

Challenges of a Covid Era Language School Administrator

Please scan this QR code to answer some survey questions related to our presentation.



Challenges of a Covid Era Language School Administrator

Languages Canada Conference 2022

Paul Denman
Roberta Murino
Hannah Pyo



Agenda

1. Introduction
2. Virtual Management – Challenges and Tips
3. Teacher Qualifications and Resume Workshop
4. Discussion and Conclusion



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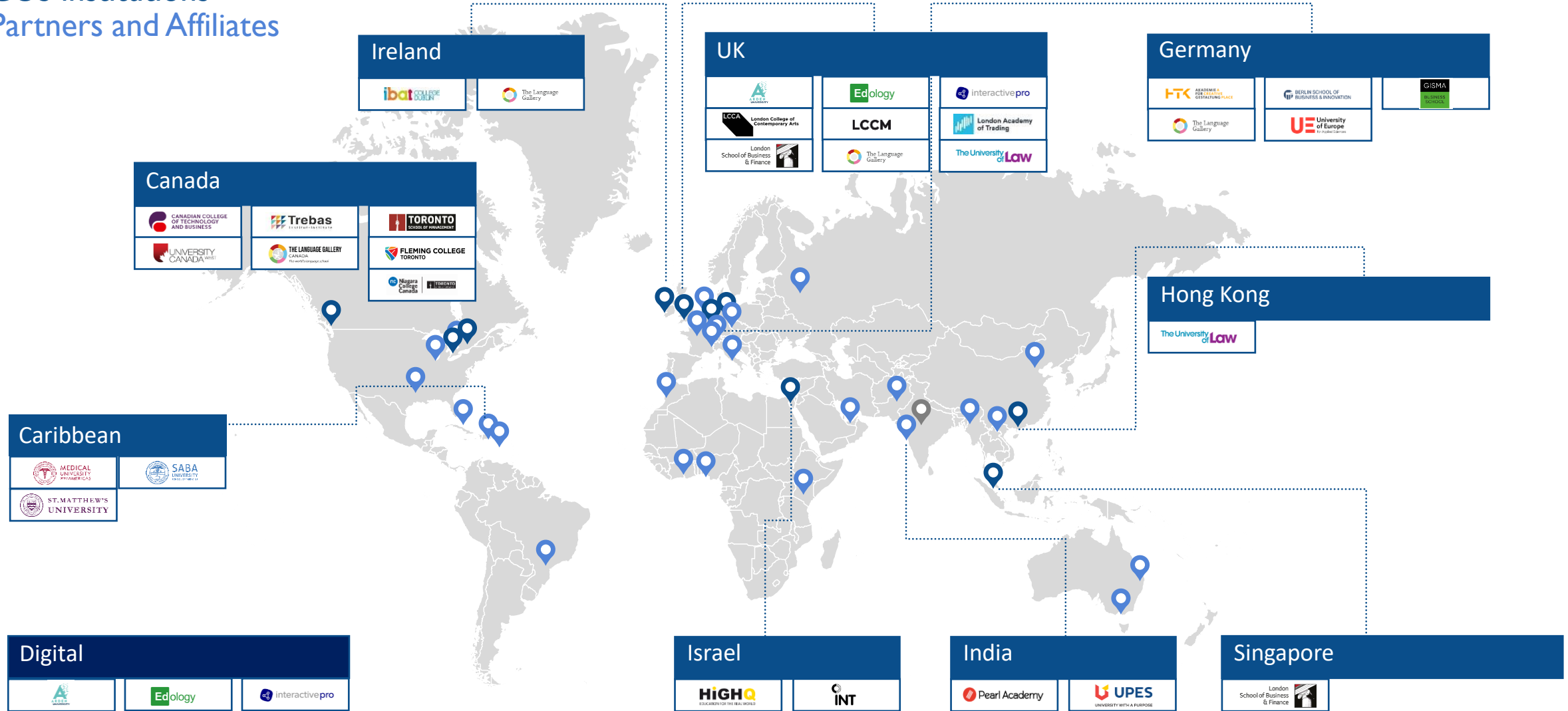
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The world's language school

GUS Global

- Established in 2003, Global University Systems (GUS) is an international network of higher-education institutions, brought together by a shared passion for accessible, industry-relevant qualifications.
- GUS delivers a wide variety of programs, including bachelor's degree, diploma, master's degree programs, English Language training, corporate and executive education.
- With 85,000 students from 175 countries, GUS operates 30 institutions worldwide with 57 campuses, based in some of the world's biggest cities like London, Birmingham, Manchester, Toronto, Montreal, Chicago and Vancouver; and across the globe in Singapore, Germany and Israel.
- Privately held, based in The Netherlands with our Head Office in London, UK and over £100M invested in building teams and capacity at our institutions.

