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## INFORMING YOUR FUTURE

### AN UPDATE TO ARMED FORCES RESETTLEMENT



career **transition** partnership  
The Ministry of Defence working with Right Management



career **transition** partnership  
The Ministry of Defence working with Right Management



# CONTENTS

- 04 WHAT IS RESETTLEMENT?
- 06 UPDATE ON REDUNDANCIES
- 08 NEW CTP WEBSITE
- 10 INJURED PERSONNEL SUPPORT
- 12 EMPLOYER CONNECTIONS
- 14 TRANSITION OUTCOME DATA
- 16 TALENT RETENTION SCHEME
- 17 NEXT STEPS



## FOREWORD

Welcome to the second edition of ‘Connect’, the bi-annual publication from the Career Transition Partnership (CTP) highlighting key aspects of and developments in Armed Forces Resettlement.

Around 20,000 individuals will leave the Services this coming year, including the first of those leaving under the redundancy programme. Whether you have applied for redundancy or not, you are departing at the end of a long career or leaving earlier, or perhaps leaving under medical discharge, I strongly encourage you to find out about the range of support available to you. This is essential in planning for your future and ensuring that you get the most out of the comprehensive resettlement offer.

The CTP is the official provider of resettlement and career transition services for those leaving the Armed Forces. It is a partnering agreement between the Ministry of Defence (MOD) and Right Management, who are global career development and outplacement specialists. It includes the support of the Regular Forces Employment Association (RFEA) and the Officers Association (OA) who deliver CTP employment support to our Service leavers, providing invaluable job-matching and job-finding services.

The services of the CTP are available to all eligible Armed Forces Service leavers as part of their resettlement process, helping to make the transition from military to civilian life as smooth and successful as possible. CTP provides a full and wide-ranging network of advice, guidance, training and job-searching help. I am delighted that over 10,000 personnel are assisted by the CTP each year, with over 93% of them successfully in employment within six months of leaving: a remarkable statistic in the current challenging economic climate.

Complementing and following on from the first issue of ‘Connect’, which provided an overarching guide to Armed Forces Resettlement and the services of the CTP, this edition covers some more detailed features for your interest. Included are sections on the support available to those on the redundancy programme, the opportunities we are developing for the Wounded, Injured and Sick (WIS), a piece highlighting the success of the CTP’s collaboration with BT Openreach to secure hundreds of Service leavers employment, and a guide to the new and much-improved CTP website.

I commend this edition and its content to you all. Please spread the word and help us to ‘Connect’ with all Service personnel, not just those already in the resettlement system.

**Rear Admiral Al Rymer**  
Director of Training and Education, Ministry of Defence





# WHAT IS RESETTLEMENT?

The CTP provides successful resettlement services for those leaving the Royal Navy, Army, Royal Air Force and Royal Marines. To date, we've assisted over 160,000 Service leavers with the transition to civilian life and supported thousands of organisations looking to employ ex-Service personnel. We look forward to helping you too.

We're here to provide flexible support from two years before discharge, through to two years after. We'll give you all the tools you need to market yourself confidently to employers and to get the most out of life outside the forces.

From creating a CV through to learning interview skills, vocational training plus researching and applying for jobs, what we offer can help you not just with your first civilian job, but throughout your working lifetime.

We employ around 120 civilian staff, including specialist Career Consultants and Facilitators, and have nine Regional Resettlement Centres in the UK, and one in Germany. Our headquarters are in London, and our Vocational Training Centre is in Aldershot.

“

**May I take this opportunity to thank you for the advice and assistance you provided in helping me gain full time employment since leaving the Army. I can quite honestly say that the CTP staff and RightJob website made a great difference which contributed to me finding the job that I really wanted.**”

WARRANT OFFICER

“

The CTP gave me strong encouragement which helped when I felt uncertain. I think service men and women are abstracted from ordinary civilian life and the gulf can seem insurmountable but the CTP helped me bridge the gap. Thank you.

