



Springvale
Neighbourhood House

Learner Handbook 2020

Springvale Neighbourhood House
Learning Program
1-3 Lightwood Road
Springvale 3171
RTO No. 4098
Reg: A0018062X

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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 House 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	10725NAT
Certificate I in Spoken & Written English	10727NAT
Certificate II in Spoken & Written English	10728NAT
Certificate III in Spoken & Written English	10729NAT
Certificate III in EAL (Access)	22486VIC

See detailed course structure pages 12-24

PRE ACCREDITED COURSES



English for Study and Work	
Parental Literacy	
Learn English First and Next Steps	
Computer—Intel MS Word	Basic/Intermediate
Computer—Intel Excel	Basic/Intermediate
Computer—Intel Office Skills	Intermediate/Advanced
Computer—Intel MS Word and Powerpoint	Basic/Intermediate
Computer—Intel Powerpoint and Publisher	Basic/Intermediate
Computer—Intel E-Learning	Basic/Intermediate
Be Work Ready in 8 weeks	
English for sewing	
Kick Start your Customer Service Skills	

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. Non-residents and people on other visas are able to attend as full-fee-paying students.

CLASS HOURS & 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.

ENROLMENT AND ASSESSMENT

Enrolment forms are to be completed as part of registration process which includes 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.

ATTENDANCE

For best results we recommend regular class attendance. Learners unable to attend a series of classes are required to notify their trainer 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.

FEES

Yearly fees are due at the time of enrolment with no additional administration fee charged. Fees are calculated as specified by the Department of Education Victoria and 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. SNH courses in Spoken & Written English and English as an Additional Language are NOT included in lifetime funded course limits as these courses are foundation skills and exempt from this criteria.

For full-fee paying students, SNH only accepts a payment of no more than \$1,000 for each student before the commencement of their course. Following commencement of the course, where full-fee paying students are required to pay additional fees in advance, payments for tuition or other services yet to be delivered will not exceed \$1,500.

CANCELLATION & REFUND POLICY

Springvale Neighbourhood House reserves the right to reschedule a class or classes in the event of special circumstances. SNH will make every effort to accommodate each learner, rescheduling to another class or classes at no additional cost.

In the event where Springvale Neighbourhood House accepts prepayments for a course, SNH undertakes to refund course fees according to the following criteria:

1. Where a learner does not commence the course or withdraws within three weeks will receive full refund.
2. Eligible students (concession & non concession students who are eligible for Government Funded Training) will not receive a refund of fees after three weeks.
3. Withdrawal after the “no fee” clause above, will result in a pro-rata refund for full fee paying students (students who are not eligible for Government Funded Training).

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.

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 signs and evacuation plans which are located near entrance door to each room.

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).

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.

COMPLAINTS AND APPEALS

Springvale Neighbourhood House endeavors 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 or speak privately to the manager.

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.

If you are unhappy with the SNH Committee's response you can make a complaint to the VRQA (Victorian Registration & Qualifications Authority) in writing either online ([Complete the online form](#)) or by sending a letter to Manager, Complaints Unit, VRQA, GPO Box 2317, Melbourne VIC 3001. OR you can make a complaint in person at Level 4, Casselden, 2 Lonsdale Street, Melbourne or phone 03 9637 2806.

For more information about making a complaint to the VRQA you can visit their website at: <https://www.vrqa.vic.gov.au/complaints/Pages/making-a-complaint.aspx>

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.

CONTACT DETAILS

Please notify the Centre of any changes in your contact details by calling 9574 6399 or emailing literacy@snh.org.au

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. Course enrolment will be determined by current ACSF score in spoken, written and reading English.

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 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

MUTUAL RECOGNITION

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

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.



2020 Tuition Fee Schedule

Springvale Neighbourhood House (TOID 4098)



ACCREDITED COURSE

COURSE TITLE	NOMINAL HOURS	ELIGIBLE NON CONCESSION TUITION FEE		ELIGIBLE CONCESSION TUITION FEE		FEE FOR SERVICE
		YEARLY	HOURLY	YEARLY	HOURLY	HOURLY
Pre CSWE (10725NAT)	490	\$392	\$0.80	\$80	\$0.16	\$8.70
Pre CSWE (10725NAT)	560	\$448	\$0.80	\$80	\$0.14	\$8.70
CSWE 1 (10727NAT)	540	\$432	\$0.80	\$80	\$0.15	\$8.70
CSWE 2 (10728NAT)	560	\$448	\$0.80	\$80	\$0.14	\$8.70
CSWE 2 (10728NAT)	540	\$432	\$0.80	\$80	\$0.15	\$8.70
CSWE 3 (107296NAT)	600	\$480	\$0.80	\$80	\$0.13	\$8.70
EAL 3 (access) (22253VIC)	500	\$400	\$0.80	\$80	\$0.16	\$8.70

