

School of Linguistics and Applied Language Studies

Workplace Communication for Skilled Migrants

ELIN 003

Trimester 1, 2012

March 5th – June 8th

Trimester dates:

Teaching dates: 5th March – 8th June

Mid-trimester break dates: 6th – 20th April

Internships: 23rd April – 1st June

Final week of course: 4 - 8th June

Withdrawal dates

Information may be found at <http://www.victoria.ac.nz/home/admisenrol/payments/withdrawalsrefunds.aspx>

Programme Director:

Angela Joe,
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Course Co-ordinator:

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Teaching staff:

Nicky Riddiford and Angela Joe

Work Placement Co-ordinator:

The Johnson Group, telephone: 473-6699
Leigh Johnson (Director), Campbell Hepburn (General Manager)
Rohan Wakefield: rohan@thejohnsongroup.co.nz

Workplace Consultants:

Judi McCallum, Tel: 384-8618, 021 078 3694
Glenda Weston, Tel: 479-4509, 021 125 5043

Lals Office

Email: lals@vuw.ac.nz
Room 210, 2nd floor, von Zedlitz (vZ) Building
Kelburn Parade
8.30am – 3:30pm

Course Administrator:

Sarah Dunstan, ELI Senior Administrator , Tel: 463 6472, Fax: 463 5604
Sarah.Dunstan@vuw.ac.nz

School webpage:

<http://www.victoria.ac.nz/lals/eli/skilled-migrant-programme.aspx>

Class times and location: Classroom: 20 Kelburn Parade, Room 101

Classes take place from 9.00am to 1.00pm Monday to Thursday, and 9.00am to 12.00 noon on Friday. During the 6 week work placement period, you must attend class on Mondays from 1.00pm to 4.00pm. In the final week of the course, June 4th – 8th, classes take place from 9am-1pm Monday to Friday.

Course delivery

The twelve week course includes a classroom section and a work experience section. After five weeks in the classroom, you will be placed into a Wellington workplace for a maximum of six weeks. During the 6 week work placement period, you will return to university every Monday afternoon. After the 6 week work placement period, the final week of the course is spent in the classroom.

Communication of additional information

Course information will be announced in class, displayed on the class noticeboard and posted on Blackboard.

Course Prescription

This course will help recent migrants to New Zealand develop appropriate communication skills in professional workplaces. It will provide intensive guided practice in a range of communicative situations as well as insights into the social and professional contexts of the New Zealand workplace. A period of placement in workplaces will be provided. This course does not count for credit towards a degree.

Course content:

- Needs Analysis: Negotiating focus tasks for classroom teaching.
- Setting language learning goals. Writing a career path plan.
- Developing strategies for achieving language learning and career path goals.
- Practising, interpreting and critiquing role- plays, simulations, discussions and interview techniques with class members and native speakers.
- Analysing examples of authentic discourse.
- Discussing New Zealand culture.
- Presenting oral reports in small and large groups.
- Researching and writing a professional report.
- Reporting on and responding to key issues identified in the media.
- Reflecting critically on communication styles.
- Interpreting, evaluating and responding to a range of texts.
- Accessing work-related information from the media, websites, workplaces.
- Observing, responding to, managing and negotiating communication issues arising in workplaces.
- Varying language use to suit the context.

Learning Objectives:

The course aims to help you understand and develop appropriate communication skills in professional workplaces, to understand employment conditions in New Zealand and to gain New Zealand workplace experience.

The course will provide you with intensive guided language practice in a range of communicative situations related to the workplace. Both the classroom-based learning and the work placements are intended to help you to critically analyse workplace interactions and effectively communicate within New Zealand workplace contexts.

In particular ELIN 003 aims to help you:

- a. Interpret and practise social interactions such as using small talk to establish rapport.
- b. Analyse and appropriately manage interactions in the workplace such as making a request, disagreeing and negotiating.
- c. Present information through oral and written reports.
- d. Understand the workplace expectations of the organisation you are based in for the work placement.
- e. Interpret, analyse and respond appropriately to key issues relevant to the New Zealand employment context identified through reading, discussion and observation.

Expected workload

Classroom section

In addition to the 19 class contact hours per week during the classroom component of the course, you are expected to work independently 10-15 hours a week on course work and your individual language learning needs. This is in order to maintain satisfactory progress on the course.