SERGEANT

## IN-SERVICE SUPPORT

- › 1st Line support ERO, URO or REC
- › 2nd Line interview with Service Resettlement Adviser (SRA) – NRIO, IERO or RRA

## TRANSITION

- › Identify transferable skills
- › Develop PRP with Career Consultant
- › Create CV
- › Create online portfolio
- › Learn interview techniques
- › Research the job market
- › Ongoing support

## TRAINING

- › Identify training needs
- › Research training providers
  - CTP courses at RTC/RRCs
  - Preferred suppliers
  - External providers
- › Attend courses
- › Training attachments

## EMPLOYMENT

- › Research job opportunities in preferred industry and location
  - › Work attachments
  - › Employment fairs
  - › Advice from employment consultant
  - › Regular searches on RightJob
  - › Job searching
- › Secure employment

## SUPPORT

- › For Medical Discharge
- › For Early Service Leavers
- › Housing & Finance advice
- › Veteran organisations
- › Service charities



# ARMED FORCES REDUNDANCY PROGRAMME RESETTLEMENT PROVISION

The CTP is fully prepared for the expected surge in additional Service leavers accessing their support and services as a result of the redundancy programme. The CTP has planned to ensure that appropriate specialist resources and people will be in place so that all Service leavers will continue to receive the highest levels of attention and care in a timely fashion, supporting their successful transition to civilian life and towards an anticipated second career.

All Service personnel leaving under the current Armed Forces redundancy programme, whether as an applicant or non-applicant, will receive help and assistance with their career transition. Individuals will qualify for the level of resettlement support, and Graduated Resettlement Time (GRT), for which they would have been eligible had they completed the commission or engagement on which they were serving when made redundant. Individual cases can be checked with Service Resettlement Advisers (NRIOs, IEROs or RRAs as appropriate), but in the vast majority of cases it is expected that those made redundant will qualify for the Full Resettlement Programme and therefore the comprehensive services on offer from the Career Transition Partnership (CTP).

The CTP is fully prepared for the expected surge in additional Service leavers accessing their support and services as a result of the redundancy programme. The CTP has planned to ensure that appropriate specialist resources and people will be in place so that all Service leavers will continue to receive the highest levels of attention and care in a timely fashion, supporting their successful transition to civilian life and towards an anticipated second career.

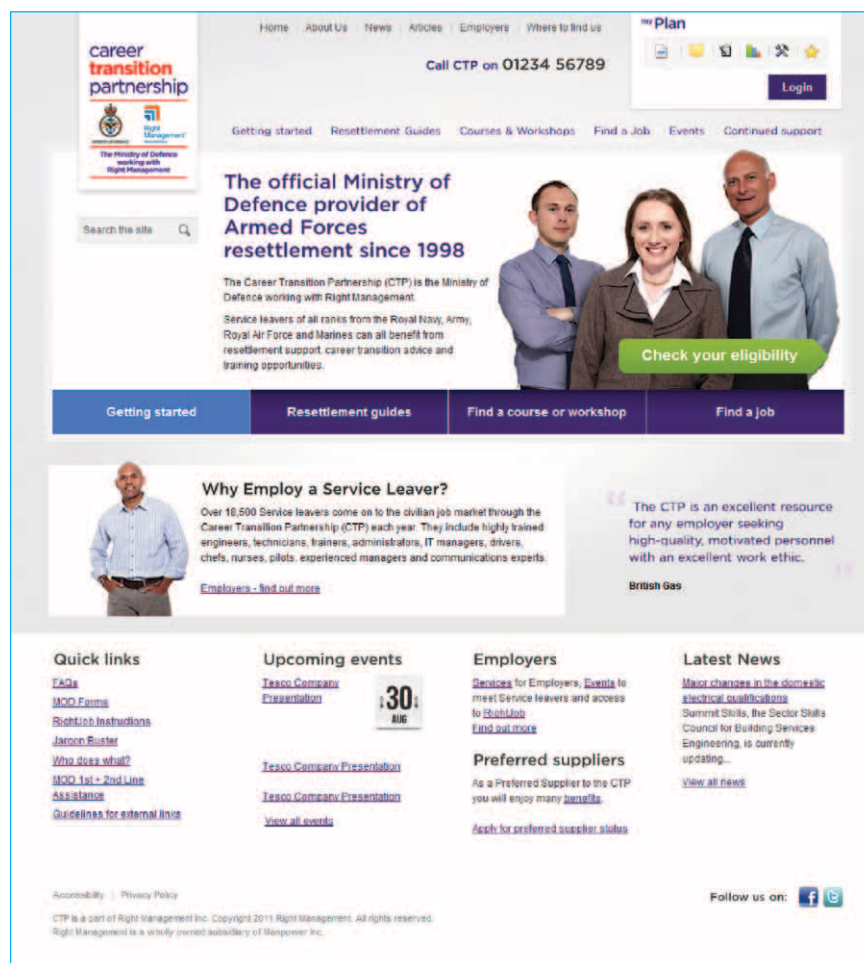
Personnel will be able to access the full range of further resettlement support and benefits, including the services of the CTP, following completion of this mandatory interview and the follow-up JPA actions required. It is imperative that personnel routinely check their JPA workflow and act on it soonest in order to access their resettlement support in a timely manner; especially important if they are an applicant with only a 6-month notice period to fit everything into.

