# FOCUS

## on Resettlement

ISSUE 54 • June 2013



# Your one stop shop for the latest resettlement related news, jobs, training & more!

Welcome to the June issue of Focus! This edition is jam-packed with information to help you make the most of your resettlement, including exciting employment opportunities in a wide range of industry sectors, updates on vocational training courses to support your next career choice, and details of forthcoming CTP events from across the country. Remember to plan your resettlement wisely and use the resources available to you to ensure you're well prepared for Civvy Street!

### Inside this month's issue



### Job Finding

A snapshot of vacancies on **RightJob**, plus recent placements & details of new employment initiatives from DHL, Boeing, Jaguar Land Rover & more! **Pages 2-13** 



### **CTP Training**

Details of brand new courses offered through the CTP, plus the latest news updates, including info on changes to Domestic Electrical Installation courses.

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### Focus on: Your Online Profile

Read our top tips to help you create the perfect, professional online profile and safe-guard your reputation.

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# **WWTW Cumbrian Challenge**

Read about how 4 CTP teams battled the elements in Cumbria in aid of our official charity, WWTW!



### Success Story: Keith Wylie

Read about how Keith Wylie secured his new role, utilizing his existing engineering skills in the training sector.

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### **CTP Events**

Read reports from recent CTP events, plus check out these dates for your diary, including company presentations, industry awareness days & employment fairs!

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# **FOCUS on: Job Finding**

### Current Vacancies on RightJob

Here are just a few of the vacancies currently on our job site, RightJob, which can be accessed via the CTP website.



RIGHTJOB ID	JOB TITLE	LOCATION	SALARY (Per Annum)	CLOSING DATE
N06373	Field Manager	North West	£28,000	29/06/2013
N06304	Quality & Risk Analyst	Cardiff	£20,000	30/06/2013
N06651	Service Patrol, RAC	North London	£24,404	07/07/2013
N06855	Managing Director - Medical Industry	Lincolnshire	£35k - £40,000	13/07/2013
N05496	Head of Finance & HR	Cardiff	£35,648	19/07/2013
N06522	Electrical Modifications Technician	London	£19.50 - £21.00ph	27/07/2013
N05881	Live In Couple - Housekeeper/Cook & Gardener/Handyman	Perthshire	£25k - £30,000 including Accommodation	31/07/2013
N05639	Software Developer	Cardiff	£21,388	31/08/2013
N04773	NDT Technician	Southend	£23k - £25,000	31/07/2013
N06549	Electrician	Inverness	£20k - £30,000	05/07/2013
N06794	Project Manager	London	£35k - £50,000	12/07/2013
N06463	Functional Skills / IT Trainer	Winchester	£24,131.25	01/07/2013
N06846	Tool Hire Supervisor	South Wales	Competitive	13/07/2013
N06799	Site Manager	London	£30k - £40,000	12/07/2013
N07027	Harbour Master	Cornwall	£50k - £60,000	15/07/2013

### RightJob—search for jobs

RightJob is our online job site allowing Service leavers registered with the CTP to search and apply for any of the thousands of live vacancies on the jobs database, uploaded by employers specifically



seeking leavers of the Armed Forces. Login through our website www.ctp.org.uk



# CONSIDERING A CAREER IN RETAIL MANAGEMENT OR DISTRIBUTION?



Tesco are running a series of presentations to highlight their opportunities in Retail Management or Distribution to you - book your place today!

Location	Date	Contact	
Tidworth 20 <sup>th</sup> June 2013 <u>lwilde@ctp.</u>		Lol Wilde lwilde@ctp.org.uk Civ: 01980 651164	
RRC Catterick	22 <sup>nd</sup> July 2013	Steve Strefford sstrefford@ctp.org.uk Civ: 01748 872905 Mil: 94731 2905	
RRC Cottesmore	10 <sup>th</sup> September 2013	Alison Clare <u>aclare@ctp.org.uk</u> Civ: 01572 812241 Ext 7126 Mil: 95341 7126	

Tesco are now accepting applications via RightJob - search for ID N07532 for full details and to apply today!

### Successful Placements through the CTP

Below is a sample of recent Service leaver placements made by the CTP Employment Team. These were all jobs that were posted on RightJob, so be sure to login and check for those currently available that meet your criteria.

RANK	JOB TITLE	SALARY PA	INDUSTRY SECTOR
AB	Health & Safety Administrator	£21,000	Health and Safety
CFM	Mechanic	£28,000	Engineering
CHIEF TECH	Inspection Engineer	£40,000	Engineering
CPL	Turbine Technician	£25,000	Engineering
СРО	Executive Assistant	£20,000	Administration
СРО	Site Manager – Solar Power	£29,000	Management
CPT	Facilities Manager	£35k - £50,000	Facilities Management
PTE	Telecoms	£24,560	Telecommunications
SAC	Network Technical Support Analyst	£30k - £35,000	IT
SGT	Manager of Junior Clerks	£25,000	Management – Administration
SGT	Fire Risk Assessor	£23k- £27,000	Health and Safety
SPR	Maintenance Engineer	£25,000	Engineering
SSGT	Offshore Mechanical Technician	£35,000	Medical
WO1	HR Manager	£35,000	HR
WO2	Store Manager	£36,000	Retail





Are you interested in a 2 week logistics work placement with the chance to showcase your skills to civilian companies?

This Scheme has now been extended until the end of August 2013!

Places are limited so apply now for your chance to take up a 2 week logistics work placement. Gain civilian experience and show these companies just how employable you are!

**Who is providing the work placements?** Skills for Logistics, a government funded organisation, has in excess of 1,500 opportunities across the UK provided by a range of National Employers who recognise and value the skills of Service personnel.

Who is offering the placements? Organisations that are involved in this programme include:











What is the work placement? It is a 2 week Civilian Work Attachment with an employer in one of the roles on offer. Current roles available include: Drivers (all types), Warehousing, Construction, Engineering, Administration, Financial, Procurement, Stock & Inventory Managers, Warehouse Managers, Transport Manager from industry entry level through to senior management.

What is the benefit of doing a work placement? The placement provides the chance to gain invaluable commercial experience with an organisation actively recruiting in the Logistics Sector In addition; you will be given interview practice and feedback at the end of the placement to assist you with any future application.

**How do you apply for a work placement?** Please log in to RightJob reference **T95007** to register your interest in the programme.



#### FIELD SERVICE ENGINEER OPPORTUNITIES WITH BRIGGS EQUIPMENT UK



Briggs Equipment UK Ltd is dedicated to giving the best service and support in the materials handling industry. As the UK distributor of Hyster and Yale materials handling equipment, our products give outstanding quality, productivity and reliability to ensure maximum uptime for businesses.

