



Learner Handbook 2023

SEE Program Edition

Welcome to the SEE Program!

The Skills for Employment & Education Program (SEE) is delivered by NORTEC Employment & Training (NORTEC). NORTEC is committed to providing high quality, individualised training, and assessment solutions.

The SEE Program is designed to assist job seekers build their core skills and transition into successful training programs or employment. It is particularly useful where you have encountered barriers before, may require assistance with language, learning or numeracy skills or have not been exposed to learning environments for a significant amount of time.

The SEE Program can be a steppingstone towards further study and offers initial, basic, and advanced streams of training, with a vocational training focus.

NORTEC is a community based, non-profit organisation assisting not only job seekers but employers and employees wishing to undertake nationally recognised training. Our friendly team of highly qualified and experienced trainers and assessors, backed up by a dedicated administration team are here to support you every step of the way.

The purpose of this handbook is to provide you with information about training with NORTEC and inform you of your rights and obligations. The handbook sets out the policies and procedures relating to studying with us. Please take the time to read through the handbook. If there is something, you do not understand please contact your Trainer.

What can you expect from NORTEC?

You can expect quality training

NORTEC aims to provide training services of the highest quality possible that are reflective of current industry needs and employer expectations. This is achieved through ensuring:

- Training is delivered by appropriately qualified trainers who have extensive industry experience
- All training products used and/or developed meet the requirements of the appropriate Training Package, Course Curriculum Guidelines and Australian Core Skills Framework
- All training products used and/or developed are reviewed before use by the organisation's staff for quality, accuracy, and currency
- All courses are developed in consultation with industry
- Feedback is collected about all training products and services and the feedback is systematically collated, analysed and used to improve the quality of training and assessment provided to our learners
- The individual learning and support needs of all learners are identified upon entry into a course
- All trainer/assessors regularly participate in moderation and validation of the units and courses they deliver
- Complying with all legislation including privacy and anti-discrimination
- Complying with the Registered Training Organisation's Standards 2015 for delivery and assessment
- All learners and employer's records are stored and accessed in line with NORTECs Privacy Policy

What do I need to remember?

- If you can't attend, ring, and let us know why. **This is essential.**
 - The **SEE phone number** is 0417 641 285 or 1800 667 832 (free call from landlines)
 - Ask your SEE trainer for the site mobile number.
 - Make a note of these numbers on your phone and/or in your wallet.
- If you are sick and **miss 2 or more training sessions**, you will need to bring a medical certificate from your doctor.
- Regular attendance is required to remain in the course. If you are absent for more than 14 calendar days, you will be withdrawn or suspended from the SEE Program as appropriate.
- If you change your **contact or address details**, you must let us know.
- If you change your **emergency contact person**, please let us know.
- **Mobile phones** interrupt concentration. Please turn your mobile off during class time. If you are expecting an important call, please let us know and you may put your phone on vibrate and go outside to answer it.
- We have two break times each day:
 - Morning Tea at 10:30am for 15 minutes
 - Lunch at 12:30pm for ½ an hour

During your breaks we encourage you to have a chat with other people in the class. You might find that you have something in common.

Breaks are also a good time to go outside and get some fresh air.

How do I enrol in SEE?

All SEE clients are required to be referred to the SEE Program by their Referring Agency and attend a Pre-Training Assessment.

The SEE Program runs in conjunction with a nationally recognised vocational education and training qualification - Foundation Skills. For this course, all learners are required to complete an enrolment application prior to commencing training.

You will need to:

- participate in a pre-training assessment
- agree to a start date with your trainer
- complete induction orientations including enrolment form
- bring in photo ID
- bring in your ID to apply for your Unique Student Identifier or provide your USI
- complete Recognition of Prior Learning (RPL) and/or Credit Transfer application (where applicable)

Before you commence training you are to:

- agree on your client training plan with your assessor
- agree how many hours a week you will attend
- agree what learning outcomes you hope to achieve during your training hours

Who should I talk to if I have any issues when I'm in class?