GUS Global Brands

- 📍 GUS institutions
- 📍 Partners and Affiliates



GUS Canada Institutional Brands and Public-Private Partnerships



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Vancouver, BC



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Toronto, ON



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Toronto, ON Vancouver, BC



CANADIAN COLLEGE
OF TECHNOLOGY
AND BUSINESS

Vancouver, BC



Niagara
College
Canada



TORONTO
SCHOOL OF MANAGEMENT

PPP – Toronto, ON



Trebas
Institut-Institute

Montreal, QC Toronto, ON



FLEMING COLLEGE
TORONTO

PPP – Toronto, ON



The Language Gallery

Toronto and Vancouver

- TLG delivers high-quality courses and innovative packages offering international students an excellent language immersion experience online and on-campus.
- Quality: At TLG Canada we deliver high quality programs, offering international students a great experience that will lead the student into a bright educational future.
- Location: All our facilities are conveniently located in the centres of Toronto and Vancouver.
- Recognition: Our English programs are proudly recognized by more than 37 public and private institutions in Canada. The TLG Canada certificate opens the doors to higher education in Canada.
- Flexibility: Students who choose to study online at our TLG Live program, can learn and advance their English skills from the comfort of their homes, with a choice of different time slots.



Toronto School of Management

English for Academic Purposes

- TSoM is an innovative college offering a broad range of career-focused programs in business, hospitality and tourism, big data, cybersecurity and accounting.
- At TSoM, we incorporate key, dynamic approaches to teaching and learning, as our objective is for all our students to be provided with well-rounded study programs that utilize peer support to create a meaningful and memorable learning experience.
- TSoM EAP is a comprehensive program designed especially for English language learners who want to improve their writing, communication, and critical thinking skills to excel academically and professionally.
- The program offers a direct pathway into TSoM and Niagara College – Toronto (NCT) programs without taking other standardized tests.
- Flexible schedules which allows students to study both online and in person.



Virtual Management



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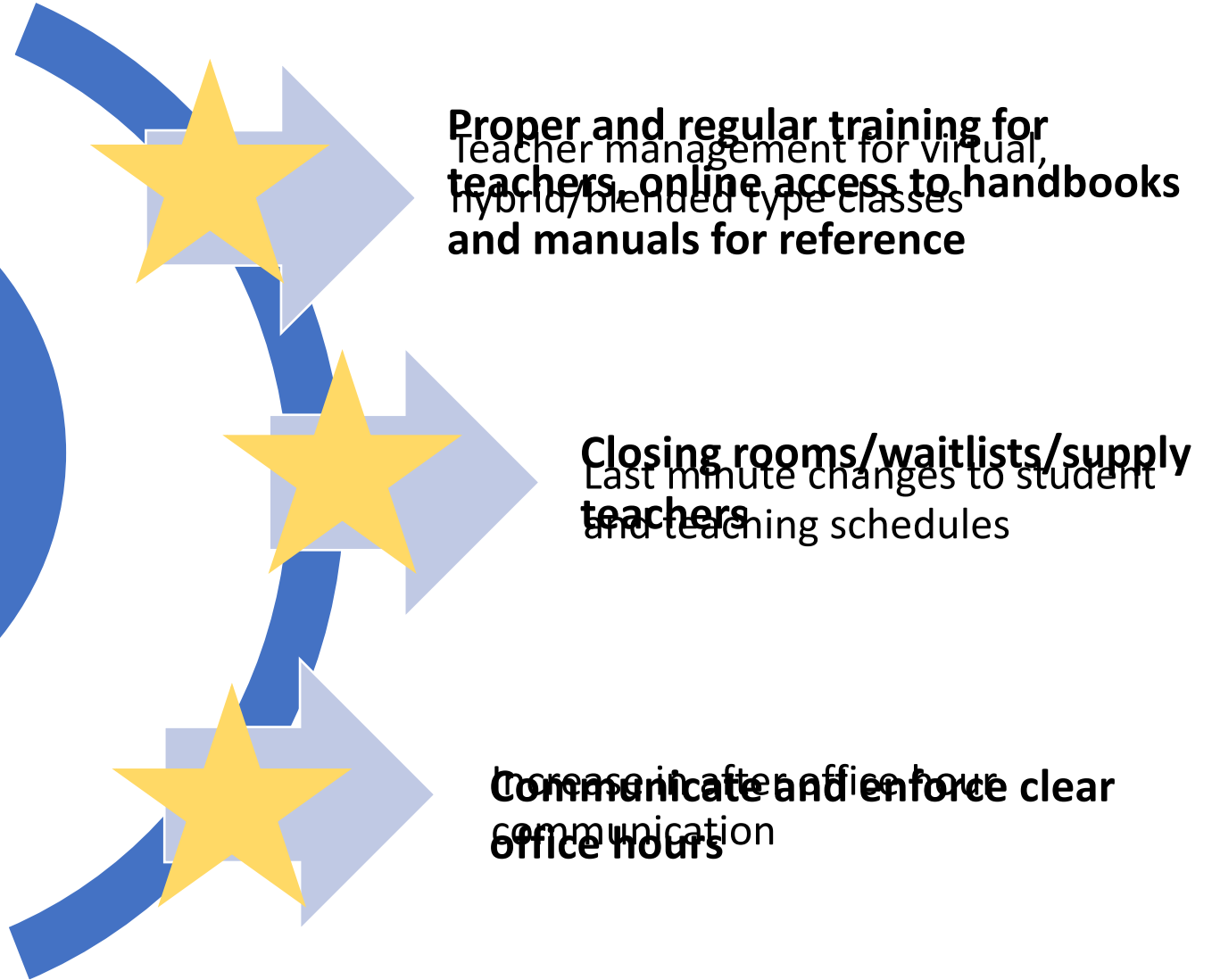


