

*Seetec*  
PLUS

# YOUR JOURNEY INTO WORK



Work and Health Programme

Name:



# About Seetec Pluss

Seetec Pluss inspires people who face significant barriers to find work and achieve a career.

By focusing on people's strengths, we empower people to raise their aspirations, develop confidence and skills. When people feel good about themselves they go on to achieve amazing things.

We deliver the Work and Health Programme in Southern England on behalf of the Department for Work and Pensions.

*It is co-financed by the European Social Fund for participants who started on the programme before 1st November 2022.*



In partnership with



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# Work and Health Programme

Seetec Pluss' Work and Health Programme is designed to give you the right support to achieve your employment potential.

We will help you to:

- Identify your strengths, aspirations and support need
- Explore self-employment as an option;
- Develop your confidence and work skills;
- Meet with positive and open-minded employers;
- Find the right job.

Don't worry if you don't feel ready for work when we first meet. It is our job to help you get ready in a way that works for you.

## Contacts

My Employment Adviser is:



My Trainer is:



My contact at work is:



Other useful contacts: (e.g. Your Jobcentre Plus Adviser)





# Seetec Online Portal

The Seetec Online Portal is your very own online service. It is packed full of learning, resources and support to help you on your journey into work.

You can access the portal 24 hours a day to help you organise your appointments, action plan, check your progress towards work and access the Job Hub.

If you need help or advice, you can message our Online Support Adviser who will reply to your questions.

Seetec Pluss may recommend official software or apps from trusted providers that you can download on your device. Seetec Pluss cannot be held responsible for virus or malware damage resulting from the use of recommended software as this can become infected, intercepted or corrupted either before or during the transfer to your device.

## Registering for the portal

Upon referral to the programme, you will receive an email from Seetec to register for the portal, once registered you will then simply log in using an email and password set by you.

Follow the instructions or refer to the help video in the registration email for support in creating your account.

## How to log in

Go to <https://portal.seetecpluss.co.uk> and sign in with your username and password.

**Seetec**

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

Sign in

Once you are logged in, use the icons to navigate around the portal.

- YOUR HOME
- JOB HUB
- HOW AM I DOING
- DOCUMENTS
- APPOINTMENTS
- TRAINING
- ONLINE SERVICES
- HELP

If you need help using the portal refer to the help section for some useful videos or speak with you Employment Adviser.

# Your journey into work

We will help you every step of the way

## Engage

At our first meeting we will:

- Meet at a venue that is convenient and comfortable for you;
- Get you started on the programme;
- Show you how to log on to the Seetec Online Portal.



## Explore

Your Employment Adviser will help you to:

- Explore your strengths and the type of work you want to do;
- Look at your support needs and develop an action plan. This will set out the actions we will both take to help you find a job;
- Help you get the most out of the Seetec Online Portal.



## Enhance

You will get the help that works best for you. The plan you have agreed with your Employment Adviser may include:

- Using a computer for all kinds of online learning on the Seetec Online Portal – from exploring self-employment to improving computer skills and learning about useful ways to relax;
- Community based activities – things like walking groups, healthy eating and money advice;
- Working with our trainers on interview skills and job search;
- Getting specialist help if you need to overcome a problem – like substance misuse, managing anxiety or family support.
- Your Employment Adviser will help you to review and update your action plan monthly to begin with. This will include exploring how you feel you have progressed so far.

## Employ

We will help you to find the right job. This will include:

- Searching and applying for jobs, and helping you to feel confident about interviews;
- Introducing you to open-minded employers to arrange work trials and interviews;
- Helping you to learn and manage your new work routine;
- In work support for both you and your employer – including advice and funding towards workplace adjustments;
- Getting you the right help to understand benefits/money advice.





## Funding for travel and care

We will make it as easy as possible for you to attend appointments and interviews. This includes making sure that taking part in our Work and Health Programme doesn't leave you out of pocket.

So we may be able to pay for:

- Travel expenses;
- Childcare or any carer commitments you may have;
- Additional support – such as interview clothes, a haircut etc.

**Please note:** If we pay for anything when you are working you may have to pay tax on this.

## Feedback

Once a month, we will ask you to tell us how we are doing using our 'TripAdvisor' style review system.

When you log into the Seetec Online Portal at the start of each month, we will ask you two simple questions:

- How much our Work and Health Programme is meeting your needs;
- How valuable you think the support is that you are getting from your Employment Adviser.

