



North Melbourne Language & Learning

Compassion  
Integrity  
Respect  
Perseverance  
Diversity  
Celebration



## Recycling and sustainability

NMLL is an environmentally conscious organization. Please make every effort to reduce waste and maximize recycling by:

- Only printing if absolutely necessary
- Reusing paper whenever possible
- Putting paper in recycling boxes instead of the rubbish bin

## North Melbourne Language & Learning

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NMLL is supported by and works in partnership with a range of organisations including:



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ABN: 91 844 560 623 | TOID: 6410

**We all at NMLL Hope you will enjoy your learning experience.  
Please tell your friends and family of your good experiences and tell us at the NMLL office of any concerns or problems you have.**

**Appropriate use of Information Technology (IT)**

NMLL requires all who use its IT facilities to do so in a responsible and ethical manner. The IT policy applies to staff, volunteers, students and visitors.

**Users must:**

- take all reasonable care in using NMLL IT facilities and report any breakdowns or problems to reception
- abide by software licensing agreements and copyright laws
- respect the physical and intellectual property of others
- use all IT facilities in an ethical and legal manner
- take responsibility for their own health by using good ergonomic practices, ensuring adequate light and taking regular breaks to avoid potential health hazards
- obtain approval from a staff member prior to inserting any disc or loading any files or programs

**Users must not:**

- use IT for activities which are inconsistent with NMLL aims, objectives and values
- have food or drink in the computer room
- store private or personal information that they do not wish others to access
- change or delete any systems or data files belonging to other users
- use IT to access pornographic material
- use IT for sending messages which are defamatory, derogatory, harassing, pornographic or contain confidential information about a member of the community
- use IT for cyber-bullying
- use IT for the purpose of advertising or political lobbying
- use IT to infiltrate another computer/computer system

**Welcome!**

This handbook is designed to introduce you to North Melbourne Language & Learning (NMLL). It tells you a little about our history and covers what we are aiming to achieve together.

In this book you will find information about how to enrol in a course, how we assess your progress, and what certificates you can achieve.

There is also information about the policies and procedures that guide the way we operate. These documents include information about your rights and your responsibilities.

We hope you will enjoy your time at NMLL and we look forward to helping you to achieve your goals. Remember — we are here to help.

**Contents**

**About NMLL. . . . . 4**

- Mission, vision and aims
- Our history
- Funding bodies
- Partnership program
- Management and organisation

**Learning. . . . . 12**

- Teaching approach and flexible learning
- Recognition of Prior Learning
- Courses offered
- Student selection and enrolment
- Assessment and certificates awarded
- Fees and refunds
- Student support and services

**Policies and Procedures . . . . . 18**

- NMLL policies and other documents
- Code of conduct
- Privacy
- Appropriate use of information technology
- Recycling and sustainability

### **Our Mission**

To give CALD residents in the North Melbourne area the English Language and life skills they need to build better lives for themselves and their families.

### **Our Vision**

Our vision is to be North Melbourne's leading learning centre for the CALD community, recognised for enriching and empowering the lives of the people we serve.

### **Privacy, continued**

- Information about staff, volunteers, program participants and other NMLL users shall remain confidential except where it involves:
  - serious illegal actions on the part of a person involved with the organisation
  - any issue which could endanger the safety of other people
  - any issue which could endanger a person and/or dependent children
  - where a staff member is obliged to make a notification to the Department of Human Services.

If this is the case, the person concerned must be informed directly that any information they give (i.e. on violent crimes, child abuse) may be reported to the relevant authority in accordance with Victorian or Federal laws.

## Privacy

NMLL is very serious about the protection of privacy. In compliance with the Privacy Act 1988 (Commonwealth); Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Commonwealth); and Public Records Act 1973, a Privacy and Confidentiality Policy includes the following key points:

- NMLL is committed to handling personal information responsibly and with respect for the principle that people have control over the way information about them is handled.
- All people are entitled to have personal information treated with confidentiality. NMLL will endeavour to protect confidentiality, and will create an environment of respect and privacy for program participants and service users.
- No information about staff, Committee of Management members, volunteers or program participants may be given out without the person's written consent.
- Confidentiality applies to verbal information, written information and information stored on computers and discs etc.
- If any information is to be used, consent will be sought in writing.
- Committee of Management, staff and volunteers will respect the confidentiality of information obtained in the course of their work with NMLL.
- Staff are entitled to share information with their supervisor (internal or external) for the purposes of supervision and debriefing. The supervisor will treat information disclosed confidentially.
- Your photo may be shared online and in NMLL marketing materials. Please indicate on your enrolment form if you do *not* want your photo used.