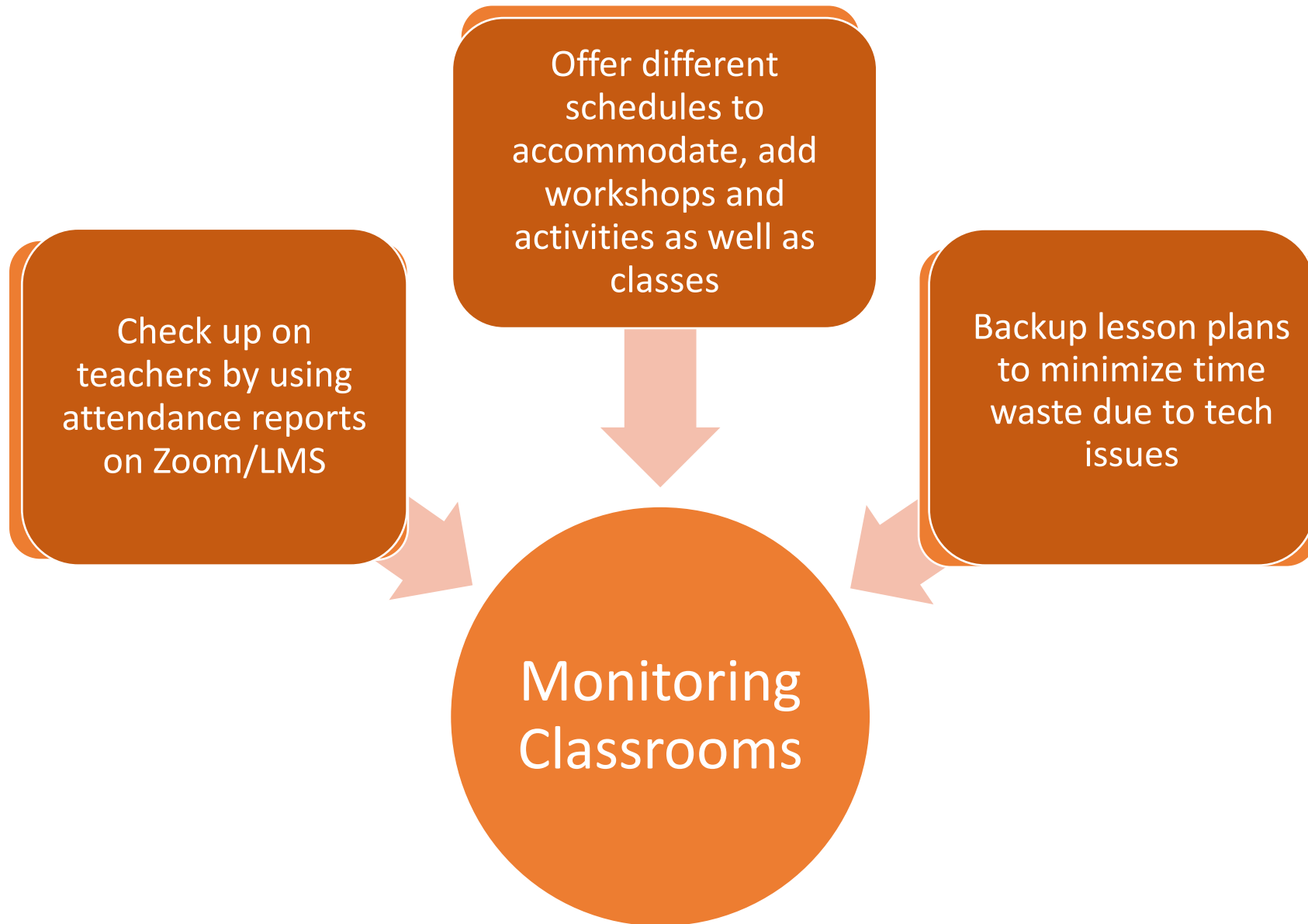
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