

Ameena L. Payne, FHEA

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AmeenaPayne.com

Education

Illinois Institute of Technology (2014) - Chicago, IL, USA

Bachelor of Science

Business Administration, Marketing

Universal Institute of Technology (2015-2016) - Melbourne, VIC, AUS

Diploma of Project Management (2015)

Advanced Diploma of Program Management Statement of Attainment (2016)

CBD College (2018) - Melbourne, VIC, AUS

Certificate IV in Training and Assessment (TAE40116)

Swinburne University of Technology (2019) – Melbourne, VIC, AUS

Graduate Certificate of Learning and Teaching (Higher Education)

Deakin University (2020) – Melbourne, VIC, AUS

Master of Education (Research Intensive Strand)

Expected Graduate Date: October 2021

Professional Affiliations

Fellow, Advance HE

Member, Higher Education Research and Development Society of Australasia (HERDSA)

Member, Graduate Women Victoria

Professional Recognition

Swinburne Online Teaching Excellence Award

Teaching Period 1, 2020

COM10011 Learning and Communicating Innovative Business Practice

EDU10024 Academic Skills for Success

Teaching Period 3, 2019

EDU10024 Academic Skills for Success

Presentations and Publications

Payne, A.L. (2020, July). *Innovating academic feedback with screen-cast audio video feedback design*. Online Curriculum Symposium. AdvanceHE [online].

Work Experience

Online Education Services: May 2018-Present

Vocational Education Trainer and Assessor, Swinburne Online: 5 October 2019 – Present

- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements
 - BSBPMG522 Undertake project work – Task 5: Verbal Communication Skills
 - BSBMGT502 Manage people performance (Lululemon)
 - BSBWOR501 (Lululemon)
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- Deliver structured, flexible, relevant and engaging training sessions and assist all learners regardless of level to achieve their training goals
 - Use teaching and assessment strategies that are fair, valid, current and sufficient
 - Keep abreast of rules and regulations and accreditation procedures for the appropriate industry
 - Maintain currency of qualifications and relevant industry experience

eLearning Advisor (Sessional Academic Instructor), **Swinburne Online:** July 2019 – Present

EDU10024 Academic Skills for Success

COM10011 Learning and Communicating Innovating Business Practices

Student Engagement Objectives

- Effective roll-out and set-up of unit prior to the commencement of the Teaching Period
- Effective ongoing unit delivery
- Embed Social Constructivist Pedagogy in all student contact via Discussion Boards and Emails
- Embed Social Constructivist Pedagogy by initiating student centric strategies
- Using learning technologies effectively, appropriately and in accordance with Learning & Teaching Strategies
- Guiding and managing students to create a positive learning environment
- Contributing to the improvement and enhancement of units

Student Assessment Objectives

- Understand and interpret the assessment rubric in alignment with the unit teaching team
- Embedding quality feedback in all student assessments
- Consistently meeting required marking timeframes as specified by Unit Coordinator
- Understanding and implementing best practice guidelines in the delivery of Collaborate sessions

Student Advisor: December 2018 – May 2020

- Providing and directing students to resources and services that will provide them with excellent support
- Building knowledge and capacity of a broad range of issues within the student lifecycle
- Assisting in the creation and implementation of processes and procedures which enhance the student experience

- Consistently demonstrating effective communication and collaboration with a range of stakeholders including Academic staff, IT departments, Administration, Marketing and Sales
- Key driver to the success of projects at key points within the student lifecycle to enhance the student's online experience (e.g. on-boarding, intervention and support projects)
- Advising, assessing and processing queries and applications relating to:
 - student and program policy, procedures and regulations
 - Credit applications, in consultation with subject conveners as necessary
 - Course entry requirements and selection criteria
 - Enrolment options, fees, student lifecycle processes including results and progress review
 - Articulation and credit transfer arrangements
 - Course advice and progression including exit awards
 - All activities related to the initial enrolment of students, the ongoing maintenance of enrolments, amendments and re-enrolment of students
- Contributing to the development of high-quality processes that document, assess, improve and deliver exemplary service performance
- Assisting with student progression, exams, results, and any other cyclical student process across multiple partners

Student Services Advisor: May 2018 – December 2018

- Ensuring enrolments meet the necessary and varying admission and selection criteria including assessing previous qualifications.
- Providing on-going administrative support to students and staff regarding fees and course advice.
- Ensuring accurate assessment and processing of all student functions across the life-cycle of their course including exemptions, internal course transfers, release of results, deferrals etc.
- Resolving queries and problems accurately and in a timely manner, making certain all student issues are managed to completion.
- Liaising with other internal teams including Student Advisors, Student Coaches, Program Directors, Lead Unit Coordinators, Course Consultants and other academic staff.
- Using student management systems to record and maintain up-to-date student information.
- **Course Planning Advisor**
Working with internal team members across Student Operations, providing course progression advice, over the phone, to students across multiple curriculums.

References

Upon Request