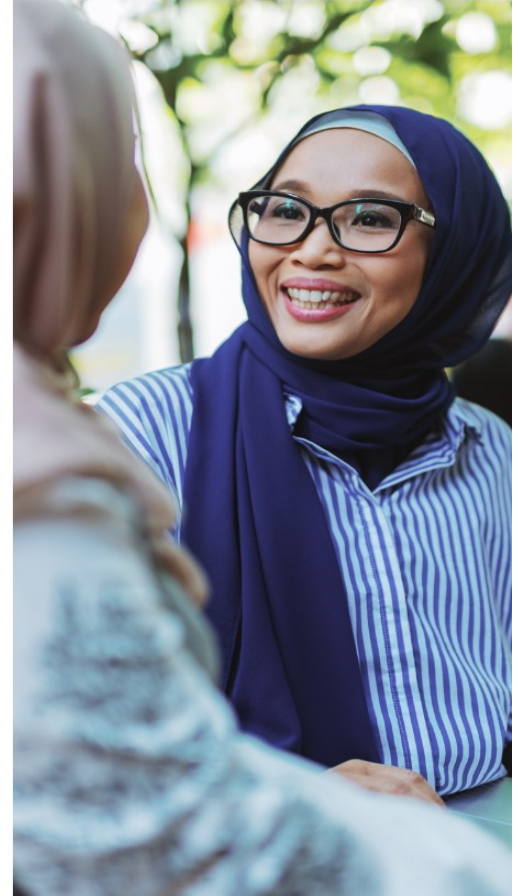
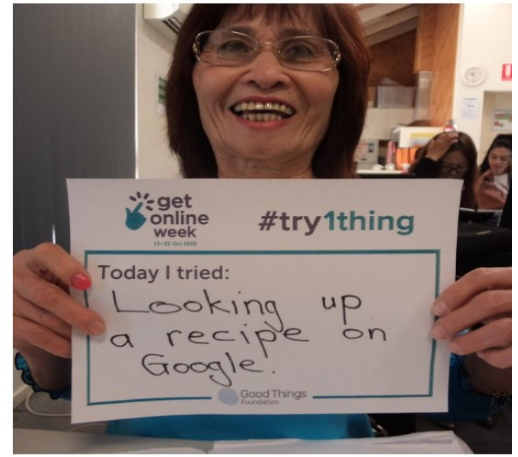




Springvale
Neighbourhood House

Learner Handbook



2024

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NATIONALLY RECOGNISEE
TRAINING

SPRINGVALE NEIGHBOURHOOD HOUSE



LEARNING PROGRAM

Springvale Neighbourhood House (SNH) provides a wide range of courses for adult students 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 throughout the City of Greater Dandenong. Courses are scheduled during the day and evenings, and taught by qualified teaching staff (trainers/assessors) and trained volunteer tutors under a management team and a governing committee made up of volunteers from the local community. Our Learning Program undertakes to maintain quality training and to uphold high ethical standards.

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

SNH wishes you all the very best in your studies with us. If you need more information, or you want to discuss your course, you can speak to your tutor or to the administration staff at either of our offices.

If you need any information in another format or in a language other than English, please contact us on 03 9574 6399



COURSES AT SPRINGVALE NEIGHBOURHOOD HOUSE

Springvale Neighbourhood House is a registered training organization (RTO) and offers both accredited and pre-accredited training courses.

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

PRE-ACCREDITED COURSES



Art Microbusiness Workshops	
Be Work Ready	
Communication & Workplace Skills for Volunteers	
Cooking on a Budget	
Dari to English	Beginner / Post-Beginner
English for Study, Work & Life	Beginner / Post-Beginner
Introduction to Childcare & Early Childhood Education	
Introduction to Health Services	
Introduction to Horticulture	
Introduction to Office Skills	
Kick Start Your Customer Service Skills	
Life Skills	
Sewing Skills for Work & Life	
Digital Essentials	Level 1 / Level 2
Introduction to Google Docs & Google Sheets	
Introduction to MS Word & Excel	
Online Communication and Zoom for Study & Work	
Point of Sale for Retail and Hospitality	

