

## TOPICS FOR BREAK AWAY GROUPS

**Group A: Facilitators:** Melanie Jattiem, Rhodes & Mr Muzi Mathe, Northlink College

**Venue:** Main venue

**Topics:**

- Four-day work week – can this trend work in a higher education institution administration?
- How to maintain data integrity/accuracy of data.
  - Internal verification / validation of documents received from HRM.
  - Capturing auditing mechanisms put in place to ensure accuracy of data monthly.
  - Impact on reporting.

**Group B: Facilitators:** Kaylin Hollenbach, UWC & Peet du Plessis, RAEI Admin

**Venue:** Break-away venue

**Topics:**

- Service Excellence within the Payroll environment.
  - Institutions can compare how they manage queries, special requests via perhaps an automated Helpdesk, Helpdesk Mailbox.
  - Service level agreements with departments
  - Staff structuring. Are there dedicated persons responsible only for monitoring payroll related queries, are they split per nature of query?
- To what extent do we empower / allow staff to view / update information via a system self-service.

What do institutions have in place to inform staff members on updates relating to their remuneration?

---

**Administered by:**

Peet du Plessis – Sole Proprietorship

t/a Best Practice Forums & Events

180 Walnut str. Moreleta Park, Pretoria, 0181

T: +27 (0)82 651 6364 Email: [stephandup1956@gmail.com](mailto:stephandup1956@gmail.com) Web: [www.raei.co.za](http://www.raei.co.za)