Work experience section

During the six week work placement, you are expected to work a full 40 hour week.

Readings

You will be provided with the textbook:

Riddiford, N and Newton, J. 2010. *Workplace Talk in Action*. SLALS, Victoria University of Wellington, and other relevant readings.

Recommended:

You should have a dictionary that has been published specifically for learners of English. The following dictionaries are available at vicbooks and downtown bookshops. They range in price from \$35 to \$105. Some book shops will give a discount if you show them your student ID card. Before you buy a dictionary, you can ask for advice from your teacher.

For example [titles in alphabetical order]

Smaller dictionaries, suitable for carrying around:

Collins COBUILD Learner's Dictionary Concise Edition
Macmillan Essential Dictionary

Larger dictionaries which include a CD ROM:

Macmillan English Dictionary for Advanced Learners
Oxford Advanced Learner's Dictionary 7th Edition
Longman Exams Dictionary

Other relevant material:

There are a large number of useful websites which can help you to access information related to New Zealand employment. Try visiting some of the following:

<http://www.kiwicareers.govt.nz>
<http://www.workandincome.govt.nz/>
<http://www.ers.dol.govt.nz>
<http://www.cab.org.nz/lowdown/employment.html>
<http://www.myjob.co.nz>
<http://www.dol.govt.nz/workinfo>
<http://www.osh.dol.govt.nz>
<http://www.psa.org.nz>
<http://www.union.org.nz>
<http://www.acc.co.nz>
<http://www.mwa.govt.nz>
<http://newzealand.govt.nz/>
<https://jobs.govt.nz/>
<http://www.careers.govt.nz/>
<http://www.business.govt.nz/>
<http://www.nzte.govt.nz>
<http://www.med.govt.nz>
<http://www.eeotrust.org.nz>
<http://www.seek.co.nz>
<http://www.trademe.co.nz>

Assessment requirements:

ELIN 003 is an in-term assessed course based on competencies achieved in the following areas:

Task	Relationship with objectives (p.2)
Written report on one organisation in Wellington. 800-1000 words.	c
Professional portfolio including a career plan, CV, cover letter, email, learning goals and a reflective summary	c
Oral presentation (10-15 minutes)	c, d, e
Participation in interactions relevant to the workplace	a, b, d, e
Reflection on communication styles	b, d

Submitting assignments and tasks

Refer to the Course Calendar at the end of the Course Outline for the due dates for each assessment task.

After the course has finished, you will receive a report of the competencies achieved in each of the areas outlined on the previous page. Reporting categories for the competencies include achieved, partly achieved or not attempted. The report will include comments and advice from your teachers about your English language learning relevant to the workplace. It will also include a report from your mentor or manager in the six-week work placement.

A **Certificate of Participation in Workplace Communication for Skilled Migrants** will be awarded to students who have fulfilled the mandatory course requirements.

Penalties:

You must complete all assigned work by the deadlines. If you have strong personal reasons for needing an extension (such as an illness or a bereavement), you must get explicit permission to hand work in late before the due date from your class teacher, Nicky Riddiford. Work handed in late without prior permission to do so may not be eligible for assessment.

Practicum arrangements:

A work placement coordinator will be responsible for arranging and supervising work placements on the course. The work placement coordinator will consult with participants on the course and match them with appropriate workplace organisations. During placements, a workplace consultant will provide support for the course participant and the manager or mentor from the organisation. In addition, the consultant will liaise with the teachers to keep them informed of the progress of interns in their work placement.

Mandatory Course Requirements:

In order to pass this course, you must fulfil the mandatory course requirements set out below:

- You must attend for at least 50 days of the full morning classroom period and work placement period.
- You must complete satisfactorily all class tasks and written and oral assignments specified in the course outline.
- You must hand in all required assignments on time. No work will be accepted after **8th June**.

You must fulfil the mandatory course requirements to be eligible for the Certificate of Participation. If you do not fulfil these requirements you will still receive a report (provided that you attend at least half of the course).

Attendance:

You must attend a minimum of 50 days. This means you may only miss 10 days of the course, which should only be for strong reasons such as illness or bereavement.

