



WORK PROGRAMME



Customer Induction Information

Delivering services on behalf of

jobcentreplus

Department for
Work and Pensions

This project is part financed
by the European Social Fund



European Union
European Social Fund
Investing in jobs and skills



Seetec

ASPIRE
ACHIEVE, SUSTAIN

About Seetec

Seetec has over 25 years of 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, move into work and develop their career with the help of our structured in-work support and work based training.

Seetec aims to provide the best possible combination of advice, guidance, training and support to improve your career prospects,

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

Centre address: _____

Telephone number: _____

Seetec Personal Adviser: _____

Future appointments: _____

First-aid qualified staff are: _____

The first-aid box and Accident Record book are kept at reception.

The qualified Fire Marshall is: _____

The fire assembly point for this centre is: _____

Centre Manager: _____

Opening times

Monday to Thursday: _____

Friday: _____

As part of joining a Seetec programme you are able to use all our online training resources whilst you are looking for a job, and once you are employed. You can continue to use Seetec facilities once you are working and we can help you access the help you need to move jobs, improve your work prospects or sort out some of the problems we all face when starting a new job – like starting to pay off debt, finding a good childminder or nursery, or even sorting out public transport routes.

Your password can be obtained from your adviser.
Record it here so you can find it easily.

Your log in / enrolment number to the Seetec online Learner's Resource Centre is: _____

For security reasons you must never tell anyone your password, never write it down and never allow someone else to use your password.



Our promise to you.

- Our staff will be courteous, friendly and on-hand to help you in our centres, by phone and by email
- Our premises will be clean, well-appointed, well-furnished and easy to access
- 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
- Inform us in good time if you have a suitable reason for non-attendance
- Treat our staff and other customers with respect and dignity and comply with our Equality and Diversity Policy
- Comply with our Computer and Internet Policy when using our resources to help you find work
- Take responsibility for your own health and safety and comply with our Health and Safety Policy
- Advise Seetec immediately of any change in your circumstances
- Keep in contact with your advisor even when you start working



Information to keep you safe in our centres

- Tell us of any additional mobility or special needs that you may have, so we can make any necessary arrangements
- Always sign in and out of the visitors book
- Inform us of any accidents that happen on our premises so that we can record them in our accident book
- Take regular breaks if you are using our computers for long periods of time
- Tell us if a member of staff or another customer is making you feel embarrassed or uncomfortable in our centre
- Security of personal belongings is your responsibility, we do not accept any responsibility for anything you bring with you into the centre

Copies of all our policies are available from reception.

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

If you are unhappy with the service you are provided, please ask for a copy of the complaints procedure, or contact Seetec Head Office, details below.

Seetec Head Office

Seetec, Main Road, Hockley, Essex SS5 4RG.

Tel: 01702 201070 | www.seetec.co.uk



Consent to share information

- Seetec is working with Jobcentre Plus customers on behalf of the Department for Work and Pensions (DWP) to help these customers to increase their skills to help them find and keep work. Seetec may claim a payment from DWP for every Jobcentre Plus customer who finds work while or after participating in a programme.
- To claim a payment from DWP, Seetec may need to confirm details of your employment.
- To validate these claims DWP may need to confirm details of your employment. Where appropriate, this may involve confirming details with each of your employers.
- To achieve this, Seetec, DWP and your future employers need your consent to share information about you as follows:

Stage 1: Seetec will give your name and national insurance number to your future employer.

Stage 2: Your employers will use your name and national insurance number to identify you, so that they can confirm to Seetec some or all of the following information:

- The date you began each period of your employment
- Whether your employment is continuing
- If not continuing, the date each period of your employment ended
- Whether you were employed during a specific period
- The number of hours you worked each week
- The amount of your earnings each week
- Your employee number or other unique identifier

Stage 3: To validate payment claims from Seetec, DWP may contact your employer using your name and national insurance number to ask for the information listed at stage 2. It will use this information to:

- Check if the information given to it by Seetec is correct
Evaluate the programme
- DWP will store your information securely for audit purposes
- If you do not give consent, this will not affect your entitlement to participate in the programme, or any job offer or employment obtained. You can write to Seetec at any time to withdraw your consent and this will not affect your placement on the programme or any employment or offer of employment made.

Customer name _____

(Please print name in full):

- I give consent for Seetec, my future employer and DWP to share information as described in stages 1 to 3.
- I confirm that: I have read the information above and understand why this information sharing is needed and how this information will be used.
- I understand that: If I am in receipt of any benefits, my entitlement to these benefits will not depend on whether I choose to give consent or not.
- My placement on any programme with Seetec and any employment or future offer of employment will not depend on whether I choose to give consent or not.

Continues Overleaf

Seetec Customer Consent Declaration

- Seetec will gather and record information to enable the organisation to assist you back into sustainable employment
- This information will be shared with potential employers and Seetec's supply chain partners for the sole purpose of assisting you in achieving your next steps to support you back into employment
- Seetec will contact your employer to confirm employment details when employment is obtained
- Your consent is voluntary and refusal to give consent or withdrawal of an existing consent will not affect any benefit they may be entitled to
- Seetec will store your information securely for audit purposes
- I can withdraw my consent at any time by writing to Seetec

Signature: _____

Date: _____

Email Declaration

I agree that Seetec can distribute my CV via e-mail for the purpose of applying for and securing interviews and employment.

Signature: _____

Print Name: _____

Date: _____

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