



# Right Management and the Career Transition Partnership



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# Proposed Agenda



- Overview of Right Management



- UK Ministry of Defence Policy



- CTP Organisation



- Service Leaver Support



- Objectives and Performance



- Questions



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# Right Management



A global leader in talent and career management workforce solutions. We design and deliver solutions to align talent strategy with business strategy.



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# Right Management Capabilities

## TALENT ASSESSMENT

- Competency Modeling
- Organizational Assessment
- Team Assessment
- Individual Assessment

## LEADER DEVELOPMENT

- Leadership Pipeline Development
- Leader Coaching™
- Succession Management
- Performance Management



## WORKFORCE TRANSITION & OUTPLACEMENT

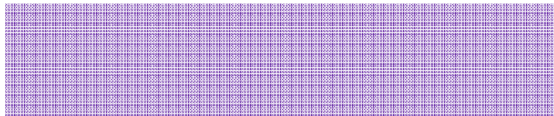
- Outplacement
- Redeployment
- Career Decision
- Career Development

## ORGANIZATIONAL EFFECTIVENESS

- Strategy Implementation
- Strategic Workforce Alignment
- Change Management

## EMPLOYEE ENGAGEMENT

- Strategic Communications Planning
- Workforce Engagement and Retention Strategies
- Wellness and Productivity Management



# Right Management Capability for Military Resettlement

- Part of Manpower Group
- Security – staff must hold level of security clearance
- Dedicated IT systems are housed in-country in secure facilities
- Expertise in transferring military skills to civilian jobs
- Job search by partners, including military charities : an example of a public/private/charity partnership



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# Right Management Military Experience

- UK Ministry of Defence – since 1998
- Japan Ministry of Defence Preferred Supplier -2007
- Veteran Affairs Canada Job Placement Program- 2005-2012
- Singapore Department of Defence - 2005
- Norway Department of Defence Partner -2004
- Current Consulting project with Swedish Defence Force



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# Career Transition Partnership

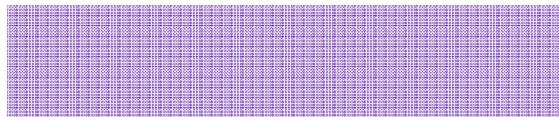


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# Transition from the Armed Forces...



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## .... to Civilian Life



# UK M.o.D Resettlement Charter

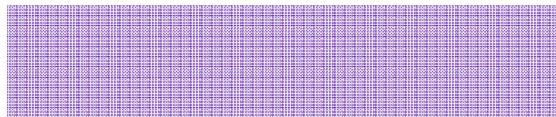
Although Armed Forces personnel can have a long, fulfilling career, the majority of them will leave the Armed Forces at least 25 years before the current national retirement age and will need and wish to pursue a full second career.

The Department believes that *"a robust and effective system of resettlement provision is a fundamental pillar of personnel support and a tangible manifestation of the Armed Forces' commitment to be an employer of first choice"*.

Such provision should allow military personnel to serve secure in the knowledge that they will receive assistance to prepare them for life and future employment when they leave the Services.

Of course, much of the ultimate responsibility for a successful return to civilian life rests with the individual Service Leaver who needs to exploit the opportunities offered by the Department's resettlement provision.

Resettlement support is not a core competency of the MoD and is delivered by a expert partner.



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# Purpose of M.o.D Current Resettlement Service

The primary purpose of MoD's resettlement service is to help eligible personnel leaving the Armed Forces to make a successful transition to civilian employment in a suitable second career, which is appropriate to their skills, knowledge and experience and/or in accord with their aspirations.

## Wider Preparation for Civilian Life

Although primarily focussed on helping Service leavers to find suitable employment in a second career, the service shall include preparations for civilian life for Service leavers who do not wish to find employment (e.g. those planning to retire or those seeking full time education).

## Service Leavers' Freedom of Choice

Service leavers will have freedom to choose which elements, if any, of the resettlement service to be provided by the CTP, that they take advantage of.

The onus will largely be on the CTP to establish credibility and to persuade eligible Service leavers to take advantage of services.



