



THE UNIVERSITY OF KWAZULU-NATAL  
AND  
THE AFRICAN OMBUDSMAN RESEARCH CENTRE (AORC), A RESEARCH  
AND TRAINING ARM OF THE AFRICAN OMBUDSMAN AND MEDIATORS'  
ASSOCIATION (AOMA)  
CORDIALLY INVITE YOU TO A WEBINAR

SHOWCASING SECTORAL  
OMBUDSMAN  
(IN HIGHER EDUCATION)



PARTNER ORGANISATIONS

**Association of Canadian College and University Ombudspersons:** The ACCUO is a bilingual and independent association dedicated to promoting and fostering an understanding and appreciation of an Ombudsperson's role within university colleges across Canada. ACCUO supports its members through networking, education, and professional development opportunities, promoting fair and respectful learning and working environments.

**European Network of Ombuds in Higher Education:** The ENOHE is an association and an informal network for ombuds in higher education to learn from each other, to help implement good governance at higher education institutions and create a more solid base for the ombud function in higher education.

**International Ombuds Association:** The IOA is a professional association supporting organizational ombuds worldwide. The association provides professional development, networking, mentoring, and other resources and advocates for issues impacting ombuds.

WEBINAR DETAILS

The "Showcasing Sectoral Ombudsman (Higher Education Ombudsman)" webinar will discuss the legal basis and mandate of the Higher Education Ombudsman, the relationship with the national Ombudsman, the process for the appointment and removal of staff, and the independence and reporting structures of the Higher Education Ombudsman. The webinar will also guide establishing a Higher Education Ombudsman's office, lessons learned, and advice based on the speakers' respective experiences.

[CLICK HERE  
TO CONFIRM ATTENDANCE](#)

DATE: **TUESDAY, 09 MAY, 2023**

TIME: **(15:00 – 16:50 SA) GMT+2 (8 – 9:50 AM ET)**

SPEAKERS

**Adv. Zetu Makamandela-Mguqulwa,**  
former Ombudsman,  
**University of Cape Town,**  
South Africa

**SPEAKER 1**

**Hon. Amanda Dean,**  
Ombudsman for Staff and  
Faculty,  
**Austin Community  
College, Austin, Texas,**  
United States of America

**SPEAKER 2**

**Hon. Natalie Sharpe**  
Director of the Office of the  
Student Ombuds,  
**University of Alberta,**  
Canada

**SPEAKER 3**

**Hon. Jean Grier,**  
Vice-President  
**European Network  
of Ombuds in Higher  
Education (ENOHE)**  
United Kingdom

**SPEAKER 4**

FACILITATOR

**Hon. Julie Boncompain,**  
Protector of Rights, Rights Protection Office,  
**Polytechnique Montreal, Quebec, Canada**

Please note that there will be no live question and answers due to time constraints. Participants may however submit relevant questions to Franky Lwelela (Lwelela@ukzn.ac.za) or Marion Adonis (adonism@ukzn.ac.za) by 10:00 on Monday, 08 May 2023 or use the Q&A function during the webinar. Time has been allocated for a response to questions raised before and during the session. If there is insufficient time to respond to all, the questions and answers will be made available on the AOMA/AORC website www.aoma.ukzn.ac.za.

ENQUIRIES ONLY

**FRANKY LWELELA** EMAIL: [LWELELA@UKZN.AC.ZA](mailto:LWELELA@UKZN.AC.ZA) **OR** **MARION ADONIS** EMAIL: [ADONISM@UKZN.AC.ZA](mailto:ADONISM@UKZN.AC.ZA)

# SPEAKER & FACILITATOR PROFILES



## Zetu Makamandela-Mguqulwa

Zetu is a consulting and contract ombuds, speaker, mediator, coach, and advisor on several organizational capacity improvement initiatives, including Conflict Resolution systems, Change Enablement and Transformation, Leadership, Gender, Diversity, Equity, Inclusion, and Belonging. Zetu has been certified as an Ombuds (COOP) by the International Ombuds Association (IOA) and as a Mediator by the Africa Center for Dispute Settlement and Stellenbosch University. She was the inaugural Ombuds for the University of Cape Town (15 years), the first office of its kind in the South African education landscape. She is currently a Director at ZetuMindshift, Conflict Dynamics, and has been a Regional Chairperson for the International Ombuds Association for ten years. She is also an IOA Diversity, Equity, Inclusion, and Belonging Committee (DEIB) member. Her pioneering ombuds work has been sought out by both emerging and established ombuds offices across different sectors in South Africa, Namibia, Nigeria, Mexico, The Bahamas, The Philippines, and Greece.

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## Amanda Dean

Amanda serves as the Ombuds for faculty and staff at Austin Community College in Austin Texas, USA. Amanda received her MS in conflict management from Kennesaw State University. After attending the 2016 IOA conference and completing the “foundations” course, Amanda began her career as the Assistant Ombuds for Students and Postdocs at UC Berkeley (2017-2019). Fully immersed in the world of Ombuds, Amanda co-founded and helps run the Emerging Ombuds Network, EON, a collective with the mission of advocating for and developing new ombuds. She currently serves as board secretary to the IOA.



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## Natalie Sharpe



Natalie is the Director of the Office of the Student Ombuds, University of Alberta, Canada and the Past-President of the Association of Canadian College and University Ombudspersons. She has professional certificates in negotiation, mediation, arbitration, and the Osgoode/ Forum of Canadian Ombudsman “Essentials for Ombuds”. Natalie established an ombuds internship program at the University of Alberta for undergraduate and graduate students eight years ago; students are trained and mentored by three ombuds staff in the professional skills and practice of ombuds work. She has worked for over three decades as ombuds, mediator and educator in the social sciences and alternative dispute resolution. Previously, Ms. Sharpe worked as a researcher-editor for a Canadian encyclopedia, led a Metis (Indigenous) Land Claims Project, and chaired education union locals. The discipline of anthropology informs her holistic approach to the ombuds profession. Natalie received the Pete Small Award (California Caucus of College and University Ombudspersons) in 2019 for her contributions to the field of higher education ombudsing and has presented at higher education ombuds conferences globally.

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## Jean Grier

Jean has worked in Higher Education in the UK for almost 40 years, spending much of her career at the University of Edinburgh, including 10 years as Investigations Manager and Head of Student Casework. Following retirement from Edinburgh in 2021, Jean continues her involvement in higher education, assisting a number of institutions with policy development and casework handling. She also holds several complementary posts in the public sector. Jean has worked as a trainer for over 20 years, running sessions across the UK and Ireland, and at conferences in Europe and the United States. Jean has been a member of ENOHE since 2014, hosted the ENOHE Conference in Edinburgh in 2018, and has been Vice President of ENOHE since 2019.



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## Julie Boncompain



Julie has 20 years of experience in law, alternative dispute resolution (ADR), and as an ombudsperson in higher education and accredited mediator in labour, civil commercial law and arbitrator. Currently, she is the Protector of rights at Polytechnique in Montreal, Ombudsman of Mila-Quebec Artificial Intelligence Institute and cofounder of JusEquitable, Chair of the International relations committee of ACCUO and president of AOUQ (Association Ombudsman University of Quebec). Julie works with individuals and multidisciplinary teams in multi-level public and private organizations to manage conflict through training, mediation and coaching, implement conflict resolution offices and to provide effective advice across a broad range of work-related concerns. Her collaborative approach and analytical investigation skills help her to create shifts in complex cases and identify legal and socio-economic issues which can impact resolution.