



*Springvale*  
Neighbourhood House

# LEARNER HANDBOOK

**Springvale Neighbourhood House**  
**Learning Program**  
**1-3 Lightwood Road**  
**Springvale 3171**

RTO No. 4098

Reg: A0018062X

# SPRINGVALE NEIGHBOURHOOD HOUSE

## LEARNING PROGRAM

Springvale Neighbourhood House provide a wide range of courses for adult learners who want to improve their language, literacy and computer skills to assist with their activities in the wider community and for work.

As a non-profit organisation we provide low cost, high quality educational opportunities with all classes held throughout the City of Greater Dandenong. Courses are scheduled during the day and evenings by qualified teaching staff (trainers/assessors), trained volunteer tutors under a management team and a governing committee made up of volunteers from the local community.

The Springvale Neighbourhood Learning Program undertakes to maintain quality training and to uphold high ethical standards.

The centre is supported by the Adult Community and Further Education, Skills First, the City of Greater Dandenong and the Department of Human Services Victoria.



## NATIONAL ACCREDITED COURSES



Course in Preliminary Spoken & Written English	10361NAT
Cert I in Spoken & Written English	10362NAT
Cert II in Spoken & Written English	10363NAT
Cert III in Spoken & Written English	10364NAT
Cert III in EAL (Access)	22253VIC
Cert I in Initial Adult Literacy & Numeracy (Foundation)	22293VIC

See detailed course structure pages 12-20



English as an Additional Language	Beginner and Next Step
Computer Office Skills	
Computer	Introduction, Intermediate, Advanced, ELearning
English for Study and Work	
English Conversation	

## PRE ACCREDITED COURSES

## **ELIGIBILITY**

Springvale Neighbourhood House holds classes that are accessible for Australian Citizens, permanent residents, Asylum Seekers, Bridging Visa E, Temporary Protection Visa, Safe Haven Visa, Enterprise Visa and Victims of Human Trafficking referred by Australian Red Cross.

## **CLASS HOURS and LOCATIONS**

The hours that are stated for accredited classes include class time and supported learning. All training is delivered face to face in venues located in City of Greater Dandenong.

## **FEEES**

Yearly fees are due at the time of enrolment with no additional administration fee charged. Course fees vary depending on the course hours. A concession fee is available to eligible learners but must be paid up-front. When fees are paid by a third party a non-concession rate will be charged. Fees may be subsidised if hardship is demonstrated. SNH Certificates in Spoken & Written English and English as an Additional Language courses are NOT included in lifetime funded course limits as these courses are foundation skills and exempt from this criteria.

## **CANCELLATION**

If Springvale Neighbourhood Learning Program cancels a course or a learner withdraws prior to the commencement of a course, a full refund will be given to enrolled learners. Fees will not be refunded if the course has been delivered for more than three weeks. No refund will be issued if a learner commences a course and is unable to complete it after 10 weeks.

## **ENROLMENT AND ASSESSMENT**

Enrolment forms are to be completed at the commencement of the program. Pre-Assessments use ACSF (Australian Core Skills Framework). This determines the level of recognised prior learning (RPL) and the appropriate class for the learner to begin studies at Springvale Neighbourhood House Learning Program.

Assessments can also be conducted at Dandenong Library using ISLPR (International Second Language Proficiency Rating) and learners are then referred to enrolment with Springvale Neighbourhood House Learning Program.

## **GST**

Springvale Neighbourhood Learning Program has an obligation to collect GST on behalf of the Australian Taxation Office where applicable. All courses are GST free however some activities are subject to GST and have been priced accordingly.

## **COMMUNITY EVENTS**

Learners are encouraged to participate in social and community events such as the Springvale Neighbourhood House Annual General Meeting, Harmony Day and other events organised by the Springvale Neighbourhood House. These events enable learners to support the community and learn new skills.

