North Melbourne Language & Learning Inc
RTO No. 6410

NMLL's Values
Compassion
Integrity
Respect
Perseverance
Diversity
Celebration

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North Melbourne Language & Learning

2023 Student Handbook

North Melbourne Language & Learning

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NMLL is supported by and works in partnership with a range of organisations including Federal, State and Local Government:

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ABN: 91 844 560 623 | TOID: 6410

3.5. Recycling and sustainability

NMLL is an environmentally conscious organisation. 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.

3.6. Feedback

Your feedback is important and can help us provide better services.
If you have feedback, whether it is critical or positive, please let us know.

Feedback can be provided verbally or in writing. Written feedback is preferred. Either write a note or complete a Feedback Form. These are available in the main classrooms. Feed back forms can be left in the Feedback Box in the Reception.

All of us at NMLL hope you 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.

3.4. Appropriate use of Information Technology (IT)

In Australia IT skills are essential for everyday life, including community and social participation, employment and further study NMLL provides IT facilities for students' use. These facilities are to be used in a responsible and ethical manner. Please note the following conditions of use. Behaviour or use that breaches these conditions will lead to the termination of students' access and use of these facilities.

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
- change or delete any systems or data files belonging to other users
- use IT to access pornographic sexist or racist materials
- use IT to send messages which are defamatory, derogatory, harassing, pornographic or contain confidential information about a member of the community or NMLL staff
- 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 how we work alongside the local communities.

You will also 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 and 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.

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1. About NMLL

1.1.Our Mission, Vision and Values

Our Mission

To give adult residents of North Melbourne and surrounding areas the learning needed to build a better life for themselves and their families.

Our Vision

To be North Melbourne's leading learning centre for the culturally and linguistically diverse (CALD) community, recognised for enriching and empowering the lives of the people we serve.

NMLL's Values

We value and are committed to:

- **Compassion**
  Sensitivity, 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

- 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
  - A situation 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.

3.3. Privacy

As a Registered Training Organisation (RTO) NMLL is required to collect and provide certain information to Government. These requirements are detailed in the 2023 Enrolment form.

NMLL is 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, and the Privacy and Confidentiality Policy Note 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 services.
- 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.

Organisational Goals 2019 - 2023

NMLL's organizational goals for the 2019 - 2023 period are :

Sustainability To have a reliable, secure and flexible income stream to meet present and future needs.

Influence To be a leader in advocating with our target communities.

Capacity To form collaborations and partnerships with volunteers, the community sector, the education sector, government and business to achieve our goals (and provide opportunities for supporters who work with us).

Communities To be responsive to our target communities' learning needs and aspirations. To enable social equity and inclusion through assets and strength based approach. To base ourselves where our communities are.

Innovation To be innovative with both our programs and our systems.

1.2. Our history

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

Thirty three 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 (RTO), NMLL delivers foundation level skill development programs focused on English as an Additional Language (EAL) and computer literacy. These courses deliver content that fosters knowledge and understanding of Australian communities and society. Community Development principles are central to this approach, aiming to empower individuals and CALD communities of North Melbourne to be more independent and engaged in the life of the wider community.

3.2. 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. The core idea of the Code of Conduct is

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
- I will not copy another person's work during assessment tasks

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 Education & Compliance Coordinator. Where appropriate, you should complete an Incident Report. The General Manager will follow the grievance procedure and communicate any actions taken as a result - for further information please see the NMLL Code of Conduct policy and NMLL Student Grievance policy on the NMLL website.

If you are still not satisfied then you contact the NMLL GM. If you are still not satisfied you contact the Victorian Registration Qualifications Authority (VRQA) or the National Training Complaints Hotline. Consumers can register a complaint with the National Training Complaints Hotline by

Phone: 13 38 73 (please select option 4), Monday - Friday, 9 am - 5 pm (Canberra time) nationally.
Email: NTCH@employment.gov.au
The National Training Complaints Hotline uses the services of the Translating and Interpreting Service.
https://www.dewr.gov.au/national-training-complaints-hotline

3. Policies and Procedures

3.1. NMLL policies and other documents

All NMLL Policies and Procedures are available to students upon request from the NMLL office.

Policies, procedures and other documents most relevant to students are all available on the NMLL website (www.nmll.org.au) under the Courses menu.

These include

- Privacy Policy
- Marketing Policy
- Diversity Policy
- Refund Procedure
- Complaint Procedure
- Enrolment Procedure
- Enrolment Form
- Student Handbook
- Code of Conduct Agreement

1.3. Funding bodies in 2023

- Department of Education & Training via the Higher Education Skills Group (HESG)
- Adult Community & Further Education (ACFE)
- Victorian Multicultural Commission (VMC)
- Department of Home Affairs (DHA), Adult Migrant English Program (AMEP)
- Department of Jobs, Precincts and Regions (DJPR)
- Department of Families, Fairness and Housing (DFFH)
- City of Melbourne
- Moonee Valley City Council
- Philanthropic Trusts: In January 2023 funding had been received from RE Ross Trust, the Scanlon Foundation. During 2023 NMLL will seek project funding from additional organisation.

