



EXECUTIVE AND MANAGEMENT TEAM (EMT) MEMBERSHIP

The current membership of the Executive and Membership Team is 10 members.

(As at December 3rd)-

Carlos Munoz	Chair, Chief Operating Officer
Associate Professor Seán O’Hanlon	Secretary, Director – (Melbourne), Manager – Graduation Services
Paul Hauenschild	Chief Financial Officer
Professor Alan Bowen-James	Interim CEO
Jason Whitfield	Chief Technology Officer
Associate Professor Jotsana Roopram	Deputy Dean (Academic)
Aqeel Asad	Campus Director (Adelaide) - Manager, Academic Administration
Associate Professor Wayne Smithson	Program Director - Undergraduate
Rita D’Arcy	Head of People and Culture
George Lai	Compliance Manager

A profile on each member is provided -

CHAIR



Carlos Munoz - JP, MBA, BIntBus, FIML

Carlos serves as the **Chief Operating Officer** at Group Colleges Australia (GCA), bringing over 14 years of expertise in the Australian education industry. His expertise includes international marketing, student recruitment, admissions, team development, and general marketing and management.

Carlos began his career in 2009 at MyQual International, an education agency in Sydney, where he contributed to achieving numerous accolades from Australian universities for outstanding performance and student recruitment. He rose to lead the team, making the agency the largest source of enrolments for GCA.

In 2014, Carlos became the Business Development & Admissions Director at GCA, where he established the GCA Admissions Centre, overseeing business development, agent management, marketing, and admissions operations. He is a member of the GCA Executive Management Team, the Audit and Risk Committee, and the Work, Health and Safety Committee.

Carlos holds an Associate of Arts in Business from Schiller University (Switzerland), a Bachelor's degree in International Business from EAFIT (Colombia) with majors in Marketing and International Relations, and a Master of Business Administration from UBSS (Australia). He is also a NSW Justice of the Peace and a Fellow of the Institute of Managers and Leaders.

Carlos is a member of the Executive Management Team (EMT) and the Audit and Risk Committee (ARC) at Group Colleges Australia.

SECRETARY



Associate Professor Seán *O'Hanlon Bachelor (Hons) Arts, Cert IV in T&A, Dip of Health Counselling*

Seán is the **Director (Staff Experience)** and **Campus Director** of the Melbourne CBD Campus.

Seán is passionate about International Education, having been an international student himself, studying in England, France and Spain. After graduating Seán relocated to Spain where he started his career as an *English Teacher* and then moved into student support joining *the Spanish American Institute*, the study abroad arm of the *University of Wisconsin*.

Seán relocated to Sydney at the end of 2004 and joined an international vocational college in June 2005 as Student Services Coordinator. In 2010 he joined *Western Sydney University - The College* as Student Advisor, being the first point of contact for all issues that were non- academic. During Seán's time at *WSU -The College*, he was granted Innovation Funding to launch the Cultural and Language Exchange Program, to bring local and international students together and was selected as staff representative for the Broadening Horizons program, joining students on an academic and cultural trip to China. During this time, he also provided focus on the staff experience – complimentary to the HR programs available.

From 2016, Seán was employed by a private tertiary provider as Manager, Student Experience, Community Safety and Staff Support and has focused on developing support programs for students including orientation, internship, study and life skills, graduation programs and for staff through the launch of the President's Excellence Award.



Paul Hauenschild

Paul joined Group Colleges Australia in February 2020, having previously served as Chief Financial Officer of listed real estate agency, McGrath Estate Agents. Paul has over 20 years' experience in senior finance roles spanning a range of industry sectors in European and Australian markets including six years with global transport provider NYK Logistics.

Paul leads GCA's finance team, driving financial outcomes, actively managing the group's financial performance and optimising the business's balance sheet. He has extensive experience in corporate finance, strategic planning and analysis, operations management, business model optimisation and governance.

Paul is a qualified CPA and holds a Bachelor of Business Administration (Accounting and Finance) and a Graduate Diploma of Applied Corporate Governance. Paul is the **Chief Financial Officer** at Group Colleges Australia.