The SEE Program aims to provide support and guidance to you to ensure that you gain from participating in the program.

All staff are highly qualified and experienced, and will provide you with support, advice, or referral when needed.

If you are experiencing a problem, please talk to your trainer in the first instance.

If you are uncomfortable addressing your concern or question with your trainer, or feel that they have been unable to adequately respond to/address your concern or question, your line of communication is as follows:

SEE Classroom Trainer →
SEE Coordinator →
General Manger: Operations and ICT

What are my attendance requirements?

I need to meet my mutual obligation hours

You are expected to attend all training sessions each week and complete your required number of training hours per week. **These hours will be directed by your referring agency and full attendance each week is expected.**

Acceptable absences include:

- If you are sick and bring in a medical certificate
- If you are a Principle Carer and need to care for your children
- If you attend other training or short courses
- If you are required to work

If you are finding it hard to attend, you may ask to have your training hours adjusted if your referring agency agrees.

Your attendance is reported to your referring agency. When you don't meet these requirements, you will:

1. Attend a meeting with your trainer to discuss attendance, barriers, and solutions.
2. Receive a formal warning letter reminding of you of your requirements
3. Be withdrawn from the program.

You can come back to SEE by asking your referring agency. If you wish to return to SEE within 3 months of withdrawal you can simply ask your Trainer to recommence. You will also need to notify your referring agency and have your job plan updated. After 3 months your referring agency will need to re-refer to SEE. You will need to attend a PTA appointment before you can start again.

If you fail to meet your attendance obligations, your payments may be affected.

What do I need to do if my circumstances change?

I need to agree with my trainer and referring agency to a change in my attendance status

Suspension:

If you know you will not be able to attend training for a period of time because you have work, family responsibilities, hospitalisation etc., please talk to your trainer about the situation beforehand.

In circumstances when there is a **good reason** your trainer and referring agency may agree to **suspend** your training for a maximum of 28 calendar days. The minimum suspension period you can have is 7 calendar days.

You must return to training by the agreed date. When you return, we'll review your training plan to see if it's all still relevant and what you want to do.

Withdrawal:

If your circumstances change you may want to withdraw from the SEE Program. You can withdraw from the SEE Program if you have secured work and you no longer need to report to your referring agency. You can also withdraw from the SEE Program if you need to address your barriers such as undergoing treatment for mental health or finding permanent accommodation if you are homeless. You will need to discuss your mutual obligations with your referring agency as your payments may be affected when you withdraw.

You can contact your referring agency and the SEE trainer if you want to come back to class within 3 months from your withdrawal date. You may even be able to start back in class the next day.

If you have been withdrawn from the SEE Program for more than 3 months, then you will need to be re-referred into the program. You will then be required to undertake another pre-training assessment at this point.

What are my participation and behaviour requirements?

I will need to agree with the Client Code of Conduct

You have agreed and signed the Client Code of Conduct. The Code states that you need to work co-operatively with your trainer and with other clients so that you can all improve your literacy and numeracy skills.

To succeed, you need to:

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

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

You must:

- comply with all reasonable directions given by your trainer
- take care of the equipment and respect other peoples' property
- not use email or the internet to gamble or to look at inappropriate material including pornography
- not behave in an abusive, aggressive, or threatening manner

You should talk to your trainer, a counsellor, Services Australia , or your referring agency if you are having problems.

If your trainer speaks to you about your conduct or lack of work more than once, then they are required to write you a letter giving you a formal warning. This letter goes on your file. If your trainer has to speak to you again, your enrolment may be terminated.

If you withdraw from training, discontinue training, or if your enrolment is terminated, then NORTEC is required to advise the Services Australia and/or your referring agency. If this happens, your benefits may be reduced.

What if I am unable to abide by the Code of Conduct?

You will be issued with a warning letter, and you may need to be withdrawn from training. This may affect your benefits.

