



FACULTY OF HUMANITIES AND SOCIAL SCIENCES

School of Linguistics and Applied Language Studies

ELIN 003 WORKPLACE COMMUNICATION FOR SKILLED MIGRANTS 60 POINTS

TRIMESTER 1 2015

Important dates

Trimester dates: 2 March to July 1 2015

Teaching dates: 2 March to 5 June 2015

Mid-trimester break: 3 April to 19 April 2015

Last assessment item due: 8 June 2015

Withdrawal dates: Refer to www.victoria.ac.nz/students/study/withdrawals-refunds. If you cannot complete an assignment or sit a test or examination, refer to www.victoria.ac.nz/students/study/exams/aegrotats.

Class times and locations

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, 2-5 June, classes take place from 9am-1pm Monday to Friday.

Course Coordinator

Nicky Riddiford,
Office: von Zedlitz (vZ) 309,
Telephone: 463 6471
Email: nicky.riddiford@vuw.ac.nz
www.victoria.ac.nz/lals



ELI Director and co-teacher:

Angela Joe,
Office: von Zedlitz (vZ) 213,
Telephone: 463 5607
Email: angela.joe@vuw.ac.nz
www.victoria.ac.nz/lals



Work Placement Coordinator: The Johnson Group, telephone: 473-6699
Leigh Johnson (Executive Director)

LALS Office Email: lals@vuw.ac.nz
Room 210, 2nd floor, von Zedlitz (VZ), Kelburn Parade
9.00am – 4:15pm

Course Administrator: Carlos Espinoza, Tel: 463 6472,
carlos.espinoza@vuw.ac.nz

Communication of additional information

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

Prescription

This course helps recent migrants develop appropriate communication skills in professional workplaces. It will provide guided practice in a range of communicative situations and insights into the social and professional contexts of the New Zealand workplace. A work placement will be provided. Not 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.

Course learning objectives (CLOs)

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.

Students who pass this course should be able to:

- 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 they 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.

Teaching format

The 12-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.

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. This means you may only miss 10 days of the course, which should only be for strong reasons such as illness or bereavement.
- You must complete all class tasks and written and oral assignments specified in the course outline.
- You must complete a six-week internship.
- You must hand in all required assignments on time. No work will be accepted after **8 June**. See below for information about extensions.

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).

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

Workload

In addition to the 19 class contact hours per week during the classroom component of the course, you are expected to work independently for 15-20 hours a week on course work and your individual language learning needs. This is in order to maintain satisfactory progress on the course. During the six-week work placement, you are expected to work a full 40-hour week.

Assessment

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

Task	Relationship with objectives (p.2)	Due date
Written report on one organisation in Wellington. 800-1000 words.	c	17 April
Professional portfolio including a career plan, CV, cover letter, email, learning goals and a reflective summary	c	8 June
Oral presentation (10-15 minutes)	c, d, e	2-5 June
Participation in interactions relevant to the workplace	a, b, d, e	n/a
Reflection on communication styles	b, d	n/a

Marking criteria

As the assessment is based on the achievement of competencies, final grades are not given. Formative comments on tasks will be provided.

Submission and return of work

Refer to the Course Calendar at the end of the Course Outline for the due dates for each assessment task. Tasks are to be submitted to the course coordinator in class.

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.

Extensions and 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.

Work placement 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.

Set texts

You will be provided with the set textbook and any other relevant readings:

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

Recommended reading

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.

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

Alternatively, you can refer to online dictionaries such as those below:

www.macmillandictionary.com

www.oxfordlearnersdictionaries.com

www.ldoceonline.com

www.collinsdictionary.com/dictionary/english-cobuild-learners

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:

www.seek.co.nz

www.trademe.co.nz

www.kiwicareers.govt.nz

www.workandincome.govt.nz

<http://dol.govt.nz/er>

www.myjob.co.nz

www.dol.govt.nz/workinfo

www.business.govt.nz/worksafe/

www.psa.org.nz

www.union.org.nz

www.acc.co.nz

www.mwa.govt.nz

<http://newzealand.govt.nz>

www.careers.govt.nz
www.business.govt.nz
<https://jobs.govt.nz>
<https://www.nzte.govt.nz>
www.med.govt.nz

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

Class representative

The class representative provides a useful way to communicate feedback to the teaching staff during the course. A class representative will be selected at the first lecture of the course. Students may like to write the Class Rep's name and details in this box:

Class Rep name and contact details:

Student feedback

Course feedback from the previous intake of skilled migrants indicated a high level of satisfaction with the course content, timing of assignments, workload and course delivery. Student feedback on University courses may be found at www.cad.vuw.ac.nz/feedback/feedback_display.php.

Other important information

The information above is specific to this course. There is other important information that students must familiarise themselves with, including:

- Academic Integrity and Plagiarism: www.victoria.ac.nz/students/study/exams/integrity-plagiarism
- Aegrotats: www.victoria.ac.nz/students/study/exams/aegrotats
- Academic Progress: www.victoria.ac.nz/students/study/progress/academic-progress (including restrictions and non-engagement)
- Dates and deadlines: www.victoria.ac.nz/students/study/dates
- FHSS Student and Academic Services Office: www.victoria.ac.nz/fhss/student-admin
- Grades: www.victoria.ac.nz/students/study/progress/grades
- Resolving academic issues: www.victoria.ac.nz/about/governance/dvc-academic/publications
- Special passes: www.victoria.ac.nz/about/governance/dvc-academic/publications
- Statutes and policies including the Student Conduct Statute: www.victoria.ac.nz/about/governance/strategy
- Student support: www.victoria.ac.nz/students/support
- Students with disabilities: www.victoria.ac.nz/st_services/disability

- Student Charter: www.victoria.ac.nz/learning-teaching/learning-partnerships/student-charter
- Student Contract: www.victoria.ac.nz/study/apply-enrol/terms-conditions/student-contract
- Subject Librarians: <http://library.victoria.ac.nz/library-v2/find-your-subject-librarian>
- Turnitin: www.cad.vuw.ac.nz/wiki/index.php/Turnitin
- University structure: www.victoria.ac.nz/about/governance/structure
- Victoria graduate profile: www.victoria.ac.nz/learning-teaching/learning-partnerships/graduate-profile
- VUWSA: www.vuwsa.org.nz

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 **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.
Victoria Recreation	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 6658 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	Level 0, Kirk Wing, Hunter Courtyard. 463 5999. student-learning@vuw.ac.nz	Student Learning Support staff provide study skills advice.

Careers & Employment	Hunter Building, Ground Floor, 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.
Early Childhood Services	71 Fairlie Tce. 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 Services	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. Prayer rooms are also located on the Karori Campus; Prefab 1, rooms 101 and 102.
Course Planning and 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.
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

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.

For information about enrolling with Capital Primary Health Organisation through Student Health, please go to www.victoria.ac.nz/studenthealth/index.aspx

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.

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 Bec's Café at 8 Kelburn Parade. In addition, you can buy takeaway food and coffee from kiosks in the Hunter Courtyard and shops around the ground floor of the Hub.

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