COURSE INFORMATION

Course information will be given to you when you enrol. It will include:

- Course outline
- Unit outline (for accredited courses)
- Days of class
- Times of class
- Cost of class
- Tutor details

COMPLETING A UNIT OR COURSE

When you complete an **accredited** course, you will receive a Certificate if you successfully passed all units. If you did not successfully pass all units, or if you withdrew before the course was completed, you will receive a Statement of Attainment for the units you passed. Both the Certificate and the Statement of Attainment are formal qualifications that are recognised everywhere in Australia.

When you complete a **pre-accredited course**, you will receive a Certificate of Participation.

ELIGIBILITY

Springvale Neighbourhood House holds classes that are open and accessible to all adults.

The Victorian State government subsidises the course fees for Australian citizens and permanent residents, New Zealand citizens, and people on a humanitarian, protection, or refugee visa or who have applied for one of these visas and currently hold a Bridging visa.

Non-residents who are here on any other visa are able to attend classes as full fee-paying students.

TRAINERS AND ASSESSORS

All trainers and assessors employed by SNH to teach accredited classes meet the qualification and experience standards outlined by the VRQA and the training packages.

All trainers who teach pre-accredited classes have the appropriate qualifications and/or experience to teach these classes.

CLASS HOURS & LOCATIONS

The hours listed for accredited courses include class time and supported learning. Some classes may require additional self-directed learning.

All training is delivered either online, face-to-face in venues located within the City of Greater Dandenong, or a blend of online and face-to-face.

ENROLMENT

Anyone can enroll in a course at any time during the year by coming to the SNH Literacy Centre or the North Dandenong Neighbourhood House and completing an enrolment form.

Students enrolling in an accredited course also need to complete a Pre-Training Review and a Language, Literacy, and Numeracy (LLN) Assessment. The LLN Assessment is then assessed against the Australian Core Skills Framework (ACSF) to determine the level—if any— of recognised prior learning (RPL) and the appropriate class for the student to begin studies in the Springvale Neighbourhood House Learning Program.

Assessments can also be conducted at Dandenong Library or Springvale Library using the ISLPR(International Second Language Proficiency Rating), with students then referred to SNH for enrolment.

RECOGNITION OF PRIOR LEARNING

Students will be assessed for their prior learning achievements and will be credited accordingly. Course enrolment will be determined by the student's current ACSF score in spoken and written English.

MUTUAL RECOGNITION & CREDIT TRANSFER

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

A student who has completed part of a qualification at another RTO can receive credit towards their qualification with SNH upon provision of a validated Statement of Attainment showing the unit, and completion of an LLN Assessment to ensure that they still retain the skills and knowledge required for the unit.

ATTENDANCE & WITHDRAWALS

For the best results with your studies, SNH recommends regular class attendance so that you don't miss anything.

If you are unable to attend class, you are required to notify your trainer or the SNH Literacy Centre office.

Students who are absent for 4 weeks without notifying their trainer or the Literacy Centre office, and who do not respond to the Literacy Centre office trying to contact them, will be withdrawn from the class without further consultation.

If you know that you are going to be absent for more than two weeks, you will need to come in and speak to the staff at the SNH Literacy Office. Depending on how long you are going to be away, you may need to sign a deferment form.

ASSESSMENTS

SNH understands that it is important to be fair and flexible with your assessments. All assessments will be conducted by a fully qualified trainer/assessor, and the assessment tasks you will be given will match what was taught in that unit.

The assessor will make sure you are given clear instructions about how to complete your assessment tasks, and will also make sure that you are given a reasonable amount of time to complete the tasks.

If you are ill, have a disability, etc. then you can ask for a reasonable adjustments from your assessor, such as extra time.

If you don't successfully complete an assessment task, you will be able to redo it. You will only get two attempts at completing an assessment task.