## NMLL Values

We value and are committed to:

- **Compassion**  
Sensitive, understanding and caring in our service of each other and all people
- **Integrity**  
Honest, accountable, transparent and fair in all our work and relationships
- **Respect**  
Treating each person as we expect to be treated; offering acceptance and support in the face of challenges
- **Perseverance**  
Finding effective, innovative and sustainable ways to fulfil our mission
- **Diversity**  
Building social cohesion by creating opportunities for inter-cultural experiences between people of all ages, gender and cultural background
- **Celebration**  
Recognising and celebrating the efforts and achievements of our students and participants, their families and our staff and volunteers

## Organisational objectives

Our ongoing organisational objectives are to:

- be the leading and **preferred community learning centre** in the North Melbourne precinct amongst new migrants
- effectively deliver government-funded educational programs to **increase access and opportunities for our participants**
- offer and cultivate a vibrant **community development program** that strengthens the individuals, families and communities we serve and supports our educational programs
- ensure service delivery is as **inclusive and accessible** as possible
- maintain **viable enrolment levels to secure the organisation financially** and allow us to respond to community needs
- use our resources and funding to **continually improve** services, processes and infrastructure
- maintain and develop **strong connections** with other organisations and agencies, as well as with state and federal government services
- operate in a manner that not only **complies** with all relevant legislation and contractual obligations but is also actively **fair, honest and reasonable**.

## Code of conduct

At NMLL we seek to create an environment of cooperation and mutual respect. Upon enrolling, you will be asked to sign a Code of Conduct form:

All students have the right to learn  
All teachers have the right to teach

### 1. Attendance and Punctuality

- I will make an effort to come to every class
- I will make my appointments on days when I do not have class
- If I am very sick and not able to come, I will phone and tell my teacher
- I will come to class on time
- If I am late, I will come in quietly and not interrupt
- I will not leave class early unless it is very important

### 2. Classroom Behaviour

- I will bring my books and pens to every class
- I will be quiet and listen when someone else is speaking to the class
- I will accept that everyone in the class is equal
- I will not use my mobile phone in the classroom
- I will help to keep the classroom clean and tidy

### 3. Supporting Learning and Teaching

- I will ask questions if I do not understand
- I will ask for help when I need it
- If I need help with my study or learning, I will ask my teacher or ask at the office for help.

If you feel you have been or are being treated unfairly you should speak with the Manager. Where appropriate, you should complete an Incident Report. The Manager will follow the grievance procedure. Any person continuing to behave inappropriately may be asked by the Manager to leave.

For further information please see the Code of Conduct on our website. Please also refer to the NMLL Student Grievance Policy.

## Policies

All NMLL plans and policies are available to students. If you would like to view one or more of these documents.

NMLL policies, which are approved by the Committee of Management, guide the way NMLL operates and can be viewed on our website at [www.nmll.org.au](http://www.nmll.org.au)

### Policy documents:

- Committee of Management
- Code of Conduct
- Diversity
- Finance
- Health and Safety
- Information Technology
- Student Enrolment
- Student Grievance
- Training, Assessment &
- Continuous Improvement
- Privacy and Confidentiality
- Social Media Usage Policy
- Strategic Business plan
- Annual Reporting
- Recruitment and Employment
- Rules of Incorporation
- Staff Grievance
- Risk Management
- Sponsorship
- Volunteering
- Fees and Refunds Policy

## Our history

NMLL was formed in 1989 by a group of concerned local residents and representatives from various local agencies. With funding from ACFE, their aim was to assist Culturally and Linguistically Diverse (CALD) residents of North Melbourne via the provision of English classes. By providing relevant and easy to understand information about services, they were also able to help these residents connect with local agencies.