## **ATTENDANCE**

For best results we recommend regular class attendance. Learners unable to attend a series of classes are required to notify their trainers or their position in the class may be given to another learner on the waiting list. If the learner has not advised the trainer or Springvale Neighbourhood House Learning Program of being unable to attend the learner may be withdrawn without further consultation. Written confirmation of withdrawal from the class will be sent direct to the learner, after 3 weeks of not responding to the communication.

## **CONTACT DETAILS**

Please notify the Centre of any changes in contact details by:  
Calling 9574 6399 or emailing [literacy@snh.org.au](mailto:literacy@snh.org.au)

## **EMERGENCY AND SAFETY PROCEDURES**

In the case of any emergency the trainer will ensure the safe evacuation of all learners from the venue. On entering a venue where you are receiving language, literacy and computer training through Springvale Neighbourhood House Learning Program we request that all learners take note of the venue's emergency exit procedure. Learners attending evening classes must ensure they have safe transport home.

## **PRIVACY AND DIGNITY**

The privacy of a learner's personal information will be respected at all times. Learner information, which is stored with Springvale Neighbourhood House, is protected and only available for administration purposes. Matters of a personal nature discussed between trainer and learner will remain confidential. Springvale Neighbourhood Learning Program, observes Australian Privacy Principles as stated in the Springvale Neighbourhood House Privacy Policy.

## **EQUAL OPPORTUNITIES**

The Springvale Neighbourhood House believes that all learners, regardless of race, religion, gender, ability or marital status, should be given the same rights and opportunities. If you feel you are discriminated against for any of these reasons, please speak to your

trainers. If you feel that you have not been respected by your trainers, please proceed to the complaints and appeal policies (below).

## **COMPLAINTS AND APPEALS**

Springvale Neighbourhood House endeavours to resolve problems quickly and fairly.

### **LEARNER TO LEARNER COMPLAINT**

Discuss the problem with the learner first to see if you can reach an agreement. If you do not feel that an agreement can be reached, both learners should speak to their trainer. If the problem cannot be resolved by the trainer, the trainer will report the complaint to management for action.

### **LEARNER TO TRAINER COMPLAINT**

If you have a grievance which involves your trainer, try to discuss it with him/her. If the problem cannot be resolved, you should speak to the Springvale Neighbourhood House Tutor Team Leader.

If you are unhappy, you can make a written complaint to the Springvale Neighbourhood House committee of governance by emailing to [manager@snh.org.au](mailto:manager@snh.org.au) or speak privately to the manager.

If you are still unhappy with the outcome, you can have external assistance.

A written complaint can be made using a complaint form available from the Springvale Neighbourhood House Learning Program office located at 1 -3 Lightwood Road, Springvale.

## **LEARNER RIGHTS**

Learners have the right to express their own views during class. You also have the responsibility to respect the views of others. If you disagree, then it is your responsibility to speak with that person

individually rather than take up class time, unless it is appropriate to do so. If you are not happy with the class you attend, discuss your concerns with your trainer.

### **ACCESS AND EQUITY POLICY**

Springvale Neighbourhood House, staff and volunteers will not discriminate against any person or community group on the grounds of race, gender, disability or income. Assistance will be provided to learners with a disability who make a request for help. The House will offer financial subsidies, within its own financial constraints, to any person or community group who otherwise would be prevented access to its facilities.

### **RECOGNITION OF PRIOR LEARNING**

Learners will be assessed for their prior learning achievements and will be credited accordingly.

### **MUTUAL RECOGNITION**

The Springvale Neighbourhood House recognises the National (AQF) qualifications and Statements of Attainment awarded by other Registered Training Organisations.

### **QUALITY ASSURANCE – POLICIES AND PROCEDURES**

The Springvale Neighbourhood House ensures quality delivery to learners as outlined in our Policies and Procedures that are accessible on the website [www.snh.org.au/students](http://www.snh.org.au/students) and at both of our registered offices.