As well as being notified by letter, all Service personnel being made redundant will have their Engagement Expiry Date amended within JPA by the appropriate single Service manning authorities or Unit HR staff. This will trigger an automatic JPA Resettlement Notification Workflow to the individual, advising them to review their resettlement-related details and to arrange a mandatory interview with their local Service Resettlement Adviser at the earliest opportunity. Please note that JPA will automatically calculate and display resettlement entitlements based on Length of Service to the newly amended Termination Date, which, unfortunately, may show less entitlement than should actually be due as a result of leaving under Redundancy terms. If this is the case, the individual's Service Resettlement Adviser will need to manually amend the JPA record to ensure that the correct entitlement is applied. This process can be started during the initial mandatory interview, so that no-one should be ultimately disadvantaged in any way.

In conclusion, Service personnel selected for the compulsory redundancy programme will be treated fairly, with the vast majority eligible to take advantage of an extremely comprehensive and successful Resettlement package. This includes several weeks Graduated Resettlement Time, access to an Individual Resettlement Training Costs grant of £534, plus all the tailored support and services of the CTP, including job finding assistance, in order to make the most of an effective transition.

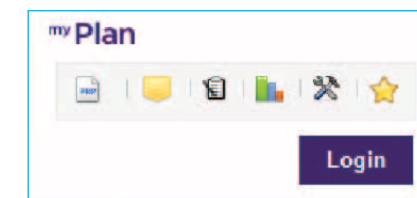
# NEW CTP WEBSITE

We are excited to announce the launch of the new CTP website. It has been greatly enhanced to offer a wealth of assistance and career tools to Service leavers at any stage of their resettlement.



The new site includes a number of brilliant new features which will help you during your resettlement with the Career Transition Partnership. These are an excellent addition to the services we already offer and make us the one stop shop for all of your resettlement needs.

## NEW FEATURES



**myPlan** is the new interactive resource that will give you tools to use that will help you to manage your own resettlement and career transition. This is a fantastic new addition to the services we already deliver.

The personalised area will be customised to you as you complete your resettlement journey:

## CV BUILDER

Includes guidance, templates and examples to assist you with creating a CV that is tailored to the vacancy you are applying for.

## CAREER ASSESSMENT TOOLS

Online learning; 5 self-paced activities focus on uncovering values, recognizing past achievements and understanding how interests and skills combine to create your key strengths.

## PERSONAL RESETTLEMENT PLAN

Career Objective, Training Plan and Action Steps to log resettlement objectives and training activities. This online format facilitates easy updates and review with your assigned Career Consultant.

## RESETTLEMENT TRACKER

Charts your progress on the major milestones of your resettlement.

## WHAT ELSE IS NEW?

## RESETTLEMENT GUIDES

These new guides offer a wealth of practical information on the wider aspects of resettlement such as housing, finance, health and education, plus more on career transition.

They include documents to download, articles, external links to useful sources of information and checklists to highlight key action steps.

## IMPROVED

## HOMEPAGE

Now integrated into a single page for all visitors, it is now the one stop shop for easy access to all you need to help you with your resettlement.

## COURSES & WORKSHOPS SEARCHES

Integrated into one easy search area to find a course or workshop which can be saved into a shortlist of favourites in your myPlan area.