1.4. Partnerships

Our partnership program helps us to cater for the needs beyond NMLL's services Our partners provide funding, resources and opportunities to network. They include:

- Inner Melbourne Community Legal (IMCL)
- Kensington Neighborhood House
- Carlton Neighborhood Learning Centre
- Wingate Avenue Community Centre
- Farnham Street Neighborhood Learning Centre
- The Centre, North Melbourne
- Flemington Community Centre
- North Melbourne Community Centre
- Jean McKendry Centre
- Work Now JVES
- City of Melbourne: Mobile Library and Community Engagement team
- Reconnect

1.5. Management and organisation

NMLL is Governed 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.

The **General Manager** leads and manages the organisation

The **Community Development (CD) Coordinator** plans initiatives that will improve the lives of our members and also coordinates the NMLL Volunteer Program.

The **Education and Compliance Coordinator** is responsible for coordinating NMLL's education programs and ensuring they meet the compliance standards.

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

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

The **Administration Coordinator** ensures the smooth operation of NMLL by planning and controlling administration, keeping the Student management system (SMS) up to date, uploading data to SVTS and ensuring the data's integrity.

The **Administration Assistant** performs reception duties, student enrolment procedures and a raft of course administration and other tasks as delegated.

The **Bookkeeper** processes payments and records accounts and prepares reports for the GM and Accountant.

Volunteers are engaged in a range of roles including teaching assistance, event support, administration and selected projects.

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

Frequently used services include

Legal
Inner Melbourne Community Legal (IMCL)
2/508 Queensberry Street
North Melbourne Vic 3051
(03) 9328 1885

Public Housing
Department of Health and Human Services (DHHS)
North Melbourne Housing Office
33 Alfred Street
North Melbourne VIC 3051
(03) 9326 6377
OR via NMLL on Wednesday from 12:30pm appointments essential

Health
North Melbourne Community Centre
49-53 Buncle Street (Main Entrance via Mark St)
North Melbourne VIC 3051
(03) 9320 4700

Cohealth Kensington
12 Gower Street
Kensington VIC 3031
(03) 9448 5537
Also at 33 Alfred St North Melbourne

Counselling
City of Melbourne | Family Support and Counselling Intake
(03) 9320 4731
supportandcounselling@melbourne.vic.gov.au

2.9. Student support and services

NMLL will refer students to appropriate support services as required. The range of available services includes

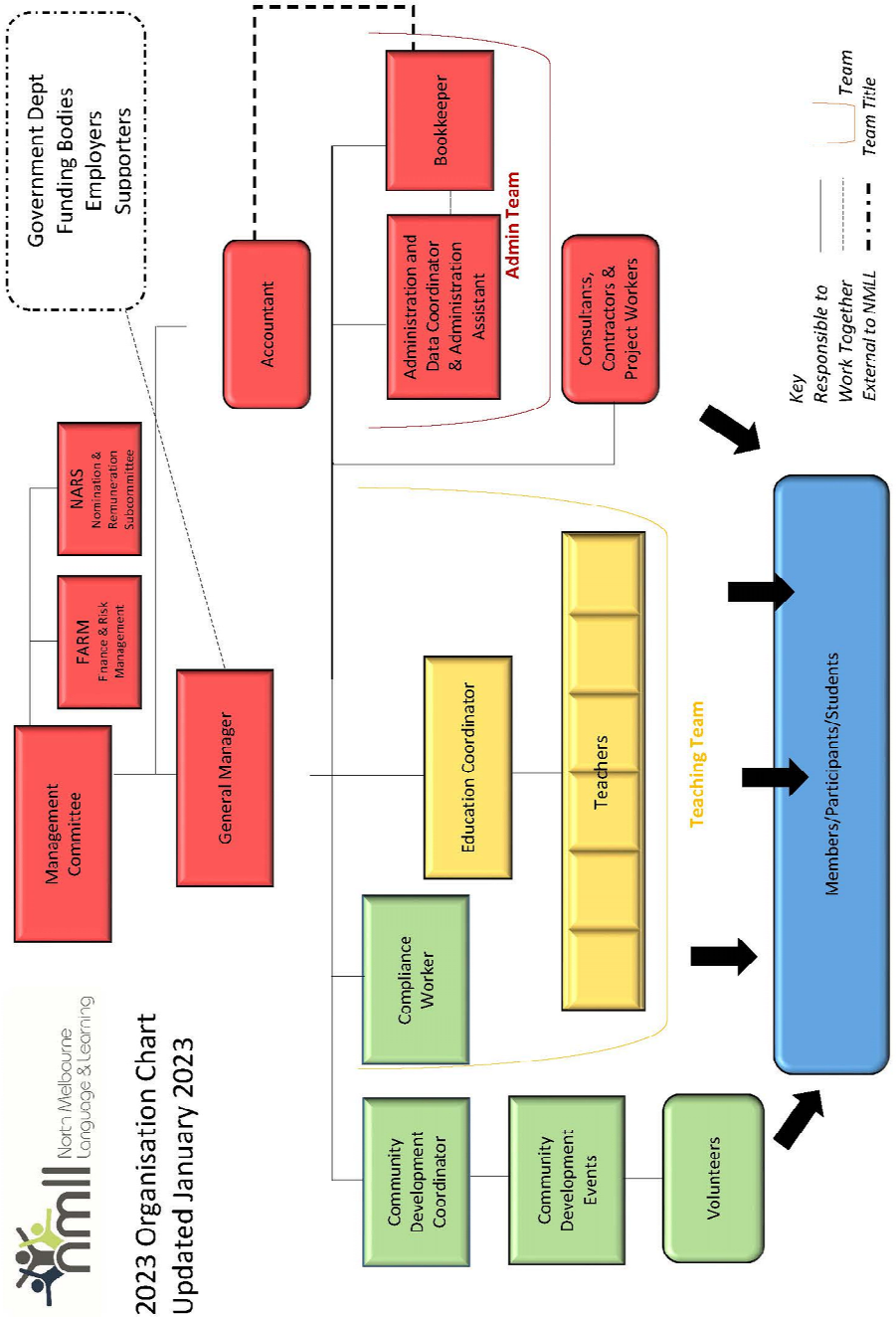
- Legal advice
- Housing advice and assistance
- Health
- Employment assistance
- Social support
- Community services
- Assistance with applications to further education
- Counselling