* approximate value of Government contribution for eligible learners is between \$3,800 and \$4,800 depending on the number of course hours



PRE ACCREDITED - ENGLISH & COMPUTER

COURSE HOURS PER WEEK	CONCESSION FEE PER TERM (holds concession card and green medicare card)	NON CONCESSION FEE PER TERM	FEE FOR SERVICE PER TERM (no green medicare card or Australian Passport)
2	\$20	\$24	\$174
2.5	\$20	\$30	\$218
3	\$20	\$36	\$261
3.5	\$20	\$42	\$305
4	\$20	\$48	\$348
5	\$20	\$60	\$435

*any learner that registers for multiple classes receives 50% on their first pre-accredited course fee

*additional fees may occur for learner activities up to 1 per term to the value of \$20 per learner per excursion/incursion

COURSE STRUCTURES—ACCREDITED

Course in Preliminary Spoken and Written English (10725NAT)

COURSE DETAILS	
Course Summary	10725NAT Course in Preliminary Spoken and Written English is a component of the Certificates in Spoken and Written English (CSWE), English as an additional language (EAL) curriculum framework. It is a foundation course for learners who have no or limited formal schooling, no or limited English and who may not have literacy skills in their first language. Groups who benefit from this course include newly arrived immigrants, international students, long-term migrants and Aboriginal students. The certificate includes elective numeracy modules for those EAL learners who may also need to develop numeracy skills. This course is intended to provide participants with learning skills to enter formal learning environments.
Student Outcomes, Career Opportunities and Occupations	With the language and literacy skills learnt in this course you can improve your prospects to undertake further education and training.
Course hours	Approximately 500 hours of study time will be involved however, the training duration will depend on the electives and study mode selected.
Timing	Enrolments are taken throughout the year on a continuous basis.
Duration	12 months
Load	Five (5) units, One (1) unit selected from Group A and four (4) selected from Group A and B
COURSE STRUCTURE	
Group A	
SWERST001	Read a very limited range of words and simple texts
	Learning to be aware of sound patterns within words and using this to read and write simple texts.
SWERWA001	Begin to read and write the English alphabet
	Begins to develop 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.
Group B	
SWERCT001	Read a limited range of words and compose very simple texts
	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.
SWEWWS001	Write a limited range of words and very simple sentences
	Develop phonemic awareness of sound patterns within words and using this awareness to read simple sentences.
SWEESD001	Engage in very short dialogue
	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.
SWERSS001	Read very simple signs
	Learner to be supported through developing skills to understanding and interpreting simple signs seen during resettlement.

SWEDEV001	Develop preliminary English vocabulary for settlement
	Educates the learner to develop preliminary English skills to assist them in their daily needs during resettlement.
SWEDCS001	Develop preliminary coordination skills for learning
	Students in the module experience and learn to develop skills using electronic devices (computers).
SWEPLL001	Begin to participate in a formal English language learning environment
	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 engaged in basic learning processes.
FSKNUM01	Use beginning whole number skills and money up to one hundred for work
	This module includes the oral and reading skills for dealing and handling money
FSKNUM02	Use beginning skills related to time and 2D shapes for work
	This unit describes the beginning skills and knowledge of time and shapes.

Certificate I in Spoken and Written English (10727NAT)

