

# Career Transition Partnership

## Frequently Asked Questions in relation to COVID-19

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These FAQs have been created to respond to questions you may have in relation to adjustments that have been made to delivery of CTP services, as a result of COVID-19. They are updated on a regular basis and we will continue to keep you updated to the best of our knowledge with any further changes.

The answers supplied reflect MOD guidance and policy and your Service Resettlement Advisor (SRA) will be able to help if you have any concerns on Service issues. If you have any remaining questions that aren't covered, please do get in touch via [resettlementinfo@ctp.org.uk](mailto:resettlementinfo@ctp.org.uk)

To help you navigate through the questions, they have been broken down into sections as follows. Click on a question to jump to where it appears in this document.

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## FAQS

### VISITING CTP CENTRES DURING COVID-19 PANDEMIC

#### 1. Will social distancing measures remain in place within CTP centres?

In line with government guidelines, social distancing is no longer in force in England from 19<sup>th</sup> July and Scotland from 9<sup>th</sup> August. The dates for Wales and Northern Ireland are currently unknown.

Hygiene and good behaviors by all remain paramount. Service leavers should follow the guidance displayed in centres. If, for your own personal reasons, you would prefer to remain socially distanced, all workshops are available remotely. Drop-in consultations and one to ones will be delivered remotely until 1<sup>st</sup> September.

#### 2. Will face coverings be required to be worn whilst in CTP centres?

Wearing of face coverings will be encouraged in communal areas (not in classrooms) within CTP centres. The government guidance and local rules on wearing face coverings around military establishments should be followed as directed.

#### 3. How should I get in touch to book a course, workshop or appointment?

If you need to contact a member of CTP staff you should do so by telephone or email in the first instance. Drop-in consultations and one to ones will be delivered remotely until 1<sup>st</sup> September. The contact details of your local centre should have already been shared with you but they can also be found on the Contact us page on our [website here](#).

#### 4. I prefer undertaking online/virtual workshops/webinars/courses – will these continue, or do I have to attend a centre?

The increased programme of online resettlement activities such as transition workshops, virtual events, vocational training, webinars and live chats will remain in place for the remainder of the year.

## VOCATIONAL TRAINING

### **5. My course was cancelled part way through; will I get a refund?**

In the first instance you must attempt to rebook your course place for a future date. If that isn't possible, then request a refund from the training provider (for courses delivered through CTP this will be CTP). Should the provider's terms and conditions not allow a full refund then apply for any outstanding funds via MoD Form 2245 Annex H to JSP 534 which can be found in the footer of all pages on the CTP website, in the Quick Links drop down box. Completion of the form should be in line with JSP 534 part 1 Para 501; the completed form should NOT be submitted to CTP. As with all JPA claims, proof must be obtained from the training provider to demonstrate the difference between what was paid and the refund provided. If you have used ELCAS funding then please refer to ELCAS rules on reinstatement of your funding; your SRA can advise on this.

### **6. If my training course was cancelled due to COVID-19 how will I get a place on a future course date?**

If you had booked a place on a CTP course but it was cancelled due to COVID-19, then you will be contacted by the booking team and offered a future date. A number of course places will be ringfenced and, where possible, extra courses delivered to accommodate you. The MoD has directed that priority will be given to those with only 6 months left to serve, medical discharges and those who have extended in service once already in order to accommodate their course(s); future dates will be offered to those not in these categories.

### **7. My course was cancelled part way through; will I have all of my GRT/IRTC reinstated so I can repeat it?**

Yes via MoD F 2245 Annex H to JSP 534 which can be found in the footer of all pages on the CTP website, in the Quick Links drop down box.

### **8. Will I get a full refund if I have already paid for my non-refundable exam fees in advance?**

In the first instance you must attempt to re-book the exam. If this is not possible, proof must be obtained and then you should claim via MoD Form 2245, Annex H to JSP 534 which can be found in the footer of all pages on the CTP website, in the Quick Links drop down box.

### **9. I have paid for my travel and accommodation in advance; will I be refunded for this if my course is cancelled?**

Yes, if booked via HRG, this function will be carried out by them. If not, then use of the MoD Form 2245 is to be used with supporting evidence.

### **10. I have used ELC funding to pay for my course, will this be reinstated?**

TESRR policy states that "Any claimants who are attending courses or are intending to do so are requested to comply with Government guidance: The following Government guidance on GOV.UK must be followed: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection-updated> 9 October 2020. If a learner must self-isolate, then all efforts will be made to offer an alternative option later on. Additionally, it is recommended you refer to the cancellation and reinstatement guidance found on the FAQs page (link here: <http://www.enhancedlearningcredits.com/faqs>).