Jason Whitfield - *BTech(ICS) MACS*

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.

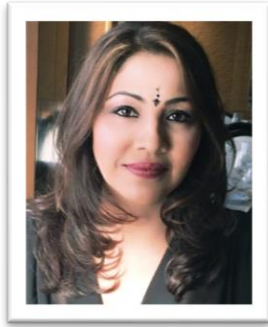
In 2015, Jason managed the transition of the entire GCA IT infrastructure to the Amazon Web Services (AWS) cloud platform, enabling the IT Infrastructure to become more scalable and flexible as the technology needs of GCA continued to grow.

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 **Chief Technology Officer** at Group Colleges Australia.



Associate Professor Jotsana Roopram - *Dip(Hospitality), DipEd., GradCertBusAdmin., GradCertHEd., M.Ed.*

Jotsana holds multiple qualifications including diplomas in Hospitality, Education, and Business Administration, a Master's in Education, and is currently a PhD candidate at Federation University. She has extensive experience lecturing in Hospitality Management in South Africa, collaborating with industry, and mentoring junior staff. She has also served in academic administration as Head of Department, managing a diverse faculty.

Before joining UBSS in 2016, Jotsana was the College Operations Manager at Navitas in Sydney. Her expertise spans academic systems development, policy implementation, online examination management, and campus operations.

She has also completed postgraduate qualifications in Higher Education Academic Practice and Business Administration. Her research focuses on online learning and its impact on international students, with published articles on related topics. 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 first UBSS Publication Series, July 2021. Jotsana has lectured the subject Team Leadership and Change Management in the Bachelor of Business program at UBSS.

She chairs the Threshold Standards Audit committee, Academic Integrity committee and is Secretary of the GCA Board of Directors and the Audit and Risk committee.

Jotsana is the **Deputy Dean – Academic** at UBSS and is the **Campus Director** of the Sydney campus. She is a professional member of the Institute of Managers and Leaders (IML) and a member of Australian Computer Society (ACS).



Rita D'Arcy (FCPHR), M.ODSHRM, M.LEAD (Change Mgt), B.Comm, Grad Dip. CDP, Cert IV TAE40110

Rita joined Group Colleges Australia as the Head of People and Culture in July 2024. Rita's career is marked by senior HR leadership roles across various sectors, including private, listed, government, and not-for-profit organisations, along her private consulting firm, Particularly People.

Known for her visionary approach and setting the benchmark high for HR professionalism and integrity, Rita excels in aligning contemporary HR strategies with overarching business goals, leading highly engaged and service centric HR teams, overseeing expansions, mergers, and acquisitions, spearheading transformational cultural change, developing leadership capability and confidence, embedding robust HR governance standards and legislative requirements, and creating operational excellence and efficiency. Rita's ability to balance the head and heart in critical decision making, along with her engaging communication style, empathetic nature and ability to forge effective, influential and long-term partnerships has seen her collaborate closely with CEOs, executive leadership teams, clients, external stakeholders and Boards in both local and global settings.

Rita is a Certified Fellow Practitioner with the Australian HR Institute (AHRI), where she has served as the Vice President of Membership and State Councillor for AHRI NSW since 2015. Additionally, she is a Chartered Fellow of the UK equivalent, CIPD, and a Graduate Member of Australian Institute of Company Directors (AICD). Rita actively contributes to the development of HR standards as a committee member of MB009 - Human Resources Management for Standards Australia and TC260 - Human Resources Management for the International Standards Organisation (ISO), where she has represented the World Federation of People Management Associations (WFPMA) in ground-breaking international standards discussions.

With a personal passion for lifelong learning and developing others, Rita has been called upon to develop HR course curriculum content for various educational institutes and member organisations and is an academic lecturer for undergrad and postgrad units in HR, Business and Employment Law at the Australian Catholic University. Alongside her academic contributions, Rita writes articles and blogs on HR excellence, speaks at various events and forums, and mentors upcoming HR professionals. Her most important role is as a wife and mother to the two most important people in her life.



