

JUNE 2012

HENDA HENNING

CAREER OBJECTIVE

To establish myself in a dynamic environment where my expertise in administration management can be fully utilized to benefit the company in effectiveness and efficiency.

CAREER PROGRESSION

**April 1997 to current
– Full Time**

University Preparation Programme (UPP), University of the Free State, Bloemfontein

Position: Programme
Co-ordinator

The University Preparation Programme is one of many programmes offered at the Centre for Teaching & Learning at the University of the Free State. The University of the Free State introduced a bridging programme to students from previously disadvantaged areas to provide them with the opportunity to obtain a degree from the University by enrolling for the bridging programme. The bridging programme is presented at local colleges in partnership with the university (the subregions). Modules presented in the sub-regions are developed according to resources based learning (RBL) guidelines which provides more support to students. For quality control purposes a lecturer from the university acts as a co-ordinator for a specific module and appoints facilitators in all regions. The bridging programme is currently running in the following regions:

*Welkom
Bethlehem
Oudtshoorn
Sasolburg
Kimberley
South Campus
Qwaqwa*

The Main Campus (Extended Programmes in English and Mathematics) is also part of the duties.

Responsibilities include the following:

- **Organizing of conferences, training sessions and meetings**
- **Corresponding with all campus co-ordinators in all above mentioned regions**
- **Managing the book quotes, orders and distribution to all regions**
 - Obtain quotations from different bookshops
 - Perform yearly projections on the number of students and place orders accordingly.
 - Collect the books (and unpack them in a store room)
 - Order files, student bags and stationery for all students
 - Assist in compiling files for students before registration
 - Pack books and materials to be send by courier to all regions after registration
 - Reconcile lists of signatures of students and update these

- lists
- Distribute books and material at South Campus. Hand out materials to the students for a period of three weeks after registration
- Perform regular stock takes and order extra books and material if possible
- **Managing and distribution of study material to all students**
 - Receive material, handouts, tests and assignments from co-ordinators to be send to facilitators in all regions on a daily basis
 - Receive the material from the printers and distribute it to the regions
 - Send sms'es to facilitators in the regions to inform them of the study material they can expect to arrive.
- **Reconcile student accounts (approximately 1 500 students)**
 - Print class lists from all modules and calculate each student's account. Send these accounts to Department of Finance to be debited to the students' accounts
- **Organizing the yearly facilitators training for approximately 120 attendees from all regions. Key duties includes the following:**
 - Venue bookings
 - Designing the file (Graphic Department) and finalize the programme
 - Distribute the programme to all attendees
 - Invite all attendees formally
 - Plan and co-ordinate the seating of attendees and break-away venues
 - Organizing the refreshment breaks and compile a menu for lunch
 - Organise equipment needed for the workshop, data projectors, microphones, podium, sound and flipcharts etc.
 - Compile a file consisting of a name tag, programme, documentation and presenters' CV
 - Visit the company the day before the time to investigate the venue etc.
 - Print directions and information to be put in front of the venue.
 - Send sms'es to all facilitators not replying on the invitation.
 - Set up an attendance list.
 - Send the invoice for payment.
- **Compile a pro forma expenditure statement on all costs for the different modules options**
 - Process all invoices of expenses of the year for all modules
 - Calculate the costs per module for students' accounts.
 - Provide these calculations information through for the booklet for the following year
 - Calculate the budget for each module for the coming year. Calculate all expenses per student for example, mathematics the students will need, a text book, study material, file with note pad and a calculator

