



## CAREER EXPERIENCE

### EAP Tutor and E-learning Designer for Humanities and Business -DUISC

September 2019 to date

I have been developing and delivering EAP materials to Pre-master's and Foundation year students at various levels of proficiency, liaising with the humanities subject leads to improve AES course work titles and overall academic delivery across the wider centre. I conduct formative and summative assessments, mark essays on Turnitin, take part in standardisation and feedback sessions, and update academic management, Welfare & Visa & Registrar's Office on student progression, engagement, attendance and submission. Since the Coronavirus lockdown, I have been:

- creating, recording, editing, proofreading and uploading materials and online quizzes on Blackboard;
- recording videos of my lessons using Panopto & Quick Time Player, and editing them using iMovie;
- creating forums to encourage participation and engagement online, and weaving and summarizing discussion threads;
- responding to student enquiries via email & Microsoft Teams, and monitoring & following-up poor participation;
- setting up and conducting synchronous sessions & 1-to-1 tutorials and assessing presentations via Microsoft Teams;
- attending weekly centre, English Department and regional meetings and training via Microsoft Teams.

The followings are my E-learning designer duties with the Business and Arts and Humanities teams:

- Quality checking the online materials against the Level 2 of VLE Framework and the Blended Programmes Monitoring and Review Form.
- Moderating Online Teaching Forums to discuss and share effective online teaching practice and tips
- Using Genially, Wooclap, Flipgrid, VLE quizzes & discussion boards, Padlet, Quizlet, Powtoon and H5P to design engaging and interactive materials for a blended learning course.
- Training staff across the center on how to design interactive and engaging activities using various tools in their synchronous and asynchronous sessions.
- Attend pathways and e-learning team meetings and trainings
- Teaching live sessions using various tools to engage students of various language abilities

### EAP online tutor, Council of At-Risk Academics (CARA)

January 2018 to date

I help develop Academic English competency amongst Syrian academics who are in exile in Turkey.

- Attending f2f workshops in Istanbul to help Arts and Humanities participants write grant proposals for CARA;
- Teaching EAP online to a Syrian academic asylum seeker based in Turkey using Adobe Connect;
- Recording my student's attendance and helping him with technical difficulties by corresponding with the admin team.

### Pre-sessional EAP Teacher, Durham University

July 2019 – September 2019

I trained postgraduate international students with different linguistic and educational backgrounds. I followed the scheme of work provided, but I acknowledged the need for flexibility by adapting and supplementing materials.

- Attended an induction week and weekly meetings to become familiar with the requirements of the course;
- Planned, supplemented and taught the course materials according to the scheme of work;
- Team-taught with less-experienced teachers to provide support and share peer feedback.

### ESOL teacher, Newcastle College

January 2019 – March 2019

I assisted in the running of language workshops for refugees and asylum seekers.

- Supported individual learners with focussed feedback and learning strategies to become autonomous learners;
- Facilitated access to IT resources during self-study sessions.

### Pre-sessional EAP teacher, ISLI, Reading University

June 2018 – September 2018

I prepared PG international students for their TEEP exam by teaching the key aspects of EAP.

- Conducted tutorials to feed forward to their success in their academic studies;
- Completed reports on each student's performance in key components of the course;
- Evaluated the program and the teaching materials and provided feedback to ISLI management;
- Reported student welfare issues to the course directors and Welfare Team;
- Assisted in the administration and marking of continuous and final assessments using Turnitin.

### Head of English, English Department, MAHSA University, Malaysia

June 2017 – June 2018

I led a team of teachers and managed the operations of the department. I transformed the department's strategy by reviewing the effectiveness of its courses, materials, modules, and registration and administrative procedures, which increased the university's bottom line and decreased student attrition.