Withdrawal:

You may be withdrawn from the SEE program if you are not adhering to the Code of Conduct. You will agree to working cooperatively with your trainer and the other clients to improve your literacy and numeracy skills. You will need to be an active learner and will need to participate in class. You need to be courteous and respectful.

If you are unable to abide by the Code of Conduct due to your **behaviour**, then you will be issued with a warning letter. If poor behaviour continues, then you will be withdrawn from the SEE Program.

Most people have signed a Job Plan with the Services Australia or your referring agency. If you have signed an agreement, you are agreeing to **participate fully** in the SEE Program. You may also need to continue to look for work and make the required number of employer contacts each fortnight.

If you are unable to abide by the Code of Conduct due to your participation, then you will be sent a warning letter about your absences. If you are absent from training frequently or for more than 14 calendar days without notifying NORTEC then this will affect your chances of successfully completing training.

Please note: a failure to meet your obligations under the agreement may result in a breach and your benefits may be reduced.

Termination:

We may also need to terminate your training because of your behaviour. Disruptive behaviour, misuse of computers or the internet or unsatisfactory attendance may all be reason for us to terminate your training.

If your enrolment is terminated, then the trainer is required to contract the Services Australia and your referring agency. If this happens, your benefits may be reduced.

What are my training options?

All clients can access a range of training delivery methods, based on your individual circumstances and needs.

Standard Training is classroom-based training delivered by a trainer and can incorporate online learning.

The BSB30120 Certificate III in Business is offered using online learning. Your skill levels must be at an ACSF level 3 in reading, writing and oral communication before you can attempt these units. Please speak to your trainer about your ACSF levels and an appropriate pathway if you would like to undertake this qualification.

What learning materials will I have to use?

As part of your study, you will be given learning and assessment resources for each unit of competency. These learning resources are yours to keep. If you lose, misplace, or damage your learners guides you will need to pay the full cost of replacing these items.

These learning materials will have written activities and assessment tasks and you will be required to complete these tasks for each unit of competency. Your trainer/assessor will advise you on what you need to complete and submit for assessment.

What are my qualification assessment requirements?

As part of your studies, you will be required to undertake a range of assessment activities that demonstrate you have the required skills and knowledge to complete a unit of competency from a nationally recognised qualification.

Before assessment takes place, your trainer will work with you to ensure you are ready to undertake assessment. This means your trainer will:

- Negotiate with you the appropriate assessment evidence you need to provide for each unit (you will sign an Assessment Agreement as part of this process)
- Ensure you have the right materials and resources to be able to demonstrate the knowledge and skills required
- Confirm the date, time, and location for the assessment to take place

Once all the evidence has been gathered and assessed, your assessor will provide feedback to you about the evidence you presented. They will inform you of their decision.

In competency-based assessment, there are no grades. If you demonstrate the required skills and knowledge consistently and to the appropriate standard, you will be deemed Competent (C).

If your assessor believes that the evidence, you have provided is insufficient to meet the required skills and knowledge then you will be deemed Not Yet Competent (NYC).

If you are deemed NYC, your assessor will discuss with you what additional activities you will need to undertake before being re-assessed.

This may include:

- further study of the unit and revising specific sections of your learner guide
- more time to practice specific skills
- asking you to complete additional assessment activities
- additional mentoring and coaching options

If reassessment is required, you will be given 2 more opportunities to resubmit your assessment task.

If you believe you were disadvantaged or the assessor did not assess you fairly, you have the right to appeal their decision. For more information, see Complaints and Appeals in your Handbook.

What are my SEE Program assessment requirements?

Additional assessment requirements for the SEE Program also include an increase in core skills for each 200-hour block of training you complete. These are called Progressive Assessments.

If you have been enrolled in the Initial Stream, then you will be required to complete 1 core skill assessment within each 200-hour block of training.

If you have been enrolled in the Basic or Advanced Stream, then you will be required to complete 2 core skills assessment increases within each 200-hour block of training.