**11. Which vocational training courses will still be delivered virtually?**

The following vocational training virtual classroom courses will continue as follows:

- [5-day APM PMQ](#)
- [10-day APM PMQ](#)
- [Prince 2](#)
- [Management of Change](#)
- [Management of Risk](#)
- [Agile Project Management](#)
- [Enterprise & Self Employment](#)
- [Strategic Finance for Non-Financial Managers](#)
- [Managing Safely \(IOSH\)](#)
- [Introduction to Digital Forensics](#)
- [CompTIA CYSA+](#)
- [CompTIA PenTest+](#)
- [Charity Management Awareness](#)
- [Warehouse & Distribution Supervisor](#)
- [ILM L5 in Service Improvement](#)
- [Developing & Managing a Business with an online presence – classroom/virtual and also full virtual on some dates](#)
- [CILT Level 5 Professional Diploma in Logistics and Transport](#)
- [Level 3 Award in Education and Training](#)
- [Drone Piloting Level 4 Diploma \(blended learning\)](#)

**12. Do I have to use GRT to attend an online vocational training course?**

Yes. If online training is being completed during working hours, it should be taken as GRT; not to do so is fraudulent. If you cannot access a JPA terminal to apply for your GRT please contact your Unit HR Admin and they should be able to help you. JPA will be updated with your attendance and use of GRT retrospectively if required.

**13. I left the Service but the post-discharge CTP support I am receiving has been affected due to COVID-19.**

CTP support post Service has been extended by 3 months from 24 months to 27 months to take into account COVID-19 disruption. The extension will apply to everyone registered for resettlement between 17th March and 30th June 2020 and this will be added as a footnote to JSP 534.

**14. Why is my virtual training course the same price as the face to face training course?**

Virtual classroom training is quite different to e-Learning. Our Virtual courses are delivered by the same trainer with the same maximum attendee numbers as classroom courses. You will be able to fully interact with the trainer and other class members, participate in group discussions and breakout rooms, view videos and boards, and have a very similar experience to that of classroom training. Some online pre course work will be required in advance, and course workbooks will be sent out by post wherever possible. A laptop or desktop PC with a webcam, microphone and speaker (or headset) will be required to complete any of our virtual courses and undertake the exam(s) from their current location.

**TRANSITION WORKSHOPS & RESETTLEMENT CENTRES**

**15. Can I extend to finish my resettlement?**

This is a decision which will be made by individual single Service point of contact. Although access to CTP post-discharge resettlement entitlement has been extended by 3 months, in-Service extensions are at the gift of single Service points of contact, as per JSP 534.

**16. Will I get deferred resettlement?**

You may have the option to defer your resettlement to enable you to undertake resettlement post discharge. Please contact your single Service SRA for more information and guidance on deferral policy.

**17. What happens to my resettlement if I sign back on?**

As per JSP 534 which can be found in the footer of all pages on the CTP website, in the Quick Links drop down box.

**18. My RAB was cancelled how can I access CTP?**

This will be decided by single Services. Some 2<sup>nd</sup> line are conducting telephone interviews to register Service leavers. Please contact your local SRA for more detail; this may include the use of paper-based forms as last resort.

**19. How can I contact CTP staff?**

Email remains the most robust form of contact with CTP staff. The reason for this is that some telephone lines are inaccessible due to staff working remotely. We have updated the [Contact Us](#) page on the CTP website.

**20. How can I contact my 2<sup>nd</sup> Line whilst they are working remotely and not in units?**

You are advised to make initial contact with your local education centre. They will be able to link you with a point of contact at a local level who will be able to address any questions you may have with relation to your resettlement provision.

**21. I am close to my discharge date and would like to attend a CTW but they are all at full capacity. What options do I have?**

In the unlikely event that there is no availability for a CTW (either remote or classroom-based) within your timeframe, we recommend you book a full guidance telephone call as soon as possible. In addition to this, we have a host of bespoke on-line activities to ensure you are fully supported and meet your resettlement needs.

**22. Will Financial Aspects of Resettlement (FAR) briefings be taking place on base units?**

You can find the next scheduled dates for FARs on the [CTP website here](#).

**EMPLOYMENT, JOB-SEEKING & EVENTS:****23. I have recently left the Army but am considering re-joining, is this possible?**

The Army's policy on Re-joining is contained in AGAI 40, Part 4. There is a page on the [Army Website](#) devoted to re-joiners, which includes information on eligibility and process.

**24. I have recently left the Royal Navy but am considering re-joining, is this possible?**

There is a page on the [RN website](#) devoted to re-joiners into the Royal Navy, which includes information on eligibility and process.

**25. I have recently left the Royal Air Force but am considering re-joining, is this possible?**

There is a page on the [RAF website](#) devoted to re-joiners into the Royal Air Force, which includes information on eligibility and process.