Coupled with market leading products, Briggs' key strength is that of its skilful staff. With over 1,400 employees, Briggs manages its national service and commercial operation from its headquarters in Cannock, Staffordshire, with depots across the country.

Briggs Equipment is recruiting Field Service Engineers across various locations in the UK.

The successful candidate will work on Yale and Hyster business and customer owned equipment to maintain operational availability for Briggs Equipment customers. Through maintenance and repair the candidate will be expected to work cost effectively, offer high standards of customer service whilst ensuring safe working practices at all times.

Those from the REME, Royal Engineers, RAF and Navy mechanics with transferrable skills will be considered.

All Field Service Engineers wages are between £22,000 - £25,000

RightJob Ref	Location
N07016	Doncaster, Lincoln, Sheffield
N07001	Romford, Ilford, Watford
N07004	Portsmouth, Southampton (20-mile radius)
N07003	Edinburgh, Tayside, Fife, Falkirk
N07008	Northampton
N07015	Birmingham, Coventry
N07018	Haydock

#### ROLES WITH MIRO TECHNOLOGIES

Miro Technologies provides military grade, enterprise software solutions to manage maintenance, supply, repair and PBL for complex assets operating in air, space, sea and ground environments. Our technology facilitates logistics enterprise integration to ensure organisational agility, optimize supply chain



management and reduce sustainment costs. GOLDesp, our industry leading COTS software, has been widely adopted by OEMs, defence contractors and military organizations as a key element in their defence system sustainment strategy since 1981.

Miro are currently recruiting for the following vacancies, based in Bristol:

RightJob Ref	Job Title	Closing Date	Salary
N04929	Software Application Trainer	28/06/13	c£35,000
N06356	Business / Systems Analyst - Supply Chain	28/06/13	c£37,000
N07131	Maintenance Requirements Analyst	28/06/13	c£37,000

Please be advised, the closing date will be brought forward if suitable applications are received early.



#### **ONGOING OPPORTUNITIES WITH DHL!**

"At DHL, people mean the world to us. That's why our goal has always been to attract and retain the best talent the world over. We provide challenge and opportunity for personal and professional development. We recognise the difference you bring



to our business, and together we share the pride of building THE logistics company for the world."

All vacancies are posted on RightJob and the CTP will support your application through tracking and guidance, such as the information below. Please note that vacancies with DHL are usually only posted for 2 weeks, often less, so early applications are encouraged.

It is essential that you submit a targeted CV to DHL. You will not be shortlisted if you do not demonstrate the relevant experience.

DHL is particularly keen to see the following in your applications:

- Commercial awareness and experience. Consider how you have worked with contractors and customers throughout your career in the Services.
- Demonstration of your experience relevant to the job. You must clearly outline your skills and experience and give examples. If it helps, outline a skill and consider an achievement related to this.
- **Key words.** Logistics is such a broad area and therefore it is essential that you **reflect the** language used in the job description. If the job role requires general management skills make sure you are referring to your general management skills. If the role requires training experience you must refer to your training experience. If the role is located in operations or warehousing then ensure that your CV is targeted to this and that you have mentioned your operations or warehousing experience and skills.

If you are unsure how to target your CV please refer to your CTW workbook, or contact your Career Consultant or Employment Consultant for advice.

#### SEARCH ON RIGHTJOB NOW FOR THE LATEST ROLES WITH DHL!

#### **TECHNICIAN VACANCIES WITH BOEING**

communication systems.

Boeing is the world's leading aerospace company and the largest manufacturer of commercial jetliners and military aircraft, with capabilities in rotorcraft, electronic and defence systems, missiles, satellites, launch vehicles and advanced information and



They employ more than 1,200 people across the UK and are experiencing solid organic growth. Their longstanding strategic relationship with the UK aerospace industry, Armed Forces and commercial aviation sector dates back more than 70 years. Today, the UK remains a critically important market, supplier base and a source of some of the world's most inventive technology partners.

Boeing is a company full of amazing people working in one of the world's most exciting industries. If you're keen to find out more about joining their team and the support they can offer visit RightJob using the references below:

RightJob Ref	Job Title	Location	<b>Closing Date</b>
N05480	Maintenance & Modification Technician (Electrical)	Hampshire	24/06/13
N05482	Maintenance & Modification Technician (Mechanical)	Hampshire	24/06/13
N07330	Military Assistant	London	16/07/13

Salaries are competitive. Please note that the closing date may be brought forward if enough suitable applications are received.



#### **ENGINEERING ROLES WITH COTT**

Cott is the world's largest retailer brand beverage company. With approximately 4,000 employees, Cott operates soft drink, juice, water and other beverage bottling facilities in the United States, Canada, the United Kingdom and Mexico. Cott sells beverage concentrates in over 50 countries around the world.



Cott supplies more than 200 retailer and licensed brands of beverages in 20 manufacturing facilities. We partner with the world's leading grocery and mass merchandise retailers to build their private label programs with high-quality carbonated soft drinks, juices, smoothies, sparkling and flavoured waters, energy drinks, sports drinks, juices, ready-to-drink teas and other non-carbonated beverages.

We are a company built with entrepreneurial spirit and grown through discipline, focus, innovation and customer partnership. As a Cott employee, you'll be welcomed as part of our family from day one on the job. You'll have the opportunity to work on exciting team-based projects, along with some of the brightest and best people in the industry. You'll be encouraged to follow our single, unifying core value, 'to think and act like an owner.'

The closing date for these vacancies is 30<sup>th</sup> June 2013.

RightJob Ref	Job Title	Location	Salary
N06434	Engineer	Nelson, Lancashire	£11.91ph + 29.6% Shift Allowance
N06410	Engineer / Process Technician	Lichfield, Staffordshire	£11.40 - £12.57ph + Shift Allowance
N06435	Engineer / Process Technician	Kegworth, Derbyshire	£11.40 - £12.57ph + Shift Allowance

#### **GE WANT YOU!**

GE is not only a world-renowned brand but an organization committed to recruiting Service leavers. They currently have vacancies across their **Oil and Gas** industries, as detailed below. The CTP is working with GE to develop links across the rest of the business, so watch this space for future vacancies.



GE has requested that applicants visit to their website through RightJob.

