



# OMBUD'S OFFICE

## UNIVERSITY OF CAPE TOWN

**Ms Zetu Makamandela-Mguqulwa – Ombud**

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### THE UNIVERSITY OMBUD: POTENTIAL, PITFALLS & LIMITATIONS

#### AGENDA

08:00 – 08:30 Registration

08:30 – 09:00 Welcome – The Most Reverend Archbishop Ndungane, UCT Chair of Council and Dr Max Price, UCT Vice Chancellor, Ms Zetu Makamandela-Mguqulwa, UCT Ombud

09:00 – 09:30 Opening address by Chief Director M Mabizela, University Education Policy & Development Support in the Department of Higher Education and Training

09:30 – 10:30 Panel discussion: *Ombudsing in a University Context*<sup>1</sup>, Ms Zetu Makamandela-Mguqulwa, UCT Ombud, Prof Bernard Lategan, US Ombud, Adv Busisiwe Mngoma, Manager: UKZN Ombud Office, Prof Crain Soudien, UCT Deputy VC, facilitated by Prof Barney Jordaan, USB Africa Centre for Dispute Settlement

10:30 – 11:00 Refreshment break

11:00 – 11:45: Group work

11:45 – 12:15 *In-house Mediation – The UCT Experience*, Francois Botha, UCT Director of Discrimination and Harassment Office

12:15 – 12:45 General discussion

12:45 – 13:45 Lunch

13:45 – 14:45 Panel discussion

14:45 – 15:30 *Ombudsing Skills*, Mr Camilo Azcarate, World Bank Group Office of Mediation Services and IOA<sup>2</sup> (via VC from the USA)

15:30 – 15:45 Refreshments

15:45 – 16:15 *Ombudsing Skills* continued

16:15 – 16:30 Wrap-up and closure

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<sup>1</sup> Including: Impartiality, independence, informality and confidentiality in the university context; intervention by the Ombud: potential and limitations.

<sup>2</sup> Ibid.