CHANGES TO TRAINING

Where there are any changes to agreed services, we will advise you of the changes as soon as practicable. This includes changes to class times, venues, trainers, or changes in RTO arrangements.

For accredited class students, where these are permanent changes to any details listed on your Training Plan, you will be provided with an updated Training Plan within four weeks of the changes occurring.

STUDENT RIGHTS

Students 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.

STUDENT RESPONSIBILITIES

Students are expected to attend classes, bring any required materials to class with them, make a genuine effort to engage with learning, not behave in an aggressive or threatening manner, follow their trainer/ assessor's instructions, and speak English in the classroom.

ACCESS AND EQUITY POLICY

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

PRIVACY AND DIGNITY

The privacy of a student's personal information will be respected at all times. Student 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 student will remain confidential. The SNH Learning Program observes Australian Privacy Principles as stated in the Springvale Neighbourhood House Privacy Policy.

EQUAL OPPORTUNITIES

Springvale Neighbourhood House believes that all students, 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 (page 9 & 10).

CHEATING & PLAGIARISM

SNH does not tolerate plagiarism, cheating, collusion or unauthorised collaboration.

Students must take responsibility for their actions and abide by the statement on the student declaration form that assessments will be their own work.

If plagiarism, cheating, collusion or unauthorised collaboration is suspected or detected, an investigation will be carried out. After investigation, if plagiarism, cheating, collusion or unauthorised collaboration is confirmed, the Student Conduct and Disciplinary Policy will be brought into effect.

APPEALS

If you are not sure about why your trainer/assessor gave you a particular result, or if you are unhappy about them, you can talk to your trainer/assessor and ask them.

If you do not agree with your trainer/assessor's decision, then you can:

- Ask your trainer/assessor questions about how the decision was made.
- Speak to the Springvale Neighbourhood House Deputy Manager. You may have to bring your work to show the Deputy Manager what you have done, including any work that you did outside of the classroom.
- Speak to the Springvale Neighbourhood House Manager. Again, you may have to bring your work to show the Manager what you have done.
- The Deputy Manager and/or Manager may have a different trainer/assessor assess your work, or they may decide to leave your result the way it was. If a second trainer/assessor assesses your work, they may give you the same result as the original trainer/assessor.

COMPLAINTS

Springvale Neighbourhood House endeavors to resolve all issues or problems quickly and fairly.

COMPLAINTS ABOUT A STUDENT

If you have a problem with another student, discuss the problem with them first to see if you can reach an agreement. If you do not feel that an agreement can be reached, both students should speak to their trainer. If the problem cannot be resolved by the trainer, the trainer will report the complaint to management for action.

COMPLAINTS ABOUT A TRAINER

If you have an issue or grievance which involves your trainer, try to discuss it with them first. If the problem cannot be resolved, you should speak to the SNH Deputy Manager.

If you do not wish to speak to the Deputy Manager, or are unhappy with their response, you can make a written complaint to the Springvale Neighbourhood House Committee of Governance by emailing manager@snh.org.au or by completing a complaint form available from the SNH Learning Program office at 1-3 Lightwood Road, Springvale and giving it to the SNH Manager.

If you would prefer to make a complaint in person, you can speak privately to the SNH Manager.

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 at www.vrqa.vic.gov.au/StateRegister/Public.aspx/LodgeComplaint or by sending a letter to:

Manager
Complaints Unit, VRQA
GPO Box 2317
Melbourne VIC 3001

If you would prefer to make a complaint in person, you can phone 03 9637 2806.

FEES

Fees are due at the time of enrolment, and are made up of the tuition fee and the administration fee. Fees are calculated as specified by the Department of Jobs, Skills, Industries and Regions Victoria and vary depending on the course hours. A concession fee is available to eligible students.

When fees are paid by a third party, the non-concession rate will be charged.

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, with the remainder to be paid in instalments of no more than \$1,500 per instalment.