RightJob Ref	Job Title	Location	Closing Date
N06490	GE Oil & Gas Jobs	Various	28/06/13
N06555	Project Management Leadership Program	Bristol and Aberdeen	06/07/13

**Please note**: the vacancies appear under 'GE Energy' on RightJob.



### **Regional Employment Bulletins**

For further updates on employment opportunities by region, remember to check our monthly Regional Employment Bulletins covering nine regions across the UK and also overseas. <u>Click here to read the latest CTP</u> Employment Bulletins



#### **VACANCIES WITH BMT DEFENCE SERVICES**

BMT Defence Services is the leading independent centre of engineering design, support and technical services for defence customers in the UK. From concept design to acquisition support, in-service design and technology management, we are known for our innovation, expertise and ability to tackle the most complex design and systems issues.

We have a strong track record in naval platform design for surface warships, submarines and auxiliaries, together with extensive acquisition support experience within both maritime and land domain projects.

Our success can be attributed to our dedicated and motivated people who have expertise in systems engineering, naval architecture, marine and combat system engineering and software development.

If you are interested in applying please visit RightJob using the references below. **Please note, all vacancies are based in Bath.** 

For more information please Sarah Crawford on 0117 9276176 or <a href="mailto:scrawford@ctp.org.uk">scrawford@ctp.org.uk</a>

RightJob Ref	Job Title	Salary
T97504	Hull & Systems Surveillance Requirement Engineer	£30k - £40,000
T97505	Nuclear Submarine Mechanical Engineering Manager/Principal	£45k - £55,000
T97506	Principal Naval Architect - Submarines	£35k - £55,000
T97508	Systems Engineering, Naval and Land Domain	£35k - £50,000
T97509	Whole Boat and Technical Documentation Update Engineer	£30k - £40,000
T97502	Documentation Management Centre Lead Engineer	£30k - £40,000
T96740	Senior Marine Safety Engineers - Underwater Systems	£30k - £45,000

The closing date for applications is 31<sup>st</sup> July 2013, however this may be brought forward if suitable applications are received, so early applications are encouraged.

#### **ENGINEERING ROLES WITH NUCLEAR WORKS**

Nuclear Works, operated by Capita, wants to hear from all ex-forces personnel with an engineering background!



### Do you have minimum NVQ Level 3 or City & Guilds Level 2 or equivalent in Electrical or Mechanical Engineering?

Capita requires 50 crafts persons (Mechanical, Electrical and Maintenance) to work for our nuclear sector client, based in Cumbria.

This is a really exciting time for anyone with the right experience to start a civilian career with a company that offers attractive starting salaries, performance-related pay and bonuses, regular salary reviews, a combined nuclear pension plan, an annual bonus and staff discount schemes.

Also, are you interested in relocating? Ever considered the beautiful county of Cumbria? Our client offers a very attractive relocation package, subject to qualification.

If you are interested in finding out more about these opportunities, visit RightJob using the references below:

RightJob Ref	Job Title	Salary
N06217	Electrical and Instrumentation Craftsperson	£27,185 - £30,076
N06218	Mechanical Maintenance Craftsperson	+ bonus & benefits



# RENEWABLE ENERGY ROLES WITH ECOVISION



Established in 2005. Ecovision operates nationwide with its head office located on the Highgrove Estate in Gloucestershire.

The company was the first heat pump installer in the UK to be awarded full accreditation by the UK Microgeneration Certification Scheme. We are also members of REAL and have repeatedly won awards for our work from the British Construction Industry Association and the National Heat Pump Awards.

The central design and technical support department includes some of the most experienced professionals in the renewable energy sector. We are recognised as one of the UK's leading teams of expert heat pump and renewable energy designers. Ecovision is independent, accredited, impartial, and passionate about renewable energy.

Based near Tetbury in an idyllic Cotswold setting, Ecovision have installed heat pump, solar thermal, photo-voltaic, biomass and under floor systems in thousands of homes, businesses and community buildings, across the UK, from Stately Homes such as Castle Howard through to single bedroom city apartments. We are independent, accredited, impartial, and passionate about renewable energy.

Ecovision prides itself on developing all staff members to work towards both the goals of the Company and the career goals of the individual. So if you're looking for a career where you'll be developed and have variety and recognition for your contribution then Ecovision is the place to work.

RightJob Ref	Job Title	Salary
N07216	Mechanical & Electrical Design Engineer	£25 - £35K depending on experience
N07223	Domestic Gas Installation and Service Engineers	£27 – £30K Gas Installation Engineer and Support Engineers £21 – 23K depending on experience
N07224	Domestic Gas Technical Surveyor	c£24 – £26K depending on experience
N07215	Customer Care Centre Advisor	£15 - £18k depending on experience

All vacancies are based in Tetbury, Gloucestershire. The **closing date is 28<sup>th</sup> June 2013**, unless suitable applications are received prior to this date, so early applications are encouraged.

### RightJob—search for jobs

RightJob is our online job site allowing Service leavers registered with the CTP to search and apply for any of the thousands of live vacancies on the jobs database, uploaded by employers specifically



seeking leavers of the Armed Forces. Login through our website www.ctp.org.uk



#### 'INTRODUCTION TO A CAREER IN FINANCIAL SERVICES' FROM CHARLES DERBY GROUP



The Charles Derby Group of companies are financial planning businesses offering advice across the full spectrum of financial services, covering both multi-tied and fully independent models. We offer a specific service dealing with analysis and advice around existing pension, investment and protection policies as well as providing free financial health checks.

The Charles Derby Group is a national business with over 300 advisers all over the UK. We offer a full financial planning service to clients nationwide and are continually strengthening our adviser base through ongoing recruitment of top quality qualified competent personnel.

#### The Charles Derby Group wants to hear from Service leavers who are:

- Motivated
- Excellent communicators, verbally and written
- Numerical
- Holders of a full driving licence

#### Charles Derby Financial Services Academy Trainees, leading to Financial Adviser status

Charles Derby Group is inviting all interested Armed Forces Service leavers to attend an **introductory seminar**.

All seminar attendees will be guaranteed the opportunity to be enrolled into our selection process.

Successful applicants will then be offered the opportunity to attend a free, seven day 'Introduction to a Career in Financial Services' programme, which will include a civilian work attachment with an experienced, qualified mentor.

The introductory programmes are non-residential and will take place regularly in a variety of locations across the UK.

#### To apply for this opportunity, visit RightJob today!

RightJob Ref	Location	Closing Date
N05697	Opportunities are throughout the UK	01/08/2013

#### PLUS!

The Charles Derby Group is also interested in hearing from Service leavers who are qualified or part-qualified Financial Advisors and Para Planners for permanent roles.

Visit RightJob reference N06628 for more information and to apply.



