

## UBSS Academic and Student Experience Committee Membership

The current membership of the Academic and Student Experience committee is 13 members (as at *February 2022*) –

**Assistant Professor Natasha Jacques** – Chair

**Assistant Professor Jotsana Roopram** – Secretary

**Emeritus Professor Greg Whateley**

**Associate Professor Wayne Smithson**

**Assistant Professor Richard Xi**

**Madilina Tresca**

**Jason Whitfield**

**Sumera Qasim**

**Associate Professor Cyril Jankoff**

**Veronica Sorace**

**Associate Professor Ashok Chanda**

**Emma Tran**

**Charlotte Kelsey**

A profile on each member is provided -

## CHAIR



### **ASSISTANT PROFESSOR NATASHA JACQUES**

Natasha completed her Bachelor of Arts degree (Major in Communicative English) in India and worked at HSBC Bank India as a Customer Service Representative, subject matter expert and Supervisor, ensuring a high quality customer experience for HSBC customers across the globe. Her experience in this field led her to the role of Training and Development Specialist, where she specialised in analysing training needs and the effectiveness of training. In this role, she also delivered soft skills and developmental and leadership training to employees within the organisation. Having gained nine years of corporate experience, Natasha moved to Australia to enhance her qualifications and skills in order to pursue a career in a dynamic organisation. Her goal is to utilize her knowledge and abilities in a career that will provide her with opportunities for continuous improvement, learning and growth, to enable her to leverage her full potential.

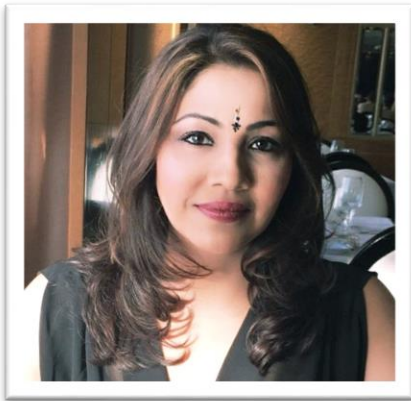
Natasha has worked as a Student Volunteer at the UBSS Graduation Ceremonies, as a Student Assistant at UBSS during the orientation weeks as well as a Peer Assistant Student Support Representative (PASS) for the Bachelor of Accounting program. Natasha was also a student representative of the Academic Senate and Academic Integrity committee at UBSS. She gained valuable experience with academic processes and practices in the business school and corporate higher education sector that enriched her skills set. Natasha also represented UBSS at the TEQSA conference in Melbourne 2019 where she contributed ideas from a student perspective towards student challenges and Partnership in Education.

Natasha completed an MBA (Accounting) in 2019 at UBSS and is employed as an **Administration Coordinator** in the Office of the Dean at UBSS. Natasha is also currently a lecturer at UBSS in the Undergraduate programs.

Natasha is a member of the International Managers and Leaders association (MIML), CPA Ambassador and a member of the Research Association of Australia.

Natasha is also Secretary of the Academic Senate and the Threshold Standards Audit committee.

## SECRETARY



### **ASSISTANT PROFESSOR JOTSANA ROOPRAM**

*Dip(Hospitality), DipEd., GradCertBusAdmin., GradCertHEd., M.Ed.*

Jotsana has lectured for a number of years in the field of Hospitality Management at higher education institutions in South Africa. During this time, she worked closely with industry associates, developing and preparing students for junior management roles in the hospitality sector and mentoring junior staff for progression into senior roles. In the latter part of her career in South Africa she worked in academic administration and management as Head of Department, managing a faculty of lecturers from diverse fields such as business, hospitality, tourism, sport and journalism. She has a national diploma in hospitality management, certificates in assessment design and development and a moderators' license from the sector training authority of South Africa.

She has a Postgraduate Diploma and a Master of Education, specialising in *Higher Education*. Prior to joining UBSS in 2016, she was the College Operations Manager at Navitas in Sydney.

Jotsana is the **Deputy Dean – Student Experience** at UBSS. She is a professional member of the Institute of Managers and Leaders. In 2019, she completed a Graduation Certificate in Higher Education Academic Practice at the Higher Education Leadership Institute (HELI) and a Graduate Certificate in Business Administration at UBSS. Jotsana has lectured the subject Team Leadership and Change Management in the Bachelor of Business program at UBSS.