COURSE DETAILS	
Course Summary	<p>10727NAT Certificate I in Spoken and Written English is a component of the Certificates in Spoken and Written English (CSWE), English as an additional language (EAL) curriculum framework. It is a beginner course for learners who have just started learning English and who may have had minimal exposure to the language. It provides English language learning for EAL learners, primarily targeting newly arrived migrants and refugees who need to develop language skills to participate in a limited range of contexts. Other groups who benefit from this course include international students, long-term migrants and Aboriginal students. The certificate includes elective numeracy modules for those EAL learners who may also need to develop numeracy skills.</p> <p>This course is intended to provide participants with learning skills to enter formal learning environments</p>
Student Outcomes, Career Opportunities and Occupations	With the language and literacy skills learnt in this course you can improve your prospects to undertake further education and training or employment.
Course hours	Approximately 500 hours of study time will be involved however, the training duration will depend on the electives and study mode selected.
Timing	Enrolments are taken throughout the year on a continuous basis.
Duration	12 months
Load	5 Units, with a minimum of three (3) Group A unit and one (1) Group B unit and one (1) unit from any of the Groups (A, B or C) from below list. These are set at the beginning of each course start date.
COURSE STRUCTURE	
Group A	
SWEELC001	Listen to and engage in simple social conversations
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to participate in short simple conversations
SWEELT001	Listen to and engage in short simple spoken transactions
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to participate in short spoken transactions.
SWERWT001	Read and write simple social texts
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to read and write short simple social texts.
SWERWT002	Read and write simple transactional texts
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to read and write short simple transactional texts.

Group B	
SWELRT001	Read and listen to simple information texts
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to read and listen to short simple information texts.
SWERWI001	Read and write simple personal information
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to read for personal information and provide personal information in writing.
SWEBLC001	Build simple learning capabilities to learn English
	This unit describes the performance outcomes, skills and knowledge required to build simple learning capabilities for learning English. It requires the ability to plan own language learning and develop simple English language learning strategies.
SWEAOA001	Access simple online English language learning applications
	This unit describes the performance outcomes, skills and knowledge required to log on to a computer and to open and use simple English language learning applications using navigation skills. It requires the ability to access a computer and use navigation tools to undertake English language learning tasks.
Group C	
FSKNUM03	Use whole numbers and money up to one thousand for work.
	This unit describes the skills and knowledge to identify and undertake simple processes with whole numbers and money up to one thousand.
FSKNUM04	Locate, compare and use highly familiar measurements for work.
	This unit describes the skills and knowledge to locate, compare and use basic and highly familiar metric measurements and quantities.
FSKNUM08	Identify and use whole numbers and simple fractions, decimals and percentages for work.
	This unit describes the skills and knowledge to identify and use whole numbers into the thousands, simple fractions, decimals and percentages.

Certificate II in Spoken and Written English (10728NAT)



COURSE DETAILS	
Course Summary	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.
Student Outcomes, Career Opportunities and Occupations	The outcomes are suited to learners who have limited English language skills. These learners already have some foundational knowledge of the English language but require further development of their language skills to be able to participate more fully in Australian society. The course offers a pathway for learners into higher level English language acquisition courses, or into vocational training. It also equips learners with the English language required to begin to participate in English speaking workplaces and communities.
Course hours	Approximately 500 hours of study time will be involved however, the training duration will depend on the electives and study mode selected.
Timing	Enrolments are taken throughout the year on a continuous basis.
Duration	12 months
Load	Five (5) Units, one unit must be chosen from Group A and the remaining units can be selected from any group from below list. These are set at the beginning of each course start date.

COURSE STRUCTURE	
Group A	
SWEELD001	Engage in and listen to basic spoken dialogues
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to listen to and engage in basic spoken dialogues.
SWEDCT001	Deliver and comprehend basic spoken procedural texts
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to listen to and deliver basic spoken procedural texts.
Group B	
SWERWT003	Read and write basic everyday texts
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to read and write a limited range of basic everyday texts.
SWERWT004	Read and write basic procedural texts
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to read and write a limited range of basic procedural texts.
SWERWT005	Read and write basic story texts
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to read and write basic story texts. It requires the ability to comprehend and write basic story texts using English language capabilities.