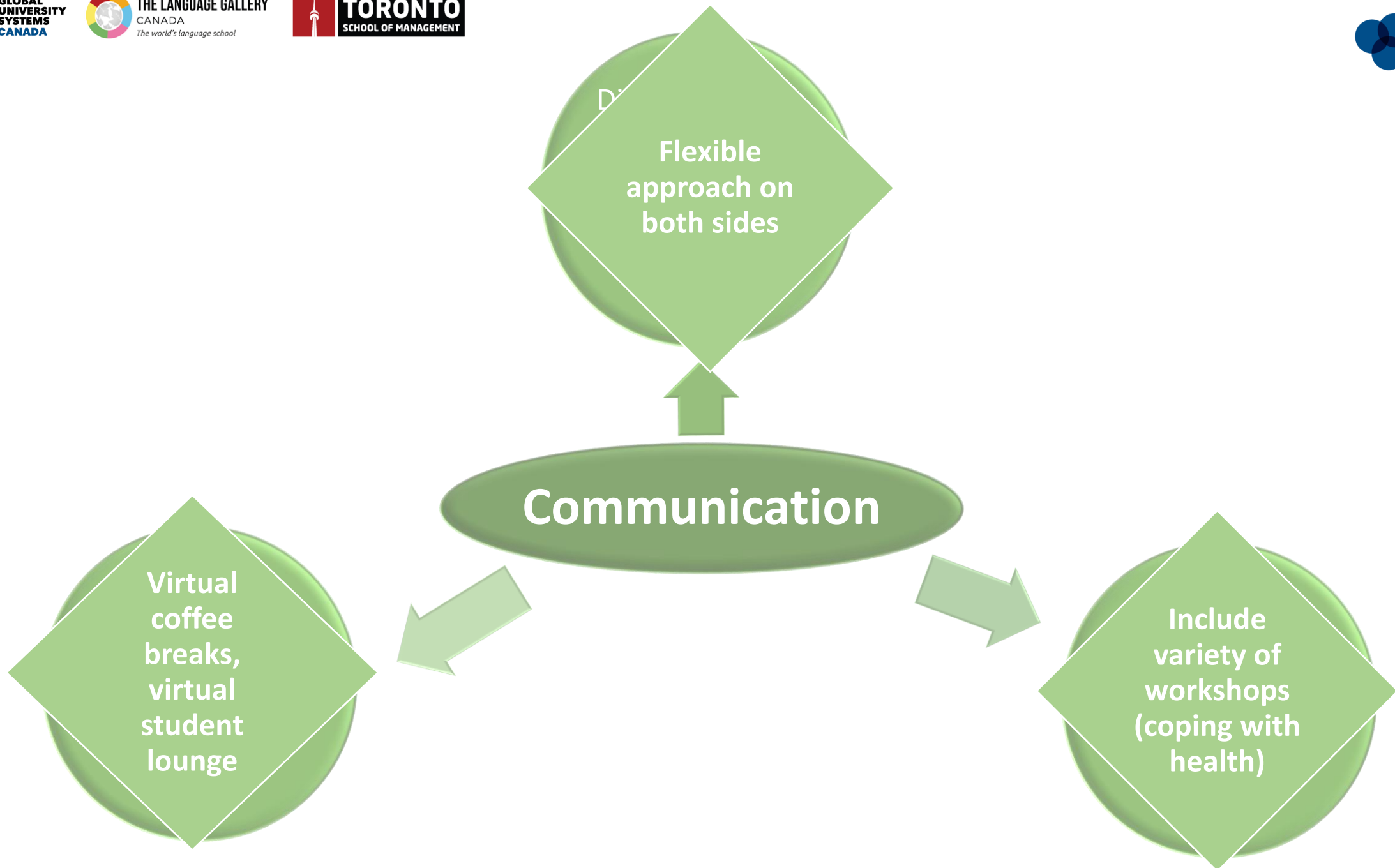