Partnership with the Rotary Club of Wellington

The Rotary Club of Wellington supports the course by providing:

- Guest speakers
- Volunteer tutors
- Job mentors
- Assistance with internship placement

Language learning research

An important part of the English Language Institute's work is research on language learning which contributes to the quality of our programme. You may find that your teachers want to collect data from your classroom activities. If this occurs, teachers will ask whether you agree to participate. If you are uncomfortable with it, you can say you don't want to participate.

Class Representative

A class representative will be elected in the first class, and that person's name and contact details will be available to VUWSA, the course coordinator and the class. The class representative provides a communication channel with the course coordinator on behalf of students.

Academic integrity and plagiarism

Academic integrity means that university staff and students, in their teaching and learning are expected to treat others honestly, fairly and with respect at all times. It is not acceptable to mistreat academic, intellectual or creative work that has been done by other people by representing it as your own original work.

Academic integrity is important because it is the core value on which the University's learning, teaching and research activities are based. Victoria University's reputation for academic integrity adds value to your qualification.

The University defines plagiarism as presenting someone else's work as if it were your own, whether you mean to or not. 'Someone else's work' means anything that is not your own idea. Even if it is presented in your own style, you must acknowledge your sources fully and appropriately. This includes:

- Material from books, journals or any other printed source
- The work of other students or staff
- Information from the internet
- Software programs and other electronic material
- Designs and ideas
- The organisation or structuring of any such material

Find out more about plagiarism, how to avoid it and penalties, on the University's website:

<http://www.victoria.ac.nz/home/study/plagiarism.aspx>

WHERE TO FIND MORE DETAILED INFORMATION

Find key dates, explanations of grades and other useful information at www.victoria.ac.nz/home/study. Find out how academic progress is monitored and how enrolment can be restricted at www.victoria.ac.nz/home/study/academic-progress. Most statutes and policies are available at www.victoria.ac.nz/home/about/policy, except qualification statutes, which are available via the *Calendar* webpage at www.victoria.ac.nz/home/study/calendar.aspx (See Section C).

Other useful information for students may be found at the website of the Assistant Vice-Chancellor (Academic), at www.victoria.ac.nz/home/about_victoria/avcacademic.

Where you can go to study on your own

We hope that, early in the course, you will take responsibility for your own learning. Outside class hours, these are some of the places you can go to work on your own. Ask your teachers if you need further guidance.

Place	Location	Suggested activities
The Language Learning Centre (LLC)	Level 0, von Zedlitz building.	<p>The Language Learning Centre (LLC) is Victoria's technology-rich, multimedia centre supporting language learning and teaching.</p> <p>At the LLC you can practise and extend your language learning. You can:</p> <ul style="list-style-type: none">• select the materials or activities that you find interesting• study with resources that match your language level and learning style• find a welcoming environment with services and events, and onsite assistance and support for languages <p>You can access a variety of multimedia language resources at the LLC: everything from print, audio materials, foreign language TV and DVDs to language-learning software.</p> <p>The LLC provides access to your digital course material on a server, and instructions are given during LLC orientations. The Blackboard site for most language courses has an LLC content-page for your reference, with web links, LLC Guides, resource lists, etc.</p> <p>Drop by the centre to find out more, and check our website. LLC, Level 0 von Zedlitz Building, www.victoria.ac.nz/llc/</p>
Student Computer Services (SCS) labs	Rankine Brown, Level 2; Kirk Building, Level 2; and Murphy Building, Level 2	Blackboard and course material.
The University Library	The Rankine Brown building.	The library has a very large collection of academic and general interest periodicals and books, including newspapers and magazines. The library has an interloan system with other libraries in New Zealand.
The Audio-Visual suite of the library	On Level 9 of the Library in the Rankine Brown Building.	Watch or listen to video and audio material on the library equipment.
The Wellington Public Library	Victoria Street in the centre of the city.	Wellington Public Library welcomes membership applications. If you are only living in Wellington for a short time (up to 3 months) you can borrow books for \$2.00 per book. If you live permanently in Wellington, then membership is free. You need to supply both residential ID (for example, a letter to you with your address on it) and personal ID (for example, your passport).