SWERWT006	Read and write basic opinion texts
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to read and write basic opinion texts. It requires the ability to comprehend and write basic opinion texts using English language capabilities.
SWERWT007	Read and write basic factual texts
	This unit describes the performance outcomes, skills and knowledge required to use English as an additional language to read and write basic factual texts. It requires the ability to comprehend and write basic factual texts using English language capabilities.
SWEDSJ001	Develop basic English language skills for job seeking
	This unit describes the performance outcomes, skills and knowledge required to develop basic English language skills for job seeking. It requires the ability to comprehend, compose and participate in basic texts related to job seeking using English language capabilities.
SWEDML001	Develop basic visual and multimodal literacy
	This unit describes the performance outcomes, skills and knowledge required to comprehend basic visual images and multimodal texts using English as an additional language. It requires the ability to interpret basic images and multimodal texts using English as an additional language.
SWEDVW001	Develop basic English vocabulary for Work, Health and Safety
	This unit describes the performance outcomes, skills and knowledge required to comprehend a limited range of oral and written basic English vocabulary related to Work, Health and Safety using English as an additional language. It requires the ability to comprehend oral and written basic English vocabulary related to Work, Health and Safety using English as an additional language.
Group C	
FSKLRG04	Use basic strategies for work-related learning
	This unit describes the skills and knowledge required to identify own learning goals and needs to engage in a vocational or workplace learning environment
FSKLRG08	Use simple strategies for work-related learning
	This unit describes the skills and knowledge required to identify own learning goals and needs, and develop a simple learning plan to participate in a vocational or workplace learning environment.
FSKNUM08	Identify and use whole numbers and simple fractions, decimals and percentages for work
	This unit describes the skills and knowledge to identify and use whole numbers into the thousands, simple fractions, decimals and percentages.
FSKNUM14	Calculate with whole numbers and familiar fractions, decimals and percentages for work
	This unit describes the skills and knowledge to interpret and calculate whole numbers, routine fractions, decimals and percentages.
BSBITU101	Operate a personal computer
	This unit describes the skills and knowledge required to start up and use a range of basic functions on a personal computer or business computer terminal. It applies to individuals who perform a range of routine computer tasks in the various sectors of the business services industry and generally work under direct supervision.
BSBITU201	Produce simple word processed documents
	This unit describes the skills and knowledge required to correctly operate word processing applications in production of workplace documents. It applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of word processing and software in a defined context, under direct supervision or with limited individual responsibility.

Certificate III in Spoken and Written English (10729NAT)

COURSE DETAILS	
Course Summary	The 10729NAT 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.
Student Outcomes, Career Opportunities and Occupations	This course can improve your prospects to undertake further education and training or employment. 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.
Course hours	Approximately 500 hours of study time will be involved however, the training duration will depend on the electives and study mode selected.
Timing	Enrolments are taken throughout the year on a continuous basis.
Duration	12 months
Load	Five (5) Units, one (1) Group A, one from Group B, and the remaining three (3) units from any group from below list. These are set at the beginning of each course start date.

COURSE STRUCTURE	
Group A	
SWELPE001	Comprehend and participate in routine formal spoken exchanges
	This unit describes the performance outcomes, skills and knowledge required to listen to, understand and participate in formal spoken exchanges using English as an additional language. It requires the ability to listen to, understand and participate in formal spoken exchanges using English language capabilities.
SWELPE002	Comprehend and participate in routine informal spoken exchanges
	This unit describes the performance outcomes, skills and knowledge required to listen to, understand and participate in informal spoken exchanges using English as an additional language. It requires the ability to listen to, understand and participate in informal spoken exchanges using English language capabilities.
Group B	
SWERWT008	Read and write routine social texts
	This unit describes the performance outcomes, skills and knowledge required to read and write a range of routine social texts using English as an additional language. It requires the ability to read, write and understand social texts using English language capabilities.
SWERWT009	Read and write routine transactional texts
	This unit describes the performance outcomes, skills and knowledge required to read and write a range of routine transactional texts using English as an additional language.
Group C	
SWEDEP001	Use and modify routine English pronunciation
	This unit describes the performance outcomes, skills and knowledge required to communicate intelligibly and effectively in a range of contexts using the English language. It requires the ability to use segmental and prosodic features of English and strategies to monitor and modify own English pronunciation.