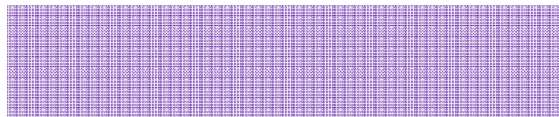
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# Eligibility to access the Resettlement Service

- Service Leavers who have served 6 years may access the full service programme of support for 2 years before Discharge, and up to 2 years after Discharge.
- Service Leavers who have served 4 years plus may access the Employment Support Programme.
- Medically discharged Service Leavers may access the CTP at any stage.
- Early Service Leavers may access New Horizons Programme

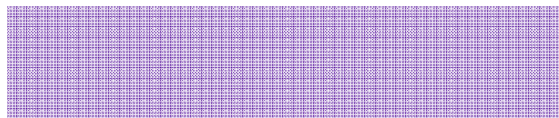
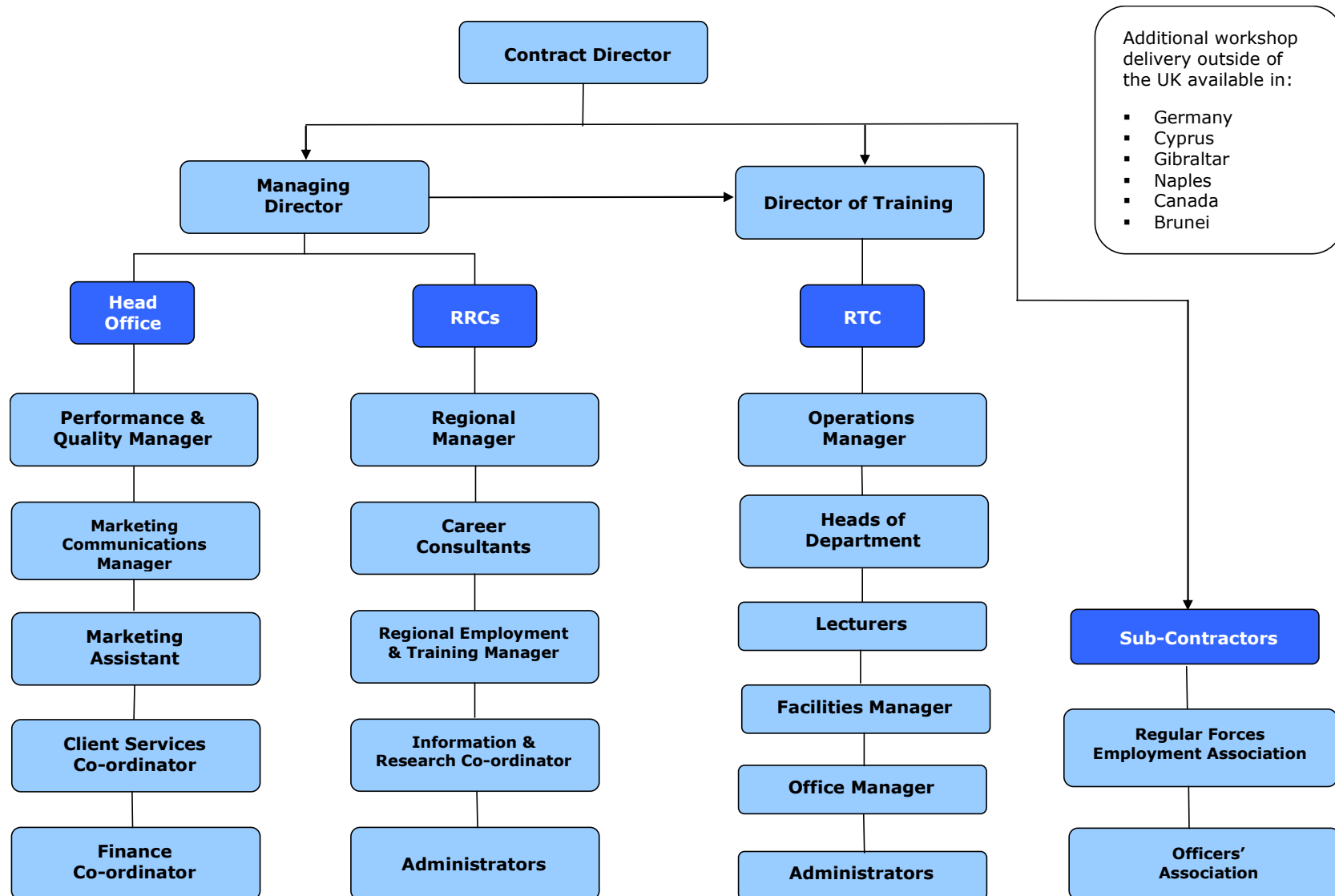