# HAVE YOU CONSIDERED A CAREER WITH JAGUAR LAND ROVER?





Jaguar Land Rover is looking for talented, qualified, experienced, innovative technical specialists to join their Maintenance Technician workforce in Solihull or Castle Bromwich.

#### Do you have any of the following Skills?

- Marine Engineering Artificer
- Weapon Engineering Artificer
- Air Engineering Artificer
- Engineering Technician (Qualified to HND or non-honours standard)
- Avionics
- Airframes
- Maintenance
- Aircraft Technicians

Service leavers with these specific skills/experiences are invited to apply to attend a Maintenance Technician Recruitment Day at the Plant in Solihull on 19<sup>th</sup> June 2013.

The plan for the day is outlined below. Please note you will be attending an Assessment Centre as part of the day.

08:00	Welcome and Presentation
08:30	Site Tours of Solihull Plant
10:00	Q&A with Service leavers now working for Jaguar Land Rover
10:45	Travel to Assessment Centre
11:30	Assessment Centre Session 1
13:00	Lunch
13:45	Assessment Centre Session 2
15:15	Paperwork completion
15:45	Finish

Service Leavers must demonstrate, via CV submission, their ability to meet the Jaguar Land Rover criteria for attendance. Relocation packages may be available for successful candidates.

To apply for a place at this event, please send your targeted CV to Jennie Pittam at <a href="mailto:ipittam@ctp.org.uk">ipittam@ctp.org.uk</a>



#### **NEW YORK STOCK EXCHANGE EVENT**

NYSE Euronext invite you to attend **FINANCIAL FORCES** on **WEDNESDAY, 19 JUNE**, a forum to showcase careers within financial markets and to network with Military Alumni and HR professionals from leading banks, asset managers, hedge funds and service providers.



We invite you to this unique forum to learn more about the role banks, investment managers and financial service providers play within the financial markets and how to transition to careers within them.

This will be followed by the opportunity to network with over 60 ex-Military Alumni in the City and HR professionals from a broad range of financial services firms.

Date: Wednesday, 19th June 2013

Location: NYSE Euronext, Cannon Bridge House, 1 Cousin Lane, London, EC4R 3XX

#### Agenda:

2.30pm: Registration and coffee3.00pm: Financial Forces forum:

- Demystifying financial markets. Roles and careers in:
  - Investment management
  - Banking
  - Service providers (Exchanges, clearing houses, data vendors)
- Financial services recruitment process
- Advice on a successful career transition to financial services
- A Banking Analyst's view of the current market conditions

6.30pm: Networking drinks

9.00pm: Event closes

#### Apply for your place today!

Applications should be submitted by 11th June via the following link:

http://www.nyx.com/who-we-are/advocacy/veterans/financial-forces

NYSE Euronext is a leading global operator of financial markets and provider of innovative trading technologies. More information on NYSE Euronext is available from <a href="mailto:nyx.com">nyx.com</a> with additional information on FINANCIAL FORCES at <a href="mailto:nyx.com/financial-forces">nyx.com/financial-forces</a>



#### **CATLIN MILITARY INSIGHT DAY**

Catlin Group Limited is an international specialty property/casualty insurer and reinsurer. We insure everything from airlines to the launch of satellites from art galleries to marine hulls from acts of kidnap on land and piracy on the high seas to product recall.

Catlin is a passionate sponsor of Walking with the Wounded. This will be the third year that Catlin offers support by insuring the incredible challenges the charity undertakes, this year being the South Pole expedition 2013.

Catlin is now looking to extend their offering to the military community by offering an Insight Day into the world of insurance, to demonstrate the various opportunities large corporate companies can offer, and offer direct help to Service leavers.

#### Catlin invites Service leavers to a Military Insight Day in London:

Date and time: Tuesday 2nd July, 1400-1930

**Location:** Catlin, 20 Gracechurch St, London EC3V 0BG Our office is fully accessible for all disabilities

#### **Purpose:**

- To inform military personnel about the London insurance market
- To demonstrate the range of employment opportunities within Catlin
- To help Service Leavers maximise their potential transferable skills and CV workshops

#### **Key speakers:**

- WWTW co-founder, Ed Parker
- Catlin's COO, Paul Jardine
- Examples within Catlin of successful ex-military personnel

#### **Key opportunities:**

- Opportunity to speak to current Catlin employees across a diverse range of jobs, from underwriting to marketing, human resources and group operations
- Workshops to "civilianise" your CV
- Day culminates with networking drinks and canapés

#### Who should attend?

- Tri-service leavers of all ages and ranks welcome, including WIS and Service veterans
- For those directly interested in the insurance industry, or simply researching the various opportunities in the City

Dress code: Smart casual

**RSVP:** Please email <u>GroupMarketingEvents@catlin.com</u>

We are working with the **Recovery Career Services** to provide vocational opportunities that assist our Wounded Injured and Sick into a new career after their career in the Armed Forces.







### **FOCUS on: Creating the Perfect Online Profile**

With increasing amounts of recruiting done via online forums, including virtual employment fairs and social media, there has never been more need for you to ensure your virtual image gives the right impression to recruiters and potential employers.

Here are our top tips to help you create the perfect, professional online profile and safe-guard your reputation:

#### **Email Addresses and Usernames**

- Does your email address give the right impression? Email addresses and usernames such as 'redhotinuniform', 'dennis\_barbara\_and\_kids' or even a simple nickname such as 'johnboy' are not appropriate for job hunting.
- Using references to sport teams, such as 'manutdnumber1@hotmail.com' also has issues, especially if your prospective employer is fan of a rival team!
- Avoid using an email account which is shared by others; there have been examples of partners or children deleting important job emails as 'spam'.
- Consider the disadvantage of using your spouse, partner or family email address too. A personal address such as JohnBrown@yahoo.co.uk looks far more professional to a prospective employer.
- If you are submitting an application via one of your email addresses, make sure that the email address you are using matches what appears on your CV.
- Think about your display name when setting up an email account – remember this will be visible in the inbox of employers so use the name which appears on all your documentation. Using different names causes confusion.
- Avoid using underscores \_ in an email address. When your email is hyperlinked, as many are in CV's, the underscore is not visible (to remove a hyperlink; Highlight email address, then right click and select 'Remove Hyperlink); use either your name or an anagram of your name/initials and possibly numerals (but not your Service number).
- Creating a new email account is easy and there are many 'free' accounts available: Hotmail, Gmail, Yahoo, etc. and they can normally be linked to your mobile or smart phone for easy access on the go.