SWELDT001	Comprehend and deliver routine spoken procedural texts
	This unit describes the performance outcomes, skills and knowledge required to listen to, understand and deliver spoken procedural texts using English as an additional language
SWERWT010	Read and write routine procedural texts
	This unit describes the performance outcomes, skills and knowledge required to read and write a range of procedural texts using English as an additional language.
SWERWT011	Read and write routine further study texts
	This unit describes the performance outcomes, skills and knowledge required to read and write a range of further study texts using English as an additional language.
SWEDSJ002	Apply routine English language skills for job seeking
	This unit describes the performance outcomes, skills and knowledge required to use routine English language skills for job seeking. It requires the ability to comprehend, compose and participate in routine texts related to job seeking using English language capabilities.
SWERWT012	Read and write routine narrative texts
	This unit describes the performance outcomes, skills and knowledge required to read and write narratives using English as an additional language.
SWELCP001	Comprehend and conduct routine spoken presentations
	This unit describes the performance outcomes, skills and knowledge required to comprehend and conduct routine spoken presentations in English using English as an additional language.
SWERLN001	Read and listen to the news
	This unit describes the performance outcomes, skills and knowledge required to read and listen to news stories using English as an additional language. It requires the ability to read, listen to and understand news stories using English language capabilities.
SWEAWV001	Apply routine English Work, Health and Safety vocabulary
	This unit describes the performance outcomes, skills and knowledge required to develop and use a range of routine English vocabulary related to Work, Health and Safety (WHS) using English as an additional language. It requires the ability to learn, understand and use routine English vocabulary related to Work, Health and Safety.
SWEDML002	Develop routine multimodal literacy
	This unit describes the performance outcomes, skills and knowledge required to comprehend routine multimodal texts using English as an additional language. It requires the ability to interpret routine multimodal texts using English as an additional language.
Group D	
FSKLRG11	Use routine strategies for work-related learning
	This unit describes the skills and knowledge required to identify own learning goals and needs, and develop a formal learning plan to participate in a vocational or workplace learning environment.
FSKNUM15	Estimate, measure and calculate with routine metric measurements for work
	This unit describes the skills and knowledge required to use routine measuring equipment, to convert units within the metric system, to estimate and calculate routine measurements including simple area of rectangles and squares.

FSKNUM15	Estimate, measure and calculate with routine metric measurements for work
	This unit describes the skills and knowledge required to use routine measuring equipment, to convert units within the metric system, to estimate and calculate routine measurements including simple area of rectangles and squares.
FSKNUM17	Use routine maps and plans for work
	This unit describes the skills and knowledge to interpret and use routine maps and plans using direction, simple scales, labels, symbols and keys. This unit is designed for integration and contextualisation with vocational units to support achievement of vocational competency.
FSKNUM18	Collect data and construct routine tables and graphs for work
	This unit describes the skills and knowledge required to collect, collate and organise familiar and routine data and construct tables, column and bar graphs. This unit is designed for integration and contextualisation with vocational units to support achievement of vocational competency.
FSKNUM19	Interpret routine tables, graphs and charts for work
	This unit describes the skills and knowledge required to read and comprehend information in routine tables, graphs and charts. This includes using routine calculations to interpret and compare information and methods of display. It is designed for integration and contextualisation with vocational units to support achievement of vocational competency.
FSKNUM22	Use and apply ratios, rates and proportions for work
	This unit describes the skills and knowledge to apply and solve problems involving rates, ratios and proportions. This unit is designed for integration and contextualisation with vocational units to support achievement of vocational competency.
FSKNUM28	Use routine formulas and algebraic expressions for work
	This unit describes the skills and knowledge to develop, interpret and use routine algebra expressions and formulas in the workplace. This unit is designed for integration and contextualisation with vocational units to support achievement of vocational competency
BSBITU203	Communicate electronically
	This unit describes the skills and knowledge required to send, receive and manage electronic mail (email), as well as collaborate online using chat rooms, intranets and instant messaging. It applies to individuals who use business technology to perform a range of routine tasks to communicate with co-workers, customers or others. The individual will use a limited range of practical skills and fundamental knowledge in a defined context under direct supervision or with limited individual responsibility.
BSBLIB304	Develop and use information literacy skills
	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.

ICTICT203	<p>Operate application software packages</p>
	<p>This unit describes the skills and knowledge required to identify, select and operate three commercial software packages, including a word-processing and a spreadsheet application package.</p> <p>It applies to individuals who utilise different software applications within a small to large office environment to produce diverse documents.</p>
ICTWEB201	<p>Use social media tools for collaboration and engagement</p>
	<p>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.</p> <p>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.</p>

Certificate III in EAL

English as an Additional Language (Access) (22486VIC)



COURSE DETAILS	
Course Summary	22486VIC 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.
Student Outcomes, Career Opportunities and Occupations	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.
Course hours	410-505 hours of study time will be involved however, the training duration will depend on the electives and study mode selected.
Timing	Enrolments are taken throughout the year on a continuous basis.
Duration	Part time 1 to 2 years
Load	8 units comprising: One (1) Core unit, one (1) Speaking and Listening unit, one (1) Reading and Writing unit and 2 Language Skills elective units which can be selected from Speaking and Listening and / or Reading and Writing units which have not been previously completed - see below list. These are set at the beginning of each course start date.
COURSE STRUCTURE	
Core	
VU22384	Develop and document a learning plan and portfolio
	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.
Speaking & Listening	
VU22610	Engage in casual conversations and straightforward spoken transactions
	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.
VU22611	Give and respond to a range of straightforward information and instructions
	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.
Reading & Writing	
VU22612	Read and write routine communications and transactional text
	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.
VU22613	Read and write straightforward informational and instructional texts
	This module covers the skills to perform the mathematical operations of multiplication and division in familiar contexts, including calculations with whole dollars.