## NAVIGATION

Pods simplify navigation, highlighting key information and signposting to related pages.

## SOCIAL MEDIA

You will be able to keep up to date with the latest news by following us on Twitter and Facebook.



The new site includes a number of brilliant new features which will help you during your resettlement with the Career Transition Partnership.





# THE DEFENCE EMPLOYMENT AND OPPORTUNITIES TEAM (DEOT)

The MOD provides Service Personnel across Defence recovering from illness or injury with comprehensive support designed to maximise the chances of a full recovery; this is called the 'Recovery Pathway'. It starts at the time of injury/illness and ends with an individual's return to duty or transition to civilian life. The MOD has partnered with industry, government and charities to give eligible Service Personnel a wide range of work related opportunities as a part of this Recovery Pathway.

The Defence Employment and Opportunities Team (DEOT) is the tri-Service "single point of contact" for all requests for, and offers of, Defence Recovery Placements and Employment support for Wounded, Injured and Sick (WIS) Service personnel during their recovery, irrespective of cause or expected outcome, in order to ensure their swiftest return to duty or successful transition to a supported civilian life.

The function of the DEOT is:

- To enable a successful recovery, either by a return to duty (RTD) or a successful transition to an appropriate skilled and supported civilian life for all WIS Service personnel. A successful recovery is the achievement of the outcome stated in the Individual Recovery Plan (IRP) for WIS Service personnel.
- To optimise recovery placement, employment and non-employment related offers of support to the recovery pathway.
- To provide appropriate support for up to two years in the post-discharge transition phase.

One element of successful transition, as a part of the IRP, is a Defence Recovery Placement. The purpose and provision of Recovery Placements is explained in a separate DIN - 2011DIN01 – 230, entitled Defence Recovery Placements for Wounded, Injured and Sick Service Personnel.

## EMPLOYMENT FOR THOSE TRANSITIONING

The DEOT has relationships with a large and constantly growing number of organisations who have offered support to WIS Service personnel, and also has close links to a range of networks and trade bodies which represent thousands of other companies. For large, national or well-known firms, units should liaise with the DEOT in order to identify potential hosts.

The DEOT point of contact is: Grahame Flood on 01264 381 871 or email [gfflood@ctp.org.uk](mailto:gfflood@ctp.org.uk)

For regional, local or personal contacts, following consultation with the DEOT to check if there is a suitable match already on the DEOT database, units are able to use local contacts and networks, and should approach organisations themselves.

Whilst no guarantee of employment can be provided, the DEOT makes best use of the offers received to endeavour to place all WIS Service Personnel into sustainable employment on transition.

All WIS Service Personnel leaving the service on medical discharge are entitled to service resettlement provision as outlined in JSP 534.

*"I definitely believe that my work placement helped me in being offered the role, as I already knew many aspects of the role as well as the team in place"*

Adam Green was medically discharged from the Royal Navy in September 2009, having served six years firstly as a Warfare Operator Maintainer and then later as a Seamanship Specialist. Upon leaving the Services, Adam attended the Career Transition Workshop at RRC Plymouth, where he found the CV workshop and interview techniques of particular use.

As part of the Personal Resettlement Plan (PRP) developed with his Career Consultant, Adam aimed to gain a work experience position to assist him in his job search and enhance his CV. He undertook a four week placement with Remploy, a government funded body dedicated to assisting those with disabilities and injuries in gaining employment. Within this placement Adam was able to gain valuable experience working in both a civilian and office environment and went on to find employment as a College Tutor, delivering the Uniform Public Service course at a local college.

Adam subsequently heard about a job at Remploy, and after attending an interview and giving a short presentation, was awarded the role of Disability Employment Advisor. Adam says, "I definitely believe that my work placement helped me in being offered the role, as I already knew many aspects of the role as well as the team in place". The position involved meeting with clients and assessing their needs, along with

both one-to-one and group tuition for those who may be disadvantaged in entering the workplace.

Adam did not face many obstacles when settling into his role, but says that the office environment and hours were "somewhat different to the last six years!" He cites many skills developed during his time in the military as helpful in civilian life; these include leadership and being able to work as part of a team, along with traits such as discipline, maturity and responsibility. Adam has recently been promoted to Trainees Programme Coordinator, working as part of a national team that will be responsible for raising the profile of the company within local communities across the UK.

