

SKILLS FOR EDUCATION AND EMPLOYMENT PROGRAM

STUDENT HANDBOOK



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VERSION 2

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WELCOME

Thank you for choosing VERTO to support you on your learning journey through the Skills for Education and Employment (SEE) program. We're excited to help you build the skills and confidence to thrive in the workplace and your community.

The SEE Program is an Australian Government funded initiative designed to help you prepare for employment, further study, or career advancement. It offers flexible training and personalised support to improve your language, literacy, numeracy, and digital skills - no matter your background or experience.

With VERTO, your training experience will include:

- Personalised support tailored to your learning needs
- Friendly trainers and support staff
- A welcoming and inclusive learning environment
- Options for part-time or full-time study.

You'll develop practical skills such as:

- Using numbers confidently in everyday tasks
- Strengthening your reading and writing abilities
- Communicating clearly and effectively
- Navigating computers and digital tools with ease.

ABOUT THE SEE PROGRAM HANDBOOK

This handbook is your guide to the SEE Program. Inside, you'll find everything you need to know, from program details and policies to available support services and what's expected of you as a student. Feel free to read through this before your meeting, or you can listen to the handbook by scanning the QR Code below.

We will take you through this document during your initial interview and Pre-Training Assessment and confirm understanding as we go.

If you have any questions, we are here to help!

☎ 1300 483 786

✉ SEEprogram@verto.org.au



THE SEE STUDENT JOURNEY

Everyone's learning journey is unique. At VERTO, we're here to support you every step of the way. While your experience will be tailored to your goals, there are a few key parts of the SEE Program that help set you up for success:

Initial Interview and Pre-Training Assessment

This is your first step into the program. Our friendly team will book a time for you to meet with a trained staff member who will guide you through the Initial Interview and Pre-Training Assessment.

During this session, we'll explain how the SEE Program works and answer any questions you may have. The Pre-Training Assessment helps us understand your current skills in learning, reading, writing, oral communication and digital literacy — so we can personalise your training and support.

Participant Support Session and Ongoing Support

You'll also meet with one of our supportive Participant Support Officers for an initial session. This is your chance to talk about anything that might help you feel more confident and comfortable in class.

Participant Support Officers are here to walk alongside you throughout your journey. Whether you need help with transport, childcare, connecting with classmates or finding local support services, they're here to help you succeed.

Customised Training, Streams and Courses

Your training will be tailored to your goals and learning needs. Together with your trainer, you'll create a Customised Training Plan that includes:

- Your learning goals
- Results from your Pre-Training Assessment including your training stream and indicators
- Whether you're studying part time or full time and whether you are doing Face to Face or Blended learning
- The first units of study in your course.

As part of your Pre-Training Assessment, you'll be placed into one of three training streams based on your current skills and learning goals:

- Initial Stream: For students needing intensive support with foundational skills.
- Basic Stream: For students with some foundational skills who need targeted support.
- Advanced Stream: For students closer to employment or further study, needing refinement of their skills.

This helps us ensure your training is the right fit for your needs and goals. Every student's journey is different. Your training may include class projects, scaffolded learning activities, accredited and non-accredited units, progressive assessments and you'll be offered one of the following courses:

- Course in EAL - 22637VIC
- Certificate I in EAL (Access) - 22638VIC
- Certificate I in Skills for Vocational Pathways - FSK10219
- Certificate II in Skills for Work and Vocational Pathways - FSK20119.



LEARNING WITH VERTO

VERTO's SEE Program offers a welcoming adult learning environment where you can feel supported and confident. We provide a variety of resources and activities to complement formal learning. These are designed to build your confidence, encourage creativity and make learning enjoyable.

Our trainers and Participant Support Officers (PSO) are friendly, inclusive and committed to creating a positive classroom experience. People of all ages and backgrounds attend the program, forming a vibrant learning community built on respect, encouragement and genuine connection.

