporates the 260 roomed [Premier Hotel EL ICC](#), as well as the adjacent 175 rooms of the [Premier Hotel Regent](#), offering a range of accommodation options to complement the EL-ICC.

#### **Special rates:**

**Premier Hotel EL ICC**      <https://www.premierhotels.co.za/hotels/eastern-cape/east-london/el-icc/>  
Single accommodation - R1 375.00 – B & B

**Premier Hotel Regent**      <https://www.premierhotels.co.za/hotels/eastern-cape/east-london/regent/>  
Single accommodation - R1 150.00 – B & B

[These rates include 15% VAT, but exclude the tourism levy of 1%]

### **Alternative Accommodation**

**Note:** There are various other hotels and accommodation available on the East London beach front that is within walking distance from the EL ICC. For an even wider choice please google “hotels near East London ICC”

**Shuttle service from the airport:** The EL ICC offers shuttle services to and from the East London Airport at R160 per person one way, which should be a lot cheaper than car rental. You can contact them to make a booking on Tel: +27(0) 43 709 5050 or e-mail at: [ge.elicc@premierhotels.co.za](mailto:ge.elicc@premierhotels.co.za) The entire event takes place at the venue.

**Registration:** A conference registration form is attached hereto (next page).

**The closing date for registration is Thursday, 23 September 2021**

## 2021 AAA CONFERENCE REGISTRATION FORM

### Conference particulars:

**Date:** Thursday - Friday, 30 Sept. - 1 Oct. 2021

**Venue:** The East London International Convention Centre, East London, Eastern Cape

**CLOSING DATE FOR REGISTRATIONS:** **Thursday, 23 September 2021**

### Registration detail of delegate

Title: Dr/Mr/Ms	First name (On name tag)	Surname	
Position			
Institution			
	Tel no. (w):	Cell no:	
	E-mail:		
<b>Special dietary requirements</b> (only mark if any):			
<input type="checkbox"/> <u>strictly halaal</u> [ <b>Note:</b> A surcharge of <b>R600.00</b> will apply as such meals need to be ordered from certified halaal suppliers]			
<input type="checkbox"/> <u>no pork or beef</u> (not strictly halaal) <span style="margin-left: 100px;"><input type="checkbox"/> <u>vegetarian</u></span>			

### Terms and conditions of registration:

1. I hereby request AAA to register me for the 2021 conference as follows: Mark Y(es) or N(o)

Registration for <b>Thursday and Friday, 30 Sept. &amp; 1 Oct. 2021</b> : Fee: R 4 600.00 (Not registered for VAT)	
Attending the <b>Thursday evening dinner function</b> (included in the conference fees)	

2. The personal details supplied above, are the correct details of the delegate that will be attending the conference. If another person is to attend as a substitute, the AAA Administration must be informed accordingly **in writing by e-mail** at least 5 working days before the conference.

3. **Billing of conference fees.** Please indicate the method of payment below, as **delegates will not be allowed to attend the conference if payment is not arranged or received before the time.**

AAA to issue an invoice to my institution for the applicable conference fee	Purchase order no:
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**OR**

A cheque payment will be submitted to AAA on or before 23 September 2021	Amount: R
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**OR**

EFT to Association for Academic Administrators NPC. <b>Please e-mail proof of payment</b> to the AAA's GM: <a href="mailto:Peet.duPlessis@gmail.com">Peet du Plessis &lt;stephandup1956@gmail.com&gt;</a> <b>Bank: FNB Business Acc. No: 62842733794 Branch code: 250655</b>	Amount: R
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4. If this registration is cancelled in writing or by e-mail, **within less than 5 working days and before 2 working days** of the conference commencement date, **50% of the full registration fee** will be payable to the AAA. Telephonic cancellations will not be accepted.
5. Please note that if a registered delegate does not attend the conference **without written notice of cancellation** of this registration as specified in point 4 above, s/he will be liable for **the full registration fee.** This also applies if cancellation is received within less than 2 days (48 hours) before the conference commencement date.
6. The conference fee includes tea and coffee, lunches, and the dinner function on Thursday evening. Travelling costs to the conference venue and any overnight accommodation is for the delegate's account.

<b>Delegate signature:</b>	<b>Date:</b>	
<b>Authorized by</b> (name): (If applicable)	<b>Signature:</b>	<b>Date:</b>

**Submission details:** **Please e-mail this registration form** to the AAA's General Manager, Mr Peet du Plessis at [stephandup1956@gmail.com](mailto:stephandup1956@gmail.com) **before the closing date of 23 September 2021.**