#### **Bridging the Gap between Virtual and Physical**

- Think about the transition from an online profile to an actual conversation. Is the voicemail message saved on your phone appropriate and is it clear that the person has reached you? i.e. if you state your name, the caller will know they have reached the right number.
- If you have given your phone number to recruiters or potential employers then ensure you record a professional voicemail greeting and avoid using the default message or a joke version. Use something simple such as "Hi, you have reached the voicemail of John Brown, please leave your name and number and I will call you back."
- There are examples of people not greeting the caller when they answer the phone; this is not appropriate if you are giving your phone number out to employers or recruiters. If you don't recognise the number, just answer with your name in a friendly way "Morning, John Brown."

#### **Social Networking**

- Research has revealed that up to a quarter of employers check social networking sites such as Facebook for information about job candidates.
   More than half of those that did look up prospective employee profiles on such sites admitted they used the information to make hiring decisions.
- Are the photos, comments and profile on your account appropriate for potential employers to read? Check your account privacy settings!



Remember, your online profile is often the first thing employers will read about you and will play a big part in whether or not they consider you for their jobs; make sure you are giving the right impression!



### www.ctp.org.uk



# **Success Story of Keith Wylie**

Read about how Keith Wylie made the most of his resettlement in order to secure his new role, utilising his existing engineering skills in the training sector.

#### **Background**

Keith Wylie served for twelve years in the RAF, initially as a Ground Support Equipment Technician, followed by eight years as a Specialist Air Conditioning and Refrigeration Technician. During this time, Keith completed a number of vocational training courses to support his role, including various Engineering, Team Leading and Health & Safety qualifications.

#### Resettlement

Just over a year before his official discharge date, Keith began the resettlement process by attending a Career Transition Workshop at RRC Cottesmore. He says, "I gained excellent links to finding relevant jobs, and having the opportunity to meet with a Career Consultant to compile a CV was priceless."

During his initial one-to-one meeting, Keith identified potential areas in which he could utilise his existing skills, and was interested in pursuing a training position within the Mechanical Engineering sector. Keith decided to use his Graduated Resettlement Time (GRT) to complete a Preparing to Teach in the Lifelong Learning Sector (PTILLS) course, a Level 3 Award in Assessing Vocational Achievement, and an Institution of Mechanical Engineers LEAN Design course.

"I was lost and unsure of my future when I picked up the phone to my Career Consultant and asked for help. I was directed and guided along a successful path to employment, and without the help I was given I would probably not have found my job; for that I am extremely grateful."

Keith encourages other Service leavers to make the most of their resettlement entitlement: "I most definitely would advise anyone to use their Enhanced Learning Credits and resettlement grant, because now that I am back in the real world, these funds are not so easy to come by."

Keith also used the CTP website, including personalised area myPlan, and says that it provided, "excellent links to courses and a Personal Resettlement Plan to keep me on track throughout my resettlement period." Keith used a number of different websites as part of his job search, and applied for his current role via the website of the employer, Mid Cheshire College in Northwich.

#### **Outcome**

Keith was successful in the interview process, and is now employed as Mechanical Engineering Vocational/ Apprenticeship Assessor. The job involves travelling to various engineering companies around Cheshire to



assess mechanical engineering students completing apprenticeships through the college, ensuring they fulfil the assessment criteria of the awarding body.

Keith says, "I support the apprentices throughout their apprenticeships, to ensure they are successful and meet their goals. I also liaise with the companies who employ the apprentices to ensure they are supportive and that they are getting what they expect from both the college and the apprentice. I will also be teaching engineering subjects in the near future." He says he faced no real obstacles when settling into the role: "I found it relatively easy to settle into a new career and have not looked back."

Keith uses much of his military training and experience on a day-to-day basis, whilst also being able to share his knowledge with the apprentices. He says that, "experience of leading teams of engineers in harsh conditions and working under extreme pressure has given me vital life experience which I can pass on to my students/learners. I also worked with people from many different parts of the world, which has given me an appreciation of different cultures and has been extremely useful in my new role."

Keith's final advice to others is: "Particularly for Service leavers leaving on medical discharge, I would advise them to use the CTP support available to them. I was lost and unsure of my future when I picked up the phone to my Career Consultant and asked for help. I was directed and guided along a successful path to employment, and without the help I was given I would probably not have found



Would you like to share your story on this page? Contact us to find out how! Please email Clare at <a href="mailto:cpreece@ctp.org.uk">cpreece@ctp.org.uk</a>



### **FOCUS on: New Training Courses**

#### **LEVEL 3 SECURITY OPERATIONS**

A new Level 3 Award in Security Operations is being introduced at the RTC, Aldershot. This course is designed for those SL who are targeting management positions within the Security Industry. Although SIA licencing is not a pre-requisite it is recommended that Service Leavers obtain licences. The course is a mixture of classroom led study and self-study. The classroom portion is 5 days long with 30 hours of self-study necessary before and after the course. The following dates are programmed this year:

- 22 July 2013
- 21 October 2013

#### **NVQ ASSESSOR**

In response to requests from Service Leavers a new course has been introduced offering a stand-alone NVQ Assessor qualification, the Level 3 Award in assessing Competence in the Work Environment. This 5 day course is run at the RRC Cottesmore and the following dates are programmed this year:

9 September 2013

### CERTIFICATE IN INFORMATION SECURITY MANAGEMENT PRINCIPLES

This new course offers Service Leavers the opportunity to gain the British Computer Society (BCS) Certificate in Information Security Management Principles. This 5 day course, delivered in Reading, is designed for those targeting management positions in a range of areas including IT, Security Services, HR, Insurance and Project Management either in the Public or Private Sectors. The following dates are programmed:

- 7 October 2013
- 2 December 2013



### WAREHOUSE & DISTRIBUTION SUPERVISOR



The course will be run at RRC Aldergrove from October 2013 onwards, with the first course beginning on the  $14^{th}$  October. The course will cost a total of £1,154.40 and can also be paid for using Enhanced Learning Credits.

This course is aimed towards current or aspiring stores and warehouse supervisors and will provide a commercial understanding of a supervisors role in this industry, covering both warehousing and Health and Safety for supervisors.

Successful candidates will achieve two level 3 Awards covering the subjects as listed below:

Level 3 CILT Award in Warehousing (assessed by written assignment)

- Managing Warehouse Receiving and Storing Operations
- Managing Order Picking and Despatching Goods
- Managing the Provision and Care of Warehouse Resources

Level 3 CIEH Award in Health & Safety in the Workplace (Assessed by multiple Choice examination)

- Introduction to health and safety
- Legislation
- Accidents in the workplace
- Ill health in the workplace
- Health and safety organisation and Management

This is an excellent opportunity for stores or logistics personnel to achieve a recognised supervisory qualification in Logistics.