CANCELLATIONS & REFUNDS

Springvale Neighbourhood House reserves the right to cancel or reschedule a class or classes in the event of special circumstances. SNH will make every effort to accommodate each student, 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. A student who does not commence the course or withdraws within three weeks will receive full refund of the tuition fee. SNH will retain the administration fee.
2. Eligible students (concession and non-concession students who are eligible for government funded training) will not receive a refund of fees if they withdraw after three or more weeks.
3. Withdrawals after the 'no fee' clause above will result in a pro-rata refund of up to 80% for full-fee paying students, with SNH retaining 20% for administrative costs.

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.

SURVEYS / FEEDBACK

You may receive a letter or phone call from the Department of Jobs, Skills, Industry and Regions (DJSIR) or National Centre for Vocational Education Research (NCVER) asking you to participate in a survey, a project, or an audit.

Each year you will be asked to complete a Learner Questionnaire. Your trainer can help you fill out the form, or you can ask someone else to help you. This information is then sent to the Victorian Registration & Qualifications Authority (VRQA).

If you do not understand any of the questions on the surveys, you can ask your trainer for help.

COMMUNITY EVENTS

Students 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 students 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 students from the venue.

On entering a venue where you are receiving language training through the Springvale Neighbourhood House Learning Program we request that all students take note of the venue's emergency exit signs and evacuation plans, which are located near entrance door to each room.

Students attending evening classes must ensure they do not leave the training venue alone, and that they have safe transport home.

CONTACT DETAILS

Please notify the Centre of any changes in your contact details by calling 03 9574 6399 or emailing deputymanager@snh.org.au

QUALITY ASSURANCE – POLICIES AND PROCEDURES

The Springvale Neighbourhood House ensures quality delivery to students as outlined in our Policies and Procedures that are accessible 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)
- Student Conduct and Disciplinary Policy
- Student 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 advance notification. Springvale Neighbourhood Learning Program does not pay or offer incentives to undertake government subsidised training, either directly or indirectly.



Springvale
Neighbourhood House

2024 Tuition Fee Schedule v1 Springvale Neighbourhood House (T01D 4098)

ACCREDITED COURSES

COURSE TITLE	COURSE HOURS PER WEEK	ELIGIBLE CONCESSION TUITION FEE		ELIGIBLE NON CONCESSION TUITION FEE		FEE FOR SERVICE		APPROX. VALUE OF GOVERNMENT CONTRIBUTION	
		YEARLY	HOURLY	YEARLY	HOURLY	YEARLY	HOURLY	YEARLY	HOURLY
Pre CSWE (10725NAT)	15	\$108.00	\$0.18	\$540.00	\$0.90	\$5,790.00	\$9.65	\$5,250.00	\$8.75
CSWE 1 (10727NAT)	13.5	\$97.20	\$0.18	\$486.00	\$0.90	\$4,536.00	\$8.40	\$4,050.00	\$7.50
CSWE 2 (10728NAT)	15	\$108.00	\$0.18	\$540.00	\$0.90	\$5,040.00	\$8.40	\$4,500.00	\$7.50
CSWE 3 (10729NAT)	12.5	\$90.00	\$0.18	\$450.00	\$0.90	\$4,200.00	\$8.40	\$3,750.00	\$7.50
EAL 3 (Access) (22640VIC)	12.5	\$90.00	\$0.18	\$450.00	\$0.90	\$4,200.00	\$8.40	\$3,750.00	\$7.50