These include:

- Access and Equity
- Assessment Policy and Procedure
- Code of Conduct
- Complaints and Appeals – Policy and Procedure/Complaint form
- Fee Policy
- Privacy and Confidentiality
- Recognition of Prior Learning (RPL)
- Learner Conduct and Disciplinary Policy
- Learner Safety and Security
- Plagiarism and Cheating Policy and Procedure

#### **DISCLAIMER**

Springvale Neighbourhood House makes every effort to ensure the information in this brochure is correct at the time of publication. We reserve the right to cancel or change course days, times, fees and trainers when necessary without notification. Springvale Neighbourhood Learning Program does not pay or offer, either direct or indirectly, incentives to undertake government subsidised training.



## 2018 Tuition Fee Schedule

### Springvale Neighbourhood House Accredited Courses (TOID 4098)

COURSE TITLE	NOMINAL HOURS	NON CONCESSION TUITION FEE		CONCESSION TUITION FEE	
		YEARLY	HOURLY	YEARLY	HOURLY
Pre CSWE (10361NAT)	500	\$300	\$0.60	\$60	\$0.12
CSWE 1 (10362NAT)	500	\$300	\$0.60	\$60	\$0.12
CSWE 2 (10363NAT)	500	\$300	\$0.60	\$60	\$0.12
CSWE 3 (10364NAT)	500	\$300	\$0.60	\$60	\$0.12
EAL 3 (access) (22253VIC)	480	\$300	\$0.63	\$60	\$0.13

1. Any student that registers for 2 or more classes pays full fees for 1st class ( highest fees) and 50% off all further registration fees
2. additional fees may occur for student excursions up to 1 per term to the value of \$20 per student per excursion/incursion

## **COURSE STRUCTURES—ACCREDITED**

# Course in Preliminary Spoken and Written English (10361NAT)



COURSE DETAILS	
<b>Course Summary</b>	Course in Preliminary Spoken and Written English is a course for those with no English schooling. It provides you with the skills to be able to use and understand English in everyday situations. Learners will gain skills in recognising and writing the alphabet, recognise and use simple numbers and understanding time and money.
<b>Student Outcomes, Career Opportunities and Occupations</b>	With the language and literacy skills learnt in this course will prepare the learner for entry to Certificate 1 in Spoken and Written English
<b>Course hours</b>	Approximately 500 hours of study time will be involved
<b>Timing</b>	Enrolments are taken throughout the year on a continuous basis.
<b>Duration</b>	12 months
<b>Load</b>	Seven (7) Units, two (2) Core unit and five (5) Elective units from below list. These are set at the beginning of each course start date.
COURSE STRUCTURE	
Core	
<b>SWELRN001A</b>	<b>Preliminary learning strategies</b>
	This module covers the foundation skills required by learners who have little or no exposure to formal learning environments. It includes the skills learners need to be productively engage in basic learning processes.
<b>SWEDEC002A</b>	<b>Decoding words and simple sentences</b>
	This module covers foundation decoding skills for learners who have had very limited formal or no education. It includes developing phonemic awareness of sound patterns within words and using this awareness to read simple sentences.
Electives	
<b>SWELTR003A</b>	<b>Recognising and writing letters</b>
	This module includes the skills required for recognising and writing upper and lower case letters of the alphabet and the skills required to hold a pen or pencil in order to write upper-case and lower-case letters. Computer skills may also be developed through recognising and typing letters with computer keyboards
<b>SWENUM004A</b>	<b>Recognising and writing numbers</b>
	This module includes the skills required to recognise numbers between 0-100 and the skills required to hold a pen or pencil in order to write numbers between 0-50.
<b>SWETIM007A</b>	<b>Understanding Time and Money</b>
	This module includes the oral and reading skills for dealing with time and money.
<b>SWEEXC009A</b>	<b>Engaging in short exchanges</b>
	Module covers the skills to obtain goods by using formulaic phrases and asking and/or responding to basic questions, as well as the skills to engage in simple social exchanges.
<b>SWEPRN008A</b>	<b>Giving basic personal information</b>
	This module covers the skills to give personal information in short exchanges and to write personal details on a line or in appropriate spaces on a form.