### **Training Course Booking & Information Centre**

To find out more information about any of our courses, or if you wish to book or pay for a CTP Training Course, please contact our Course Booking & Information Centre (CBIC).

**Civilian:** 02894 456172, 456182,

or 456208

**Military:** 9491 56172, 56182,

or 56208

**Email:** coursebookings@ctp.org.uk

**Opening Hours 0800 - 1800** 

**PLEASE NOTE:** All CTP registrations and applications for resettlement activities, including workshops, training courses (CTP or otherwise) and work attachments, should now be made solely via **JPA**, and not on paper MOD Forms. Please ensure you read the JPA Resettlement Guides via the JPA Portal, or ask your Service Resettlement Advisor for further assistance.

Before submitting your CTP workshop or course application via JPA, you must first ring to check availability and obtain a provisional place. After allocation of a provisional place, you must secure this by submitting an appropriate Absence Request on JPA.





# **FOCUS on: Training Course Updates**

#### **DOMESTIC ELECTRICAL INSTALLER**

In response to changes in the qualifications required by the various bodies running the Registration Schemes for Domestic Electrical Installation together with a review of feedback from Service leavers carrying out Electrical Training at the Resettlement Training Centre, Aldershot, the following changes will be made to the Electrical Courses offered by CTP from 1 October 2013:

- The 4 week Electrical Installation Course will be replaced by 2 separate 10 day courses. The first, Introduction to Electrical Installation, is a Level 2 Course designed to equip all with the fundamental knowledge required either to do minor work or in preparation for moving on to the Level 3 Course. The Level 2 course will offer Service Leavers the opportunity to gain the CITB Defined Scope qualification, C&G Building Regulations and the Joint Industry Board Electrotechnical Certification Scheme H&S Assessment. The second 10 day course, Electrical Installation Level 3, builds on the knowledge gained on the Level 2 developing to complete CITB Full Scope and C&G 17<sup>th</sup> Edition Wiring Regulations. Having completed this course Service Leavers will be able to work as Electrical Installers. These courses are Contract Funded and SLs are expected to do both courses unless they can demonstrate relevant prior knowledge in which case they may be able to start with the level 3.
- Testing (C&G 2394) will become a stand alone Contract Funded 6 day course. 5 days will be classroom based at the RTC, Aldershot, the 6<sup>th</sup> day also at the RTC will consist of a revision day followed by the written examination taken in the early evening, the dates and times of the written examinations are set by C&G. Successful completion of this course allows Service Leavers to complete the Test and Inspection process for new electrical installations. Currently this qualification together with Level 2 and 3 Courses above will allow SL to register with some Part P schemes.
- Periodic Inspection & Testing (C&G 2395) will become a stand alone Contract Funded 6 day course. 5 days will be classroom based at the RTC, Aldershot, the 6th day also at the RTC will consist of a revision day followed by the written examination taken in the early evening, the dates and times of the written examinations are set by C&G. Successful completion of this course allows Service Leavers to complete the Periodic Test and Inspection process for electrical installations.



Portable Appliance Testing and a stand alone 17<sup>th</sup> Edition course remain unchanged. With this revised structure, Essential Electrics has been withdrawn as it is no longer relevant.

Check the CTP website for new course dates and additional information coming soon!

#### **MICROSOFT QUALIFICATION NEWS**

Microsoft will soon be withdrawing the MCITP (Microsoft Certified IT Professional) qualification and replacing it with MCSA (Microsoft Certified Solutions Associate) Please note that this is a different course to the Microsoft Certified Systems Administrator qualification.

The new Microsoft Certified Solutions Associate (MCSA) credential focuses on the ability to design and build technology solutions. The previous Microsoft Certified Systems Administrator certifications focused on a specific job role.

Watch out for further details in future editions of Focus.

#### **UPGRADE TO AIR CONDITIONING**

The existing Air Conditioning and Refrigeration Technology Course has been updated and now contains a module covering C&G Certificate in Hydrocarbons (6187 – 232 & 316). Natural organic refrigerants are being used now and this module ensures that attendees are competent to work with these flammable refrigerants.

Further information on the above, and all CTP courses, can be found in the Training Course Booklets.

<u>Click here</u> to access the booklets.



### FOCUS on: Training for the Charity Sector



#### CHARITY MANAGEMENT AWARENESS

The course will cover an overview of the charity sector, its unique management issues and the types of job roles within it.

The course will take place at RRC Northolt and will be run over **5 days**. The course has been developed to incorporate the key areas required within the sector.

#### The course will cover the following core units:

- Understanding the Charity Sector
- Governance & Strategy
- Fundraising
- Marketing & Impact
- Trust & Foundation Fundraising
- Corporate Fundraising
- Communications & PR
- Volunteer Management
- Employment in the Charity Sector

#### **Employment Opportunities**

Improved knowledge and awareness about the charity sector will give you a head start in a very competitive market. In recent years there has been a rise in the number and size of charities supporting Armed Forces personnel (e.g. Help for Heroes, Army of Angels), which may be of particular interest to Service Leavers.

#### TRAINING COURSE BOOKINGS

Please note that in order to confirm a course booking for contract funded training, it is essential that you complete the appropriate JPA work flow as soon as possible. If this is not done within 28 days, the booking will be cancelled in accordance with JSP 534 (paragraph 0409).

There are a range of roles in the charity sector from event management to nursing, from fundraising to finance, and a wide range of leadership roles. Opportunities are available in the following areas:

- General Management and Administration
- Fundraising and Communications
- Specialist role
- Starting a Charity

#### **Pre Requisites**

The course is aimed at those who are looking for a managerial role in a charity either now or in future. We would anticipate that you would have little or no experience of the charity sector.

#### **Course Fees**

This is a contract-funded course, no money is required for course fees but your IRTC grant reduces by 5% (currently £26.70) for each day of training.

#### **Course Dates**

- 10<sup>th</sup> June 2013
- 19<sup>th</sup> August 2013
- 16<sup>th</sup> September 2013
- 02 December 2013
- 03 March 2014
- 19<sup>th</sup> May 2014
- 07<sup>th</sup> July 2014
- 01<sup>st</sup> September 2014

To book your place, contact the Course Booking and Information Centre on:

Civ: 02894 466172/466182/466208 or 421639

Mil: 9491 56172/56182/56208 or 31639

**Email:** coursebookings@ctp.org.uk

CHECK FULL
LISTINGS OF THE
WIDE RANGE OF
COURSES
OFFERED BY THE CTP
AT A NUMBER OF
LOCATIONS BY

**CLICKING HERE** 





# **FOCUS on: WWTW Cumbrian Challenge**



On 18th May, four teams of CTP staff undertook the Cumbrian Challenge in aid of our official charity, Walking with the Wounded. The challengers came from across the CTP's Regional Resettlement Centres, Head Office and the RFEA, and all had been training hard in preparation for a move away from our usual desk jobs.

