

Sefton@Work

CLIENT USER GUIDE FOR APTEM



For more information



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& Sefton at Work



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WHAT IS APTEM EMPLOY?

As part of your registration with Sefton@Work you will have access to our interactive client portal, called Aptem Employ.

This will enable you to receive digital support, as well as traditional face to face support from your Adviser. The Aptem system contains several useful functions, designed to help you on your journey into employment.

Over the next few pages we'll explain how to sign into your free Aptem account, including:

Activating your Account

Checking your Details

Creating your Signature

Completing the Full Registration

- You have the option to input all your details, including eligibility and background information to help our staff select the most suitable programme for you. Try it and see how intuitive the system is.
- Alternatively, you may prefer for our friendly Support Team to input this on your behalf, during either a video call, telephone call or an in-person visit to our office. Let us know which you would prefer.
- Once the Full Registration details have been updated, our Support Team will carry out a quick review and then make you an in-person appointment to meet your Adviser, to start your journey into employment.

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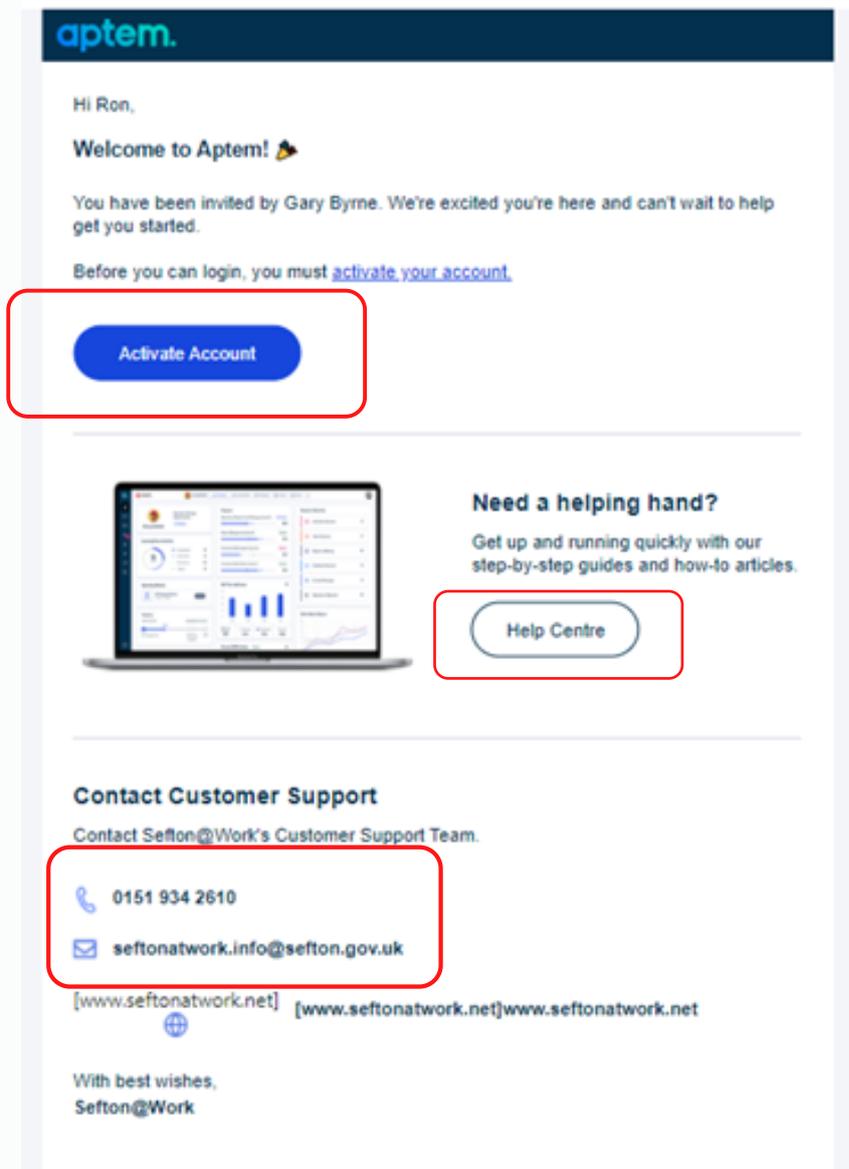
STEP 1 - ACTIVATE YOUR ACCOUNT

As part of your registration with Sefton@Work you will have been sent an email inviting you to join Aptem.

