

FADILA ETHNE LAGADIEN

AI-Enabled Accessibility & Disability Inclusion Specialist

Cape Town, South Africa | MBA | Certified AI Professional

PROFESSIONAL SUMMARY

Strategic leader combining 20+ years of disability rights advocacy, policy development, and corporate governance with advanced AI capabilities. I leverage artificial intelligence to transform accessibility consulting—building automated audit systems, creating AI-powered assistive tools, and developing inclusive digital solutions that work for everyone. My unique positioning bridges Universal Design principles with cutting-edge technology, delivering practical solutions that organisations can implement immediately.

I believe AI should be a force for inclusion, not exclusion. Every tool I build, every automation I create, and every strategy I develop prioritises disability inclusion, algorithmic fairness, and human rights.

CORE COMPETENCIES

AI & Technology

- AI-powered accessibility auditing systems
- Prompt engineering for inclusive outputs
- Advanced AI solution development (Anthropic Claude, Google Gemini)
- No-code automation (Make.com, n8n)
- AI chatbot development & deployment
- AI fairness assessment & bias detection
- Custom GPT creation for lead generation
- AI-powered content creation & avatars

Accessibility & Inclusion

- WCAG 2.0/2.1/2.2 (AAA compliance)
- Universal Design implementation
- SANS 10400-S (SA building standards)
- UNCRPD alignment & advocacy
- Employment Equity Act expertise
- B-BBEE disability mainstreaming
- Inclusive policy development

AI-ENABLED SERVICES & CAPABILITIES

Accessibility Consulting Enhanced by AI

- AI-powered accessibility audits that automatically identify WCAG compliance gaps across websites, documents, and applications
- Automated reporting systems that generate comprehensive accessibility assessments with prioritised remediation roadmaps
- Custom AI chatbots providing 24/7 accessibility guidance and disability inclusion support
- AI fairness assessments ensuring algorithms and automated systems do not discriminate against persons with disabilities

Digital Transformation & Automation

- Business process automation using Make.com, n8n, and AI agents to eliminate repetitive tasks

- AI-generated training content including video scripts, avatar presentations, and CPD-accredited courses
- Inclusive SaaS platform development (Bubble.io, Softr, Airtable) with built-in accessibility standards
- Voice AI and multilingual chatbot solutions for diverse user populations

Strategic Advisory & Training

- AI ethics consulting aligned with EU AI Act, POPIA, and global human rights frameworks
- Executive briefings on responsible AI implementation for boards and C-suite
- CPD-accredited training programmes on disability inclusion in the workplace
- Custom AI prompt engineering training for accessibility professionals

CURRENT VENTURES

Founder & AI-Enabled Accessibility Specialist | *BeAccessible* (Present)

Accessibility and Universal Design consultancy delivering AI-enhanced audits, inclusive digital solutions, and disability inclusion strategy for organisations across South Africa and globally.

- Developed multi-tenant SaaS accessibility audit platform with AI-powered compliance checking
- Created AI fairness assessment dashboard and consulting infrastructure for responsible AI implementation
- Built and deployed AI chatbots providing accessibility guidance and disability rights information
- Designed CPD Certificate Programme in Workplace Inclusion (6 modules, 39,500+ words, AI-generated content)

Founder & AI Automation Consultant | *FAldila Consulting* (Present)

AI automation consultancy helping service-based businesses leverage artificial intelligence for efficiency, growth, and inclusive operations.

- Vendor quote-to-payment automation systems using Make.com and Xero integration
- AI avatar creation for training content and course delivery
- Custom GPT development for lead generation and client engagement
- Voice AI and multilingual bot solutions for diverse markets

PROFESSIONAL EXPERIENCE

Senior Manager, Distributing Agencies | *National Lotteries Commission SA* (8 years)

- Led grant allocation for Arts, Culture, National Heritage, Sport, Charities, and Miscellaneous sectors
- Acted as Chairperson in absence, developed strategic reports for Board presentation
- Provided input on strategic planning and organisational policy development

Deputy Director: Race, Gender and Disability | *Dept. of Science and Technology*

- Developed policy, strategy, and M&E frameworks for disability mainstreaming in SET sector
- Oversight of DST agencies (NRF, NACI, CSIR, ASAF) for inclusion compliance

Deputy Director: Tourism Sector Code Implementation | *National Dept. of Tourism*

- Led B-BBEE implementation in private sector tourism with stakeholder liaison

POLICY DEVELOPMENT & LEGISLATIVE IMPACT

Directly contributed to shaping South African policy and legislation through research, drafting, and advocacy:

- Labour Relations Act (Green Paper through to enactment)
- Employment Equity Act (Green Paper through to enactment)
- Code of Good Practice: Disability & Technical Assistance Manual
- Integrated National Disability Strategy White Paper (INDS)
- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
- Skills Development Act (Green Paper through to enactment)

BOARD & LEADERSHIP POSITIONS

South African Broadcasting Corporation (SABC)	Non-executive Director (1.5 terms)
WESGRO (Western Cape Trade & Investment)	Non-executive Director
NEDLAC (Development Chamber & Exco)	Overall Convener, 10 years
Disabled People South Africa (DPSA)	Western Cape Chairperson
Voice of Disability NPC	Founder & Chairperson

INTERNATIONAL EXPERIENCE

- Technical Advisor to South African Government, ILO Tripartite Meeting on 'Managing Disability in the Workplace' (Geneva)
- Technical Advisor on Universal Design for ICTs, World Summit on Information Society (WSIS), Geneva
- World Bank Conference on Disability and Development, Washington DC
- GLADNET (Global Applied Disability Research Network), Geneva
- Disabled People International Conferences: Seoul, Vancouver
- Pre-Beijing Gender Conference, Senegal

EDUCATION & CERTIFICATIONS

CentelA PRO — Certified AI Professional (2025)

Comprehensive AI training: Generative AI foundations, prompt engineering, AI-powered automation, no-code AI tools, chatbot development, AI agents, ethics & responsible AI, and AI consulting/monetisation strategies

MBA — University of Liverpool

Specialisation: Corporate Strategy & Organisational Development

Original research: Employment Equity Barriers in South Africa (3-Gap Framework)

Additional Certifications:

- Business Analysis (University of Pretoria)
- Policy Development, Assessor, Moderator, Curriculum Design (Pro-active College)
- Train the Trainers (National School of Government; UN DESA)
- Monitoring & Evaluation Systems (Open University)
- Human Resource Diploma (Open University)

AWARDS & RECOGNITION

- Paul Harris Fellowship — Kromboom Rotary Club (voluntary community contribution)
- Ntsika Disabled Entrepreneur Regional Winner
- Ntsika Disabled Entrepreneur National 2nd Place
- Eskom Disabled Women Achiever of the Year — Western Cape Finalist

PUBLICATIONS & THOUGHT LEADERSHIP

- Chapter: Adult Basic Education for Disabled People (USWE Training Manual)
- Chapter: Disability (Women's Health Manual, Wits University)
- Numerous articles and conference papers on disability rights, women's issues, and inclusive policy

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