## Certificate I in Spoken and Written English (10362NAT)

COURSE DETAILS	
<b>Course Summary</b>	<p>Certificate I in Spoken and Written English is a beginner course for learners who have just started learning English language and literacy and who have had minimal exposure to English. It provides general language education primarily targeted to newly arrived migrants and refugees who need to develop language skills to participate in a range of community contexts. The Certificate also includes elective numeracy modules for those EAL learners who may also need to develop numeracy skills and not just become familiar with the English of mathematics.</p> <p>Acquire vital skills in basic everyday transactional needs, listening, speaking, reading and writing, through to skills to effectively engage in work, community and further studies.</p>
<b>Student Outcomes, Career Opportunities and Occupations</b>	With the language and literacy skills learnt in this course you can improve your prospects to undertake further education and training or employment.
<b>Course hours</b>	Approximately 500 hours of study time will be involved however, the training duration will depend on the electives and study mode selected.
<b>Timing</b>	Enrolments are taken throughout the year on a continuous basis.
<b>Duration</b>	12 months
<b>Load</b>	Seven (7) Units, one (1) Core unit and six (6) Elective units from below list. These are set at the beginning of each course start date.
COURSE STRUCTURE	
<b>Core</b>	
<b>SWELRN101A</b>	<b>Basic learning strategies</b>
	This module covers the strategies required to be an effective language learner. It includes effective participation in formal learning environments and developing strategies for independent learning.
<b>Electives</b>	
<b>SWECON105A</b>	<b>Comprehending and participating in short conversations</b>
	This module covers the skills required to participate effectively in short informal spoken exchanges in highly familiar contexts. It focuses on the acquisition of relevant vocabulary and formulaic expressions as well as the use of simple clause questions and statements and pronunciation.
<b>SWEDES109A</b>	<b>Comprehending and composing written descriptions</b>
	This module covers the skills required to read and write descriptions. It focuses on grammatical features such as simple independent clauses, present tense, pronouns and noun groups, as well as vocabulary acquisition, spelling and punctuation.

<b>SWEINF104A</b>	<b>Comprehending spoken information and instructions</b>
	This module covers the skills required to identify basic information in a spoken information text and to read, identify and begin to interpret specific information within a highly familiar context, using beginner decoding strategies. It also covers the skills to follow sequences of short spoken instructions from highly familiar contexts.
<b>SWEINS108A</b>	<b>Comprehending written instructions and completing a short form</b>
	This module covers the skills required to follow sequences of short written instructions from highly familiar contexts and also to complete a short form.
<b>SWEMSG107A</b>	<b>Comprehending and leaving telephone messages</b>
	This module covers the skills required to understand important information in a telephone message and to leave a short telephone message.
<b>SWEMSR114A</b>	<b>Comprehending and using the metric system of measurement</b>
	This module covers the skills to understand the metric system of measurements and to use various measurement instruments in concrete situations and highly familiar contexts.
<b>SWENEW112A</b>	<b>Comprehending short news and information texts</b>
	This module covers the reading skills required to read news stories and community information texts.
<b>SWENUM113A</b>	<b>Comprehending and performing addition and subtraction with decimal whole numbers</b>
	This module covers the skills to comprehend and use properties of a place value system in the base-ten decimal system and to perform the mathematical operations of addition and subtraction in concrete situations and highly familiar contexts, including calculations with whole dollars.
<b>SWEPER102A</b>	<b>Giving personal information</b>
	This module covers the skills required to give basic spoken personal information in highly familiar contexts clearly and accurately. It also develops skills to describe aspects of personal life eg: family, accommodation, home country, personal belongings using appropriate grammatical structures, vocabulary and pronunciation. It develops the learners' ability to construct effective independent clauses using the present tense.
<b>SWEREC106A</b>	<b>Comprehending and telling spoken recounts</b>
	This module covers the skills required to understand and give spoken recounts from highly familiar contexts. It introduces the staging of recounts and focuses on grammatical structures such as independent clauses, past tense and noun groups as well as the acquisition of vocabulary and pronunciation skills.
<b>SWEREC110A</b>	<b>Comprehending and composing written recounts</b>
	This module covers the skills required to read and write recounts on highly familiar topics. It may include the skills to recognise and produce recounts with the appropriate structure and grammatical features.
<b>SWETRA103A</b>	<b>Comprehending and participating in short transactional exchanges</b>
	This module covers the skills required to understand and participate in short spoken transactional exchanges in highly familiar contexts.
<b>SWETXT111A</b>	<b>Comprehending and composing short informal written texts</b>
	This module covers the skills required to read and write informal texts in community contexts. It includes, but is not limited to, emails/notes and text messages. It covers features of informal written language such as abbreviations, shortened forms and emoticons.