Open your email and follow the instructions to activate your account

Click **ACTIVATE ACCOUNT**

This will open up the Aptem website on your device's internet browser



If you require assistance you can click on the Help Centre for advice

The email also contains contact information for Sefton@Work's support team if required

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STEP 1 - ACTIVATE YOUR ACCOUNT

On the Activate Your Account screen you will be prompted to create a Password.

Your password must:

- be a minimum of 10 characters in length
- contain a mix of letters and numbers
- contain both upper and lower case
- contain at least one special character (!@#\$%^&*(),.,?":{}|<>)

Once you have created your password click **REGISTER**

aptem.

Activate your account.

Please choose a login and password.

Username or email
ronwAPTEMTEST@outlook.com

Password

Strong

Confirm Password

Register

By signing in to this service you agree to our [Terms & Conditions](#) and [Privacy Policy](#).

Need help signing in? ☎ 020 7870 1000

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STEP 2 - PERSONAL DETAILS

You will be taken to the **REGISTRATION WIZARD**, where you can check your **Personal Details**.

Check that any details entered by *Sefton@Work* are correct

- Select your title from the drop down box
- Enter any missing information, such as mobile number

REGISTRATION WIZARD

- 1 Account Activation
- 2 Personal Info**
- 3 Signature

Address Lookup
Enter your UK postcode and we'll find your address.

Country: United Kingdom

Postcode: L20 3ER **Find Address**

Your Address

McDonalds Restaurants Ltd
280 Starkey Road
Sefton

About You
We will keep your personal information safe at all times.

Title: Mr

Date of Birth: 01/01/2001

Mobile Number: 123456789

Next →

Click **NEXT** when complete

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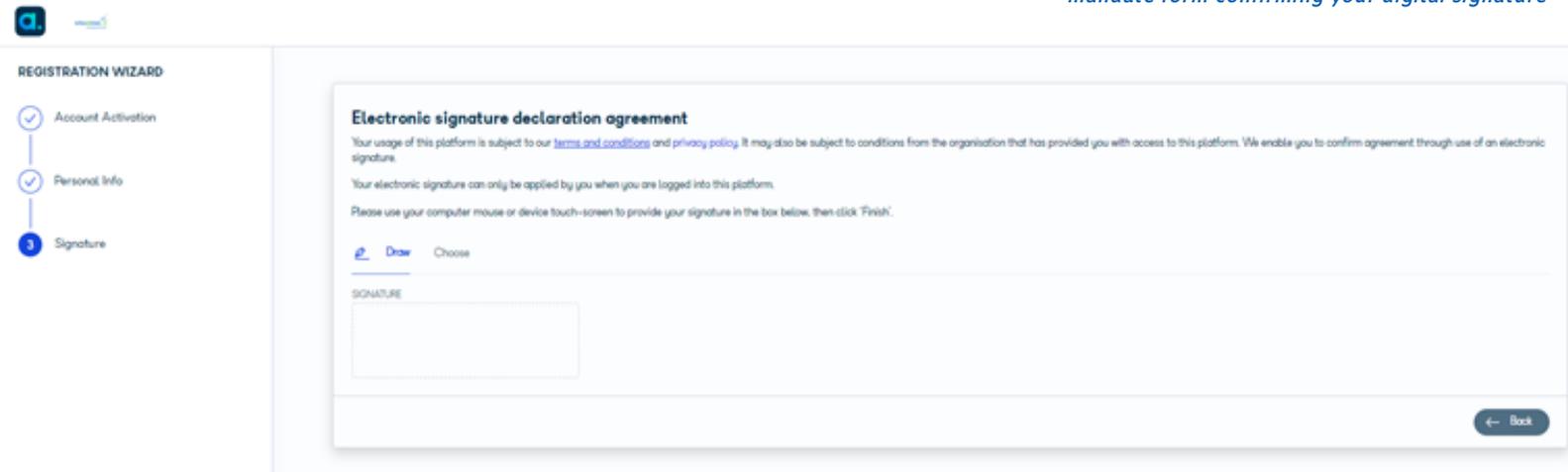
STEP 3 - CREATING YOUR SIGNATURE