- Assist with budgeting of new programmes by doing projections of expenses according to this existing programme
- **Examinations**
 - Inform regions of the dates and times of all modules
 - Book the Arena Hall well in advance for the examinations at South Campus.
 - Inform the Exam Division of dates and times so they can organise invigilators
 - Order examination books for all students
 - Distribute all examination papers and books to the regions
 - Place examination dates on the noticeboards at South Campus
 - Take the Examination Papers for South Campus to South Campus to be put in a safe.
 - Organise venues to be open on Saturdays.
 - Receive answer sheets from the regions after the examination and distribute them for moderation
 - Organize the additional examination
 - Inform students by sending a sms and put the names on the noticeboards about the additional examination
 - Inform the Examination Division of the numbers for the additional examinations for the copies of the papers.
 - Inform regions of the dates for the additional examination
 - Distribute the papers, books and attendance slips to the regions for the additional examination
- **General**
 - Purchasing of stationery for all co-ordinators and their facilitators
 - Purchasing of equipment for the co-ordinators, such as chairs, printers, bookshelves, heaters, etc.
 - Report of computer and printing problems
 - Send material, tests etc at least once a week by courier
 - Report equipment problems such as overhead projectors and data projectors
 - Pay visits to regions and South Campus
 - Handle queries regarding student accounts
 - Order books for lecturers (desk copies)
 - Organize microphones etc for lecturers
 - Organize the end-of-year function for the co-ordinators
 - Send students sms'es for their outstanding accounts
 - Consults students regarding problems in general or on their student accounts
 - Calculate the percentage (bad payments)
 - Take ownership of the UF Vehicle by sending it for services, car washes, fuel etc
 - Consult bookshops, publishers regarding new books and prices
 - Liaise with all campus co-ordinators regarding examinations, books, materials and general problems.
 - Count tests and assignments for the modules and distribute it
 - Visits to Qwaqwa (Xerox study material centre)
 - Liaise with Qwaqwa regarding material

- Send five books per module to the library in Qwaqwa and keep track of it on a yearly basis.
- Perform administration tasks such as filing, telephone, email, typing etc.

2nd and 3rd year students at Kimberley – approximately 100 students

- Fetch the exam papers from the Exam Division and send it by courier to Kimberley.
- Count the exam books and attendance sheets and send it to Kimberley.
- Give numbers through to the Examination Division for the printing of the papers for the additional examination.
- Send the applications for the additional exams to the Examination Panel, and sms the student the result of the decision. Send this decision also to the Campus Co-ordinator.

Key achievements and experience:

- **Compile the yearly budget** in the University Preparation Programme (UPP) by making future projections of cost per module. *Achieve significant savings on book orders yearly.*
- **Manage the University Preparation Programme, and Extended Programmes**
 - Budgeting and calculating students accounts
 - Liaise with campus co-ordinators on specific problems
 - Liaise with co-ordinators and facilitators in Bloemfontein, Kimberley, Welkom, Sasolburg, Bethlehem, Oudtshoorn, Main Campus and Qwaqwa Campus.
 - Consult students and parents regarding their accounts
 - Liaise with the UPP office staff and other administrative staff
 - Distribute and deliver study material and text books to all students in the above mentioned regions

ACHIEVEMENTS & LEADERSHIP ROLES

School level	University level	Career level
First Hockey Team 1985-1989	Distinction in Biokinetics - 1991	Social Committee 2003, 2007
First Class Position 1985-1987	Orientation Committee - 1992	Nominee as the best performer of the year - 2006
Full Academic Colours 1987	Distinctions in 7 out of 9 modules (B.A. Honours) – 2002 – 2004	
Prefect 1989		
ACSV Leader 1989		
Hostel Vice Head Girl 1989		

EDUCATIONAL ACHIEVEMENTS**1993 – University Free State**

Bloemfontein, South Africa

B.A. MBW

Human Movement Science

Biokinetics

Psychology

Business Economics

2004 – University Free State

Bloemfontein, South Africa

B.A. Honors (Psychology)

Clinical Psychology

Pastoral Psychology

Social Psychology

Psychopathology

Perspectives on Groups & Communities

Sport Psychology

Personality Psychology

Psychometric Theory 1

Psychometric Theory 2

EDUCATIONAL DEVELOPMENT

Hockey Couch 1990

Athletic Official Course 1991

Gymnastics Novice Couch 1991

Outdoor Adventure 1991

Volleyball Referee 1992

Tennis Couch 1993

SA Lifesaving 1995

PROFESSIONAL DEVELOPMENT

- **Ms Word 6.0 for Windows** – April 1997
- **South Sotho Beginners Course** – 1998
- **Pastel 3.2** – 1998
- **Workshop : Writing of Resource – based materials Training** in Belgium, November 1999
- **Conflict & Stress Management** – 2003
- **Emotional Intelligence** – 17-18 May 2004
- **Telephone excellence** – June 2007
- **Excel beginners and intermediate** – July & August 2007
- **Microsoft Excel 2007** – Foundation – 12 November 2007
- **Microsoft Excel 2007** – Intermediate – 13 November 2007
- **Microsoft Word 2007** – Foundation – 23 November 2007
- **Microsoft Word 2007** – Intermediate – 26 November 2007
- **First Aid level 1** – June 2011