**26. Will physical events such as Employment Fairs recommence?**

As government restrictions have been relaxed on large gatherings, we are undertaking an assessment to review running CTP Employment Fairs again. Our priority will be to ensure events are carried out in a safe and responsible way, to protect the safety of high volumes of individuals in close proximity and to minimise the spread of COVID-19.

Our Virtual Employer Events (VEEs) continue to be an effective, alternative way for you to engage with multiple employers. The VEEs enable you to engage directly with employers using video technology. Each employer is introduced with an overview of the skills they are seeking and the locations they are recruiting in at the start of the event. You can then decide which ones you wish to go and virtually visit them to discuss the opportunities in more detail. All CTP events are promoted on the [Events Calendar](#) on our website, where you will find further information and directions for booking your place. You will also find the majority of the vacancies being advertised at these events on [CTP RightJob](#).

As soon as we are able to, we look forward to welcoming you back to our physical CTP Employment Fairs.

**27. Should I still apply for opportunities on RightJob?**

Absolutely! Our Employer Engagement team are continuing to work with employers to support them with their recruitment needs. The employment market is showing strong signs of recovery and we are now seeing record levels of vacancies. We would encourage you to apply for any suitable roles you see on [CTP RightJob](#) as soon as possible and not wait for the closing date. We are seeing some employers closing their vacancies before the closing date as they are receiving a high number of applications.

New vacancies are uploaded on a daily basis, so you should login regularly to ensure you don't miss out on the perfect role for you. If you have completed your online profile, and opted in to receive updates, we will continue to notify you of suitable jobs. If you have any questions about your job matches, please contact us via [resettlementinfo@ctp.org.uk](mailto:resettlementinfo@ctp.org.uk)

**28. How can I access CTP Future Horizon support remotely?**

If you are leaving the Services having served less than 4 years, you are entitled to CTP Future Horizons support (<https://www.ctp.org.uk/futurehorizons>). If your unit is temporarily closed and you have not been able to get signed up to the programme, please contact Angela or Amanda by email at [ahheap@ctp.org.uk](mailto:ahheap@ctp.org.uk) or [akettlewell@ctp.org.uk](mailto:akettlewell@ctp.org.uk) and we will get back to you as soon as possible to support you.

**29. Are employers still recruiting?**

Yes! We are seeing strong signs of recovery across the employment market, with record numbers of vacancies as more jobs are being created with the cessation of Covid-19 restrictions. Sectors such as transport, utilities, IT, engineering, logistics and healthcare are among the top sectors for recruitment. On CTP RightJob the majority of roles advertised are permanent positions, which is a positive sign that employers have confidence in the skills and attributes Service personnel can bring to their workforce.

All of our employers' opportunities are listed on [CTP RightJob](#), so please do log in regularly as it is updated on a daily basis. It would also be advisable to take a moment to check that your RightJob profile is up to date, and your availability date is populated to ensure you are matched to the right opportunities which meet your criteria.

The number of candidates per role is on the increase and this is creating a very competitive employer led market for candidates; the result of this being that some vacancies will close very quickly. If you are applying for a role you will need to ensure that it done in good time with a well-tailored CV.

### **30. Are employers still doing interviews?**

Yes. In many cases, where the employer is able to provide a COVID-safe environment, they are conducting face to face interviews. Other employers are adopting a different approach by utilising video conferencing or conducting interviews via the telephone. The CTP have a number of tools to support you with video interviews which should be utilised to improve your video technique. Please take a look at the tools available to you in your '[myPlan](#)' account or speak to your consultant or advisor for more details.

### **31. What's happening in the job market?**

The employment markets are showing strong signs of recovery. The number of opportunities on CTP RightJob is now back up to where it was prior to the pandemic. Sectors such as transport, utilities, IT, engineering, logistics and healthcare are among the top sectors for recruitment, with Financial & Professional Services also seeing an increase. Scientific research and development is seeing a rise in the number of opportunities due to the vaccine rollout programmes. On [CTP RightJob](#) the majority of roles advertised are permanent positions, which is a positive sign that employers have confidence in the skills and attributes Service personnel can bring to their workforce.

There are currently three times as many people applying for every role compared to this time last year and many employers have a diverse and talented pool of people to choose from. Successful candidates will be those who can quickly respond to this change in the hiring market, and demonstrate excellent skills in video interviewing and remote motivation of staff members, which in previous years might not have been as necessary. Therefore, it is more important than ever to ensure that you proactively tailor your CV to every role you apply for and that you clearly demonstrate what you can bring to the employer to make you stand out from the crowd. Many employers have had to adapt their businesses to new delivery models and many are now looking for a more agile workforce. This has made digital skills even more valuable to potential employers.

The CTP Employer Engagement team are continuing to engage with hundreds of employers who are still recruiting. These opportunities are advertised on CTP RightJob. Many employers are also engaged with our online employment events which you can find on the [events calendar](#) on the CTP website.