* Plus \$10 non-refundable administration fee



PRE ACCREDITED COURSES

- 10 week terms

COURSE HOURS PER WEEK	ELIGIBLE CONCESSION TUITION FEE		ELIGIBLE NON CONCESSION TUITION FEE		FEE FOR SERVICE		APPROX. VALUE OF GOVERNMENT CONTRIBUTION	
	PER TERM	HOURLY	PER TERM	HOURLY	PER TERM	HOURLY	PER TERM	HOURLY
2	\$10.00	\$21.60	\$1.08	\$208.60	\$10.43	\$187.00	\$9.35	\$9.35
2.5	\$10.00	\$27.00	\$1.08	\$260.75	\$10.43	\$233.75	\$9.35	\$9.35
3	\$10.00	\$32.40	\$1.08	\$312.90	\$10.43	\$280.50	\$9.35	\$9.35
3.5	\$10.00	\$37.80	\$1.08	\$365.05	\$10.43	\$327.25	\$9.35	\$9.35
4	\$10.00	\$43.20	\$1.08	\$417.20	\$10.43	\$374.00	\$9.35	\$9.35
5	\$10.00	\$54.00	\$1.08	\$521.50	\$10.43	\$467.50	\$9.35	\$9.35
6	\$10.00	\$64.80	\$1.08	\$625.80	\$10.43	\$561.00	\$9.35	\$9.35

* Plus \$10 non-refundable administration fee

PRE ACCREDITED - SHORT COURSES - less than 10 weeks long

COURSE HOURS PER WEEK	ELIGIBLE CONCESSION TUITION FEE		ELIGIBLE NON CONCESSION TUITION FEE		FEE FOR SERVICE		APPROX. VALUE OF GOVERNMENT CONTRIBUTION	
	PER WEEK		PER WEEK	HOURLY	PER WEEK	HOURLY	PER WEEK	HOURLY
2	\$2.00		\$2.2	\$1.08	\$20.9	\$10.43	\$18.70	\$9.35
2.5	\$2.00		\$2.70	\$1.08	\$26.1	\$10.43	\$23.38	\$9.35
3	\$2.00		\$3.2	\$1.08	\$31.3	\$10.43	\$28.05	\$9.35
4	\$2.00		\$4.3	\$1.08	\$41.7	\$10.43	\$37.40	\$9.35
5	\$2.00		\$5.40	\$1.08	\$52.2	\$10.43	\$46.75	\$9.35

* Eligible concession students are Australian citizens/permanent residents or New Zealand citizens with an Australian concession card, or people who are in Australia on a refugee visa (SHEV) (TPV), or Bridging Visa class E (BVE) concession card

* Students will pay no more than \$50 total in **pre-accredited tuition** fees per year, regardless of the number of pre-accredited courses taken.

Please note that this does **not** apply to the administration and materials fees - these will still apply to each enrolment.

* Any student who enrolls in multiple classes receives a 50% discount on their second and subsequent pre-accredited course fees

* For pre-accredited courses that run for more than one term, students who pay the complete fee at the start will only need to pay the administration fee once.

* Additional fees may occur for class activities - up to 1 per term, to the value of \$20 per student per activity

* An additional materials fee may apply for some classes

* If a fee for service student withdraws from their course, they will receive a refund of up to 80% pro-rata for the remaining classes. 20% of the fee will be kept to cover the administrative costs of their enrolment and withdrawal

COURSE STRUCTURES—ACCREDITED

This training is delivered with Victorian and Commonwealth Government
funding

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. This course is intended to provide participants with learning skills to enter formal learning environments.
Student Outcomes, Career Opportunities, and	With the language and literacy skills learned in this course, you can improve your prospects to undertake
Course hours	600 hours of in-classroom learning, plus homework.
Timing	Rolling enrolments are taken throughout the year on a continuous basis.
Duration	12 months (full time) 24 months (part time)

COURSE STRUCTURE

SWEESD001	Engage in very short dialogues
SWERCT001	Read a limited range of words and compose very simple texts
SWERST001	Read a very limited range of words and very simple texts
SWERWA001	Begin to read and write the English alphabet
SWEWWS001	Write a limited range of words and very simple sentences

Certificate I in Preliminary Spoken and Written English (10727NAT)



COURSE DETAILS

Course Summary	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 might benefit from this course include international students, long-term migrants and Aboriginal students. This course is intended to provide participants with learning skills to enter formal learning environments.
Student Outcomes, Career Opportunities, and	With the language and literacy skills learned in this course, you can improve your prospects to undertake
Course hours	540 hours of in-classroom learning, plus homework.
Timing	Rolling enrolments are taken throughout the year on a continuous basis.
Duration	12 months (full time) 18—24 months (part time)