More than twenty years later, NMLL remains a not-for-profit organisation and operates under the guidance of a community-based Committee of Management. Since its establishment, NMLL has focused on providing services to the CALD communities of the inner north of Melbourne. Many migrants and refugees arrive in Australia without English language skills. NMLL has a well-established reputation as a provider specialising in English language, the development of life skills and employability skills.

As a Registered Training Organisation, NMLL delivers foundation level skill development programs. The primary focus is on English as a Second Language (ESL) and computer literacy. These programs are delivered with an emphasis on content that fosters knowledge and understanding of Australian communities and society. Community Development Program principles are central to this approach, aiming to empower the CALD communities of North Melbourne to be more confident and able to engage in the life of the wider community.

**Funding bodies**

- Department of Education & Early Childhood Development (DEECD)
- Higher Education Skills Group (HESG)
- Adult Community & Further Education (ACFE)
- City of Melbourne
- Adult Migrant Education Service (AMES)
- Dept of Human Services (DHS)
- Private Donations.

**Student support and services**

NMLL will make every effort to assist you to access other services and agencies where required.

Where possible, we will refer you on to relevant legal, housing, health, social, community or education services. Referrals are made at no cost and, wherever possible, you may be connected with agencies that provide free or low-cost services.

If you are unsure where to go or who to speak to about a particular issue, you are encouraged to talk to a staff member.



### **Fees and refunds**

Different fee rates may apply depending on your residency status (e.g. permanent or temporary resident), and whether you are a concession holder.

Please refer to current NMLL Fees Schedule for all fee details.

NMLL charges an amenities fee for all enrolments. This contributes to the cost of facilities and refreshments.

Eligible students may be entitled to 510 free hours of English tuition at NMLL under the Adult Migrant English Program (AMEP). Eligibility will be determined at the enrolment interview.

Fees should be paid before commencing your course. If your fees are paid by someone else please provide their name and contact details when you enrol.

In cases of hardship, you may be exempt from fees in accordance with NMLL policy. To apply for an exemption, you must complete an *Extreme Hardship Concession/Exemption Form*.

If you wish to withdraw from a course, and do so within four weeks of commencement, you can complete a *Withdrawal & Refund Form* and the fees will be refunded in accordance with NMLL Refunds Policy. No refund will be made without the completed form.

*Please note that all timetables and scheduled classes may be changed or cancelled at NMLL's discretion subject to enrolment numbers.*

### **Partnership program**

Our partnership program helps us to cater for the complex needs of our participants. Our partners provide funding, resources and opportunities to network. They include:

- CoHealth
- Inner Melbourne legal (IML)
- Hotham Mission and St Alban's church
- Kensington Neighborhood House
- Carlton Neighbourhood Learning Centre
- Wingate Avenue Community Centre
- Farnham Street Neighborhood Learning Centre
- The Centre, North Melbourne
- Flemington Community Centre
- North Melbourne Community Centre

### **Strategic planning**

The NMLL Strategic Business Plan sets the goals, objectives and timelines for the future of the organisation. The strategic business planning cycle is generally over a three year period and includes continuous consultation with the community, staff and Management Committee. Periodic reviews also take place throughout the three-year period. In 2015 a new strategic business plan will be developed.

## Management and organisation

NMLL is administered by a volunteer **Management Committee**, responsible for setting the policies that guide the work of the organisation. Members of the committee include local residents and community sector workers.

**Funding bodies** are those groups and organisations that NMLL has funding agreements and/or partnerships with. These may change from year to year.

Our **members** are the students enrolled in classes and those participating in other programs.

The **Manager** oversees our programs, engages appropriately qualified staff, seeks funding and ensures the policies and standards are followed.

The **Community Development (CD) Worker** plans initiatives that will improve the lives of our members and also coordinates the work of our volunteers.

The **Further Education (FE) Coordinator** is responsible for coordinating NMLL's education programs.

The **Further Education (FE) Support Worker** resources and supports teachers in classroom course delivery.

Our **teaching staff** deliver accredited and pre-accredited courses.

The **Finance Officer** is responsible for maintaining and reporting on NMLL's financial situation. This role reports to the Manager and the Management Committee.

The **Administration Coordinator** ensures the smooth operation of NMLL by planning and controlling administration, communication and data management.