You will be taken to the **SIGNATURE** page, where you can now input your electronic signature.

You will have **two options** to insert your electronic signature, and it is your choice which you prefer to use

- Whatever choice you select will become your signature* on Aptem for your entire journey with Sefton@Work

**During your first face-to-face meeting with your Adviser you will be asked to sign a signature mandate form confirming your digital signature*

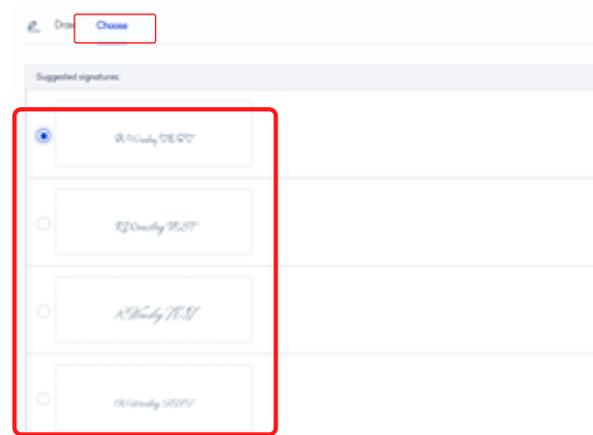
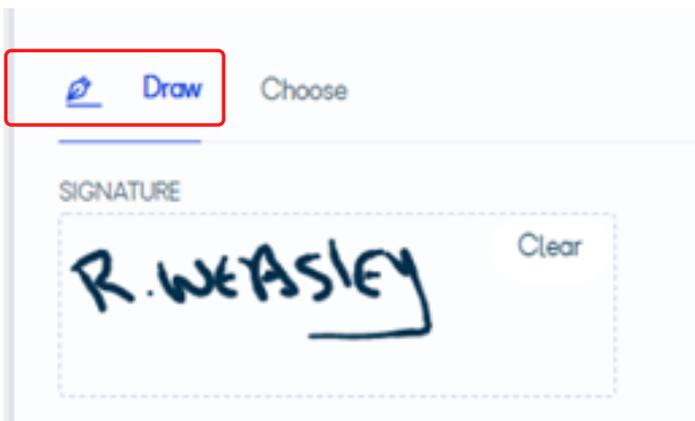


Option 1 - DRAW

If you click the Draw button you can use your mouse etc. to electronically sign your name

Option 2 - CHOOSE

If you click the Choose button you can select one of four styles of "signature" for your signature on Aptem



Once you have created your signature click **NEXT**

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COMPLETING YOUR FULL REGISTRATION

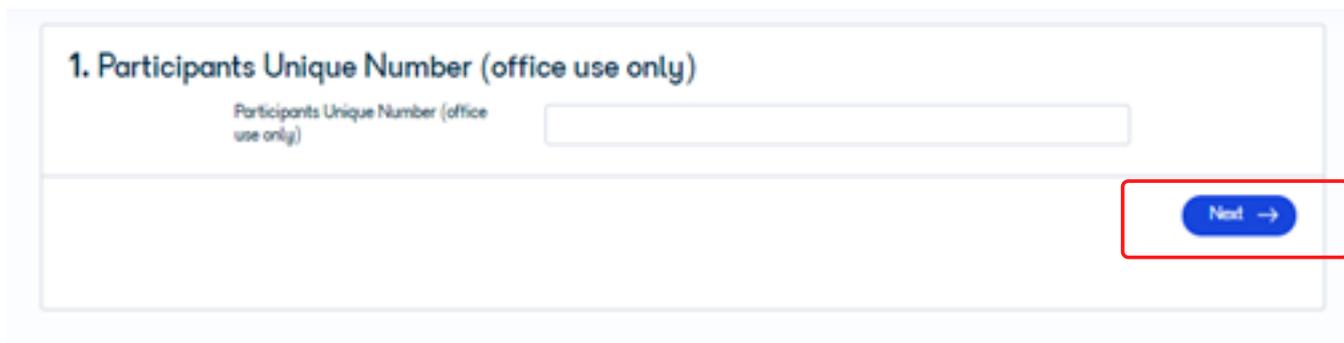
The following pages show you how to complete your full Registration details, including uploading any eligibility documents.

