

ENGLISH LANGUAGE AND LITERACY STUDENTS' HANDBOOK

Welcome to WEA Illawarra

After your pre training assessment interview the WEA will send you a letter telling you when and where you can start your English Class.

This handbook includes information to help you get the most from your time training with us. If you want more information about anything ask your teacher or the Program Manager.

We hope you enjoy your studies with us

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INFORMATION FOR YOUR FIRST DAY

Location

The **WEA Main Centre** is located at 50 to 56 Auburn Street Wollongong. Car parking is available at the Main building 50-52 Auburn St or in the southern car park at 56. Restricted street parking also available. Wollongong train station is located 500 m north of WEA.

Please take care turning into main car park. It is recommended that you do not turn right into car park when driving south as our building is on top of the hill and this can put you into danger. Turn left into car park is when driving north along Auburn St is preferable.

WEA Shellharbour Centre is located within the grounds of Balarang Public School, Government Road, Oak Flats (entry via the bus bay). Street car parking is available however please observe school time zones and bus areas. The nearest train stations are Albion Park and Oak Flats. Bus services are available to within a 5 minute walk of the centre.

On your *first day* you need to bring:

- Your placement letter from the WEA
- Paper to write on
- Pen, pencil and rubber
- Morning tea and lunch
- Dictionary (if you have one)

WEA Wollongong centre

- Vending machines with hot and cold drinks and snacks are available. Please bring all other food requirements with you.
- Hot water and a microwave are available, however you need to bring your own cups, plates and utensils.
- A public phone is available for student use outside the office.
- Office hours: 8.45am-4.30pm Monday - Friday

WEA Shellharbour centre

- There is no food or drink available at the centre, so it is necessary to bring your morning tea and lunch with you.
- A hot water urn is available, however you need to bring your own cups, plates and utensils.
- A public phone is available for student use.

No smoking

Smoking is not allowed in WEA buildings or car parks

Travel pass

To be eligible for a travel pass you need to be under 30 years of age and attending a full time class (20 hrs per week) The travel pass will give discounted fares on trains but does not apply to buses (which are privately owned.)

If you need a travel pass ask for an application form at the WEA office.

Language, Literacy and Numeracy Supplement (LLNS)

Students referred by Centrelink or a Job Network member may be eligible for \$20.80 per fortnight to assist with the costs of attending classes. Speak to Centrelink about this.

Please **turn off your mobile phone** before entering the classroom.

ATTENDANCE INFORMATION FOR LANGUAGE, LITERACY AND NUMERACY PROGRAM (LLNP) STUDENTS

- Students referred from Centrelink or Job Network agencies are entitled to up to 800 hours (4 x 200hour blocks) of free English training
- To apply for another 200 hour training block you must have good attendance and be improving your skill levels.
- Let your teacher know if you are finding it hard to come to classes. If there is a good reason why you cannot come to classes, WEA may agree to **suspend** your training for up to 4 weeks. This is not included in your absence time.
- If you are frequently absent from class, you may be withdrawn from the Program. If this happens, WEA must inform the referring agency and your Social Security benefits may be reduced.
- Please tell the office if you change your address and/or telephone number.
- The Language Literacy and Numeracy Program is funded by:



Australian Government
Department of Education, Employment
and Workplace Relations

INFORMATION FOR ADULT MIGRANT ENGLISH PROGRAM (AMEP) STUDENTS

- AMEP students are eligible for 510 hours of training.
- **Educational Counselling Service:** a free and confidential service which gives you advice about your educational and job pathways. Speak to the English Programs Manager for more information about this service.
- **Translation of Documents:** To find out whether you are eligible for this service you will need to read the brochure available at the WEA office

- Free **childcare** may be available
- **Home tutoring** may be available if you are unable to attend face to face classes.
- If you need to **withdraw**, WEA must record the reason you are withdrawing and ask you for evidence. If you do not provide evidence, for example, a doctor's certificate if you are sick, you will lose some of your AMEP hours.
- You must tell the office if you **change your address and/or telephone number**. This is so we can keep your information up to date.
- The Adult Migrant English Program is funded by the Department of Immigration and Multicultural Affairs



RIGHTS AND RESPONSIBILITIES

The WEA aims to provide you with the opportunity to learn English in a safe and supportive environment.

Respect for others

We ask that you:

- Show courtesy to other students, tutors and staff at WEA
- Allow your fellow students to express their opinions and to contribute in class
- Respect the cultures of others
- Respect other people's property, including WEA equipment and facilities such as computers
- Do not interrupt classes
- Turn off your mobile telephone
- Do not attend class affected by alcohol or other drugs

Responsibilities as a learner

To gain the most benefit from learning English at WEA we ask that in class you:

- Ask questions when you do not understand
- Contribute to classroom discussions
- Work with other students when required
- Tell your tutor or office reception why you are absent
- Speak with your tutor when you wish to withdraw from a class

If your teacher has to speak to you about inappropriate behaviour or lack of work more than once, you may be given a warning letter which will be kept on your file. If inappropriate behaviour continues your enrolment may be cancelled.

Anti-discrimination

We require that students and staff treat other people fairly and that they do not unlawfully discriminate against other people in WEA.

Discrimination means treating someone differently because they happen to belong to a particular group of people. Many types of discrimination are against the law. Unlawful discrimination includes discriminating against someone because of their race, including ethnic or ethno-religious background, age, disability or sex. More information about this is availability visiting www.lawlink.nsw.gov.au.