Jotsana's expertise is in developing academic systems, policy implementation in administrative processes and procedures, online examination management and college operations. She chairs the Threshold Standards Audit committee and is Secretary of the GCA Executive and Management committee and the Audit and Risk committee.

Her research interests include leadership in higher education, student engagement in online learning, governance and quality assurance in higher education. Jotsana has published articles in the areas of online learning, remote proctoring and the student experience. She is the recipient of the best author award for the best academic article in the UBSS Publication Series July 2021.



## EMERITUS PROFESSOR GREG WHATELEY

*DipT., B.Ed., B.Ed(Mus)., GradDipEdAdmin.,M.Ed(Mus).,Prof.D.,CertIVTAE. FAIM*

Emeritus Professor Whateley completed a *Diploma of Teaching* (with majors in Music and Psychology), a *Bachelor of Education* (Curriculum Design and Development), a *Bachelor of Music Education* (with a music education focus), a *Graduate Diploma in Educational Administration* (with a focus on Organisational Behaviour), a *Master of Education* (Assessment and Evaluation) and a *Doctorate* in Virtual Pedagogy. Throughout his teaching career he has maintained a keen interest in how and why people learn.

Dr Whateley began his teaching career (1975 – 1988) in the area of music and arts education at both primary and secondary level. He has taught at every level of formal education (K – PhD) and has either, taught and/or researched, in four States and five Countries.

He commenced his work in the tertiary sector at the *University of Tasmania* in Hobart (1989-90) as a Lecturer in Music Education. He moved to *Griffith University* on the Gold Coast (1991-1999) as a Lecturer/Senior Lecturer in Music Education. He served as Head of School - Arts and during that time managed the Film and Television Music postgraduate awards at the University and the *Queensland Conservatorium of Music* where he also served as Deputy Dean (External Relations). He became Associate Professor and Director of the *Central Queensland Conservatorium of Music* (2000-2003) where he co-founded (with Ian Bofinger) Australia's first 'Virtual Conservatorium'. He also held the position of Head of School - Arts and Manager, Business Initiatives in the Faculty of Education and Creative Arts.

He took the position of General Manager and Professorial Head of School at the *Australian Institute of Music* (2004 – mid 2005). He also held the position of Senior Visiting Fellow at the College of Fine Arts, University of New South Wales (2006 - 2008) and Director of Education and Quality at the National Centre for Language Training (an International Centre of Excellence at the University of New South Wales) from mid 2005 to end 2008. Greg held the position of Senior Visiting Fellow at Wesley Institute (2005- 2011) where he chaired the Academic Board and managed the Master of Music program (Arts Management strand). In 2008 Greg was appointed Principal of the *Australian International Conservatorium of Music*. He was also Consulting Chair of Arts Management at the Sydney Opera House in association with the Australian Institute of Music. In 2011, Greg accepted the post of Deputy Dean at *UWSCollege, University of Western Sydney* and later became the Dean of *The College* (Western Sydney University). For seven+ years Greg was the Chair of the Academic Board at the *Australian Institute of Music (AIM)*. Greg's teaching areas include Teaching Pedagogy, Human Behaviour, Organisational Leadership, Organisational Behaviour, Critical Management, Qualitative Research Methodology and Music History & Form.

Emeritus Professor Greg Whateley is currently **Consulting Deputy Vice Chancellor, Group Colleges Australia** researching and writing in the areas of Quality Management and eQuality. Greg retired from Teaching Research, Management and Leadership in October 2019. He is author of more than 320 external publications and advises in the areas of accreditation, quality assurance, government reporting, eLearning, mLearning, bLearning and Hybrid teaching and learning.

He is currently a Member of the Editorial Board for the *International Journal of Innovation, Creativity and Change*; a Reviewer for the *British Educational Research Journal*; a Reviewer for *IGI Global*; Co-Editor of the *GCA Publication Series*; Chair of the Board of Directors, *Australian Academy of Music and Performing Arts*, Chair of the Academic Board of *Stanfort Academy (Singapore)*; Chair of the Academic Senate of *UBSS*, Chair of the Academic Board of *the Australian Guild of Music Education*, Chair of the Advisory Board, *PAX Institute*, Member of *Elite Education Council*, Director *Group Colleges Australia*, and Chair and President, *Musicum20*. Greg is also a Fellow of the *Australian Institute of Management* and a Fellow of the *Australian College of Research*.