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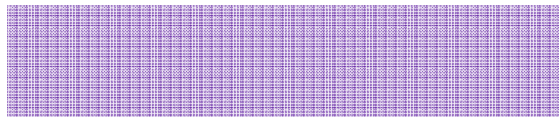
# The CTP Organisation



# Delivery

- 10 Regional Resettlement Centres; 9 in the UK and 1 in Germany
- Resettlement Training Centre in Aldershot
- 30 Employment Consultants across the UK

● = Regional Resettlement Centres  
● = Employment Consultants



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# Philosophy

- All Service leavers have transferable skills but some may need more help in identifying them. However, in all instances, the CTP focus on individual needs.
- Working 'on base' supports access, builds confidence.
- CTP "enable" rather than do everything for Service leavers.
- Resettlement Training should focus on:
  - Topping up or updating skills
  - Attaining civilian qualifications
  - Job market demands



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# Career Transition Partnership

Formed in 1998, the CTP has provided transition support to over 170,000 Service leavers

Service leaver throughput in 2012 was over 16,000

Support is Tri Service and covers all ranks - eligible clients have served 4 years +

All Medical Discharge clients, approx 8% of throughput, are eligible for the full CTP service

Support is provided for up to 2 years before and 2 years after discharge

Vocational Training is provided to approx. 5,000 Service leavers per year



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# Future Horizons – Early Service Leaver Trial

- The initial set up of the programme was supported and funded by Ex Service Charities
- By the end of 2012 over 440 Early Service Leavers – ESLs – had been through the doors.
- The pilot scheme, Future Horizons, at Catterick Garrison, North Yorkshire is currently providing 12 months of enhanced support and guidance on employment, accommodation, educational needs, and mental health issues for approximately 1,000 Early Service Leavers who will return back to locations across the UK.
- Around 98% of ESL's signing up for the programme.



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# The Process

2 years before discharge

Approval to access service

3 day Career Transition Workshop

1:1 Unlimited Career Consultant support

Vocational training support

Discharge date

Local Employment Consultant

1:1 Unlimited Consultant support

Employment Consultant support

2 years after discharge

94% settled in new job after 6 months



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# CTP Support



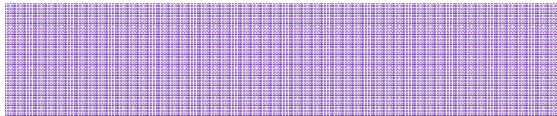
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# Career Transition Workshop

- Identifying transferable skills and experience
- Identifying goals and priorities
- CV preparation
- Analysing job opportunities
- Applying for jobs
- Interview techniques
- One-to-one interview with a Career Consultant
- A Personal Resettlement Plan



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# Core Workshops

Career Transition Workshop (CTW) 3 days

Business Start Up 2 days

Interview Techniques 1 day

Employment Support Programme (ESP) Workshop – 1 day

Financial Brief 1 day

Housing Brief 1 day



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# The Career Consultant

- One-to-one sessions
- Impartial advice - re-engagement?
- Discussing and monitoring Personal Resettlement Plans
- Help with CV
- Advice on training
- Interview preparation
- Only a phone call away



Note: UK Re-engagement cost savings of £40m through avoidance of recruitment and training costs



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# 1-1 Support

Access to:

Allocated Career Consultant at one of 10 Regional Resettlement Centres (RRCs) (unlimited access)

Information & Research co-ordinator at Regional Resource Centre

Regional Employment and Training Manager

Also:

Development of Personal Resettlement Plan – MyPlan

Support and Referral process for vulnerable SIs



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# Dedicated Website for Service Leavers & Employers

The screenshot shows the homepage of the Career Transition Partnership website. At the top left is the logo for the Career Transition Partnership, featuring the Royal Coat of Arms and the Right Management logo, with the text 'The Ministry of Defence working with Right Management'. A navigation menu includes 'Home', 'About Us', 'News', 'Articles', 'Employers', and 'Where to find us'. On the right, there is a 'my Plan and rightJob For Service leavers' section with a 'Login' button and a 'Forgotten password?' link. Below the navigation is a main banner with the heading 'Choose from hundreds of courses and workshops to make your resettlement a success.' and a search bar. A video player is embedded in the banner. Below the banner are four buttons: 'Getting started', 'Resettlement guides', 'Find a course or workshop', and 'Find a job'. The lower section features two main promotional boxes: 'Why Employ a Service Leaver?' with a photo of a woman and a green 'Employers - find out more' button, and 'rightJob for Employers' with a green 'Enter site' button. At the bottom, there are four columns: 'Quick links' with various resource links, 'Upcoming events' featuring a '13 NOV' calendar icon and links to 'Security Industry Awareness Day', 'Becoming Self Employed, Tax Presentation', and 'CTP Supported County Transition Fair - Liverpool', 'Employers' with links to 'Services for Employers, Events to meet Service leavers and access to RightJob' and 'Preferred suppliers', and 'Latest News' with a link to the 'NOVEMBER Issue of FOCUS on Resettlement Out Now!'.