Assessment appeals process

Learners wishing to appeal an assessment decision may make a formal request for re-assessment of their work according to the following process:

1. Complete a **Complaints and Appeals Form** and return to NORTEC within seven (7) days of the initial assessment decision
2. The original assessor will be requested by the SEE Coordinator to report on their assessment process and/or decision
3. If the assessment is in the form of a written assignment or task, the document will be submitted for re-assessment to a second qualified assessor together with the original assessor's report
4. If the assessment was in the form of a practical demonstration or task demonstration, a second qualified assessor will negotiate with the learner an appropriate time to undertake the assessment again
5. The learner will be notified in writing with the outcome of the re-assessment within 28 days
6. Any further re-appeals will be dealt through an interview between the learner, original Assessor and second Assessor

Access and equity

NORTEC is committed to ensuring learners studying with us have access to appropriate training and assessment services that are equitable to all members of the community.

NORTEC is committed to:

- supporting the right of all learners to be involved in all aspects of community life, including full and equitable participation in training and assessment and the opportunity to achieve their full potential
- providing accessible and inclusive environments and services
- facilitating **Reasonable Adjustment** in training and assessment

Where a learner has a physical or medical condition that may impact on their ability to undertake training and assessment, NORTEC will assess whether Reasonable Adjustment can be made to ensure the full participation in training and assessment of the learner.

The aim of reasonable adjustment is to ensure every learner has equality of access to education. It is not intended to compromise academic standards or provide undue advantage to any learner.

Reasonable Adjustment may include but is not limited to:

- modification to premises
- modification to, and/or provision of equipment – e.g., providing adaptive technology equipment, magnifiers etc.
- providing information in appropriate, accessible formats – e.g., in Braille, or the inclusion of subtitles on audio/visual materials, large print, coloured paper or in digital format
- adjustments to course delivery and/or assessment strategies in ways that **do not compromise** the requirement to demonstrate essential knowledge and skills – e.g., providing additional time to complete assessment activities

If, at any time during your study, you would like to request Reasonable Adjustment, please discuss your options with your trainer and assessor or ask to speak with the SEE Coordinator

Learner support and welfare

Welfare and guidance support is available for you if you need support.

To request such support, call SEE Administration on 0417 641 285 or email SEEAdministration@nortec.org.au.

Your welfare and guidance support may include:

- workplace health and safety
- support for special learning needs
- support for special cultural and religious needs
- support for personal matters
- advice on education opportunities
- advice on employability behaviours

NORTEC recognises that studying can be a stressful time for some people. This may be due to:

- never previously studied outside of formal schooling
- coping with everyday demands of family/work life
- drug and alcohol abuse
- domestic violence
- mental health issues
- financial pressures
- acute or chronic illness (self or family members)
- grief and loss
- feelings of isolation
- language, literacy, and numeracy issues

NORTEC can assist you to access appropriate support services to help with these issues.

If you think you might need to talk to someone the following organisations are a good place to start:

Support Service	Contact Details	Services they Provide
Lifeline	13 11 14	This service is available to everyone. Lifeline offers a counselling service that respects everyone's right to be heard, understood, and cared for. They also provide information about other support services that are available.
Headspace	eheadspace 1800 650 890 www.headspace.org.au In an emergency: Call 000 Kids Helpline on 1800 551 800 Lifeline on 13 11 14	Headspace is the national youth mental health foundation dedicated to improving the wellbeing of young Australians. They collaborate to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.
Reach Out	www.au.reachout.com	Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support, and referrals in ways they know work for young people.
Alcoholics Anonymous (Australia)	National AA Helpline 1300 22 22 22 www.aa.org.au	Alcoholics Anonymous supports people wishing to get help for their alcoholism.
Narcotics Anonymous (Australia)	National NA Helpline 1300 652 820 www.na.org.au	Narcotics Anonymous supports people with drug addictions wishing to get help and support.
Reading and Writing Hotline	1300 655 506 www.readingwritinghotline.edu.au	Provides advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.
Link2home	NSW emergency housing 1800 152 152	Link2home operates 24 hours a day, seven days a week. It provides information, assessment of people's needs and referrals to specialist homelessness services, support services, temporary accommodation, and other services.