The **Administration Assistant** performs Administrative tasks and reception duties.

The **Bookkeeper** processes and records accounts and prepares reports for the Finance Officer.

**Volunteers** are engaged in a range of roles in line with the NMLL procedures and policies.

**Consultants, contractors and project workers** are engaged for set periods to work on defined projects or activities .

## Assessment

At NMLL, you will be assessed in accordance with the training guidelines for the:

- *Certificates in Spoken and Written English*
- *A Frame*
- *ISLPR*

Throughout each accredited course, teachers conduct assessments and record student achievements.

Assessment may be carried out using a variety of methods and activities including:

- oral questioning, interviews and group discussion
- written tasks
- listening and reading
- role-play
- participation in workshops, forums, excursions and community-based activities.

You will be given ongoing information regarding your competencies and achievements. You will be able to access this information in your student file at any time.

For further information about our enrolment and assessment policies and procedures, please speak to the Further Education Coordinator.

## Certificates awarded

When you have completed the requirements for accredited Australian Qualifications Framework (AQF), NMLL will issue you with a Certificate and Statement of Attainment. This identifies the code and title of the qualification, and the units of competency that you have attained.

Where only selected modules of a qualification are completed, you may request a Statement of Attainment, which identifies the units of competency that you have attained.

### Student selection

NMLL operates around the principles of equity and inclusion. We seek to create an environment of cooperation and mutual respect. For more information, students should read the NMLL Student Enrolment Policy or speak with the Further Education Coordinator.