[www.ctp.org.uk](http://www.ctp.org.uk)



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# myPlan: Interactive Resettlement Resource

myPlan is an interactive personal resource, providing all the tools Service leavers need to manage their own resettlement and career transition.

Features include:

- Personal Resettlement Plan
- Resettlement Tracker
- Career Assessment Activities
- CV Builder
- Resettlement Guides & Checklists
- Shortlist



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# Resettlement Training Centre

Over 50 funded courses across 4 departments:

- Engineering
- Building
- Management
- IT

The training is:

- Value For Money
- Gives credible qualifications
- Has links with employers
- Leads to Civilian Work Attachments and employment



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# Resettlement Training Centre

## Engineering

- Digital TV Systems
- Essential Electrics
- Electrical Installation
- Inspection and Testing of Electrical Equipment Air Conditioning and Refrigeration Technology

## Management

- Project Management – APMP, Prince2
- Health & Safety – NEBOSH, First Responder
- Transport & Logistics – Road Haulage, Professional Competence
- Security – Close Protection, Security Supervisor
- Teaching/Training



## Building

- Bricklaying and Concreting Carpentry & Joinery
- Painting & Decorating
- Plastering
- Plumbing
- Tiling
- Dry Lining and Plastering

## IT

- Computer Maintenance Engineer (CompTIA A+)
- Cisco Certified Network Associate (CCNA) Certification
- Microsoft Certified IT Professional
- Network, Security and Forensics



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# Preferred Suppliers of Training (460+)

Management of network of training suppliers who have suitable training courses for Service leavers.

- Appropriate quality management systems
- Demonstrated financial stability
- Willingness to apply partnership customer satisfaction procedures and accept audit by the contractor
- Suitable accreditation of training
- Links with employment opportunities
- Track record and references
- Willingness to underwrite risk – e.g. by establishing escrow arrangements to secure Service leavers' training payments



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# Vocational Training

Regional Training Delivery (Resettlement Training Centre & RRCs)

Vocational Courses

Access to Quality Approved Preferred Supplier list

Sourcing of alternative training to meet needs



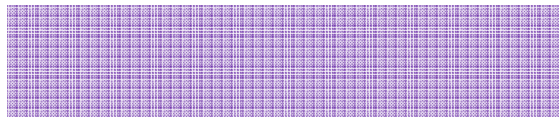
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# Job Finding Assistance

- Employment Consultants provide early, local and realistic advice on the job market and provide 1:1 job finding support
- Provide a no cost recruitment service to employers
- Dispel Employers' perceptions of Service personnel by marketing the attributes and skills of our clients
- Target employers who need Service leavers' skills and generate vacancies
- Service leavers can search and apply for these vacancies online using **RightJob** – a job search engine where Employers post jobs specifically to recruit Service leavers