Challenges and Changes in Language School Management

- COVID-19 pandemic changed the way many businesses operated with an unprecedented disruption to our education systems.
- Many changes in the operations of our schools, giving students the opportunity to take courses in their home countries and other operational changes in our institutions.
- Regulatory changes as a result of the current pandemic environment, from fully online classes to blended/hybrid style learning.
- Adapting and shifting management style to meet the needs of the changing industry.







Teacher Qualifications: finding the right teacher for the job



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Teacher Qualifications: finding the right teacher for the job

- Finding and hiring the right teacher has always been a lengthy and extensive process. The added challenges of COVID-19 has changed the process and the way we find teachers, as well as what we look for in a teacher.
- What we look for in a qualified teacher is now different, and teachers have also had to adjust, adapt, and advance their skills to keep up with the industry.
- Qualifications and teaching experience – what to look for?
- Shift in importance of technological skills, both as teaching tools and staff communication.

Resume Workshop



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Resume Workshop

Workshop purpose: Language School Instructors

- Have the experience of looking through and finding compliant and quality resumes.
- Hire qualified and experienced teachers.
- Reduce the turnover by finding competent instructors for long-term work.



Instructions for Workshop

- In groups, discuss each of the resumes and identify key skills as well as areas of concern.
- What are some areas that you would consider an important qualification now (as opposed to pre-pandemic)?
- Rank the resumes in order of most to least qualified. Choose ONE candidate that you might call for an interview.
- You and your group will receive 5 resumes with the following names:
 1. Lauren Smith
 2. Jane Galloway
 3. Pheng Li
 4. Rajesh Prathi
 5. Mark Anderson



Certificate of Qualification and Registration

This is to certify that

[REDACTED] OCT

having met the requirements for membership in the Ontario College of Teachers, has been entered into the register. The member's degrees, program of teacher education, Basic Qualifications and Additional Qualifications are listed below. Where a certificate is subject to terms, conditions and limitations, this information also appears.

DEGREES

Bachelor of Arts, University of Illinois at Chicago, Illinois, U.S.A.	2001
Juris Doctor, The John Marshall Law School, U.S.A.	2004
Master of Science, D'Youville College, New York, U.S.A.	2007

PROGRAM OF TEACHER EDUCATION

Master of Science, D'Youville College, New York, U.S.A.	2007
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BASIC QUALIFICATIONS

Intermediate and Senior Divisions - History	April 2008
Senior Division - Social Sciences - General	July 2009

ADDITIONAL QUALIFICATIONS

English as a Second Language, Part 1	July 2008
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M. Salvatore

MICHAEL SALVATORI, OCT
REGISTRAR

Liz Papadopoulos

LIZ PAPADOPOULOS, OCT
CHAIR

The authoritative and up-to-date version of this certificate is available on the College web site at www.oct.ca → Find a Teacher.

Printed on: April 27, 2012.

END OF CERTIFICATE OF QUALIFICATION AND REGISTRATION

Keep in mind
(English)

- Canadian and
- TESL Certificate
- Native speaker
- Demonstrate

compliance
(English)

ent.

sensitivity.



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How did you rank the resumes?



MARK ANDERSON

ESL Teacher

Contact

1234 Second Street, Chicago, Illinois
(773) 123-4567
manderson@gmail.com

Education

American TESOL Institute
TESOL Advanced Certification
2015

Bachelor of Arts degree (BA) in English
Chicago State University
2007-2011

Skills

- Adaptable
- Significant technological experience (3 years)
- Strong classroom management skills.
- Initiative

Professional Summary

Devoted English as a second language teacher with volunteer ESL experience in a community program in Chicago. English degree from Chicago State University. Knowledgeable in ESL teaching methods.