Student services

As a student at the university you will be able to use the student services. They are:

Service	Addresses and Phone Numbers and email	Extra Information
Emergency Contact	027 600 6864, (04) 463 5595	This is a 24-hour contact phone number for international students in the event of an emergency.
Campus Care	463 5398 OR extension 8888 (if you are on campus) for an emergency	This is a 24-hour contact number.
Student Health Service **Please see the notes below	Mauri Ora, Level 1, Student Union Building 463 5308	You need to make an appointment to see a doctor or a nurse. They can deal with a wide range of health problems and questions, including serious illness or injury, asthma, women's health, and medical examinations for immigration.
Recreation Centre	Wai-te-ata Road. 463 6614, rec-cent@vuw.ac.nz	At the Recreation Centre you can play sports such as volleyball and badminton with other course members or with local students.
Accommodation Service	42, Kelburn Parade. 463 5896 accommodation@vuw.ac.nz	The Accommodation Officer can help you find suitable accommodation and can answer questions about accommodation.
Counselling Service	Mauri Ora, Level 1, Student Union Building . 463 5310 counselling-service@vuw.ac.nz	The counselling staff can help you with any difficulties which stop you from studying effectively. This service is free and confidential.
Financial Support and Advice	Hunter Building, Ground floor. 463 7474 student-hardship@vuw.ac.nz	The Student Finance Officer can help you to work out a budget and may also be able to assist you financially in certain circumstances.
Student Learning Support	Level 0, Kirk Wing, Hunter Courtyard. 463 5999 student-learning@vuw.ac.nz	Student Learning Support staff provide study skills advice.
Career Development and Employment	14 Kelburn Parade. 463 5393 careers-service@vuw.ac.nz	This service can help you with career planning.
Victoria International	Level 2, Easterfield Building, 463 5350 vi-advisors@vuw.ac.nz	Victoria International deal with admissions for International students.
Student Crèche	71 Fairlie Tce, Ph. Jean Sunko, 463 5151	If you have young children, it may be possible to take them to the crèche during the day. However, you need to make a reservation early.
Disability Support	Level 1, Robert Stout Building 463 6070, disability@vuw.ac.nz	If you require support for a disability, you can contact this office or talk to your teacher.
Student Islamic Centre	86 Fairlie Terrace	This building has separate prayers rooms for men and women as well as a communal space with internet access.
Student Recruitment and Course Advice	Level 1, Hunter Building 463 5374 Course-Advice@vuw.ac.nz	You can ask Student Recruitment and Course Advice staff for help in choosing courses or planning a degree programme if you intend to study a degree course at Victoria University.
Pacific Support Coordinator	14 Kelburn Parade, Room 109B 463 5842 pacific-support-coord@vuw.ac.nz	The Pacific Support Coordinator links Pacific Students to appropriate services

Student Health Service (SHS)

If you are a New Zealand citizen or resident and you are enrolled with Capital Primary Health Organisation (PHO) through SHS, there is no charge to see a doctor or a nurse for general consultations. If you are not enrolled with Capital PHO but you have a Community Services Card, you pay \$20 to see a doctor at SHS and \$15 to see a nurse. If you are not enrolled with Capital PHO and you do not have a Community Services Card, you must pay \$35 to see a doctor and \$15 to see a nurse at SHS. Extra charges are incurred for special procedures such as diving medicals, vaccinations, minor surgery etc.

For information about enrolling with Capital Primary Health Organisation through Student Health, please go to http://www.victoria.vuw.ac.nz/st_services/health/

In a life-threatening emergency, dial 111 and ask for an ambulance.

Computer facilities

You must activate your email account (SCS) in order to use the computers in your audio-visual classes in the Language Learning Centre and access Blackboard. (<http://blackboard.vuw.ac.nz/>). This will also enable you to use any computer on campus. Please refer to page 6 for a list of computer rooms you can use.

You can activate your account in two ways:

1) via the ITS Helpdesk in the Library on the entrance level of the library

OR

2) through a VUW computer on campus

- Press Ctl + Alt + Del
- Press OK
- Enter Username: the first six letters of your family name and the first four letters of your first name: e.g.
-

Family name: Yamawang

First name: Sonti

Username: yamawasont

If your family name has fewer than six letters, use all of the letters: e.g.

Family name: Hoey

First name: Joseph

Username: Hoeyjose

- Enter Password: type in your VUW ID number
- Check the log-on domain is set to STUDENT
- A message will then be displayed: "You are required to change your password at the first log on"
- Enter your details: e.g.