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# Employment

1 -1 support from allocated Employment Consultant

Access to RightJob –online Job Matching facility

Employment Market Intelligence

Access to Central Employment Team

Access to Further Funding if required



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# Sector & Employment Fairs

Employment Fairs

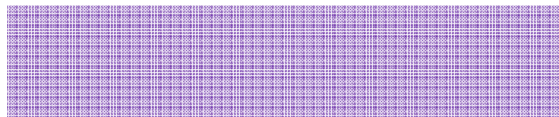
Sector Briefs

Placements

Employer visits

Civilian Work Attachments

Voluntary Placements



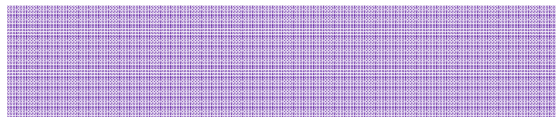
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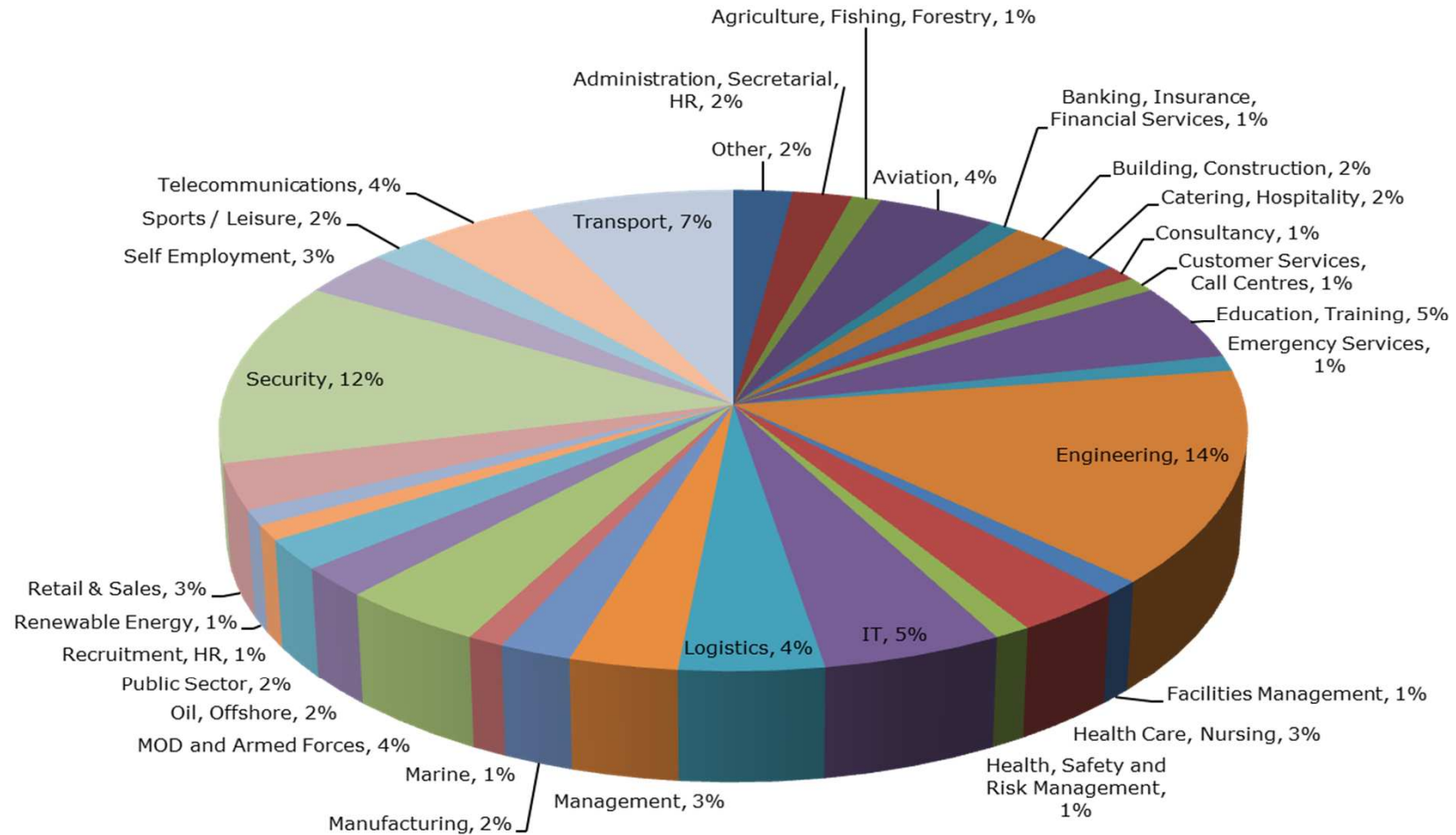
# Recent Initiatives



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# Job Placements by Sector



# Evaluation & Tracking

Evaluation at Discharge & 6months

Questionnaires at 12 & 24 months

Tracking via CET team

Referral back in to CTP



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# Project Objectives

Three explicit objectives were set out in the initial contract:

- To set up a resettlement service for all ranks of all Services that could handle the estimated 15,000 per annum eligible throughput
- To increase the take-up of resettlement services from the existing 40% of Service leavers to a level of 7,000 individuals per year (an equivalent of 50% of leavers)
- To place 75% of Service leavers in jobs within 6 months of leaving the Services

MOD has a core Resettlement team of six staff, responsible for Tri Service policy and management of Contractor



