EXECUTIVE LEADERSHIP TEAM (ELT) MEMBERSHIP

The current membership of the Executive Leadership Team Committee is 11 members.

(As at 21 July 2025)

1. Rita D'Arcy	Chair, Chief People, Culture & Privacy Officer
2. Melissa Krollig	Academic Administration & Learning Resources Manager and Executive Officer
3. Professor Alan Bowen-James	Chief Executive Officer (Interim) & Chief Academic Officer (Interim)
4. Paul Hauenschild	Chief Financial Officer
5. Jason Whitfield	Chief Technology Officer
6. Jotsana Roopram	Academic Experience Manager & Campus Manager (Sydney)
7. Associate Professor Wayne Smithson	Academic Programs Director
8. George Lai	Compliance Manager & Campus Manager (Melbourne)
9. Anushka Khatri	Registrar & Campus Manager (Adelaide)
10. Jaspreet Kaur	Business Analyst & Head of Sales and Marketing (Acting)
11. Brooke Cramond-Darvall	Course Development and Quality Manager

A profile on each member is provided

CHAIR

Rita D'Arcy
Chief People, Culture and Privacy Officer
(FCPHR), M.ODSHRM, M.LEAD (Change Mgt), B.Comm, Grad Dip. CDP, Cert IV TAE40110

Rita joined Group Colleges Australia as the **Chief People, Culture & Privacy Officer** in July 2024. Rita's career is marked by senior strategic HR leadership roles across various sectors, including private, listed, government, and not-for-profit organisations, along with 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, State Councillor for AHRI NSW since 2015 and an Awards Judge. 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, along with her academic experience, Rita has been called upon to develop unit content for various educational institutes and member organisations and is an academic lecturer for undergraduate and postgraduate units in HR, Business and Employment Law at the Australian Catholic University (ACU) since 2017.

Alongside her academic contributions, Rita writes articles and blogs on HR excellence, is a speaker at conferences and events, and mentors upcoming HR professionals. Her most important role is as a wife and mother to the two most important people in her life.

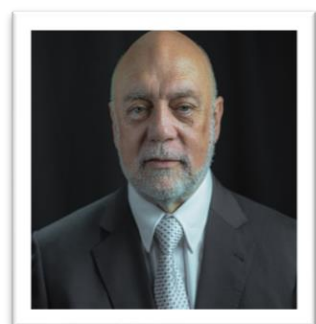## SECRETARY

Melissa Krollig
Academic Administration and Learning Resources Manager
BTHM

Melissa is an experienced academic operations and governance professional with a strong background in higher education administration, compliance, and process improvement. As **Academic Administration and Learning Resources Manager** at Universal Business School Sydney (UBSS), she oversees academic operations, governance frameworks, and resource management to ensure efficiency and compliance.

Previously, Melissa held leadership roles at Le Cordon Bleu Australia, including Academic Services Unit Manager, where she managed academic administration, policy implementation, and regulatory compliance for both higher education and vocational programs. With over a decade in academic administration, financial operations, and business process improvement, she has successfully led teams, streamlined workflows, and enhanced institutional governance.

Passionate about operational efficiency and digital transformation, Melissa is dedicated to improving academic processes and supporting institutional excellence at UBSS.

Professor Alan Bowen-James
Chief Executive Officer (Interim) and Chief Academic Officer (Interim)
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, MPHC (Med), MJuris Hons, MEnvLaw Hons, MInfoTech, MSc (Maths), MBEnv (Project Mgmt), MBA, MPhil (Pol Sci), PhD, ScEdD, MIEEE, MACM, MPMI, MCESA, FCILT, FGIA, FIML

Professor Alan Bowen-James is the **Chief Executive Officer (Interim)** and **Chief Academic Officer (Interim)** at Group Colleges Australia. Alan is a higher education consultant who most recently was Executive Dean at Le Cordon Bleu Australia. He was the founding Associate Dean of the Faculty of Law and Business, Australian Catholic University. Alan has been Chair of Academic Board and Director of Excelsia University College for over 15 years. He currently is a Director and Deputy Chair of the Board of the Independent Tertiary Education Council of Australia (ITECA).

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.

Paul Hauenschild
Chief Financial Officer

Paul joined Group Colleges Australia in February 2020 in the role of **Chief Financial Officer**, 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.

Jason Whitfield
Chief Technology Officer
Btech (ICS) MACS

Jason joined Group Colleges Australia, (GCA) in April 2003 and hold the position of **Chief Technology Officer**. Jason has helped to lead the enormous growth in technology use within GCA during that time.
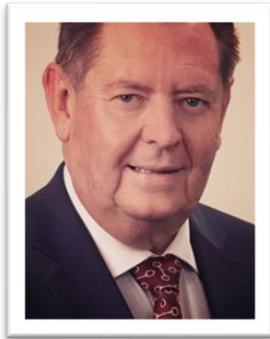
Jason leads the GCA IT Department, implementing new technology for both teaching and administration, whilst ensuring that all technology in use at GCA is highly reliable, secure, and cost-effective.

In 2005, Jason managed the deployment of Interactive Whiteboard technology for all GCA classrooms, enabling GCA to deliver 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.