Username: joeange

Logon: STUDENT

Old password: 300012345

New password: 1234asdf (a personalized 8 character password)

Confirm password 1234asdf

If successful, the message will be "Change Password. Your password has been changed."

Cost of using computer facilities

You need a positive balance on your account if you use your account for printing assignments etc. At the end of the course, you can get a **refund** of money you have not used. To get a positive account do the following:

1. Go to the Payments Desk, ground floor of the Robert Stout building. Tell them you wish to put credit onto your SCS account. Once you have paid the desired amount, take your receipt to the ITS Helpdesk on the entrance level of the library and ask them to load that amount onto your SCS account.
2. Alternatively, you can go to the Helpdesk on the entrance level of the library and pay cash between 8:00am and 4:30pm or use an eftpos card in the top-up kiosk.

To get a refund of the money you have not used, do the following:

1. Go to the ITS Helpdesk and ask for the student reimbursement form.
2. Ask the helpdesk person to fill in the front part of the form with the amount that you have remaining on your account and sign the "Authorised by" part.
3. Take the fully-filled-in-form to the Payments Desk in the Robert Stout Building to get the money.

If you use your account for printing you will also need a positive account.

You do not need to load money into your accounts if you only use VUW sites, VZ011 and VZ003 and Blackboard.

Student Cafés

There are some student cafés at Victoria University, including Ilott in the Kirk Building, Wishbone in the Maclaurin Building, Hunter Lounge in the Student Union Building and the Ramsey House Café at 8 Kelburn Parade. In addition, you can buy takeaway food and coffee from kiosks in the Old Kirk courtyard and from Uni-Stop on the ground floor of the Easterfield building.

Smoking

There is a no-smoking policy at the university. This means that you may not smoke in classrooms, lecture theatres, the Language Learning Centre or other public areas including the covered area of the Rankine Brown Quad. In addition, you may not smoke within three meters of any campus building. If you are a smoker, please find a suitable place to smoke outside.

Cell phones

Cell phones must be switched off during class. This means that there should be no incoming or outgoing calls or texts during class time.

Newspapers

The Wellington daily newspaper is *The Dominion Post*, which is available free for students on campus. We encourage you to use the newspaper to practise reading English and learn about what is going on in New Zealand.

Student car parking

Parking is very limited on campus. Student car parking is organized by the Student Association. To contact them telephone 463 6716 or email vuwsa@vuw.ac.nz. If you park anywhere else on campus, your car could be towed away. Car parking is available on some of the streets near the University where there are signs that say 'Coupon Parking'. Coupons are available from the Victoria Book Centre, service stations or dairies.

APPENDIX 1: WRITING A LIST OF REFERENCES

At the end of an essay or report, on a separate piece of paper, you must list all the sources you have used. This is called a *list of references*. You must list your references in alphabetical order according to the authors' surnames. You should only list sources that you have referred to in your report. A list of useful books and other materials about a topic is called a *bibliography* and you are not required to give a bibliography in this course.

We have based this guide on *Publication Manual of the American Psychological Association* (5th ed.) 2001. Washington, D.C.: American Psychological Association.

1. Books

Author's surname, author's initials. (Year of publication). *Title of the book*. Place of publication: Name of the publisher.

Example

Orange, C. (1987). *The Treaty of Waitangi*. Wellington: Allen and Unwin.

Phillips, T. (2005). *Skills in English level 2: Reading resources*. Reading: Garnet.

Rubin, J. & Thompson, I. (1994). *How to be a more successful language learner: Toward learner autonomy*. Boston: Heinle and Heinle.

If there is an editor, use the following order:

Editor's surname, editor's initials. (Ed.). (Year of publication). *Title of the book*. Place of publication: Name of the publisher.

Example

Kleeman, G. (Ed.). (1995). *Global interactions: A senior geography*. Melbourne: Heinemann.

2. Chapter from an edited book

Author's surname, author's initials. (Year of publication). Title of the chapter. In editor's initials. Editor's surname (Ed.), *Title of the book*. (pp. page numbers). Place of publication: Name of the publisher.

Example

Huberman, A. M. & Miles, M. B. (1994). Data management and analysis methods. In N. K. Denzin & Y. S. Lincoln (Eds.), *Handbook of qualitative research*. (pp. 428-444). London: Sage.