Work Experience

ESL Teacher at Language Institute of Chicago
Language Institute of Chicago, Chicago, 2019-2022

- Organized social and cultural activities for students, including sports competitions and excursions
- Delivered lessons using a hybrid model. Experience with video conferencing softwares such as Zoom and Microsoft Teams
- Mentored new teachers and provided them with feedback

ESL Teacher at Language Institute of Chicago
Language Institute of Chicago, Chicago, 2016-2019

- Directed students to make use of online resources, with resulted in better learning outcomes
- Prepared tests and examinations
- Wrote and prepared new lessons and materials following curriculum policies

Social Media Manager

2011-2014

- Planned and implemented effective digital marketing strategies
- Wrote and shared stories on varied social media platforms

Education

American TESOL Institute
TESOL Advanced Certification
2015

Bachelor of Arts degree (BA) in English
Chicago State University
2007-2011



Teacher with 6 years of experience; Longtime resident with detailed knowledge of educational requirements; Actively participated in all aspects of education; Built strong positive relationships with students and parents; Experience with class sizes of 35 students

Education

OCT Certification (Intermediate/Senior)

2015

-Basic Qualification: History

-Additional qualification: ESL 1,2,3

Master of Teaching Degree

2013-2014

University of Toronto

Bachelor of Arts (BA) in History

2006-2010

University of Toronto

Experience

Rosedale Public Middle school

2019-2022

- Taught grade 7 & 8 Social Studies
- Encouraged students through fun activities, resulting in a more engaged classroom
- Devised, wrote and prepared audio-visual resources for students

Toronto Private High School
2019

2016-

- Taught Grade 10 Canadian History, Grade 10 Civics, Grade 12 World History
- Used interactive Whiteboards in the classroom
- Experience working with students of different levels and cultural backgrounds

Exhibitions Project Manager

2011-2012

Canadian Museum of History

- Developed museum exhibitions
- Conducted oral history interviews
- Advised and negotiated various contracts

Skills

Adaptable | Resourceful | Excellent spoken and written communication skills | Tolerant and Patient



Education

OCT Certification (Intermediate/Senior)

-Basic Qualification: History

-Additional qualification: ESL 1,2,3

Master of Teaching Degree

University of Toronto



Pheng Li

123 Falcon Avenue, Hamilton, ON, Canada | (416) 456-1234 | li.pheng@hotmail.com

Professional Summary

TESL certified teacher with an undergraduate degree in Sociology and 6 years of experience teaching in language schools with diverse student bodies. Prepared 230 students to ESL tests, including TOEFL.

LAUREN SMITH

ESL TEACHER

123 Main Street, Toronto, ON, Canada | Cell: (416) 123-4567 | lauren.smith@gmail.com

PROFESSIONAL SUMMARY

Conscientious and flexible English as a Second Language (ESL) teacher with 6 years of experience; Respectful of cultural diversity in the classroom; Experience with class sizes up to 25 students.

RAJESH PRATHI

123 Street Name, London, England, SW1A 2AA

rprathi@mail.co.uk

+447911123456

Professional Summary

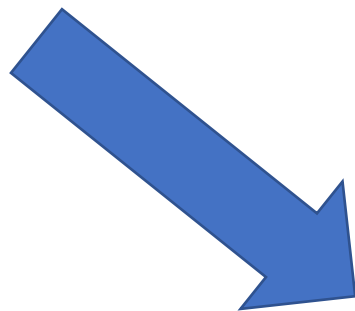
Bachelor's graduate in English from Panjab University and passionate ESL teacher with 6 years of experience teaching students from different cultural backgrounds. Solution oriented classroom style; extensive experience creating lesson plans.



Teacher with 6 years of experience; Longtime resident with detailed knowledge of educational requirements; Actively participated in all aspects of education; Built strong positive relationships with students and parents; Experience with class sizes of 35 students

Toronto Private High School
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Canadian Museum of History

- Developed museum exhibitions
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- Advised and negotiated various contracts

Skills

Adaptable | Resourceful | Excellent spoken and written communication skills | Tolerant and Patient



RAJESH PRATHI

123 Street Name, London, England, SW1A 2AA

rprathi@mail.co.uk

+447911123456

Professional Summary

Bachelor's graduate in English from Panjab University and passionate ESL teacher with 6 years of experience teaching students from different cultural backgrounds. Solution oriented classroom style; extensive experience creating lesson plans.