Adam advises other Service leavers, "make the most of your resettlement time, (particularly the CTW) and use the funding available on courses that you feel may stand you in good stead. A civilian work attachment in a relevant role and environment wouldn't go amiss either! "

**My story**  
**by Adam Green**



# EMPLOYER CONNECTIONS

The Career Transition Partnership provides the connection for hundreds of employers seeking to employ Service leavers which results in numerous opportunities and offers of employment for leavers and veterans. The CTP is delighted that the skills and qualities that Service leavers possess are recognised and sought by so many of the UK's leading organisations, such as National Grid, Royal Mail, Ericsson, Siemens and BAE Systems, to name only a few.

A recent recruitment campaign through the CTP for Openreach resulted in 240 interviews with Service leavers, in 6 different locations; and a total of 215 of those applicants being offered a job.

Openreach's Chief Executive, Olivia Garfield talks here about the initial requirement set out and how the CTP offered a solution to fit their needs.



## THE OUTSET

**What are the biggest challenges your organisation faces in terms of recruitment?**

"The ability to operate a highly focussed end to end recruitment solution which minimises the timescales from the point of identifying a need for resources, to having people trained up and undertaking work for us out on the ground."

**Why did you choose to launch the fast track recruitment programme through the CTP?**

"A recent fast track recruit into Openreach HR had just left the Armed Forces and recommended the services of the CTP as a recruitment partner."

We approached the CTP and were impressed by the quality of the sample CV's that were sent through to us and the way the staff dealt with us was hugely professional, and they were extremely responsive to every challenge we gave them."

## THE SOLUTION

**How did the CTP work with you to identify and understand your recruitment needs?**

"Our HR team met with the CTP to go through the requirements of the role and the skills and attributes needed for a highly skilled and flexible (peripatetic) work force. We also gained an understanding of each others cultures and the CTP used their knowledge of Armed Forces backgrounds to accurately match the telecommunication/IT key skills needed for this workforce."

“

**I believe that Service leavers and their skills and work ethos from having a military background will be an asset to Openreach and the wider BT organisation.**”

**How did the CTP tailor their employment service to meet the needs of your organisation?**

"Our HR staff dealt with two dedicated employment consultants right the way through this campaign which enabled us to build up an excellent working relationship. This has resulted in the CTP becoming totally immersed in our needs and requirements, and as such, fully understanding all of our recruitment needs."

## THE OUTCOME

**Why does your organisation value Service leavers' skills?**

"Their military training means they are flexible and prepared to travel at short notice whilst having a disciplined approach to work and a very positive attitude. For us, as an employer, it's fantastic that we've been able to recruit so many ex-forces personnel. These people have served their country well and deserve the chance of full-time employment with a generous reward package."

**The fast-track recruitment programme through the CTP has proved to be hugely successful with a success rate at interview of 90% now working for Openreach. Why do you believe it has worked so well?**

"A key driver for the CTP is to source suitable employment opportunities for the Service leaver. The fact that the CTP offer a no cost recruitment solution means they were driven by the needs of their clients (the Service leavers) and also those of Openreach. They have such an in-depth knowledge of their client base and understanding of the skills and attributes they possess, that they could ensure they matched the right candidates who suited our needs. This meant that the quality of candidates for our roles has been excellent."

**How will you work with the CTP in the future to help you meet any further workforce challenges?**

"This campaign has proven that we can significantly minimise recruitment timescales and save costs through our close working relationship with the CTP. We are already running a separate campaign through the CTP to recruit a number of General Managers. I have every confidence that as and when we have workforce needs in the future, the CTP will work with us to meet those needs and offer a solution from the talent pool leaving the Armed Forces."