COURSE STRUCTURE

SWEELC001	Listen to and engage in short simple social conversations
SWEELT001	Listen to and engage in short simple spoken transactions
SWELRT001	Read and listen to simple informational texts
SWERWT001	Read and write simple social texts
SWERWT002	Read and write simple transactional texts

Certificate II in Preliminary Spoken and Written English (10728NAT)



COURSE DETAILS

Course Summary	10728NAT 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	600 hours of in-classroom learning, plus homework.
Timing	Rolling enrolments are taken throughout the year on a continuous basis.
Duration	12 months (full time)

COURSE STRUCTURE

SWEDCT001	Deliver and comprehend basic procedural spoken texts
SWERWT005	Read and write basic story texts
SERWT003	Read and write basic everyday texts
SWERWT004	Read and write basic procedural texts
SWEELD001	Engage in and listen to basic spoken dialogues

Certificate III in Preliminary Spoken and Written English (10729NAT)



COURSE DETAILS

Course Summary	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	500 hours of in-classroom learning, plus homework.
Timing	Rolling enrolments are taken throughout the year on a continuous basis.
Duration	12 months (full time)

COURSE STRUCTURE

SWELCP001	Comprehend and conduct routine spoken presentations
SWELPE001	Comprehend and participate in routine formal exchanges
SWELPE002	Comprehend and participate in routine informal exchanges
SWERLN001	Read and listen to the news
SWERWT009	Read and write routine transactional texts

Certificate III in EAL (Access) (22640VIC)

COURSE DETAILS

Course Summary	22640VIC 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 specialization. Participants include those who have been out of the workforce for a period of time 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.
Course hours	500 hours of in-classroom learning, plus homework.
Timing	Rolling enrolments are taken throughout the year on a continuous basis.
Duration	12 months (full time)

COURSE STRUCTURE

VU22384	Develop and document a learning plan and portfolio
VU22412	Implement and review a project
VU23524	Engage in straightforward casual conversations and spoken transactions
VU23525	Give and respond to straightforward information
VU23526	Read and write straightforward transactional texts
VU23527	Read and write straightforward informational texts
VU23528	Read and write straightforward narrative texts
VU23563	Investigate issues in the Australian environment

COURSE STRUCTURES – PRE ACCREDITED

2024 Pre-Accredited Courses

Computer & Digital Skills

Course	Delivery	Total Hrs
Digital Essentials Level 1	Classroom	30
Digital Essentials	Classroom	30
Introduction to Google Docs & Google Sheets	Classroom	20
Introduction to MS Word & Excel	Classroom	20
Introduction to MS Office and Email	Classroom	20
Online Communication and Zoom for Study & Work	Classroom	18
Online Skills for Microbusiness	Classroom	10
Point of Sale for Retail and Hospitality	Classroom	10

Employment Skills

Course	Delivery	Total Hrs
Art Microbusiness Workshops	Classroom	40
Be Work Ready	Classroom	16
Communication & Workplace Skills for Volunteers	Classroom	8
Introduction to Childcare & Early Childhood Education	Classroom	80
Introduction to Health Services	Online	80
Introduction to Horticulture	Classroom	40
Introduction to Office Administration Skills	Classroom	60
Kick Start Your Customer Service Skills	Online	40
Sewing Skills for Work & Life	Classroom	80

English Language

Course	Delivery	Total Hrs
Learn English for Study, Work & Life – Beginner	Classroom	80
Learn English for Study, Work & Life — Post-Beginner	Classroom	100
English for Parents	Classroom	100
Dari to English for Asylum Seekers—Beginner	Classroom	80
Dari to English for Asylum Seekers—Post-Beginner	Classroom	120

Life Skills

Course	Delivery	Total Hrs
Cooking on a Budget	Classroom	40
Life Skills	Classroom	20

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

E-mail: deputymanager@snh.org.au

www.snh.org.au