Education

Cambridge English Language Assessment, University of Cambridge

Certificate in English Language Teaching to Adults (CELTA) 2015

WES Certified, Canadian Equivalency: Bachelor's Degree (4 years)

Panjab University India

Bachelor of Arts (BA) in English 2010-2013

Experience

ESL Teacher at UK Language College 2019-2022

- Designed a set of audio-video resources to help students develop their language skills.
- Prepared extracurricular activities for students
- Adapted teaching of English skills (e.g., writing, reading and listening) to an online learning environment

ESL Teacher at the UK English School 2016-2019

- Taught ESL to students in classes of up to 20 students. Prepared them for taking the CEA and the CPE.
- Provided mentorship and support to international students.

Magazine Editor 2013-2015

- Developed story ideas and created editorial calendars
- Managed writers and edited their content

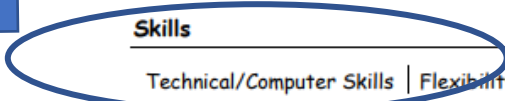
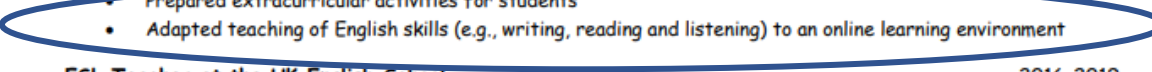
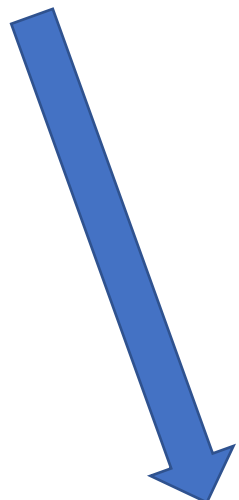
Skills

Technical/Computer Skills | Flexibility | Excellent organizational skills | Coaching and mentoring skills

- Adapted teaching of English skills (e.g., writing, reading and listening) to an online learning environment

Skills

Technical/Computer Skills





ESL Teacher at Global Languages Institute

- Delivered online lessons through Canvas (Learning Management System)
- Kept records of student attendance and progress



Professional Summary

TESL certified teacher with an undergraduate degree in Sociology and 6 years of experience teaching in language schools with diverse student bodies. Prepared 230 students to ESL tests, including TOEFL.

Experience

ESL Teacher at Hamilton School of English 2020-2022

- Developed and delivered lesson plans utilizing varying education techniques and strategies
- Administered academic and language assessments

ESL Teacher at Global Languages Institute 2018-2020

- Delivered online lessons through Canvas (Learning Management System)
- Kept records of student attendance and progress

ESL Teacher at Canadian English College 2016-2018

- Managed allotted learning time to maximize student achievement
- Employed a variety of instructional techniques to meet students' different aptitudes and interests

Addictions Counselor 2013-2015

- Prepared workshops on drug and alcohol addiction and delivered them in public high schools in the area
- Prepared marketing materials for substance abuse prevention

Education

Certificate in TESL 2015

Brock University

Bachelor of Arts (BA) in Sociology 2009-2013

Brock University

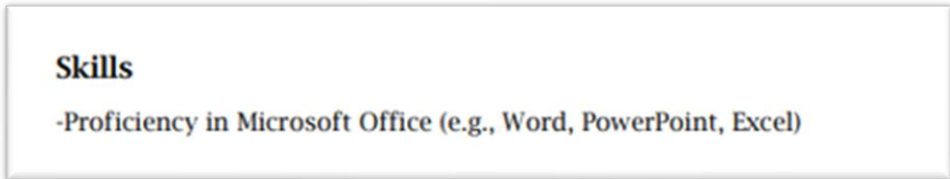
Skills

- Proficiency in Microsoft Office (e.g., Word, PowerPoint, Excel)
- Strong interpersonal skills, ability to form strong bonds with students
- Strong communication skills



Skills

- Proficiency in Microsoft Office (e.g., Word, PowerPoint, Excel)



Final Thoughts

- Hybrid is here to stay
- Maintain flexibility in management



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Questions?

Thank you!



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