## Certificate II in Spoken and Written English (10363NAT)



COURSE DETAILS	
<b>Course Summary</b>	Certificate II in Spoken and Written English provides a general education curriculum framework for English as an additional language (EAL) language and literacy education primarily targeted to newly arrived migrants and refugees who need to develop language skills to participate in a range of community contexts.
<b>Student Outcomes, Career Opportunities and Occupations</b>	Acquire vital skills in basic everyday transactional needs, listening, speaking, reading and writing, through to skills to effectively engage in work, community and further studies. This course can improve your prospects to undertake further education and training or employment.
<b>Course hours</b>	Approximately 500 hours of study time will be involved however, the training duration will depend on the electives and study mode selected.
<b>Timing</b>	Enrolments are taken throughout the year on a continuous basis.
<b>Duration</b>	12 months
<b>Load</b>	Seven (7) Units, one (1) Core unit and six (6) Elective units from below list. These are set at the beginning of each course start date.

COURSE STRUCTURE	
<b>Core</b>	
<b>SWELRN201A</b>	<b>Intermediate learning strategies</b>
	This module covers the strategies required to be an effective language learner. It includes effective participation in formal learning environments and developing strategies for independent learning.
<b>Electives</b>	
<b>SWECAS202A</b>	<b>Comprehending and participating in routine casual conversations</b>
	This module develops the skills required to understand and participate in short casual conversations on everyday topics. At this level learners are not expected to participate in conversations with more than one topic.
<b>SWEDIV216A</b>	<b>Comprehending and performing multiplication and division with decimal whole numbers</b>
	This module covers the skills to perform the mathematical operations of multiplication and division in familiar contexts, including calculations with whole dollars.
<b>SWEEXC203A</b>	<b>Comprehending and participating in transactional exchanges</b>
	This module develops the skills required to understand and participate in transactional exchanges to obtain information or goods and services in community, further study and work contexts.
<b>SWEFOR208A</b>	<b>Comprehending written instructions and completing formatted texts</b>
	This module covers the reading skills required to read commonly occurring instructions that may be either procedures or protocols. The module also covers the skills required to complete simple formatted texts.

