

# MWA

Mandatory Work Activity

## Customer Information Pack



## About Seetec

Seetec has over 25 years experience in delivering training and employment services.

Many people have benefited from our support. We have helped thousands of customers improve their skills and confidence, and move into work.

Seetec aims to provide the best possible combination of advice, guidance, training and support to help you develop your skills and experience and move towards fulfilling employment.

Seetec firmly believes that empowering people to move into sustainable employment is the best route into happy and fulfilled lives.



## Seetec centre details

Your nearest Seetec centre is: .....

Centre Telephone Number: .....

Opening Times:

Monday to Thursday .....

Friday .....

**Seetec Customer Service Centre**  
**0845 303 2965**

## Seetec Head Office

Seetec, Main Road, Hockley, Essex SS5 4RG

Tel: 01702 201 070 | [www.seetec.co.uk](http://www.seetec.co.uk)

## Information to keep you safe

- Tell us of any additional mobility or special needs that you may have, so we can make any necessary arrangements
- Tell us if a member of staff or anyone involved with your placement is making you feel embarrassed or uncomfortable
- Security of personal belongings is your responsibility, Seetec and your placement provider do not accept any responsibility for anything you bring with you into the centre or to your work placement

**Copies of all our policies are available from your work placement coordinator.**

**Our staff will be happy to provide you with clarification or further information.**



## **Our promise to you**

- Our staff will be courteous, friendly and on-hand to help you
- We will keep your details secure and all your personal information will be treated confidentially
- We will treat you fairly and as an individual

## **In return we ask you to...**

- Attend your appointments on time or let us know beforehand if you cannot attend
- Treat our staff, employers and their staff and other customers with respect and dignity and comply with our Equality and Diversity Policy
- Take responsibility for your own health and safety and comply with our/your placement providers Health and Safety Policy
- You must advise Seetec/Jobcentre Plus of any change in your circumstances
- Maintain appropriate standards of personal presentation and behaviour

# Storing your personal information

In accordance with the Data Protection Act 1998, any information that is given to Seetec, or obtained by them, may be recorded on a computer database to assist record keeping and be used for analytical purposes.

Seetec may pass on, or obtain information from, legitimate companies in order to assist in the process of helping you gain sustained employment.



## Participation Requirements

I understand that my participation on this Work Placement is mandatory and that my benefit could be affected if I:

- do not start the placement
- fail to attend the placement once started, or throughout the period I am required to attend
- am dismissed from the placement
- do not carry out the activities I am asked to do

My case will be referred to a Jobcentre Plus Decision Maker, who will decide if I have a good reason for any of the above.

(If the Decision Maker decides that you do not have a good reason you will receive a sanction on your Jobseeker's Allowance of either a loss of benefit for 13 weeks for the first offence; or a 26 week loss of benefits for a second offence within a 12 month period. If sanctioned, you will not be required to further participate in the Work Placement Opportunity programme.)

**Name:** .....

**Date:** .....

## Seetec Customer confirmation

I confirm that I:

- have had the requirements of the MWA programme explained to me
- have had the main points of the following Seetec Policies explained to me and know how to find out more information:
  - Equality & Diversity
  - Health & Safety
  - Grievance/Complaints
  - Know how Seetec will store and use my personal information
  - Rights & Responsibilities

Signed: .....

Print name: .....

Date: .....

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