As part of learning with us there are a few things you need to remember:

- **Make the most of it:** The program is what you make of it, so come ready to engage and learn.
- **Arrive on time:** Please be punctual or let us know if you can't attend. You can do this by texting or calling the trainer or PSO, emailing the SEEPProgram@verto.org.au email or calling our 1300 4 VERTO number.
- **Come prepared:** We'll provide resources, but bring a pen, notebook and a device if you have one.
- **Be respectful:** Treat others with kindness and respect. Avoid disrupting the class, follow your trainer's instructions, and be mindful of your language and behaviour.
- **Adult education:** The SEE Program is designed for adult students. We work directly with you, and when helpful, with your support network to help you reach your goals. You are responsible for your learning, so if you need to take a break or leave class, just let your trainer know.
- **Hygiene:** Help keep everyone healthy by maintaining good personal hygiene. Cover your mouth when coughing or sneezing, wash your hands regularly, and be aware of body odour.
- **Use technology responsibly:** Phones should only be used for learning. Please don't record in class or access inappropriate content online.
- **Financial Support:** If you're participating in the SEE Program, you may be eligible for the Language, Literacy and Numeracy Supplement. This fortnightly payment to support your learning journey. To receive it, you must also be in receipt of one of the following: Disability Support Pension, Youth Allowance, JobSeeker or Parenting Payments.
- **Privacy:** Respect your classmates' privacy, including not posting about them on social media.
- **Ask for Help:** If you're finding it hard to attend or complete your work on time, talk to your trainer or Participant Support Officer. We're here to support you. VERTO is committed to fair and reliable assessment, and all assessments follow national training standards and requirements.

What to bring



ATTENDANCE

Giving your best and attending regularly is important. If you're unwell or unable to come to class, please let your trainer or Participant Support Officer know in advance.

If you are unable to attend, we can apply a break for a short amount of time. If you disengage from training, we may need to notify your provider or referring stakeholder. To let us know that you can't attend you can:

- ✉ Email SEEPProgram@verto.org.au
- ☎ Phone or Text your **PSO** or **Trainer**
- ☎ Call our **1300 4 VERTO** number (**1300 483 786**)

OUR SITES

Our training sites are designed to be welcoming and easy to access. Each site offers free Wi-Fi, toilets, and a refreshment station with tea, coffee, snacks, and light lunch items to help you stay comfortable throughout the day.

You'll also find clear signage at every site that shows:

- How to give feedback or make a complaint
- What to do in an emergency, including exit routes and assembly points
- Key information about our services and support options.

You can find our sites on the VERTO website or by scanning the QR Code.



PRIVACY

At VERTO, we're committed to keeping your personal information safe and secure. We only collect what's needed to support you—like helping you access training, employment, or advice—and we store your information carefully in line with the Student Identifiers Act 2014. Your details are protected under the Privacy Act 1988, and we follow strict privacy principles to make sure your information is handled respectfully and lawfully.

As part of the Skills for Education and Employment (SEE) Program, your personal information is collected by VERTO on behalf of the Australian Government Department of Employment and Workplace Relations. It's used to:

- Deliver the SEE Program
- Confirm your eligibility and enrolment
- Help resolve any complaints.

You'll be asked to sign a Privacy Notice during your enrolment. This confirms you understand how your information will be used. If you're under 18, a parent or guardian may also sign for you. But if you don't have one and you're able to give informed consent, you can sign it yourself. If you're not able to consent, you won't be able to participate in the SEE Program.

HELPFUL SERVICES

VERTO's SEE program does not offer formal welfare or guidance services, but every effort will be made to assist students to access appropriate support agencies through the PSO or Trainer. You can find a range of services available on our website or via the QR Code here:



IMPORTANT INFORMATION AND FAQs

THE AUSTRALIAN CORE SKILLS FRAMEWORK (ACSF)

The Australian Core Skills Framework (ACSF) is a national tool used by literacy and numeracy practitioners to assess and describe an individual's performance across five core skill areas:

1. Learning
2. Reading
3. Writing
4. Oral Communication
5. Numeracy

These skills are essential for participation in work, education, and everyday life. The ACSF helps identify current skill levels and supports the development of targeted learning plans.



THE DIGITAL LITERACY SKILLS FRAMEWORK (DLSF)

The Digital Literacy Skills Framework (DLSF) is a practical guide for developing essential digital skills for everyday life, work, and study. It complements the Australian Core Skills Framework (ACSF) by focusing on real-world technology use. From turning on a device to collaborating online and critically evaluating information.