If you are unsure of completing this section please contact our Support Team on 0151 934 2610. They will arrange a video or telephone appointment to obtain this information and complete your registration before arranging your face to face appointment with your Adviser.

There are 15 simple sections to complete, and the system will guide you through the process

1. Participant Unique Number

This is for Sefton@Work to complete, so please leave blank and click the NEXT button



1. Participants Unique Number (office use only)

Participants Unique Number (office use only)

Next ->

2. Welcome to Sefton@Work

Please take the time to read through the welcome statement before clicking NEXT



Sefton@Work
working for you

Hi, Welcome to Sefton@Work!

Sefton@Work are the local Employment and Lifelong learning provider within Sefton Council.

We can help you to look for employment, education or training opportunities tailored to your needs. We believe in allowing our clients multiple ways of accessing the service from visiting our office in person, to independent registration and job search via our interactive online presence which holds 100s of tools and resources you can access either independently, or with guided support from our Client Advisor team.

The next few pages are designed to allow you to register yourself onto our system and once you have completed this, a member of staff will be in touch to complete the process, and get you started on your employability journey.

Please don't worry if you don't feel you are confident enough (or don't have the resources available) to take this route by yourself. Drop us an email to seftonworkinfo@sefton.gov.uk, call us on 0151 934 2610 or we have a live chat facility available on our website www.sefton@work.net

Click next to continue

← Back Next ->

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COMPLETING YOUR FULL REGISTRATION

3. Participant Details

Please complete your full details

3. Participants Details

Title	Mr
Forename (s)*	Ron
Surname*	Wesley
Gender	Male
National Insurance No.	AB123456C
Date of Birth*	01/01/2001
Current Age*	20
Home phone number	
Mobile number	123456789
Email address	ronwAPTEMTEST@outlook.com
Flat No./Building Name	Flat 1 McDonalds
Street No. and Street Name*	200 Stanley Road
Town*	Bootle
County*	Merseyside
Postcode*	L20 3ER
How did you hear about us?	Word Of Mouth

[← Back](#) [Next →](#)

Click **NEXT** when complete

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COMPLETING YOUR FULL REGISTRATION

4. Eligibility to Work

Please select your answer from the drop down list

4. Eligibility to Work in the UK

In order to register with Sefton@work you must be eligible to work in the UK. Please select your current status;

UK National
EU Citizen with EUSS
EU Citizen awaiting EUSS
Other Nationality with Permission to Work

Click **NEXT** when complete

5. Your Current Situation

Please let us know about your current employment situation by selecting your answers from the drop down lists

5. Your Current Situation

Are you currently in employment? Yes No

Can you provide an approximate date of when you became unemployed?

How long have you been continuously unemployed?

If you are in receipt of any benefits please select:

Are you currently on another ESF funded programme? Yes No

Are you currently engaged in education or training? Yes No

Click **NEXT** when complete

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COMPLETING YOUR FULL REGISTRATION

6. Skills & Qualifications

Telling us a little about your Skills & Qualifications will help us to search for suitable opportunities for you

6. Skills and Qualifications

Are you happy to provide us with information on your skills and qualifications Yes No

English (Entry level or above) Yes No

Please select level achieved

Mathematics (Entry Level or above) Yes No

Please select your level

Do you hold an ESOL (English for Speakers of Other Languages) qualification? Yes No

Do you have any other qualifications? Yes No

Please provide details here

[← Back](#) [Next →](#)

Click **NEXT** when complete

7. Housing Status

Telling us a little about your household will let us know if you are facing any additional barriers in your search for employment, for example, if you are at risk of becoming homeless.