Associate Professor Wayne Smithson
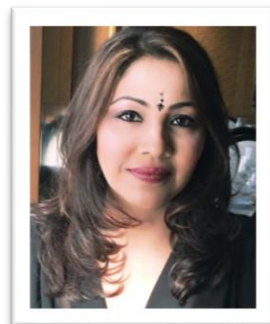**Academic Programs Director**
MBA, BAcc, GAICD, DipSIA, DipCSA, CertIVML, CPA, FIML, GAICD, CMgr (CMI UK)

Wayne is an experienced finance professional with over 40 years in senior roles, including Finance Director for Ernst & Young and the Bank of New Zealand in Australia. Wayne is currently the GCA **Academic Programs Director**, a member of the Academic Board for UBSS, a member of the Course Advisory committee and Chair of the Academic Integrity Committee and is a Finance Director for a performing Arts organisation.

His expertise spans financial services, insurance, manufacturing, and logistics, with significant Asia-Pacific experience in business acquisitions.
He holds an MBA, an accounting degree from Macquarie University, is a CPA, and a Chartered Manager with the Australian Institute of Company Directors and the Institute of Managers and Leaders.

Since 2008, Wayne has also built an extensive higher education teaching career, lecturing at Sydney University, Western Sydney University, Charles Sturt University, Federation University, and Charles Darwin University.

Jotsana Roopram
Academic Experience Manager and Campus Manager (Sydney)
Dip(Hospitality).,DipEd., GradCertBusAdmin., GradCertHEd.,M.Ed.

Jotsana going Group Colleges Australia in 2016 and holds the position of **Academic Experience Manager and Campus Manager (Sydney).** 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. She is a professional member of the Institute of Managers and Leaders (IML) and a member of Australian Computer Society (ACS).

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 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 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 on the subject Team Leadership and Change Management in the Bachelor of Business program.

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

George Lai
Compliance Manager and Campus Manager (Melbourne)
MPA, LLM (International), LLB

George Lai joined Group Colleges Australia in 2024 and holds the position of **Compliance Manager and Campus Manager (Melbourne)**. He brings 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.

Anushka Khatri
Registrar and Campus Manager (Adelaide)
IMBA, BA (Hons).

Anushka Khatri is the **Registrar and Campus Manager (Adelaide)** at Universal Business School Sydney (UBSS), overseeing admissions and academic administration to ensure efficient student enrolment processes and compliance with academic and operational policies. With a strong background in admissions management, she plays a key role in streamlining application processing, managing academic records, and supporting institutional growth.

Anushka holds an International Master of Business Administration (Marketing) from the University of South Australia and has over three years of experience in student recruitment, enrolment management, and compliance within the vocational and higher education sectors.

Previously, as Campus Coordinator & Admissions Manager – International at Signet Institute of Australia, Anushka managed international admissions, assessed credit transfers, conducted student onboarding, and ensured compliance with enrolment policies. With a keen focus on process improvement and operational efficiency, she excels in optimising admissions workflows, enhancing student support systems, and maintaining high academic standards.

Jaspreet Kaur
Business Analyst & Acting Head of Sales and Marketing
M.Tech(ESBA), MCA, BCA

Jaspreet Kaur joined GCA in August 2024 and in April 2025, she was appointed to the role of **Acting Head of Sales and Marketing** while retaining her substantive role as Business Analyst.

Jaspreet is an experienced Business Analyst with a strong track record in helping organisations optimise processes and drive business growth. With expertise in data analysis, requirements gathering, and process improvement, she plays a pivotal role in bridging the gap between business objectives and technical solutions.

Jaspreet's meticulous attention to detail and problem-solving skills, alongside her deep understanding of business needs and technical challenges, sees Jaspreet exceling at translating complex requirements into clear, actionable insights that guide project development and decision-making. She collaborates closely with cross-functional teams, ensuring alignment between business goals and IT strategies to deliver efficient, scalable solutions.

Jaspreet is passionate about continuous learning and keeps herself updated with the latest industry trends and methodologies to provide innovative solutions.

Brooke Cramond-Darvall
Course Development and Quality Manager
BTrngDev, MBA, HDR Candidate MEdProfSt

Brooke Cramond-Darvall is the **Course Development and Quality Manager** and a seasoned education professional and business leader with over a decade of experience spanning higher education leadership, curriculum and course design, and business consultancy. With formal qualifications in training and development, business administration, and ongoing postgraduate research in education, Brooke brings a unique blend of academic rigour and industry acumen to every role.

Brooke plays a pivotal role in course quality and development, curriculum innovation, and strategic implementation of new projects and initiatives. Brooke is a member of the GCA Academic Board and the chair of the Moderation and Grades Committee. Her leadership portfolio includes previous roles as Lead Course Coordinator (NSW) for the Bachelor of Business at TAFE NSW, Head Teacher for Le Cordon Bleu's higher education programs and over 12 years as a successful entrepreneur in the hospitality and consultancy sectors.

Known for her empathetic leadership, Brooke is a forward-thinking educational strategist with a passion for continuous improvement, scholarly practice, and learner-centric design. She has led complex, high-stakes projects including accreditation submissions, workforce capability uplift, digital transformation, and cross-institutional stakeholder engagement. Her governance experience and boardroom presence reflect a commitment to ethical practice and sustainable impact across both academic and commercial landscapes.

Brooke is also an experienced lecturer in higher education, specialising in Business Management, especially Leadership, Strategic Management, Entrepreneurship, Marketing, Restaurant Management, Event Management, and Human Resource Management. She is a member of several professional organisations, including the AICD, AHRI, and AMI. She continues to influence the future of higher education through her research at Griffith University, strategic insights, and commitment to educational excellence.

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