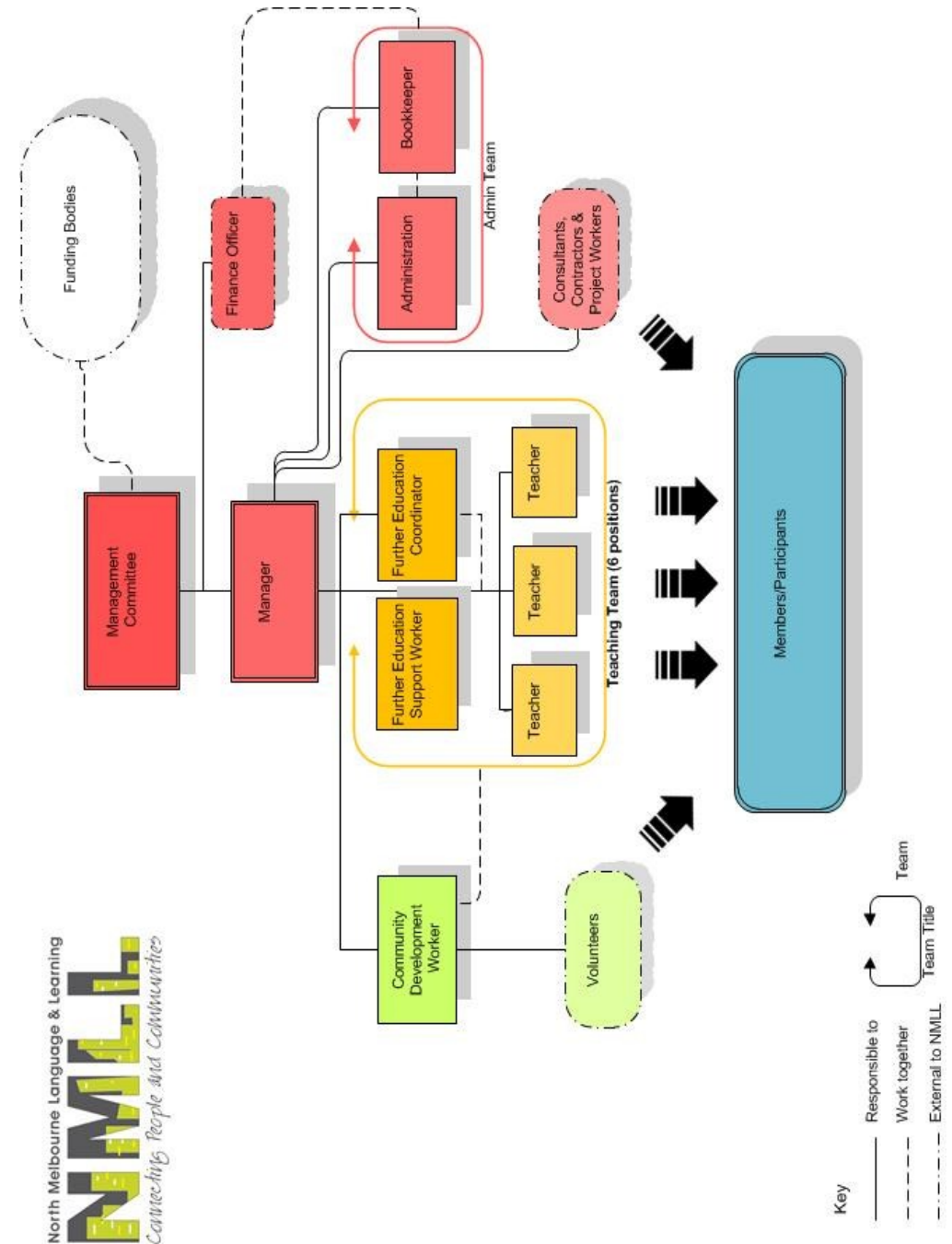
### Enrolment procedures

Before enrolment in a accredited class is approved, you must be interviewed by a qualified member of staff. You will also be assisted to complete an enrolment form. Following this assessment of your language and literacy skills, and a discussion about your particular needs, you will be placed in an appropriate class.

Before commencing at NMLL you need to:

1. Sign your consent to the terms and conditions of enrolment, which include:
  - agreement to enrol in a specified course/s and acceptance of the associated fees
  - agreement to act in accordance with the NMLL Code of Conduct
  - acknowledgement of NMLL Fees and Refunds Policy
  - receipt of Student Handbook
  - privacy statement.
2. Pay your fees
 

A receipt will be issued and, if required, a confirmation of enrolment letter.
3. If your fees are paid for by someone else please provide their name and contact details when you enrol.



### Teaching approach

At NMLL, materials are supported by good visual graphic and modern technology issued. We focus on developing language and basic computer skills so that you can achieve accredited certificates and improve skills for life, further study and employment. Programs are carefully tailored to meet the needs of individual.

Our courses are structured around:

- *Certificates in Spoken and Written English (CSWE)*
- *The A-Frame: a Framework for Quality Pre-accredited Teaching and Learning publication*

### Flexible learning focus

NMLL offers a flexible learning environment by:

- encouraging you to work individually as well as to participate in group activities
- giving you opportunities to participate in community events
- arranging regular excursions and visiting speakers
- providing computer training and using computers as a key learning and teaching tool to encourage independent learning
- offering the option of working in a private, online community for English, computer skill practice and peer support

### Mutual recognition and Recognition of Prior Learning (RPL)

With a certificate or a statement of attainment from another Registered Training Organisation (RTO), you will be considered for mutual recognition. This means that those achievements will be taken into account when placement is being decided.

All prospective students at NMLL have access to RPL. If you have work experience, life experience or other formal training related to your course of choice, you may consider applying for RPL and may be given credit for selected modules.

RPL is arranged by the course assessor. Please speak to a staff member for more information, or to read about the NMLL process on RPL in the NMLL Training, Assessment and Evaluation Policy.

### Courses offered

NMLL has a partnership with AMES to deliver 510 hours of English for eligible migrants.



NMLL delivers:

#### Accredited courses:

- CSWE Course in Preliminary Spoken and Written English, 10361NAT
- CSWE Certificate I in Spoken and Written English, 10362NAT
- CSWE Certificate II in Spoken and Written English, 10363NAT
- CSWE Certificate III in Spoken and Written English, 10364NAT
- CSWE Certificate IV in Spoken and Written English, 10365NAT (Further Studies)
- CSWE Certificate IV in Spoken and Written English, 10366NAT (Employment)



#### Pre-Accredited courses:

These courses vary each semester but may include:

- Employment focused courses focused on learning about life and work in Australia
- Digital Literacy courses
- Speaking & Listening courses
- Reading and Writing courses
- Job hunting and preparation for work
- Women's leadership courses

Please refer to the NMLL website for up-to-date information.