Some of these services are available each week at NMLL. Enquiries and make appointment via NMLL Reception

- Homes Victoria : rent, maintenance

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.



2. Learning

2.1. Teaching approach and flexible learning

Each new student completes a language assessment during the enrolment process. This allows the student to be placed in the appropriate level class. An individualized learning plan is developed to guide the student's progress through the qualifications.

For the higher level courses, where students have begun to develop functional language skills, NMLL's teaching approach is based on adult learning practices. This approach ensures each student becomes an active participant in their own learning.

NMLL offers a flexible learning environment by:

- encouraging individual as well as group learning activities
- encouraging participation in community engagement events
- arranging regular excursions and visiting speakers
- using computers as a learning and teaching tool
- allowing access to facilities outside of class times
- providing individual assistance upon request

2.2. Recognition of Prior Learning (RPL)

NMLL no longer offers RPL assessments but can advise of organisations that do offer the service.

2.3 Credit Transfer (CT) and Recognition of AQF qualifications

Accredited units, modules and courses undertaken at another Registered Training Organisation (RTO) can be recognised by NMLL if an original Statement of Attainment from the other RTO or an authorised copy is provided. This service is restricted to the courses and units NMLL is approved to deliver as indicated on NMLL's current Scope of Registration.

2.8. Fees and refunds

Your personal circumstances will determine your eligibility for government funding or a concession.

For all fee details, please refer to current NMLL Fees Schedule on the NMLL website.

NMLL charges a materials fee for all enrolments. This contributes to the cost of learning materials, facilities and refreshments.

Fees must be paid or an invoice issued before commencing the 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 these are not paid by the due date NMLL will not provide a letter of enrolment confirmation for services Australia or provide qualification certificate or statement of attainment. Those not paying fees may also be excluded from class.

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 Fees & 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 if enrolment numbers make the class financially unviable.

2.6. Assessment

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

Teachers will provide clear timely advice about the assessment activities. Assessments will be in accordance with the appropriate guidelines and requirements.

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
- teacher directed 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 Education and Compliance Coordinator.

2.7. Qualification Certificates

When the requirements for an accredited course are completed, NMLL will issue you with a Certificate and a Statement of Results. This identifies the code and title of the qualification, and the units of competency attained.

Where only selected modules of a course are completed, you may request a Statement of Attainment, which identifies the enrolled units of competency or modules and their result.

NMLL will reissue a certificate upon request and proof of identity at a cost of $10.00.

2.4. Courses offered

NMLL offers accredited qualifications and pre-accredited courses as outlined below.

Accredited qualifications are nationally recognised qualifications and offer a pathway to a vocational qualification.

The pre-accredited courses are entry level courses, designed for those who are returning to study and who are acquiring fundamental skills.

The accredited courses on offer are:

- 22482VIC Course in Initial EAL*
- 22483VIC Course in EAL
- 22484VIC Certificate I in EAL (Access)
- 22485VIC Certificate II in EAL (Access)
- 22486VIC Certificate III in EAL (Access)

The full details of those courses are available on NMLL's website.