3. Journal Articles

Author's surname, author's initials. (Year of publication). Title of the article. *Title of the journal*, volume number(issue number), page numbers.

Example

Williams, K. (1990). Three new tests for international students entering post graduate and vocational training courses. *ELT Journal*, 44(1), 55-65.

4. Newspaper articles

Author's surname, author's initials (if known). (Year, month, day of publication, if author is known). Title of the article. (Year, month, day of publication, if author is not known). *Title of the newspaper*, p. (if one page) pp. (if more than one page) page number(s).

Example (where author is known)

Towers, K. (2000, January 18). Doctor not at fault: Coroner. *The Australian*, pp. 3-4.

Example (where author is not known)

One in eight of world's birds face extinction. (2004, March 3). *Dominion Post*, p. B3.

5. The Internet

Author's surname, author's initials (if available). (Year of publication, if available). *Title of the article*. Retrieved date (month date, year), from Internet address

Example (where the author and the year of publication are known)

Kenneth, I.A. (2000). *A Buddhist response to the nature of human rights*. Retrieved February 20, 2001, from <http://www.cac.psu.edu/jbe/twocont.html>

Example (where neither the author nor the year of publication is known)

A brief natural history of New Zealand. (n.d.). Retrieved 29 March, 2001, from <http://www.sanctuary.org.nz/nature/1brief.html>

6. Corporate Author

The name of the business or government department. (Year of publication). *Title of the book/publication*. Place of publication: Publisher

Example

Australian Bureau of Statistics. (1999). *Disability, aging and carers: Summary of findings*. Canberra: ABS.

7. Film or Video

Film-maker's surname, film-maker's initials. (Year that the video was produced). *Title of the video* [video] Any information available about the source of the video, e.g., the city in which the company which produced the video is located: the name of the company which produced the video.

Example

Andrews, G., Carey, P. (2000). *Our small world*. [video]. Auckland: George Andrews Productions.

8. Guest Lecture

Lecturer's surname, lecturer's initials. (Year, then day and month of lecture). *Title of lecture* [lecture]. Place of lecture.

Example

Smith, E. (2003, 29 January). *Earthquakes - what are they and why are they are a threat?* [E. L. I. Guest lecture series]. Victoria University of Wellington.

9. Television or Radio Programme

Title of programme [television/radio programme]. (Year, month date of broadcast). Place from which programme was broadcast: television/radio station/channel.

Example

Three Score and ten - and then? [radio programme]. (2000, March 19). Wellington: Radio New Zealand.

10. Reports and Newsletters with no author

Name of organization which produced the report or newsletter. (Year, month of publication). *Title of publication* [Newsletter]. Place of publication.

Example

South East Asian Ministers of Education Regional Language Centre. (2000, November). *Report of the RELC seminar on language in the global context: Implications for the language classrooms*. Singapore.

ELIN 003 Calendar, Trimester 1, 2012

Week 1	5 March 12.30pm. Enrolment.	6	7	8	9
Week 2	12 Submit revised CV, reflective journal	13 Volunteer tutors	14 Submit Language Learning Goals.	15	16
Week 3	19 Submit reflective journal	20 Volunteer tutors	21	22	23
Week 4	26 Submit reflective journal	27 Volunteer tutors	28	29 Submit draft report	30
Week 5	2 April Submit reflective journal	3 Volunteer tutors	4	5 Submit final report	6 GOOD FRIDAY
Week 6	9 EASTER MONDAY	10 VUW Closed	11 MID	12 COURSE	13 BREAK
Week 7	16	17 MID	18 COURSE	19 BREAK	20
Week 8	23 April Internships begin Workplace – 12pm University 1-4pm.	24	25 ANZAC DAY	26	27
Week 9	30 Workplace – 12pm University 1-4pm.	1 May	2	3	4
Week 10	7 Workplace – 12pm University 1-4pm.	8	9	10	11
Week 11	14 Workplace – 12pm University 1-4pm.	15	16	17	18
Week 12	21 Workplace – 12pm University 1-4pm.	22	23	24	25
Week 13	28 Workplace – 12pm University 1-4pm.	29	30	31	1 June
Week 14	4 QUEEN'S BIRTHDAY	5 Oral presentations	6 Oral presentations	7 Oral presentations	8 June Oral presentations Volunteer tutors