"We succeeded as a team, everyone contributed in their own way. A ski lift would have been beneficial!" Chris Cowley, RRC Plymouth

The challenge is the first of its kind organised by WWTW, and involved one hundred teams of four, undertaking either the 'Tough' or the 'Tougher' challenges in the beautiful surroundings of the Lake District, comprising either five or seven peaks over one day.

Despite blue skies and mild temperatures as the teams arrived in Penrith the day before the event, the morning of the 18th revealed grey skies and heavy rain, and with the challengers aiming to reach up to 1,144m of altitude gain during the walk, there was little hope of these conditions improving up the mountains!

"This was such an amazing challenge, both physically and mentally. So glad to have been part of it, what an experience."

Laura Brown, RRC Cottesmore



Donning waterproof trousers and possibly one of the most colourful collections of waterproof jackets on display, the teams set off in good spirits, and were soon on their way up the first peak. With no let-up in the rain throughout the day, the walk certainly lived up to its name, but by focussing on the wounded Service men

& women who would benefit from the generous donations of our sponsors (in excess of £3,500!), the team members doggedly rose to the challenge.

"I felt elated when we finished. I couldn't have done it without the fantastic support from the rest of the team. Also the sense of achievement that we'd been a part of something that did so much good."

Lynne Bolton, RRC Catterick

The walk involved tricky mountainous terrain and freezing temperatures at the highest points, with snow still apparent on the mountain tops - but thanks to teamwork and a lot of sugary snacks, the CTP teams didn't give up, and despite the murky weather and challenging conditions, were still able to take in the stunning scenery of the Lake



District, including peaks such as Helvellyn and Red Screes.

"Proud to be a part of the event - such a brilliant charity, and thrilled to be in one piece afterwards! So proud of all our CTP teams, excellent bunch."

Carol Harte, RRC Catterick



After a very long and very wet day, the challengers arrived back at the base camp, to be greeted by Cofounder of the charity, Ed Parker. All felt a great sense of personal achievement & were

thrilled to have completed the challenge. With not a blister to report between them, the challengers enjoyed a barbeque and a well earned rest!

"Despite getting absolutely drenched, scrambling up a rock face with no safety equipment, and going the wrong way and completing half of the "tougher" challenge, I had the most amazing time and would do it again in a heartbeat! I feel such a sense of achievement for both me and my team, and completing the Challenge was most definitely worth all the hard work."

Victoria McCall, RFEA

The event proved a great success for WWTW & £210,000+ was raised overall for the charity. Meanwhile, the CTP team even managed to make a quick appearance on BBC North online news!





### **FOCUS on: Recent CTP Events**

#### **SCOTLAND EMPLOYMENT FAIR**



CTP welcomed in excess of 50 exhibitors and over 350 Service leavers to the Scotland Employment Fair, held at the Royal Highland Showground in Edinburgh.



Exhibitors from across a wide range of industry sectors were in attendance to speak with Service leavers about the employment opportunities within their organisations. New companies attending the fair for the first time included Coral Racing, EDF Energy and First Group, all of whom enjoyed considerable interest from

Service leavers and provided many with career choices they may not have thought of previously, opening up new employment avenues to consider.

The likes of Schlumberger and Vroon Offshore held court for many clients seeking information about roles in the popular Oil & Gas Industry. Amazon came a close second to this, and received high levels of interest from Service leavers wishing to find about more about their Military Recruitment programme.

The Service leavers in attendance found the day a useful platform for networking with employers and exploring the different opportunities available to them. Many submitted CV's for specific vacancies



there and then, and one has secured a role as Operations Engineering Instructor with EDF Energy as a direct result of his attendance at the fair.

Book your place at the next CTP Employment Fair today! Check the <u>Events Calendar</u> for details of upcoming events across the UK.

#### **JAGUAR LAND ROVER OPEN DAY**



On 17<sup>th</sup> April 2013, Jaguar Land Rover gave 15 Service leavers the opportunity to tour their plant in Solihull and meet with recruiters. All of those who attended had submitted a CV and been hand -picked by Jaguar Land Rover to attend the event.

Along with a presentation on the business and the recruitment process, Service leavers were given an insight into life at the plant, with visits to either Body and White or Trim and Final sections of the plant. Many commented on the cross-over between the manufacturing environment and a busy Aircraft Maintenance Flight or workshop in the Military.

After the tour, ex-Military Jaguar Land Rover employees came to speak to the group about their experience of transition as well as life on Civvy Street.

One Service leaver commented: "The whole day was an eye opener and helped ease misconceptions and apprehensions towards manufacturing processes. The experience has given more confidence towards securing civilian employment and greater awareness to careers opportunities."

Thanks to the success of the day, many Service leavers have opted to progress their applications with Jaguar across a number of roles, and future events are being planned—watch this space for further details!

Current roles on RightJob include Skilled Trades and Engineering opportunities. Jaguar Land Rover are keen to hear from Service leavers who hold relevant qualifications and are able to translate the skills learnt in the Military in to the manufacturing environment. Also, turn to page 11 for details of a Maintenance Technician Recruitment Day in Solihull on 19th June.



### **FOCUS on: CTP Events**

# Are you interested in joining the New Zealand Defence Force?



Service leavers are invited to attend a recruitment presentation to find out more about opportunities in the NZDF

Date & Time	Location	Contact
Monday 17 June 2013 10:00 - 12:00	RNAS Culdrose	Alison/Teresa rrcplymouth@ctp.org.uk Tel: 01752 553776/93 Mil: 9375 53376/93
Tuesday 18 June 2013 10:00 - 12:00	RRC Plymouth	Alison/Teresa rrcplymouth@ctp.org.uk Tel: 01752 553776/93 Mil: 9375 53376/93
Thursday 20 June 2013 10:00 - 12:00	RRC Portsmouth	Vicky Page rrcportsmouth@ctp.org.uk Tel: 02392 725605 Mil: 9380 25605
Friday 21 June 2013 10:00 - 12:00	RRC Rosyth	Karen Stock rrcrosyth@ctp.org.uk Tel: 01383 425086/960 Mil: 9335 65086/960
Monday 24 June 2013 10:00 - 12:00	RRC Aldershot	Lauren Selby <u>lselby@ctp.org.uk</u> Tel: 01252 348338 Mil: 94222 3338
Thursday 27 June 2013 10:00 - 12:00	RRC Catterick	Steve Strefford sstrefford@ctp.org.uk Tel: 01748 872905 Mil: 94731 2905

If you're leaving the Army, RAF or Navy and may be interested in continuing your military career in New Zealand, use the contact details above and book your place today!