<b>SWEFRA217A</b>	<b>Comprehending and using fractions and decimals</b>
	This module covers the skills to understand fractions and decimals and to relate these to tasks in familiar contexts.
<b>SWEINF204A</b>	<b>Comprehending and giving spoken information</b>
	This module develops the skills required to understand short spoken information texts and give spoken explanations in community, work and study contexts.
<b>SWEINS206A</b>	<b>Comprehending and giving spoken instructions</b>
	This module covers the skills required to understand and give spoken instructions in community, work and further-study contexts.
<b>SWEINT207A</b>	<b>Comprehending and participating in simple interviews</b>
	This module develops the skills required to understand and participate in community and employment-related interviews.
<b>SWEJOB214A</b>	<b>Comprehending and composing job seeking texts</b>
	This module covers the skills required to read and write simple job seeking texts. The module includes reading job advertisements and preparing a basic resume/CV.
<b>SWELRN201A</b>	<b>Intermediate learning strategies</b>
	This module covers the strategies required to be an effective language learner. It includes effective participation in formal learning environments and developing strategies for independent learning.
<b>SWEMTN212A</b>	<b>Comprehending and composing information reports</b>
	This module covers the reading and writing skills required to deal with information reports. These reports identify and describe things in the social or physical world. The module includes reading and interpreting information reports and then, with the use of these models, writing reports.
<b>SWENEW211A</b>	<b>Comprehending news and information texts</b>
	This module covers the reading skills required to read news stories and community information texts. It includes reading and interpreting visual texts, which support these texts.
<b>SWESTO209A</b>	<b>Comprehending and composing story texts</b>
	This module covers the skills required to read stories. It includes understanding the events and identifying the writer's intention in writing the story. The module also includes the skills required to write a recount. This recount should deal with familiar but not necessarily highly familiar events.
<b>SWETEL205A</b>	<b>Comprehending and participating in telephone exchanges</b>
	This module develops the skills required to understand and participate in telephone exchanges in community and work contexts.
<b>SWETXT210A</b>	<b>Comprehending and composing informal texts</b>
	This module covers the skills required to read and write informal texts in community and work contexts. It includes emails, messages and short letters. It covers features of informal written language such as abbreviations and shortened forms, and conventions to identify time, date, recipients, senders and subject reference.
<b>SWEVIS215A</b>	<b>Comprehending visual texts</b>
	This module covers the skills required to interpret narrative and non-narrative visual images that accompany written texts.



## Certificate III in Spoken and Written English (10364NAT)

COURSE DETAILS	
<b>Course Summary</b>	The 10364NAT Certificate III in Spoken and Written English provides a general education curriculum framework for English as an additional language (EAL) language and literacy education primarily targeted to newly arrived migrants and refugees who need to develop language skills to participate in a range of community contexts.
<b>Student Outcomes, Career Opportunities and Occupations</b>	<p>This course can improve your prospects to undertake further education and training or employment.</p> <p>Acquire vital skills in basic everyday transactional needs, listening, speaking, reading and writing, through to skills to effectively engage in work, community and further studies.</p>
<b>Course hours</b>	Approximately 500 hours of study time will be involved however, the training duration will depend on the electives and study mode selected.
<b>Timing</b>	Enrolments are taken throughout the year on a continuous basis.
<b>Duration</b>	12 months
<b>Load</b>	Seven (7) Units, one (1) Core unit and six (6) Elective units from below list. These are set at the beginning of each course start date.
COURSE STRUCTURE	
Core	
<b>SWELRN301A</b>	<b>Advanced learning strategies</b>
	This module covers the strategies required to be an effective language learner. It includes contributing to the formal learning environment and demonstrating the capacity to work independently.
Electives	
<b>SWECAL316A</b>	<b>Comprehending and Performing Multiple-Step Calculations</b>
	This module covers the skills to perform the mathematical operations of multiplication and division in familiar contexts, including calculations with whole dollars.
<b>SWEINF308A</b>	<b>Comprehending and composing written descriptions</b>
	This module covers the skills required to read texts that have an impersonal tone and present information as facts. These texts are commonly found in sources such as brochures, fact sheets, websites, and reports, simple problem/solution reports and descriptive reports. The important feature of these reports is to present information on a specific topic in a concise impersonal, logically constructed way under headings for ease of reading and scanning. The modules also includes the development of skills to research and plan reports.

<b>SWEINS314A</b>	<b>Comprehending and Giving Complex Instructions</b>
	This module covers the skills required to understand and give complex spoken instructions and also to read complex written instructions required to function in community, work and further study contexts. Instructions may either be procedures or protocols. A procedure is a text that describes how something is to be accomplished through a sequence of actions or steps. A protocol sets out the conditions under which something is to be done.
<b>SWEJOB315A</b>	<b>Language Skills for Jobseeking</b>
	This module covers the skills required to read a job advertisement, write a simple resume/CV and telephone about a job advertisement.
<b>SWEMAT317A</b>	<b>Applying and Interpreting Mathematical Information</b>
	This module covers the skills to interpret complex maps and plans, to apply mathematical skills and methods for problem solving and to analyse mathematical information embedded in texts. Computer software packages and online maps should be used to enhance learning.
<b>SWENAR309A</b>	<b>Comprehending and Composing Narrative Texts</b>
	This module covers the skills required to read and write narratives. It includes the skills to read and write stories in which complications or problems occur and to use descriptive and evaluative language to describe events, people, places and things. The purpose of these narratives is to entertain or engage the reader. The module also includes the development of skills in planning to write narratives.