Support Service	Contact Details	Services they Provide
QLD Homeless Hotline	1800 474 753	Homeless Hotline is a phone information and referral service for people who are experiencing homelessness or are at risk of homelessness.
NSW Domestic Violence Line	1800 656 463	Counselling, information, and referral to other services for people experiencing domestic or family violence.
Queensland DV Connect Crisis Support	Women's Line 1800 811 811	DV Connect offers practical assistance such as counselling, intervention, transport and emergency accommodation for women and their children who are in danger from a violent partner or family member.
Queensland DV Connect Crisis Support	Men's Line 1800 600 636	Provides free, confidential telephone counselling, referral and support service especially set up for men. It offers information and referral services for domestic and family violence, relationship problems and separation issues, men's health, child support, family law issues and suicide and other significant issues for men.

Privacy and confidentiality

NORTEC collects personal information as required under the Vocational Education & Training Quality Framework. This framework is administered by the Australian Skills Quality Authority (ASQA). This means that NORTEC is required to collect specific information for the following purposes:

- maintaining client records
- audit
- gathering statistical data - State and National reporting
- compliance with funding bodies (e.g., State Training Services)

NORTEC will only collect information that is required under relevant legislation required by Registered Training Organisations, and we will abide by all legislation.

Learners have the right to access any information NORTEC collects and stores on file. Requests to access personal information must be made in writing and addressed to:

NORTEC
SEE Administration
87-89 Minjungbal Drive
TWEED HEADS SOUTH NSW 2486

The SEE Coordinator will contact you to discuss how you can access your file within 10 working days of your request.

If you believe that the information, we have on file is incorrect, incomplete, out of date or misleading, you can request that the information be amended. Where a record is found to be inaccurate a correction will be made.

It is your responsibility as a learner to inform NORTEC of any changes in your personal circumstances including, but not limited to:

- change of contact details (address, phone numbers, email addresses etc.)
- change of legal name (e.g., marriage/divorce)
- Moving interstate or overseas

NORTEC maintains all learner files – both in hard copy file format and electronically.

Information is stored in hard copy and is locked in filing cabinets. Only authorised staff have access to these files. Information stored electronically is stored on NORTEC servers and is password protected. Only authorised staff and IT Support staff (to maintain the system) have access to electronic files.

Both hard copy and electronic files are accessed by staff for the purposes of:

- maintaining learner records
- updating training progress
- issuing certificates/qualifications
- data reporting requirements
- storing assessment evidence and assessment decisions
- recording contact events with the learner and/or employer

What if want to make a complaint?

NORTEC is committed to the prompt resolution of complaints. Persons wishing to lodge a complaint are encouraged to submit complaints in writing:

1. In the first instance, speak to your SEE trainer to try to resolve 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
3. The complaint will be recorded into a complaint register
4. The complaint will be investigated by the SEE Coordinator within two business days.
5. The SEE Coordinator will consult with other persons involved in the complaint.
6. The SEE Coordinator will respond to the complaint within an agreed timeframe.
7. If the complaint is not resolved by the SEE Coordinator after 10 business days, you may contact the department by calling the National Customer Support Line on 1800 805 260
8. If the complaint remains unresolved, after contacting the department you may contact the Commonwealth Ombudsman:
 - a. Call 1300 362 072
 - b. Send an email to ombudsman@ombudsman.gov.au
 - c. Complete online form at www.ombudsman.gov.au/contact

NORTEC

STUDENT CODE OF CONDUCT

Learner's Rights

All learners enrolled into a NORTEC training program have the right to:

- be treated fairly and with respect by all clients and staff
- not be harassed, victimised, or discriminated against on any basis
- learn in a supportive environment which is free from harassment, discrimination, and victimisation
- learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
- have their personal details and records kept private and secure according to our Privacy Policy
- access all information that NORTEC holds about them and to update their personal information
- have their complaints dealt with fairly, promptly, confidentially, and without fear of retribution
- make appeals about assessment decisions
- receive training, assessment and support services that meet their individual needs
- be given clear and accurate information about their course of study, training and assessment arrangements, and their progress
- provide feedback to NORTEC on the quality of the service, training, and assessment they received
- have previous qualifications, skills and/or knowledge recognised through Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Learner's Responsibilities

All learners are expected at all times to:

- treat all people with fairness and respect
- behave in a way that is not offensive or threatening
- not harass, victimise, discriminate, or disrupt others
- treat NORTEC and other people's property with respect
- respect the opinions and backgrounds of others
- follow all safety policies and procedures as directed by NORTEC Staff
- report any perceived safety risks as they become known
- not be under the influence of alcohol or drugs (other than those prescribed by a medical professional). NORTEC reserves the right to refuse entry to the classroom where they reasonably suspect a learner is under the influence of illicit drugs or alcohol for their safety and the safety of others
- not bring any articles or items that may threaten the safety of self or others
- to take reasonable care in their actions so they do not cause harm to others or put the safety of others at risk.
- to apply all learner responsibilities if a child is under a learner's care during class,
- understand that participating in off-site excursions involves inherent risks and therefore release NORTEC from liability for any personal injury or property damage that may arise in the course of an individual's participation
- follow the directions of the trainer at all times and to report any injuries, property damage or unsafe situations to the trainer.
- notify your trainer of any change in their personal circumstances or contact details (e.g., change of phone numbers, address, or name)
- complete all assessment tasks and learning activities honestly and without plagiarism
- notify your trainer if any difficulties arise as part of their training program
- attend classes as scheduled and be punctual (including from breaks)
- notify the trainer if they are unable to attend a training or assessment session for any reason, prior to the scheduled time of commencement of the activity
- smoke only in designated areas outside the building if you are a smoker
- clean up after themselves

Using the computer, email & social media

NORTEC have computers that you can use to assist you with your study program. If you would like to use NORTEC computers outside of your scheduled training times, you will need to book an appointment to access these services.

Your trainer/assessor will provide you with their NORTEC email address. This allows learners to contact their trainer to ask for assistance or email work. As this is a work email, do not:

- send offensive or illegal files, images or content or links for any such material
- use obscene, profane, lewd, vulgar, rude, inflammatory, or threatening language in any email or electronic communication with any NORTEC client or staff member (e.g., in emails, chat sites, blogs, public or private websites)
- publish information that, if acted upon, could cause damage to property or persons, nor deliberately publish false or defamatory information about a person or organisation
- use NORTEC resources to access gambling sites, or material that is profane, obscene, all forms of pornographic materials (including child) or that promotes illegal acts, or advocates violence or discrimination
- email chain letters or send annoying or unnecessary messages to other people (e.g., spam)
- harass or threaten your trainer
- pass your trainer's email onto any third party without your trainers' permission

NORTEC computers have Wi-Fi internet access. You are free to use this resource to:

- complete assignments for your course
- research for the purposes of study and/or job seeking
- email your trainer or to apply for jobs

You must ask your trainer if you want to use your own device in the classroom. This includes laptop and notebooks, iPad, iPods, android tablets, and mobile phones.

You may have access NORTECs Wi-Fi network. Your trainer can give you the WIFI login details at your site.

Users must not:

- attempt to gain unauthorised access to NORTEC computer network or go beyond their authorised access
- deliberately attempt to disrupt computer system performance or harm or destroy hardware and data – including through uploading or creating computer viruses
- use NORTEC resources to engage in any illegal act. Such activities will be reported to the appropriate legal authority

NORTEC reserves the right to:

- moderate access to the internet – including filtering of websites
- take disciplinary action when breaches of expected behaviour occur