For a list of current vacancies by rank and trade or to find out more about the process, <u>click here</u> to visit the NZDF website.



### **FOCUS on: CTP Events**



Tuesday 30<sup>th</sup> July & Tuesday 6<sup>th</sup> August 10:00 - 19:00

Whichever stage of resettlement you're at, don't miss out on the largest military recruitment event in the UK

Explore the many different options as you consider your future career – book today to meet and chat to employers with thousands of vacancies and to discuss training options with MoD accredited training providers from across all industry sectors

















### **Benefits to you:**

- Login from the comfort of your home, place of work or any location with a compatible internet connection!
- Access from anywhere in the world using any device such as computer, laptop or tablet
- Short time commitment with no travelling or accommodation costs involved
- Log-on in between the live event dates and leave messages for exhibitors with any further questions you may have
- Each exhibitor will be able to share brochures, web links, contact information and most importantly, can chat live with you individually or within a group via text or webcam
- Create your own profile where you can save downloads & contact information

### **<u>Click here</u>** to register online today!



# **Forthcoming Events 2013**

JUNE 2013						
Tu	We	Th	Fri	Sat	Sun	
28	29	30	31	1	2	
4	5	6	7	8	9	
11	12	13	14	15	16	
18	19	20	21	22	23	
25	26	27	28	29	30	
	Tu 28 4 11 18	Tu     We       28     29       4     5       11     12       18     19	Tu     We     Th       28     29     30       4     5     6       11     12     13       18     19     20	Tu         We         Th         Fri           28         29         30         31           4         5         6         7           11         12         13         14           18         19         20         21	Tu         We         Th         Fri         Sat           28         29         30         31         1           4         5         6         7         8           11         12         13         14         15           18         19         20         21         22	

JULY 2013							
M	Tu	We	Th	Fri	Sat	Sun	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30	31	1	2	3	4	

AUGUST 2013								
	M	Tu	We	Th	Fri	Sat	Su	
	29	30	31	1	2	3	4	
	5	6	7	8	9	10	11	
	12	13	14	15	16	17	18	
	19	20	21	22	23	24	25	
	26	27	28	29	30	31	1	

DATE	EVENT and VENUE	BOOKING CONTACT DETAILS
03/06/2013	SCOTTISH POWER COMPANY PRESENTATION Dealain House, 72 Napier Road, Glasgow	Anne Maclaren Tel: 01383 425086 Mil: 9335 65086
04/06/2013	MIDLANDS EMPLOYMENT FAIR Peterborough Arena	Alison Clare Tel: 01572 812241 Ext 7126 Mil: 95341 7126
05/06/2013	BECOMING SELF EMPLOYED, TAX PRESENTATION RRC Catterick	Michelle Bray Tel: 01748 874031 Mil: 94731 4031
06/06/2013	DOOSAN BABCOCK COMPANY PRESENTATION Cinema, RRC Rosyth	Anne Maclaren Tel: 01383 425086 Mil: 9335 65086
11/06/2013	SELF EMPLOYMENT AWARENESS EVENT REME Training Wing, Tidworth	Lol Wilde Tel: 01980 650689 Mil: 94342 2689
12/06/2013	RENEWABLES INDUSTRY AWARENESS EVENT 18AEC, Merville Barracks	Catherine Cunningham Tel: 0208 842 6065 Mil: 95233 6065
20/06/2013	TESCO COMPANY PRESENTATION RRC Tidworth	Lol Wilde Tel: 01980 651164 Mil: 94342 3164
21/06/2013	BECOMING SELF EMPLOYED, TAX PRESENTATION RRC Plymouth	Teresa Quantrill Tel: 01752 553376 Mil: 9375 53376
25/06/2013	GERMANY RESETTLEMENT TRANSITION FAIR Hammersmith Barracks Gymnasium, Herford	Fi Vakalutugone Tel: +49 5221 995 3211 Mil: 948 82 3211
25/06/2013	BAE SYSTEMS COMPANY PRESENTATION RRC Portsmouth	Vicky Page Tel: 02392 725605 Mil: 9380 25605
26/06/2013	CTP SUPPORTED LIVING AND WORKING IN SWINDON & WILTSHIRE FAIR Tidworth Leisure Centre, Wiltshire	Lol Wilde Tel: 01980 651164 Mil: 94342 3164

CHECK OUR WEBSITE FOR FULL LISTINGS OF ALL SCHEDULED EVENTS AND BOOK YOUR PLACE NOW!



### **Useful CTP Contacts**

Remember, we're always at the end of the phone to assist with any booking requests or questions you may have surrounding your resettlement. Here are some numbers to help you make contact easily!



#### To book a CTP workshop or briefing...

Call **0203 162 4410** from a civilian line. (This is not a premium rate number and you should only be charged at the normal national rate, dependent on your phone provider.)

Alternatively, if you are calling from a military line, contact the Regional Resettlement Centre (RRC) running the event which is normally the RRC that you are registered with for your resettlement. Contact details can be <u>found here</u>

#### To book a CTP training course...

Contact the Course Booking & Information Centre on 02894 456 172/182/208 (military 9491 56172/182/208) or email <a href="mailto:coursebookings@ctp.org.uk">coursebookings@ctp.org.uk</a>

#### For RightJob assistance...

If you have forgotten your RightJob password, have been locked out of your account or require support using RightJob, contact the **Central Employment Team** on **0121 236 0058** or email Rightjobsupport@ctp.org.uk

# To book to attend a CTP event such as an employment fair or company presentation...

<u>Click here</u> to locate the event you would like to attend on the calendar on our website, and follow the instructions to contact the organiser direct.

# For career advice or help with your CV...

If you are registered with the CTP, contact your **Career Consultant** for advice. Alternatively, you can speak with your local **Employment Consultant**; click here to find an EC in your local area.

### For employment support...

<u>Click here</u> to check the location map on our website and contact the **Employment Consultant** in your local area and they will be happy to help. Alternatively, contact your **Career Consultant** who can also offer advice.

# For helpful tools to help manage vour resettlement...

Login to your **myPlan** account to access tools including a CV Builder, Resettlement Tracker, Career Assessment Activities and more!