## **ASSOCIATE PROFESSOR WAYNE SMITHSON**

Wayne has held a number of senior finance positions including Finance Director for a number of national companies over a commercial career extending beyond 40 years. Most notable senior positions that include National Finance Director for *Ernst & Young* and Finance Director for the *Bank of New Zealand* in Australia. While his primary industry focus was in the financial services and insurance sectors, Wayne has experience across many industries including manufacturing, services and logistics.

Wayne has also had significant international experience in the Asia- Pacific region - where as Regional Finance Director for the region for a Swiss based professional services organisation - he was involved in a number of key business acquisitions. Most recently, he has owned and operated a successful Tax and Accounting practice.

As well as holding a Master of Business Administration and an undergraduate degree from *Macquarie University* in accounting, Wayne is a qualified CPA and is a graduate member of the *Australian Institute of Company Directors* and a Fellow of the *Australian institute of Management*.

In addition to 40 years of commercial experience, Wayne has had an extensive career in teaching at Higher Education level. Wayne began to focus on a teaching in 2008 accepting a sessional lecturer position at *Sydney University* in 2008. In 2010 Wayne turned his attention to Higher Education Teaching as his focus profession and has taught at a number of universities and Colleges including *Western Sydney University*, *Charles Sturt University*, *Federation University* and *Charles Darwin University*.

Wayne has taught at both graduate and undergraduate levels across both Business and Accounting Disciplines, successfully combining a dynamic of theoretical and practical application drawing on his extensive years of commercial experience in particular at Board and Director Level.

Wayne is currently the **Program Director for the Undergraduate programs** at UBSS Sydney campus, an Associate Professor, a member of the Academic Senate and Chair of the Academic Integrity Committee at UBSS.



## **ASSISTANT PROFESSOR RICHARD XI**

*Cert Bus (UNSW), Cert Ec and Bus (Fudan). Dip Acc (SIT), Dip Interp (NSIT), B. Htl Mgt (SIT), Grad Cert Tourism Management (SIT), Grad Cert China Stud (USyd), Grad Cert Bus Admin (UBSS), MA Asian Studies (UNSW)*

Richard Xi is the **Senior Post Graduate Coordinator** at UBSS.

Before Richard relocated to Australia, his professional career commenced at the *Shanghai Municipal Bureau of Tourism* where he gained several years of experience in hotel management, project management as well as staff development and training.

In 1998 he returned to China and was appointed a Senior Business Development Adviser by a *Sino-Holland joint venture in Shanghai* to provide advice to the JV's business development strategy.

Before he joined UBSS, Richard worked at *Western Sydney University (WSU)* and in charge of student activities and events at *WSU the College Westmead Campus*. He was the chief presenter in the Colombo Plan seminar 'China's past, present and future' organized by WSU Law School and a chief presenter in WSU the College's 'Cultural and Language Exchange Program (CLEP)'. Prior to WSU, he worked at *UNSW Global (University of New South Wales)* as a business development coordinator, marketing officer, China project manager in coordinating UNSW Global/UNSW's international business plan and project with China.

He was a cultural adviser and editor to Alan Manly's book 'The Unlikely Entrepreneur' (*Chinese version*), and a cultural adviser to the book 'Doing Business in China' (published by UNSW press).

Richard is Secretary of the Grade Review committee and the Course Advisory committee.



## **MADILINA TRESCA**

Madilina has taught Italian for a number of years, in Adult Education. Madilina designed and implemented programs at the Beginners, Intermediate and Advance levels; mentored undergraduate/postgraduate students; screened candidates for casual teaching positions, and co-ordinated the teaching rosters.

Madilina has conducted a field research, spanning several months; collecting qualitative and quantitative data for her Masters in Arts (Sociolinguistics) project: Dialect maintenance from the Abruzzo region of Italy, across two generations of families living in Sydney.

Madilina transitioned from Adult Education to a career in Information Technology (IT). Where she worked in technical support, supporting systems used in the Legal and Medical professions. Madilina solved technical issues; managed a Team of Technicians/Engineers; logged/allocated calls to level of expertise; inducted and trained new staff; developed team culture initiatives; implemented performance processes; maintained high team morale and KPIs.

She holds the following qualifications:

- Master of Arts (Sociolinguistics)
- Bachelor of Arts
- Bachelor of Education
- Certificate in IT
- Diploma in IT Systems Administration.