# Certificate III in EAL

## English as an Additional Language (Access) (22253VIC)



COURSE DETAILS	
<b>Course Summary</b>	22253VIC Certificate III in EAL (Access) outcomes focus on the consolidation of English language speaking, listening, reading and writing skills so that participants can access a range of further and vocational education options which may require some specialisation. Participants include those who have been out of the workforce for a period and wish to further develop English language skills and research pathway skills.
<b>Student Outcomes, Career Opportunities and Occupations</b>	Designed for participants from non-English speaking backgrounds, this course will improve your skills in reading, writing, speaking and listening. Providing a pathway for further study and for extended development of employability skills once students have completed Certificate III in Spoken and Written English.
<b>Course hours</b>	410-505 hours of study time will be involved however, the training duration will depend on the electives and study mode selected.
<b>Timing</b>	Enrolments are taken throughout the year on a continuous basis.
<b>Duration</b>	Part time 2 years
<b>Load</b>	Seven (8) Units, one (1) Core unit, one (1) speaking, one (1) reading, two (2) language and three (3) elective from below list. These are set at the beginning of each course start date.

COURSE STRUCTURE	
<b>Core</b>	
<b>VU21323</b>	<b>Develop and document a learning plan and portfolio</b>
	This unit develops the skills and knowledge to identify and document current skills and plan future skills development to achieve individual learner objectives with the advice of an appropriate support person. This unit also develops the skills and knowledge to develop and maintain a portfolio.
<b>Electives</b>	
<b>VU21465</b>	<b>Engage in casual conversations and straightforward spoken transactions</b>
	This unit describes the skills and knowledge required by adult learners of English as an additional language to read and write formal and informal written communications related to straightforward information and instructions, which may be in printed and/or digital format.
<b>VU21466</b>	<b>Give and respond to a range of straightforward information and instructions</b>
	This unit describes the speaking and listening performance outcomes, skills and knowledge required by adult learners of English as an additional language. The focus of this unit is on listening and speaking skills to understand and convey detailed spoken information and to follow and give a set of verbal instructions.
<b>VU21467</b>	<b>Read and write routine communications and transactional text</b>
	This unit describes the reading and writing performance outcomes, skills and knowledge required by adult learners of English as an additional language to read and write digital and/or print straightforward formal and informal written communications and transactional texts.
<b>VU21468</b>	<b>Read and write straightforward informational and instructional texts</b>
	This module covers the skills to perform the mathematical operations of multiplication and division in familiar contexts, including calculations with whole dollars.