**EAL means English as an Additional Language*

Pre-Accredited courses:

These courses vary each semester but may include:

- Employment focused courses about life and work in Australia
- Digital Literacy
- Speaking & Listening
- Reading and Writing
- Job hunting and preparation for work
- Community Leadership

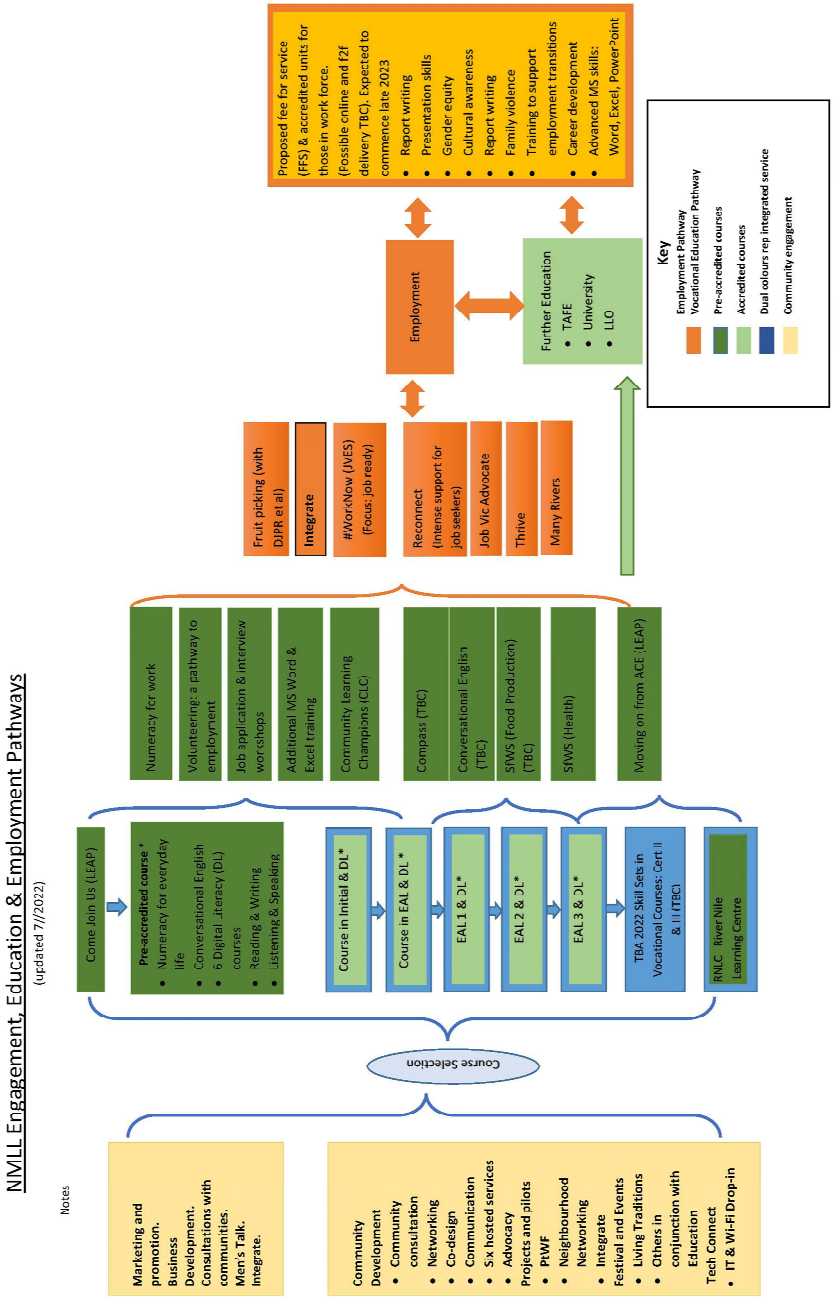
Please contact the NMLL office for the latest information.

AMEP

NMLL also delivers the AMEP in partnership with Melbourne Polytechnic. The Government has improved the AMEP – migrants can now stay in the program longer as the previous 510 hour cap has been removed. People who were previously not eligible may now be eligible.

AMEP
Adult Migrant English Program
An Australian Government Initiative

Engagement, Education and Employment Pathways



2.5. Student selection and enrolment

NMLL's work embraces the principles of equity, inclusion, cooperation and mutual respect.

For more information, students should read the NMLL Student Enrolment Procedure or speak with the Education Coordinator or the NMLL Administrative staff.

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

Enrolment

Before commencing classes 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. Refer to the Enrolment fee schedule on the NMLL web site or a course brochure for details of the fees.

Note that selection criteria apply to both enrolment and to Government funded places. Enrolment fees payable also depend upon individual circumstances. These are explained at enquiry. Fees information is available from the NMLL website.