**Please rate how well our Work and Health Programme is helping to meet your employment needs...**



1 2 3 4 5

Comments:

*They helped me feel more confident in my abilities*

Because we ask you online, you can be as honest as you like.

# When you start work

It's such a fantastic feeling when you get offered a job...

When you start, there are a few things that you need to remember to help your job go smoothly:

- If you are claiming benefits, you need to let your Jobcentre Plus Adviser know that you are starting work and ask for benefit advice;
- If you are claiming Housing Benefit or Council Tax Benefit, you will also need to let your local council know;
- You should ring your employer to let them know if you are unable to attend work for any reason;
- You should speak to your employer if you need time off for medical appointments or wish to book a holiday;
- Please ensure you stay safe and healthy at work. Read a copy of the Health and Safety leaflet 'What you need to know'. If you need help, please ask your Employment Adviser;
- Keep us informed of any changes in your health or support needs.

If you have any worries or questions, contact us straight away – that is why we are here.



# Customer Care Charter

## Our commitment to you

We believe people of all abilities should be able to achieve independence and the right job. That's why:

- We will keep listening to what you need;
- What you tell us will remain in strict confidence unless you give us permission to share it;
- We'll treat you with dignity and respect;
- We'll ask you every month how well our programme of support is meeting your needs;
- If we're not doing something right, tell us. We have a clear process you can use for complaints and feedback.

## Right information

We think it's important that you know what is happening and feel involved at all times. That's why:

- Your clear action plan will set out what we've agreed to do together and why, what progress you've made, and when we think you'll be starting work;
- Our office services will be available Monday to Friday 9.00am to 5.00pm;
- You can access the Seetec Online Portal to build your skills, get support and find work 24 hours a day, 7 days a week.

## Right support

Our intention is to provide you with a great service. That's why:

- We will be honest with you about what you can achieve, and how we can help you achieve it;
- You'll have an Employment Adviser who will be your personal mentor on our programme;
- Your Employment Adviser will work closely with you to build the right plan, then meet with you in person, at least every four weeks to review progress and look ahead;
- We'll give you the right support to get the right job, and encourage you to believe you can achieve your full potential.

## In return

We need you to:

- Make a commitment to work hard alongside us and carry out the plan we have agreed together;
- Give us the right information at the right time;
- Treat our staff with dignity and respect;
- Be honest with us and tell us if ever something is wrong.





## Comments and complaints

Seetec Pluss aims to provide an excellent service throughout our business, and we believe our customers should be treated with dignity and respect at all times.

If you feel we have got something wrong, or are unhappy with any aspect of our service, we want to know so we can put it right.

## How to comment or complain

In the first instance, you may wish to speak to your Employment Adviser, and we would hope to resolve things for you at this point. However, should you wish to make a complaint then this is what you need to do.

Inform us of your complaint by:

- Telling another member of staff;
- Call us on: **0800 334 5525** or email: **feedback@seetecpluss.co.uk**
- Write to us at: **Seetec Pluss, Governance and Compliance Team, Merriott House, Hennock Road Central, Exeter, EX2 8NP**

If you are not satisfied with our final response, you can ask the Independent Case Examiner (ICE) at the Department for Work and Pensions to look at your complaint.

You must send a copy of our final response within six months to: **ice@dwp.gov.uk**

Phone: **0800 414 8529** Typetalk: **18001** then **0800 414 8521**



## Data protection

Seetec is committed to data security and the fair and transparent processing of your personal data, which is protected and stored securely.

Your induction pack includes information about how and why we process your data (please refer to form WH101).

We share your data where we have a legal or contractual obligation to do so, for example with the Department of Works and Pensions.

We may wish to share your information with other organisations, who we believe can help your journey into work. We will always ask for your permission before we share your personal data (please refer to form WH102). If you change your mind, you can withdraw consent at any time by contacting [dataprotection@seetec.co.uk](mailto:dataprotection@seetec.co.uk)

For more information on data protection and your data subject rights, please refer to our Privacy Notice [seetecpluss.co.uk/privacy-notice](https://seetecpluss.co.uk/privacy-notice)



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Our literature can be supplied in large print, audio file (MP3) and other languages and formats. Contact us to order a copy.

**0800 334 5525 | [customer.admin@seetecpluss.co.uk](mailto:customer.admin@seetecpluss.co.uk)**  
**[seetecpluss.co.uk](https://seetecpluss.co.uk)**



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