<b>VU21469</b>	<b>Read and write straightforward descriptive and narrative texts</b>
	This unit describes the skills and knowledge required by adult learners of English as an additional language to read and write straightforward digital and/or print descriptive and narrative texts.
<b>VU21470</b>	<b>Investigate issues in the Australian environment</b>
	This unit describes the skills and knowledge for learners of English as an additional language to research the key aspects of the physical Australian environment, and to identify and investigate environmental issues. The unit provides an introduction to terminology related to Australian physical features and environmental issues, and the skills and knowledge to research and present information in an oral presentation and a written report.
<b>VU21471</b>	<b>Investigate features of the Australian Legal System</b>
	This unit describes the skills and knowledge for learners of English as an additional language to become familiar with features of the Australian legal system and the ways in which it can be accessed. The unit provides an introduction to terminology related to the Australian legal system, and the main features of the Australian legal system.
<b>VU21472</b>	<b>Investigate features of the education system in Australia</b>
	This unit describes the skills and knowledge for learners of English as an additional language to examine the features of the Australian education system. The unit provides an introduction to the structure of the Australian education system, and the cultural features of education in Australia.
<b>VU21473</b>	<b>Investigate Australian art and culture</b>
	This unit describes the skills and knowledge for learners of English as an additional language to investigate and become familiar with aspects of Australian art and culture. The unit focuses an introduction to Australian art and culture, past and present, including the visual arts and film, and issues related to Australian identity.
<b>CULINL301A</b>	<b>Develop and use information literacy skills</b>
	This unit describes the skills and knowledge required to define, locate, select, evaluate and present information in response to identified needs. It applies to individuals employed in any capacity, as well as members of the wider community, as information literacy skills have broad application in all industries, as well as to life skills in general. At this level, work is usually undertaken under supervision, though some autonomy and judgement can be expected within established parameters.
<b>ICTWEB201A</b>	<b>Use social media tools for collaboration and engagement</b>
	This unit describes the skills and knowledge required to establish a social networking presence, using social media tools and applications. It includes the requirement to review, compare, and use different types of social networking tools and applications. It applies to information and communications technology (ICT) personnel who need to develop a social networking web presence for a small or large office environment, using social media tools and applications.
<b>ICTICT203A</b>	<b>Operate application software packages</b>
	This unit describes the performance outcomes, skills and knowledge required to identify, select and operate three commercial software packages, including a word-processing and a spreadsheet application package. The unit identifies the requirement to use a word-processing, spreadsheet and third software application package to ensure that the individual develops the skills required to cover a range of basic office software requirements
<b>VU21343</b>	<b>Undertake a simple investigation of health and well being</b>
	This unit describes the skills and knowledge to undertake a simple research project on an issue related to health and well-being.
<b>VU21354</b>	<b>Comprehending and giving complex instructions</b>
	This unit describes the skills and knowledge to develop a project proposal, design and plan the project, carry out the project and evaluate the outcome. It encompasses selection of an activity, developing a plan, and preparing the required resources.

## **COURSE STRUCTURES – PRE ACCREDITED**

**Learn Computers—First Step** Learn and develop basic computer skills related to software (Microsoft Office), hardware and introduction to the internet.

\$60 Concession

\$80-\$120 Non Concession

**Learn Computers—Next Step** Learners will advance their use of computer skills related to software (Microsoft office), hardware and internet.

\$60 Concession

\$80 Non Concession

**Learn Computers - Advanced** Learners will use the Microsoft Office software and learn to increase their knowledge of the software.

\$60 Concession

\$80-\$120 Non Concession

**Office Computers Skills—Level 1** Learners will develop skills and confidence in Microsoft Office at the basic level to utilise for employment.

\$60 Concession

\$80-\$160 Non Concession

**E—Learning** using computers learners will learn how to use the internet, social media platforms and revise the Microsoft Office software.

\$60 Concession

\$120 Non Concession

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**Learn English First Steps** - Develop and practice English language speaking, listening, reading and writing skills to support learners for daily living.

\$60 Concession

\$80-\$120 Non Concession

**Learn English Next Steps** - Continue to develop speaking, writing, pronunciation, listening, reading and writing skills at post beginner Level 1.

Developed for learners who have just started learning English with minimal exposure.

\$60 Concession

\$80-\$120 Non Concession

**English for Study and Work** - Learn and develop skills for employment and study with English and computers.

\$60 Concession

\$80 Non Concession

**English Language Conversation** - Volunteer lead English class for learners wanting to increase their day to day communication skills in English.

\$2 per class

**Parental Literacy** - English for parents to develop their day to day communication skills in English

\$60 Concession

\$80 Non Concession

# Springvale Neighbourhood House Inc. Learning Program

Registered Training Organisation No 4098

Registered No A0018062X

ABN 27 367 197 694

1-3 Lightwood Road

Springvale 3171

Phone: 9574 6399

Fax: 9574 6907

E-mail: [literacy@snh.org.au](mailto:literacy@snh.org.au)

[www.snh.org.au](http://www.snh.org.au)

