



SEE Complaints Procedure

NORTEC is committed to the prompt resolution of complaints. If you wish to make a complaint related to your SEE classes:

1. In the first instance, speak to your SEE trainer to try to solve your complaint.
2. If you feel your complaint is not resolved, contact the:

SEE Coordinator on 0428 773 156

Or send an email to SEEAdministration@nortec.org.au

The SEE Coordinator may escalate your complaint to NORTEC's General Manager – Operations and ICT

3. If your complaint is still not resolved after 10 business days, you may contact the department by calling the National Customer Support Line on 1800 805 260.
4. If your complaint is still not resolved after contacting the department, you may contact the Commonwealth Ombudsman:
 - Call 1300 362 072
 - Send an email to ombudsman@ombudsman.gov.au
 - Complete online form at www.ombudsman.gov.au/contact



Skills for Education and Employment Client Code of Conduct

This document is designed to help make your participation in the SEE program as positive and effective as possible.

Good luck and enjoy the program!

Your Training Plan

Before you start training you need to agree on:

- your proposed training commencement date
- your training delivery mode
- how many hours you will attend each week
- what learning outcomes you hope to achieve.

Attendance

You are expected to attend all training sessions each week and are required to complete all training.

- If you cannot attend you must tell your teacher in advance
- If you are sick, give your medical certificate to your provider and tell them as soon as possible.

If you are studying by **distance mode**, you need to complete all your work and send it to your teacher. All work counts towards attendance. Your teacher can explain further how attendance is counted.

- Any work you do not complete will count as absences.
- If you are sick or cannot complete your work by the due date, tell your teacher and complete the work by the new date you have agreed on.

If you are finding it hard to attend or finish all your work on time, talk to your provider about having your training hours adjusted.

Suspending or withdrawing from Training

If you are unable to attend training you need to let your provider know as soon as possible.

Depending on your circumstances the provider may agree to:

- **Suspend** your training for a minimum of 7 calendar days and up to a maximum of 28 calendar days.
- **Withdraw** you from training for a minimum of 7 calendar days and a maximum of 3 calendar months.

Once your suspension has been granted you are expected to return to training on the date agreed to by you and the provider.

Once your withdrawal has been granted you must contact your provider if you wish to recommence your training.

Withdrawing or Completing Your Training Hours

When you withdraw or complete your training, you will receive a copy of your client training



profile (CTP). This will contain information on your:

- attendance
- achievements
- status when you left (completed, withdrawn, terminated or transferred).

Accessing further training

You may access further SEE training if you have:

- had a three month break from the program and
- have capacity to benefit from further training, and
- not been terminated due to poor conduct from that site.

Participation and Behaviour

You need to work cooperatively with your teacher and the other students to improve your language, literacy and numeracy skills.

To succeed, you need to be:

- an active learner and participate in class
- on time for classes and complete the work assigned to you, and
- be courteous and respectful.

You must not make it hard for other people to learn or be disruptive. You must:

- comply with all reasonable directions given by your teacher
- take care of the teacher's equipment and respect other students' property
- not use the email or internet to gamble or look at pornography
- not behave in an abusive, aggressive or threatening manner toward teachers and/or fellow students.

Language: English
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If you are having problems, talk to your teacher, guidance officer, and counsellor, Services Australia and/or your Referring Agency.

If you do not meet your attendance obligations, you will be reported to your referring agency.

Continued Poor Behaviour

If your teacher has to speak to you about your behaviour or lack of work more than once, then they have to write you a letter giving you a formal warning. This letter will go on your file. If they have to speak to you again, your enrolment may be terminated.

Termination from Training

If your enrolment is terminated, the provider is required to advise Services Australia and/or Referring Agency. If this happens, your benefits may be reduced.

I agree to abide by the Client Code of Conduct.

.....
Your Signature (student)

.....
(Today's date)

If the guide was read to you, please indicate the person who helped you.

.....
(Name of person/s that helped you)

.....
(Your relationship with them)