“

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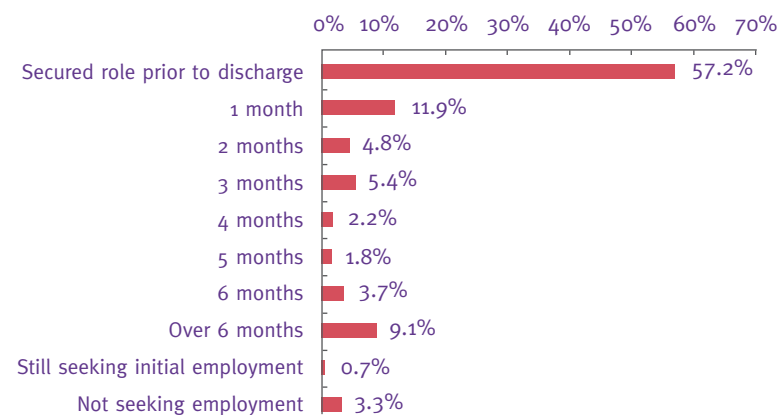
# SERVICE LEAVER TRANSITION DATA

The CTP sends questionnaires at time of discharge and then at the 6, 12 and 24 month post discharge point. Information received from questionnaires received at the 6 month post discharge point is used for comparison with both 12 and 24 month returns.

“The 24 month post discharge questionnaire highlights that over 90% of respondents had settled within 6 months of leaving the military. This figure is similar to the returns at both 6 and 12 months.”

## EMPLOYMENT

The employment status of the respondents is compared to their 6 month cohort to show how the group has changed over the 18 months between the two questionnaires. The 24 month post discharge questionnaire highlights that over 90% of respondents had settled within 6 months of leaving the military. This figure is similar to the returns at both 6 and 12 months. The time taken to secure employment is also an important factor with the latest figures highlighting that over 57% of respondents had secured employment prior to their discharge date.

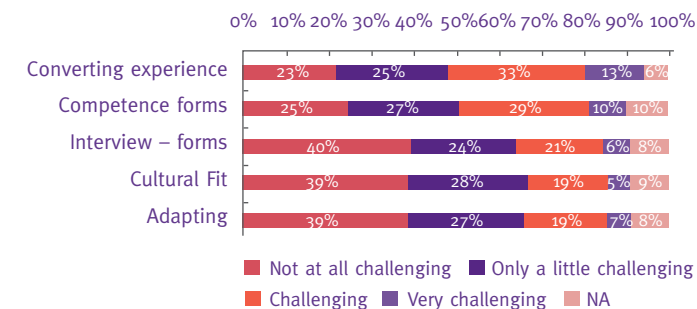


The CTP also monitors the progression of Service leavers post discharge. Over 40% of respondents who had changed position cited the reason to be that they had secured either an improved role or a promotion.

## TRANSITION

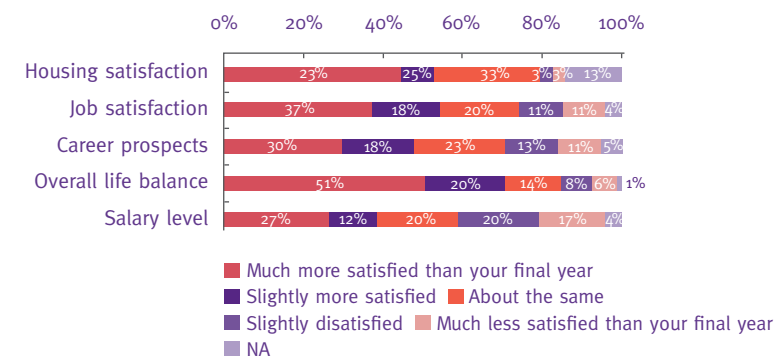
The CTP are also interested in how Service leavers have adjusted into their civilian life and what areas they found challenging when seeking employment. Whilst 'transferring skills at interview', 'the cultural fit' and 'adapting to civilian employment' have high percentages of respondents who found the experience either 'Not at all challenging' or only 'A little challenging', 'converting experience' and 'competence forms' were reported to be the most challenging areas of securing employment.

The CTP would encourage those going through the transition process to attend a Career Transition Workshop and to use the ongoing support available to help develop the knowledge and skills needed to overcome any potential barriers to employment.