VU22614	Read and write straightforward descriptive and narrative texts
	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.
Language Skills	
VU22610	Engage in casual conversations and straightforward spoken transactions
	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.
VU22611	Give and respond to a range of straightforward information and instructions
	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.
VU22612	Read and write routine communications and transactional text
	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.
VU22613	Read and write straightforward informational and instructional texts
	This module covers the skills to perform the mathematical operations of multiplication and division in familiar contexts, including calculations with whole dollars.
VU22614	Read and write straightforward descriptive and narrative texts
	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.
General Electives	
VU22615	Investigate issues in the Australian environment
	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.
VU22616	Investigate features of the Australian Legal System
	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.
VU22617	Investigate features of the education system in Australia
	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.
VU22618	Investigate Australian art and culture
	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.
BSBLIB304	Develop and use information literacy skills
	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.

ICTWEB201	Use social media tools for collaboration and engagement
	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.
ICTICT203	Operate application software packages
	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
VU22402	Undertake a simple investigation of health and well being
	This unit describes the skills and knowledge to undertake a simple research project on an issue related to health and well-being.
VU22412	Implement and review a project
	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.
VU22423	Investigate numerical and statistical information
	This unit describes the skills and knowledge to investigate and interpret numerical information embedded in a range of texts. It also includes creating, investigating and interpreting statistical data, tables and graphs related to personal, public, work or education and training needs
VU22424	Investigate and use simple mathematical formulae and problem solving techniques
	This unit describes the skills and knowledge to develop and use simple formulae to describe and represent relationships between variables in a range of real life contexts. It involves using simple mathematical problem solving techniques to interpret and solve straight forward mathematical problems related to personal, public, work or education and training needs.

COURSE STRUCTURES – PRE ACCREDITED

Computers— Word

Learn and develop basic or intermediate understanding of Microsoft Word in a hands on course. Understand tools available to create letters, flyers, reports.

\$20 Concession per term

\$40-\$96 Non Concession per term

Computers—Powerpoint

Learn and develop basic to intermediate understanding of Microsoft Powerpoint. Learn how to create a presentation using this software.

\$20 Concession per term

\$40-\$96 Non Concession per term

Computers - Publisher

A **publishing** program that **can** be used to create a variety of publications. like business cards, greeting cards, calendars, newsletters

\$20 Concession per term

\$40-\$96 Non Concession per term

Computers—Intel Office Skills

Learners will develop skills and confidence in Microsoft Office at an intermediate level to utilise for employment.

\$20 Concession per term

\$40-\$96 Non Concession per term

Computers E—Learning

Using computers learners will learn how to use the internet, social media platforms and revise the Microsoft Office software.

\$20 Concession per term

\$40-\$96 Non Concession per term

Computers - Excel

Learn and create spread sheets used for budgets, planning, charts to use in the home, business or employment

\$20 Concession per term

\$40-\$96 Non Concession per term

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

\$80 Concession per year

\$98-\$240 Non Concession per year

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

\$80 Concession per year

\$98-\$240 Non Concession per year

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

\$80 Concession per year

\$98-\$240 Non Concession per year

Be Work Ready In 8 Weeks - Learn skills to assist you in being work ready. 8 x 2hr sessions

\$20 Concession program

\$50 Non Concession per program

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.

\$80 Concession per year

\$98-\$240 Non Concession per year

Kick Start your Customer Service Skills - skills, knowledge & confidence required for working in a customer service in retail, online marketing, office receptionist, customer service assistant, call centre roles. 3 hrs per week

\$80 Concession

\$ Non-concession

Learn English for Sewing Skills - increase confidence and self esteem through learning to sew. Advance your conversation, literacy, numeracy and writing skills with taking instruction and learn a new skill for employment or hobby.

1.5hrs per week

\$20 Concession per term

\$24 Non Concession per term

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