

TELLS TAFE English Language and Literacy Services

What we do?

TAFE Queensland English Language and Literacy Services (TELLS) provides TAFE with strategic leadership and operational management for:

- ▶ Adult Migrant English Program (AMEP*) with the Department of Immigration and Citizenship (DIAC)
- ▶ Language, Literacy and Numeracy Programme (LLNP) with the Department of Education, Employment and Workplace Relations (DEEWR)
- ▶ English Language, Literacy and Numeracy training programs across TAFE Queensland.

TELLS' functions maintain TAFE Queensland accountability for Commonwealth programs and ensure consistency of delivery of TAFE Language and Literacy programs across the TAFE network. This is performed through the following services within the unit.

TELLS Reception

The TELLs Reception team assist with:

- ▶ AMEP Registrations and interview bookings
- ▶ Document Translation Collection and Dispatch Service on behalf of DIAC
- ▶ Details of state-wide TAFE Queensland English Language and Literacy contacts.

AMEP Data Team

The TELLs Data team assist with:

- ▶ Client AMEP registrations, eligibility checks, enrolments and advice
- ▶ Information services, data management and analysis
- ▶ Data training, accountability

Professional Development

Planning, coordination and delivery Professional development for TAFE English language and literacy teachers:

- ▶ state English language, literacy and numeracy consultancy
- ▶ curriculum orientation and moderation
- ▶ project coordination and management
- ▶ workshop facilitation
- ▶ coordination of annual conference
- ▶ resource development and support

AMEP Counselling, Placement and Referral Services (CPRS)

CPRS Services are provided for clients from non-English speaking backgrounds to assist client access to English language training through an interview, assessment and referral process. Clients are assessed and referred to:

- ▶ Counselling, Placement and Referral Services (CPRS) for new arrivals
- ▶ English language assessments
- ▶ AMEP courses
- ▶ Centrelink re LLNP eligibility
- ▶ State-funded courses
- ▶ Qld Tertiary Admissions Centre (QTAC)
- ▶ Individual client vocational requirements

PACT Program of Assistance for Community Tutors

Providing English language support for the community by volunteer tutors:

- ▶ Tutor training in "Equal Encounters"
- ▶ Community consultation and training needs analysis
- ▶ Delivery of calendar of training

Promotions & Communication

TELLs focuses on building awareness of TAFE English language, literacy and numeracy programs through:

- ▶ Multicultural community liaison and networking
- ▶ Liaison with institute teams
- ▶ Projects, reports, events and initiatives
- ▶ Developing appropriate promotional strategies and materials

AMEP Child Care

The AMEP Childcare Officer liaises with AMEP clients, childcare industry and institutes on matters regarding AMEP childcare eligibility and payments.

Contract Hotline

Contact TELLs with queries about delivery of the AMEP or the LLNP in TAFE Queensland

Contact TELLs 3244 5488

* The AMEP is funded by the Commonwealth Department of Immigration and Citizenship.



Australian Government
Department of Education, Employment
and Workplace Relations



TAFE Queensland
Queensland Government

Department of Education, Training and the Arts