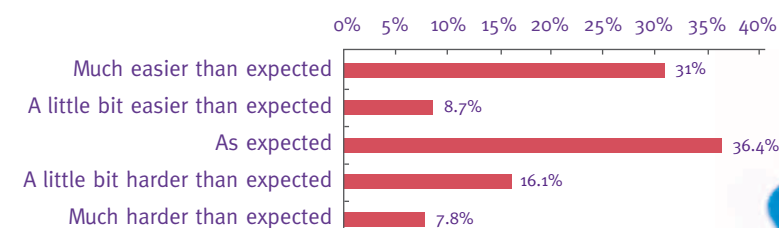


## OVERALL SATISFACTION

The majority of respondents were 'Much more satisfied' or 'Slightly more satisfied' in all areas covered by the questionnaire: housing, job, career prospects, overall life balance and salary level, with 24% reporting the level of satisfaction within these areas as about the same as when serving in the military. It is encouraging to note that over 85% of Service leavers reported that they are 'much more satisfied' or 'slightly more satisfied' with their new overall life balance.



It is also very positive to see that over 75% of Service leavers found the adjustment from Military to Civilian life 'to be either 'As expected', 'A little bit easier than expected' or 'Much easier than expected'. The same percentage also regarded their time within the Military as particularly useful in their new vocation.



Note: Sample size of 2,644 respondents

“Over 75% of Service leavers regarded their time within the military as particularly useful in their new vocation.”





# TALENT RETENTION SCHEME

A new initiative has been launched to retain highly skilled employees across advanced manufacturing and engineering sectors

**BIS** Department for Business  
Innovation & Skills

Mark Prisk, Minister of State for Business & Enterprise has recently announced the launch of a new national web based system, Talent Retention Solution (TRS), which will help match skilled employees facing redundancy to UK companies in growing sectors of advanced manufacturing and engineering who are recruiting.

The easy to use CWeb system comes as a result of work undertaken by the Skills & Jobs Retention Group (SJRG) to support the advanced engineering manufacturing sector and will make it easier for companies to find and recruit talented employees who might be facing redundancy and whose skills might otherwise be lost to the sector.

Leading companies including Rolls-Royce, BAE Systems, Nissan, Siemens, Airbus and EDF are supporting the implementation of TRS, together with trade associations, trade unions and Sector Skills Councils and will provide industry experts to act as regional managers for the programme.

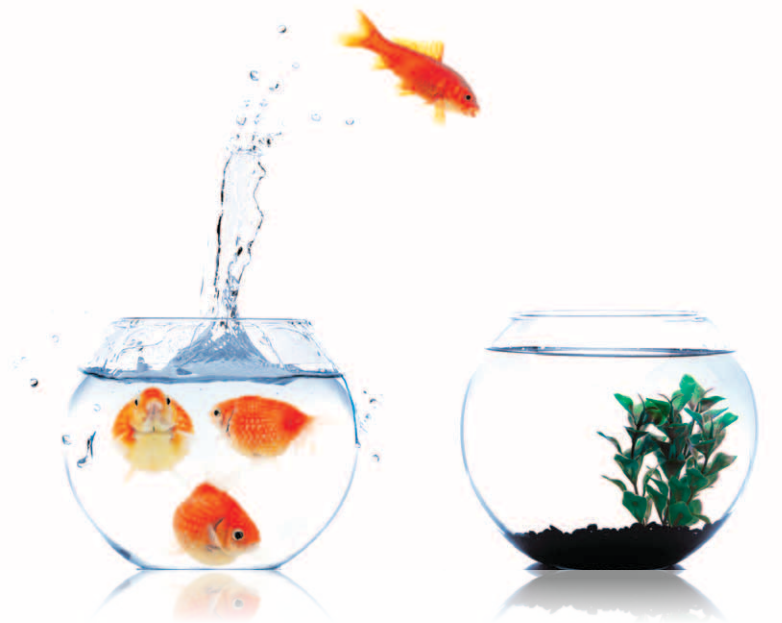
If you have any queries concerning the use of the system, please contact the TRS team at [info@talentretention.biz](mailto:info@talentretention.biz)

Individuals leaving the MOD can register on the system at:  
<http://mod.talentretention.biz>