Unlike traditional frameworks, the DLSF doesn't use levels or graphs. Instead, it shows how digital skills grow over time, starting with basic tasks and progressing to more advanced capabilities.

By building digital literacy, you'll be better prepared for modern workplaces, further education, and life in a technology-driven world. The SEE Program integrates these skills to support your success in today's digital environment.



WHAT IS BLENDED LEARNING

Blended Learning combines face-to-face classroom sessions with remote learning activities. This flexible approach allows you to complete part of your training online or through printed materials, while still receiving support from your trainer. It's ideal if you need to balance study with other responsibilities like work, family, or travel.

Your trainer will ensure you have the tools and support needed to succeed in both settings. Attendance for remote learning is based on the completion of assigned tasks, so it's important to stay engaged and return your work on time.

TRAINING SUSPENSIONS

Sometimes, you may need to take a break from training — and that's okay. Whether it's due to illness, holidays, personal circumstances, or other challenges, we're here to support you.

Don't forget to let us know if your training needs to be temporarily paused (suspended) for reasons such as:

- Personal health or wellbeing
- Family responsibilities or caring duties
- School holidays (especially for parents)
- Travel or planned holidays
- Behavioural concerns or ongoing disruptions
- Consistently low attendance or incomplete work
- Inappropriate or abusive behaviour
- Misuse of digital resources.

POOR BEHAVIOUR

The SEE Program promotes a safe and respectful learning environment. If your behaviour or progress becomes a concern, your trainer may issue a formal warning. Serious or repeated behaviours, such as threats, violence, property damage, or drug use, may result in:

- A temporary suspension (7–28 days), or
- Withdrawal from the program.

All incidents are recorded and may be shared with referring agencies to ensure appropriate support. Your trainer or Participant Support Officer will work with you to help you return to training when ready.

FEEDBACK. COMPLAINTS AND APPEALS

At VERTO, we are committed to delivering high-quality services and value your feedback to help us improve. If you have suggestions, ideas for improvement, or wish to raise a complaint, you can:

- Speak with your trainer, Participant Support Officer, the SEE Program Coordinator or Manager · Email SEEPProgram@verto.org.au
- Visit our website
- Contact our customer service team on 1300 483 786.

We have a formal complaints procedure available to all students and staff to ensure concerns are handled fairly and respectfully. A brochure outlining this process is available at all VERTO locations and on our website.

An appeals or reassessment process is available for students studying a nationally recognised qualification or Statement of Attainment under the Australian Recognition Framework. You must appeal within 28 days of when you were issued the results of your assessment. The steps for the appeal process can be found in our Student Handbook, available on our website at verto.org.au.



LANGUAGE, LITERACY AND NUMERACY SUPPLEMENT (LLNS)

The Language, Literacy and Numeracy Supplement is a fortnightly payment of \$20.80 available to eligible participants in the SEE Program. It's designed to help cover the costs of attending training and support your learning journey.

To receive the supplement, you must:

- Be participating in the Skills for Education and Employment (SEE) Program
- Be receiving one of the following payments:
 - Disability Support Pension
 - JobSeeker Payment
 - Parenting Payment
 - Youth Allowance.

If you'd like to check your eligibility, ask your PSO to assist you or find out more information by visiting the Services Australia website: www.servicesaustralia.gov.au/language-literacy-and-numeracy-supplement

EDUCATION ENTRY PAYMENT

The Education Entry Payment is a one-off annual payment to support eligible individuals starting approved study or training. It's designed to help with the upfront costs of education and encourage continued learning.



To receive the payment, you must:

- Be undertaking approved study or training and not have received the payment in the last 12 months
- Be receiving one of the following payments:

◦ Disability Support Pension ◦ Carer Payment ◦ Parenting Payment (single or partnered) ◦ JobSeeker Payment	◦ Special Benefit (if you're a single principal carer) ◦ Youth Allowance, Austudy, or ABSTUDY (in some cases).
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If you'd like to check your eligibility, ask your PSO to assist you or find out more information by visiting the Services Australia website: <https://www.servicesaustralia.gov.au/education-entry-payment>

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is available to all VERTO students. RPL is an assessment process that evaluates your prior skills, knowledge qualifications to determine if you meet the requirements of a unit.