7. Housing Status

Are you happy to answer questions about your current housing status? Yes No

Do you live in a jobless household? (where nobody including yourself is working)

Do you have any dependant children in your jobless household?

Would you describe your household as a single adult household with dependant children?

Are you homeless or at risk of becoming homeless?

[← Back](#) [Next →](#)

Click **NEXT** when complete

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COMPLETING YOUR FULL REGISTRATION

8. I.D.

We are required to take copies of your I.D. to prove you have the right to live and work in the UK and confirm your current status. You can use this page to upload a copy of your documents.

Upload your evidence by pressing select file against the relevant section.

- **If you are unable to upload your documents please speak to our Support Team on 0151 934 2610 who will offer advice and explore alternative ways to provide your I.D. evidence**

8. I.D

Why we need to see your ID.

As part of our funding requirements we are required to take copies of your I.D. to prove that you have the right to live and work in the UK and confirm your current status. These documents will be held securely and further details on how they are stored and used are detailed in the LCR Fair Processing Notice which was sent to you in your Welcome Pack. If you are unable to provide any of the evidence below please carry on completing the registration process and our Support Team will contact you to obtain more information.

Evidence of Right to Work in the UK

Examples: UK Passport or UK Birth Certificate, EU Passport and EU Settlement Status (both required), Non-EU Passport and UK Residency Permit (both required).

Upload copy here Drop files here to upload

If claiming, please provide evidence of Benefit, which can also provide evidence of address

Examples: Universal Credit statement page showing name, address and payment, JSA letter, ESA letter, PP letter.

Please upload here Drop files here to upload

Evidence of address, if not provided by benefit evidence above

Examples: Driving Licence, Utility Bill less than 3 months old, HMRC letter, NHS letter.

Upload here please Drop files here to upload

*Click **NEXT** when complete*

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COMPLETING YOUR FULL REGISTRATION

9. Helping us to understand your needs better

Please take the time to read through the statement before clicking **NEXT**

9. Helping us to understand your needs better

In order for us to tailor your journey into work it would be useful if you could provide us with some additional information around any barriers which may be preventing you from finding employment. Just tick those that apply.

← Back **Next** →

10. Disability/Health Condition

Telling us know about any disabilities or health conditions you have will help us find a suitable opportunities for you - if you answer YES to these questions a text box will appear for you to provide more details

10. Disability/Health Condition

Are you happy to tell us about your current health and well-being? Yes No

Do you consider yourself to have a substantial or long term disability/learning difficulty? Yes No

Do you consider yourself to have a substantial or long term health condition? Yes No

Do you consider yourself to have a disability/health condition that limits your ability to work? Yes No

Click **NEXT** when complete

← Back **Next** →

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COMPLETING YOUR FULL REGISTRATION

11. Ethnicity

Please let us know about your ethnicity

11. Ethnicity

Are you happy to describe your ethnic background Yes No

Please select your ethnicity from the list

If your ethnicity is not detailed above please specify:

White English/Welsh/Scottish/Northern Irish/British

White English/Welsh/Scottish/Northern Irish/British

Irish

Gypsy, Irish Traveller or Roma

Any other White Background

White and Black Caribbean

White and Black African

Next →

Click **NEXT** when complete

12. Equalities Form

We would be grateful if you would complete the Equality Form to ensure that the service we provide remains fully inclusive, however if you do not wish to answer these questions please select Prefer Not to Say

12. Equalities Form

Helping Us to Make Things Fairer

Your answers to these questions will help to us make sure that we are delivering the right services to those who need them. We believe everyone should be treated with dignity and respect and collecting this information helps us to make sure that we treat people fairly. This creates a profile of the people who are supported by our project so we can plan services that are inclusive and accessible and delivered appropriately and sensitively. This profile helps make sure we are meeting people's needs. We can't change things without your help. Please answer as little or as much as you want, you can always tick 'prefer not to say'. Whatever information you give, all information will be kept confidential.