Madilina is the **Learning Support Coordinator** at UBSS Sydney campus.

She is a professional member of the Australian Computer Society, Australian Society of Authors and the Institute of Managers and Leaders.





## **JASON WHITFIELD**

Jason joined Group Colleges Australia, (GCA) in April 2003 and has helped to lead the enormous growth in technology use within GCA during that time.

Jason leads the GCA IT Department, implementing new technology for both teaching and administration, whilst ensuring that all technology in use at GCA is highly reliable, secure, and cost-effective.

In 2005, Jason managed the deployment of Interactive Whiteboard technology for all GCA classrooms, enabling GCA to deliver a superior student experience through a more engaging classroom environment.

In the same year, Jason managed the implementation of the Moodle Learning Management System, which is now used by thousands of other education institutions.

In 2015, Jason managed the transition of the entire GCA IT infrastructure to the Amazon Web Services (AWS) cloud platform, enabling the IT Infrastructure to become more scalable and flexible as the technology needs of GCA continued to grow.

In 2020, Jason managed the transition of GCA from face-to-face to fully online learning, by deploying ultra-modern classroom AV equipment and the Blackboard Collaborate online learning platform.

Jason has a Bachelor of Technology (Information and Communication Systems) from Macquarie University, and is a member of the Australian Computer Society (ACS).

Jason also has over 20 years' experience in Windows PC, Server and Network Administration, as well as extensive experience in Cyber Security, Cloud Computing, and Online Learning.

Jason is the **Training and Technical Services Manager** at Group Colleges Australia.



## **SUMERA QASIM**

Sumera completed a Bachelor of Commerce in IT in Pakistan. She worked as an admissions assistant at the APS School in Pakistan. Her expertise is in on-site admission programs and as a Student Adviser, she worked with education opportunities and options, admissions and other requirements, policies and procedures, transfer of credits and financial assistance. In the latter part of her career in Pakistan, she was involved in the institutional data base of prospective/ potential and current students in the institute. She prepared reports and proposals, and responded to student enquiries and external agencies. Having gained two years of experience in the education industry, Sumera moved to Australia to enhance her qualifications and skills; and to pursue a career in a dynamic organisation. Her goal is assess life, add and build values to her skills and qualities to reach her full potential.

She attained a Bachelor Of Accounting degree in 2015 and completed a Master of Business Administration degree in 2021 from UBSS.

Sumera worked as an Admission Assistant Officer at myQual International in 2015 and was later promoted to Student Services Officer at Group Colleges Australia.

Sumera is currently the **Student Services Manager at Group Colleges Australia** and a member of the SASH and ASE committees.



## **ASSOCIATE PROFESSOR CYRIL JANKOFF**

*MBA, CPA, LLB, PhD, BBus, Grad Dip Tax, FIML*

Cyril is a regular speaker and trainer in Australia and overseas in relation to the buy-side and sell-side contracting, and associated areas including business acumen/awareness, business improvement, negotiations, meetings, contract and commercial law, risk and finance. Throughout his over thirty-year career he has worked in diverse industries and practiced as a public accountant, financial controller, solicitor, in-house counsel, country manager and a business consultant. He also mentors in the above areas. Cyril has taught at all corporate levels and since 1986 he has continually taught a range of business subjects to vocational, undergraduate and graduate university students.

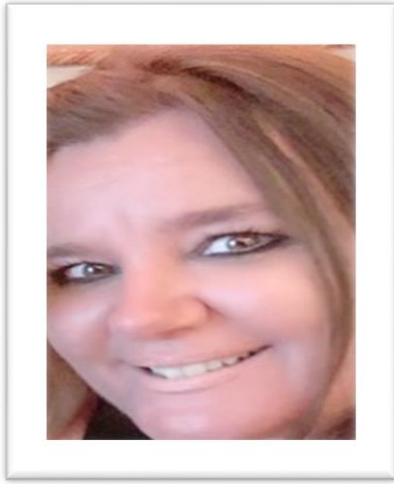
His advice has been sought in the creation, costing, pricing, execution, management, dispute resolution and litigation of many commercial contracts. Included in the above is over 20 years of experience as a forensic accountant and expert witness where he still investigates and acts as an expert witness in commercial contract dispute resolution. He assisted the *Australian Corporate Lawyers Association (ACLA)* in their July 2012 Reforming *Australian Contract Law* submission to the *Australian Government* and is an Advisory Council member for the *International Association for Contract and Commercial Management (IACCM)*. In addition to his technical knowledge and skills Cyril has extensive experience in local and international training and education program design, implementation and presentation in contracting and wider management areas.