If you're interested in applying for RPL, please speak with your VERTO Trainer or Participant Support Officer. The process involves you:

- Completing a self-assessment
- Providing evidence of units you have already completed
- Providing evidence of previous work and experience
- Completing any additional assessment tasks.

CREDIT TRANSFERS

If you have completed an Accredited unit with another Registered Training Organisation you may be granted a Credit Transfer for the unit subject to it being checked as valid. The unit must meet the criteria of the course you are enrolled in.

WITHDRAWAL FROM TRAINING

If you withdraw from the SEE Program and wish to return, you must contact your provider or VERTO directly.

- If you return within three (3) months, you may not need to complete another Pre-Training Assessment (PTA)
- If you return after three (3) months, a new PTA is required before recommencing training.

If you are a job seeker, your referring agency will be notified of your withdrawal or termination. This may affect your income support or mutual obligation requirements. All withdrawals and terminations are recorded in the SEE System and may be shared with referring agencies or future providers to support your re-engagement.



CARING RESPONSIBILITIES AND CHILDREN

VERTO's SEE Program is delivered in an adult learning environment, where every student is given the opportunity to learn with minimal disruption.

Only students formally enrolled in the program are permitted to attend training sessions. Children, dependents or minors in the care of a student cannot be accommodated in the classroom.

If you need support with childcare or other services, Your PSO can provide information about available options in your local area.

UNIQUE STUDENT IDENTIFIER (USI)

All students are required to have a Unique Student Identifier (USI). Your USI must be in your legal name and is a requirement of anyone studying a Nationally Recognised Training course in Australia. It creates a secure online record of your recognised training and qualifications gained within Australia from all training providers. Your VERTO Trainer and the Participant Support Officer can assist you in either creating a new USI or locating an existing one at www.usi.gov.au

Consent for Collection, Use or Disclosure of Personal Information and Complaints

From 1 January 2015, VERTO can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a USI. In addition, we are required to include your USI in the data we submit to the National Centre for Vocational Education Research Ltd (NCVER).

If you have not yet obtained a USI you can apply for it directly at <http://usi.gov.au/create-your-usi/> on a computer or mobile device. Please note that if you would like to specify your gender as 'other' you will need to contact the USI Office for assistance.

If you would like VERTO to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at: <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>.

In accordance with section 11 of the Student Identifiers Act 2014, VERTO will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose. I have read and I consent to the collection, use and disclosure of my personal information (which may include sensitive information) pursuant to the information detailed within the link provided above. You can find information on how the Registrar collects, uses and discloses your personal information in the Registrar's Privacy Policy, by contacting the Registrar on usi@education.gov.au or by contacting the Skilling Australia Information line on 13 38 73.

NCVER DISCLOSURE

My Personal Information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcript;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

I may receive and NCVER student survey with may be administered by an NCVER employee, agent or third party contractor. I may opt out of the survey at the time of being contacted.

NCVER will collect, hold use and disclose my Personal Information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

I understand that:

- Information provided in my Initial Interview data submission will only be used, accessed, published and disseminated according to the National VET Data Policy
- If that information also includes personal information, the Privacy Act 1988, the Australian Privacy Principles and the National Vocational Education and Training Regulator Act 2011 regulate the collection, use or disclosure of personal information.
- Information provided in this data submission may be used for the purposes outlined above, and identified RTO level information that supports consumer information (on My Skills for example), transparency and understanding of the national VET market may be published in reports, tables and a range of other data products, including data cubes and websites.

ASSESSMENT PHOTOGRAPHY/VIDEO EVIDENCE

From time to time as part of an assessment we may need to photograph or video you for evidence purposes on a practical task.

I consent to being photographed and/or videoed for the purpose of demonstrating tasks and activities required to complete my assessments within the qualification/training for which I am enrolled. These images will not be used for marketing purposes.



CONNECT WITH VERTO



1300 483 786



VERTO.ORG.AU