Section 7 (1) of the Equality Act states that: 'A person has the protected characteristic of gender reassignment if the person is proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological, or other attributes of sex.'

Q1. Are you proposing to undergo, are undergoing or have undergone a process of reassigning your sex?

Q1a. If you answered yes to the above, do you currently identify with the gender identity you were assigned at birth?

Q1b. If no, are you

Q2. Please select the option that best describes your sexuality

Q2a. You may provide further details here if you selected Other

Q3. Please select the option that best describes your religion or belief

Q3a. If you selected Other, further details can be provided here

← Back Next →

Click **NEXT** when complete

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COMPLETING YOUR FULL REGISTRATION

13. Additional Information

Please let us know any additional information that may be acting as a barrier to you finding work

13. Additional Information

- | | | |
|---|---------------------------|--------------------------|
| Low/No Skills | <input type="radio"/> Yes | <input type="radio"/> No |
| Little or no work experience | <input type="radio"/> Yes | <input type="radio"/> No |
| Left care within the last 3 years | <input type="radio"/> Yes | <input type="radio"/> No |
| Lack of childcare | <input type="radio"/> Yes | <input type="radio"/> No |
| Carer | <input type="radio"/> Yes | <input type="radio"/> No |
| Ex-offender | <input type="radio"/> Yes | <input type="radio"/> No |
| In recovery from substance abuse | <input type="radio"/> Yes | <input type="radio"/> No |
| Refugee | <input type="radio"/> Yes | <input type="radio"/> No |
| Do you live in a home managed by a social landlord? | <input type="radio"/> Yes | <input type="radio"/> No |

Click **NEXT** when complete



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COMPLETING YOUR FULL REGISTRATION

14. Contact Consent

Due to GDPR Legislation we are required to gain your explicit consent to contact you for specific purposes so please complete this page.

14. Contact Consent

Contact Consent Form

As part of your registration with Sefton@Work it is important that we can get in contact with you so that we can actively support you towards employment, liaise with you regarding your appointments, any suitable opportunities, notifications of events and to get your feedback. Providing consent to a range of contact methods allows us to do this more effectively. Due to GDPR Legislation we are required to gain your explicit consent to contact you for specific purposes so for ease we have split this into two sections as follows.

Section 1: Preferred Method of Contact

This section is to enable us to communicate with you generally day to day regarding your appointments and reminders, to provide you with information and advice and to liaise with you regarding any specific opportunities that will be of interest to you.

I consent to be contacted for the reasons detailed in Section 1 by the following methods:

In-Person Yes No

Telephone Yes No

Email Yes No

Text/SMS Yes No

Letter Yes No

Section 2: Preferred Options for Promotion or Marketing of our Services

This section is to enable us to communicate with you regarding some of our services and opportunities that may not be directly suited to you but will provide you with information, notification or ask you for your feedback.

I consent to and opt in to be contacted for the reasons detailed in Section 2 to receive the following direct marketing communications:

Sefton@Work Newsletter Yes No

Sefton@Work Feedback Questionnaire Yes No

Sefton@Work Latest Vacancy Flyer Yes No

Sefton@Work Events Yes No

Click **NEXT** when complete

15. Documents to Read

Clicking on the links will open the relevant documents. Please tick to say you have read them.

15. Documents to read

The purpose of these documents is to outline programme expectations and policies, and to inform you of your responsibilities. Please read them and use it for future reference.

[Sefton@Work Privacy statement 18.10.21.docx](#)
 I have read and understood this document.

[Rights and Responsibilities.docx](#)
 I have read and understood this document.

[← Back](#) [Finish →](#)

Congratulations, you have now successfully completed your Registration with Sefton@Work. Our Support Team will review your information and contact you to arrange an appointment with your Adviser.

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