George Lai - *Master of Professional Accounting, The University of Tasmania; Master of Laws (International), La Trobe University; Bachelor of Laws, HCM City University of Law.*

George Lai has joined Group Colleges Australia as the Compliance Manager, bringing a strong background in both law and accounting to his role. His diverse expertise enhances his ability to manage compliance matters.

Before moving to Australia, George worked as a Compliance Officer at Mizuho Corporate Bank. After completing his studies at La Trobe University and the University of Tasmania, he resumed his career as a Compliance Officer and later advanced to the role of Compliance Manager for multi-sector education providers operating in both Australia and New Zealand.

With more than a decade of experience in the education industries of both Australia and New Zealand, George's expertise spans a broad range of areas, including higher education (HE), vocational education and training (VET), English Language Intensive Courses for Overseas Students (ELICOS), foundation programs, and secondary school education. Throughout his career, George has worked closely with a wide range of stakeholders, including external consultants, service providers, and government bodies at both Commonwealth and state levels.

His professional strengths include conducting internal audits, promoting self-regulation, and ensuring compliance across organisations. George has also coordinated key projects, such as re-registrations for higher education providers, CRICOS re-registrations, course re-accreditations, and PRISMS-related reporting. He made significant contributions to the successful re-registration and national CRICOS registration, which were approved for the maximum periods without any conditions.

Outside of work, George enjoys cycling, reading, and learning new languages. He has a special fondness for roses, which he enjoys cultivating in his spare time.



Aqeel Asad

Aqeel pursued his dream of achieving a Bachelor's degree in Business after completing a Diploma in Commerce and schooling in the UAE. He graduated from Flinders University and soon found himself in the corporate world as a Marketing and Event Management staffer for a Management Consultancy firm.

Starting with a student support role at Flinders University, Aqeel later joined Optus and Apple Inc.

During his tenure at Apple's world-renowned stores as a Client Services Executive, Aqeel honed his skills in delivering exceptional customer service in a business environment. Driven by a desire for personal and professional growth, he decided to pursue an Executive MBA with UBSS, which he is currently completing.

Aqeel joined the UBSS Adelaide Team in Trimester 2, 2023, as Student and Learning Support, collaborating closely with the Sydney and Melbourne campuses. His dedication and leadership saw him transition from Student Services to the role of Associate Dean of Learning Support, during which he also served as Acting Campus Director.

Recently, Aqeel was promoted to Academic Administration Manager for the Adelaide campus while concurrently holding the role of Campus Director. His journey reflects a consistent commitment to excellence, leadership, and the empowerment of others in higher education.



Professor Alan Bowen-James

MB BS (Medicine & Surgery), BA Hons, BA Hons (Phil), BLitt Hons (History of Ideas), CertDataAnalysis, GradDipManagement, MA (Lit), MCogSc (Neuroscience), MA (Tech Mgmt), MSocSc Hons (Social Theory), MScComms, MPHIC (Med), MJuris Hons, MEnvLaw Hons, MInfoTech, MSc (Maths), MBEnv (Project Mgmt), MBA, MPhil (Pol Sci), PhD, ScEdD, *MIEEE, MACM, MPMI, MCESA, FCILT, FGIA, FIML*

Alan is a higher education consultant who most recently was Executive Dean, Le Cordon Bleu Australia. He was the founding Associate Dean of the Faculty of Law and Business, Australian Catholic University. Alan has for over 15 years been Chair of Academic Board and Director of Excelsia University College. He currently is a Director and Deputy Chair of the Board of the Independent Tertiary Education Council of Australia. Previous positions include General Manager Asia/Pacific of Cengage Education, then the world's largest academic publisher, General Manager of the commercial operations of UNSW, General Manager of the commercial arm of Deakin University. Alan has held academic positions at the University of Sydney, UNSW and UTS and consulted widely in higher education and with professional and industry bodies. At UTS, Alan was Senior Research Scientist leading Australia Research Council and industry-funded ICT projects. Alan is an active researcher, currently in the area of mathematics education.