He has written two books. The first is his 450-page *Manage Your Contracts – A practical start to finish guide for contracting professionals* book is now in its 4<sup>th</sup> Edition. The second is his 250-page 2018 book *Tools to Improve Contract Outcomes – A practical guide to contracting professionals*. He is currently completing *Finance for Managers and Procurement Professionals*. The audience for all books (and corporate training programs) is non-legally and non-finance trained buy-side and sell-side contracting and general managerial staff.

When he is not training, he splits his week by working some days with a solicitor and the other as Finance Director for a professional services organisation.

He is Certified by the International Association for Contract and Commercial Management as an Expert Level Supplier Relationship Management Professional (“SRME”). Over the years Cyril has been on many CPA Australia committees and was a member of its Disciplinary Committee which disciplined CPA Australia members for non-compliance with its By-Laws.

Cyril is currently the **Program Director** at the UBSS Melbourne campus.



## **VERONICA SORACE**

Veronica is a teacher with over 20 years of experience. She has an extensive background in retail and hospitality, having enjoyed more than a decade in a few of Melbourne's institutions, namely, Brunetti of Carlton, Haigh's Chocolates and the department store, Georges of Collins St. Veronica took this experience to tertiary level, where she lectured and tutored in 'Retail Management'.

With a desire to pursue creative writing, Veronica completed courses in both NYC and London at Gotham Writers and Faber Academy, respectively. She continues to enjoy being one of many international alumni in both academies - and continues to write creatively.

A TEFL certification with ITTI (International TEFL Training Institute) Paris qualifies Veronica to teach English as a foreign language. An Italian speaker herself, Veronica brings her enthusiasm for language and linguistics, communication, and conversation, to her role as **Learning and Student Support Coordinator** at the Melbourne campus.

Veronica commenced her role at the UBSS Melbourne CBD Campus with an eagerness to encourage and guide students during their learning journey.



## **ASSOCIATE PROFESSOR ASHOK CHANDA**

*MBA, PhD*

Dr Chanda has a great passion for building 'New Age Learning' and 'Digital Transformation' in education industry. Ashok has been driving online MBA and Technology Enhanced Learning, building a change from a conventional learning delivery to an online learning delivery. In past, Ashok was associated with Australian Institute of Business and Education Centre for Australia, wherein he played a key role in building these organisations. Ashok has extensive experience of education management, compliance and academic management.

He has authored three business books on business strategy, organisational performance and strategic HRM and numerous research papers. He has also been involved in academic leadership being a part of Academic Board of APIC, AIB, Universal Higher Education and Governing Board of ASBM University and Editorial Board of ASBM International journal. He has also actively participated in teaching being an adjunct faculty with Indian Institute of Management, Asian School of Business Management and lecturer with UNISA, Australia

Ashok in his career spanning more than 25 years has been a business professional and has lead large corporations as a Chief Executive and at a senior management level in oil and gas, construction, mining, energy and logistics industries and has been instrumental in its growth and success. Ashok has built capabilities with a diverse expertise in global leadership roles covering established and emerging markets.

He is currently the **Provost** of the Virtual Campus of UBSS.



## **EMMA TRAN**

Emma has academic background in Chemistry and Financial Planning.

Emma has been working as **Project Coordinator** for UBSS Online campus to support students in multicultural environment contributing to the achievement of student satisfaction.

Her current expertise is in student support, student enrolment activities and administration support for MBA and Undergraduate programs.



## **CHARLOTTE KELSEY**

Charlotte completed a Bachelor of Laws at University College London in 2011 before arriving in Australia in 2012.

Prior to joining UBSS in 2019, Charlotte was an Executive Assistant at C-Suite and Board level for some of the biggest financial institutions in the world.

Charlotte is currently the Executive Administration Assistant for the UBSS Executive Delivery MBA program. In this role, she closely works with Cyril Jankoff to utilise her Executive Assistant skills to onboard all new students to the EDMBA and support the students with their ongoing studies as they move through the MBA program. Her current expertise is in student enrolment and administration support using Paradigm, Moodle and Zendesk. Charlotte works remotely to support all campuses, Sydney, Melbourne and Adelaide.