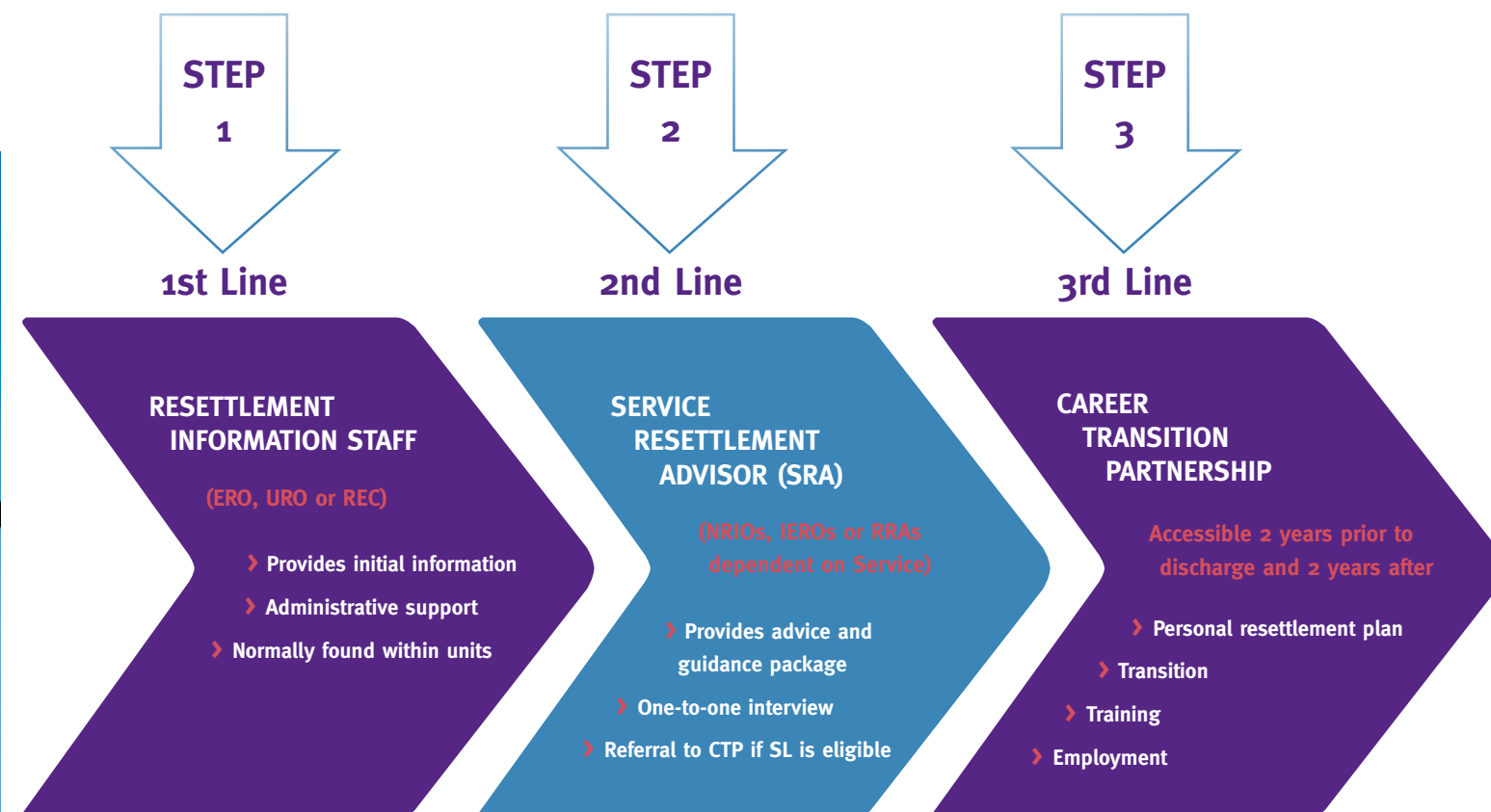
# NEXT STEPS

Successful resettlement requires clear aims, good job intelligence, effective networking and an intelligent approach to employers. It can also help to acquire extra skills. It's therefore vital to take full advantage of the resources and facilities at your disposal.

Depending on what stage of your resettlement you are at, here are the next steps, aimed at helping you to plan well and get the most out of the support available.



If you are approaching your end of service or considering leaving:



Visit the CTP website for all your resettlement needs: [www.ctp.org.uk](http://www.ctp.org.uk)



# NOTES