- Wrote new EFL & IELTS courses which received approval from the Malaysian Ministry of Education;
- Updated the marketing team on the new approved courses to enable them to promote these to various stakeholders;
- Conducted market research and liaised with the finance manager to price the new courses;
- Identified and defined Program Learning Objectives (PLOs) for EFL, IELTS & EAP courses and MBA and Nursing programs;



- Worked closely with subject leads and heads of faculties to identify students' needs and provide support;
- Registered the department as an IELTS Registration Centre and exam venue;
- Communicated with the Academic Vice-Chancellor to discuss logistical, operational and other departmental needs;
- Monitored and moderated continuous and final assessments and ensured the security of exam marks;
- Managed teacher recruitment, training and CPD, conducted observations and provided constructive feedback;
- Updated the VLE by uploading EAP materials and links to relevant educational websites for independent learning.

## Distance/Online IELTS Trainer, IELTS UK

**Jan 2017 – April 2017**

I delivered quality tailor-made lessons to Filipino nurses on a 1-to-1 basis to help them achieve IELTS band 7 to join the NHS, using Skype, Zoom & Google Drive. My students achieved their UKVI visas after the course.

- Planned English for Specific Purposes lessons based on individual needs and provided feedback on student progress;
- Reported student progress, attendance & technical problems to the project coordinators.

## English Teacher & IELTS Examiner, British Council Penang, Malaysia

**April 2015 – May 2017**

I designed bespoke ESP professional development courses for external clients by conducting needs analysis and interviews. I also taught a wide range of EFL courses to young learners and international pre-university students.

- Examined IELTS candidates & worked with the examination unit to second-mark jagged profiles;
- Applied the Communicative Approach on task-based ESL courses using various course books and materials;
- Liaised with the academic managers to provide feedback on courses;
- Reported issues concerning young learners with special needs to the YL coordinators and provided pastoral care as needed.

## Teacher Trainer / E-Moderator - British Council / Ministry of Education Blended-Learning Project

**Feb 2013 – Feb 2015**

I trained 200 Malaysian school teachers to upgrade their English proficiency level as well as their teaching methodology via a blended-learning course. Enabled participants with minimal IT experience to successfully complete an online course on Moodle with 80% success rate in moving a band higher based on CEFR levels.

- Liaised with Ministry of Education officers, project managers & coordinators to facilitate program delivery, enhance communication and resolve participants' academic and technical issues;
- Moderated and assessed online progress tests to prepare teachers for their exit exam and provided feedback;
- Populated and moderated discussion forums and wikis by weaving and summarizing discussion threads;
- Nominated to be the trainers' representative to consult with the project manager to report and resolve trainers' issues.

## Teacher of English, British Council Kuala Lumpur, Malaysia

**Feb 2012 – Feb 2013**

I was responsible for the delivery of ELT courses to both adults and young learners. I counselled learners and advised them on a series of action plans to improve their language and learning skills. I gained experience in dealing with students from a wide range of cultures, countries, ages and proficiency levels.

- Collaborated, co-taught and team-planned lessons with colleagues and provided peer feedback;
- Attended professional development and INSETT workshops;
- Utilised social networking sites such as Edmodo to reach students outside of the classroom.

## Teacher of English, International House, Malaysia

**Sep 2007 – Feb 2012**

I taught in-session EAP to year-one students of various disciplines, ESP to external clients and Intensive English and IELTS preparation courses to pre-university students. Collaborated with colleagues to design IH Malaysia placement test, continuous assessment standardisation and EAP course evaluation.

- Conducted peer observations and training sessions at IH weekly teacher training;
- Introduced a student portfolio and students' blog as a means of summative assessment;
- Conducted research into the effects of peer feedback on students' writing using process and product approaches.

## Teacher of English, Gooyesh Language Institute, Iran

**June 2001 – May 2006**

I attended Gooyesh's bespoke teacher training course for quality assurance and professional development purposes. I supplemented materials based on learners' needs and offered learner training to enhance learner autonomy.

## EDUCATION AND CERTIFICATIONS

- **Diploma in Software Development** (2021) Code Institute
- **Introduction to Coding** (2020) Shecodes
- **DELTA** (2014) British Council
- **E-Moderator Essentials Certificate** (2013) British Council
- **MA in TESOL** (2012) University of Nottingham
- **CELTA-YL** (2012) British Council
- **CELTA** (2008) International House
- **BA in English Language Translation** (2003) Khansar Payame Nour University