Your Privacy and Personal Information Protection in WEA

WEA deals with your personal information confidentially. When you enrol at WEA the personal information you give us is protected by law. We will give you a form, which explains how we will use your personal information. You will be asked to sign the form to show that you agree with this. We will not disclose your personal and private information to anyone outside the WEA without your approval. You are able to look at the information we have about you and make corrections, if necessary.

Occupational Health and Safety

WEA has a duty to make sure that our centres are safe for students and staff. You should report any safety issues or concerns to your tutor or the office staff. Please note the exits in case of fire or other emergency.

CERTIFICATES OF STUDY

The WEA Language and Literacy program is based on the following curriculum:

- The Certificates in Spoken and Written English (CSWE)
- The Certificates in General Education for Adults (CGEA)

CSWE and CGEA are accredited by the Vocational Education and Training Advisory Board. (VETAB)

CSWE is specially designed to assist adult learners of non-English speaking backgrounds to develop their language and literacy skills.

CGEA is designed to assist English speaking adults who left school early and wish to improve their reading, writing and basic maths skills.

A pre-course assessment is required before entry into the program.

Certificates are issued to students who achieve the learning outcomes in a module of study.

Guest speakers from various community groups may come to the college to provide information to students and there is generally at least one excursion per term.

Computer training is included as part of the overall program.

Course in Preliminary Spoken and Written English 91418NSW

This is a class for learners who have little or no English and require survival English, reading, writing and conversation.

Certificate I in Spoken and Written English 91421NSW

This class is for learners who have just started learning English and had minimal exposure to English in the past.

Certificate II in Spoken and Written English 91422NSW

This is a class for learners who do speak some English and require vocabulary extension, conversation and listening skills. Reading and writing will cover grammar, spelling, vocabulary extension and sentence structure.

Certificate III in Spoken and Written English 91423NSW

This is a class for learners who have a good understanding of English but want to improve their self-confidence and fluency in general expression, conversation and business language. Reading and writing will be covered to improve sentence structure, grammar, spelling, vocabulary extension and different genre of reading and writing.

Certificate IV in Spoken and Written English - Employment 91420NSW**Certificate IV in Spoken and Written English - Further Studies 91419NSW**

These are advanced courses for students wishing to go on to employment, vocational training or university.

Course in Initial General Education for Adults 21770VIC

This class is for people from English speaking background who are beginning to read and write.

Certificate I in General Education for Adults (Introductory) 21771VIC

This class is for learners who can read and write short and simple texts and begin to discuss the texts purpose. The class will also help learners do everyday numeracy to help them in their daily lives.

Certificate I in General Education for Adults 21772VIC

This class is for learners who can read, comprehend and write a range of texts for a variety of purposes. The class will also help learners to explore mathematics beyond its familiar and every day use. For example, workplace documents and media reports.

Certificate II in General Education for Adults 21773VIC

This class is for learners who can read, comprehend and write a range of complex texts across a broad range of contexts. The class also assists learners with mathematics for further study.

Certificate III in General Education for Adults 21774VIC

This is an advanced class for learners wanting to go on to further vocational study.

ASSESSMENT APPEALS POLICY

- If you feel that your assessment result was not correct, discuss this with your tutor.
 - If you are not satisfied with the explanation provided by your tutor, ask to speak to the English Language Program Manager.
 - In your class you are entitled to have the learning outcomes assessed more than once. Speak to your tutor if you would like another assessment before the end of the course.
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COMPLAINTS

If you are not happy about something at WEA Illawarra, it is important that you let us know. We are committed to:

- Identifying problems which exist for students and other clients
- Solving problems wherever possible

Responding to complaints

We will deal with your complaint as soon as it is received. If your complaint is a simple one, we will deal with it on the same day. If your complaint is more difficult, we will contact you within 5 days.

What to do if you are not happy about something

1. Talk to your tutor about the problem
2. If you cannot or do not want to speak to your tutor, then speak to the English Program Coordinator or Program Manager
3. If you are still not happy, write to the WEA Chief Executive Officer. Your tutor or Office Clerical staff can help you to do this.
4. If you are still not happy with the way your complaint has been handled, then you can write to the WEA Board, C/O WEA Illawarra, PO Box 1472, WOLLONGONG 2500
5. If you are not happy with the way the WEA Board has handled your complaint you can write to:
Deputy Director-General TAFE and Community Education
Department of Education and Training, GPO Box 33, SYDNEY 2001

If you are not satisfied with the Deputy Director-General's decision and the complaint is very serious, you can refer your complaint to an outside body. These bodies include the NSW Anti-Discrimination Board, the NSW Ombudsman or the Administrative Decisions Tribunal. Contact details are included below.

External bodies

<p>NSW Ombudsman</p> <p>Level 24, 580 George Street SYDNEY NSW 2000 Ph 9286 1000 Toll free 1800 451 524 www.nswombudsman.nsw.gov.au</p>	<p>NSW Anti-Discrimination Board</p> <p>Level 17 201 Elizabeth Street SYDNEY NSW 2000</p> <p>Ph 9268 5555 Toll free 1800 670 812 Wwwlawlink.nsw.gov.au/adb</p>	<p>Administrative Decisions Tribunal</p> <p>Level 15 111 Elizabeth Street Sydney NSW 2000 Ph 9223 4677 Toll free 1800 060 410 www.lawlink.nsw.gov.au/adt</p>
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For more information

Look at the Department of Education and Training website at www.det.nsw.edu.au/complaints

FORMS AVAILABLE AT THE FRONT OFFICE AUBURN STREET

- Change of Address form and Change of Name form
- Application for Withdrawal or Long Absence form
- Bus and train timetables
- Travel pass forms
- Illawarra Network Map- a guide to the city centre
- The Language, Literacy and Numeracy supplement Information Form (LLNS)