- **Workshop attended**

Topic: Monitoring of the Marking and Assignments in the RBL Career Preparation Programme

Presenter: Tessa Welch – SAIDE (South African Institute for distance Education)
(Bloemfontein – May 1997)

- **Workshop attended**

Topic: Introducing Resource-Based Learning (RBL)

Presenter: Tessa Welch – SAIDE (South African Institute for distance Education)
(Bloemfontein – August 1997)

- **Workshop attended**

Topic: Facilitating in Resource-Based Learning

Presenter: Tessa Welch – SAIDE (South African Institute for distance Education)
(Bloemfontein – November 1997)

- **Workshop attended**

Topic: In service Facilitators Training

Presenter: Dr J Jooste of the University of the Free State
(Bloemfontein – May 2000)

- **Workshop attended**

Topic: Administrative and Academic Structures at the University Free State

Presenter: Dr L Janse van Rensburg of the University of the Free State
(Bloemfontein – May 2003)

- **Workshop attended**

Topic: Integrating Skills into Subject content

Presenters: Ms L. Massyn & Ms A.A Sharp of the University of the Free State
(Bloemfontein – May 2004)

- **Workshop attended**

Topic: Managing the Learning Centres

Presenter: K. Kuhn from SAIDE Johannesburg
(Bloemfontein – April 2005)

- **Workshop attended**

Topic: Students' profiles and how incorporate "who are we" in the curriculum. Emphasis will be put on how to understand and incorporate Indigenous Knowledge Systems into our programmes. It will assist us in a better understanding of multiculturalism and how to deal with it.

Presenter: Prof. Joan Conolly of the Institute of Technology.
(Bloemfontein – April 2006)

- **Workshop attended**

Topic: The application of the Administrative Justice Act on everyday academic decision-making.

Not properly founded academic decisions taken by an employee may lead to legal litigation (court cases) against the university. Such issues relate to e.g.

- "late" handing in of assignments;
- way of calculation of final marks;
- the right of students to state their case, etc.

Presenter: Prof. T. Verschoor, Vice Rector Academic Affairs, University Free State Technology.
(Bloemfontein – 21 April 2007)

- **Workshop attended**

Topic 1: Academic support, then and now. Implications for today.

Presenter: Prof. Chrissie Boughey, Rhodes University.
(Bloemfontein – 19 April 2008)

Topic 2: Facilitating language practice across the curriculum in the classroom.

Presenter: Dr Arlys van Wyk, Department of English, UFS.
(Bloemfontein – 19 April 2008)

Topic 3: Practical example regarding integration of Skills and Competencies in Lifelong Learning into subject specific content of mainstream modules.

Presenter: Dr Oubaas Jooste, Department of Psychology, UFS.
(Bloemfontein – 19 April 2008)

- **Workshop attended**

Topic: Sheltered instruction: Using Challenging Academic Content with English Language Learners.

Presenter: Donna Brinton, overseas guest.
(Bloemfontein – April 2009)

- **Workshop attended**

Topic: Content based instruction (CBI) approach to academic learning.

Presenter: Prof. Diane Harley
(Bloemfontein – April 2010)

- **Workshop attended**

Topic: Innovative assessment: What's the point?

Presenter: Dr Saretha Brüssow,
(Bloemfontein – April 2011)

- **Workshop attended**

Topic: Blended Learning: Creating meaningful technology enhanced learning experiences.

Presenter: Dr Liezel Nel
(Bloemfontein – April 2012)

COMPUTER SKILLS

- MS Word
- Excel
- PowerPoint
- GroupWise
- Word Perfect
- Lotus
- Multi Mate
- Acc Pac/Counter Sales

LANGUAGES

- English
- Afrikaans
- South Sotho (Beginners)

OTHER SKILLS

- Communication skills
- Crisis management
- Problem solving
- Co-ordination
- Administration
- Organisation

CONTACT DETAILS

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REFERENCES

Mr C.C. Mumby

Owner/ Director: Little Switzerland Hotel

☎ 036-438 6220

Mr Francois Marais

Director : Teaching and Learning

☎ 051-4013860