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# Outcomes

- Right Management has held the Resettlement Contract since 1998. Following a competitive tender, it was renewed in 2005 for a ten year period.
- The CTP has raised the uptake of resettlement services from 40% to over 90% since the start of the contract
- In 2012 over 15,800 eligible Service leavers used the CTP
  - Officers - 16%
  - Senior Ranks - 31%
  - Junior Ranks - 52%
- At any one time CTP has up to 23,000 registered clients
- 94% of Service leavers using the CTP are in employment within 6 months of discharge

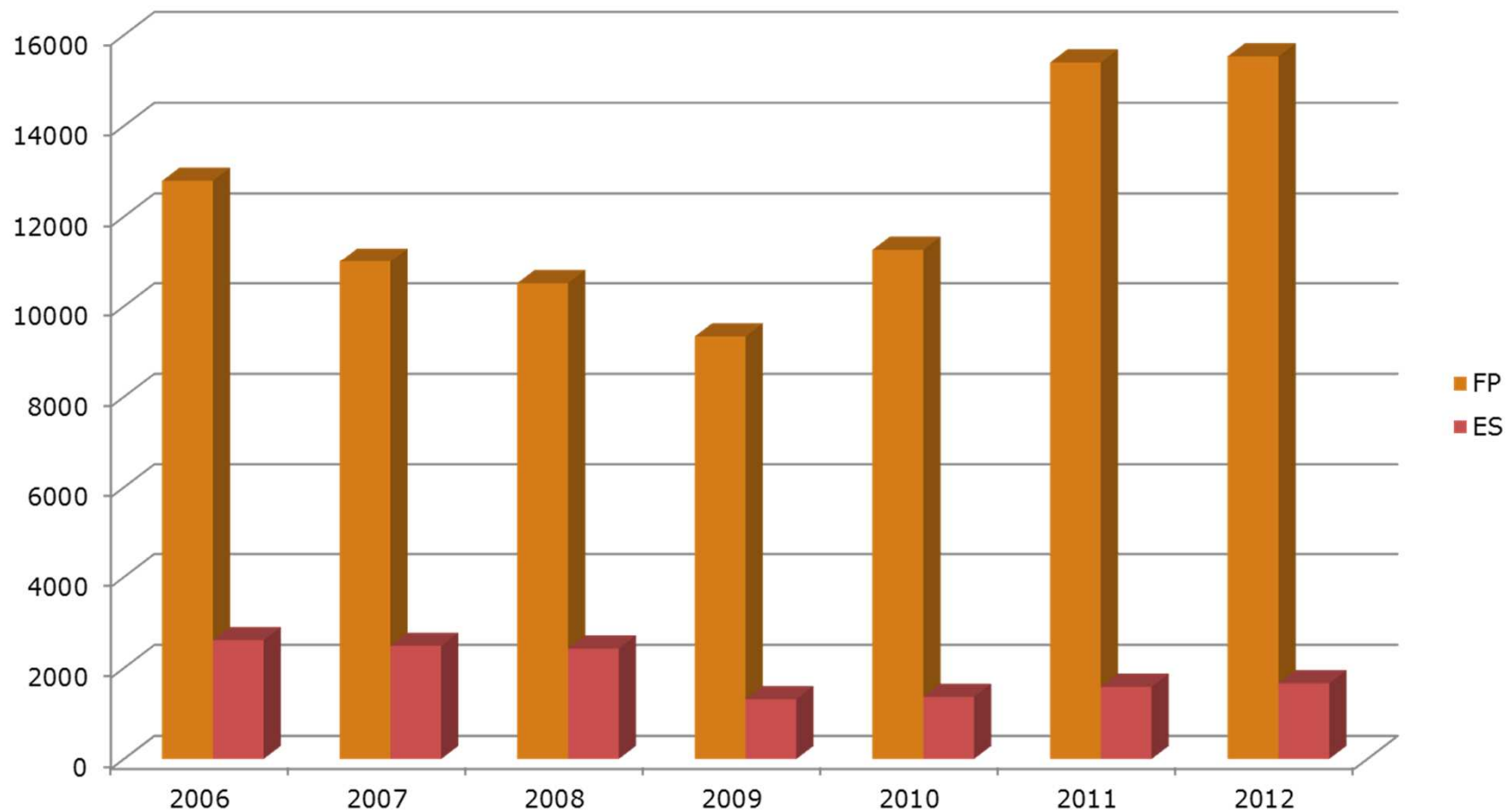


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# Career Transition Partnership: volumes by full programmes and employment support

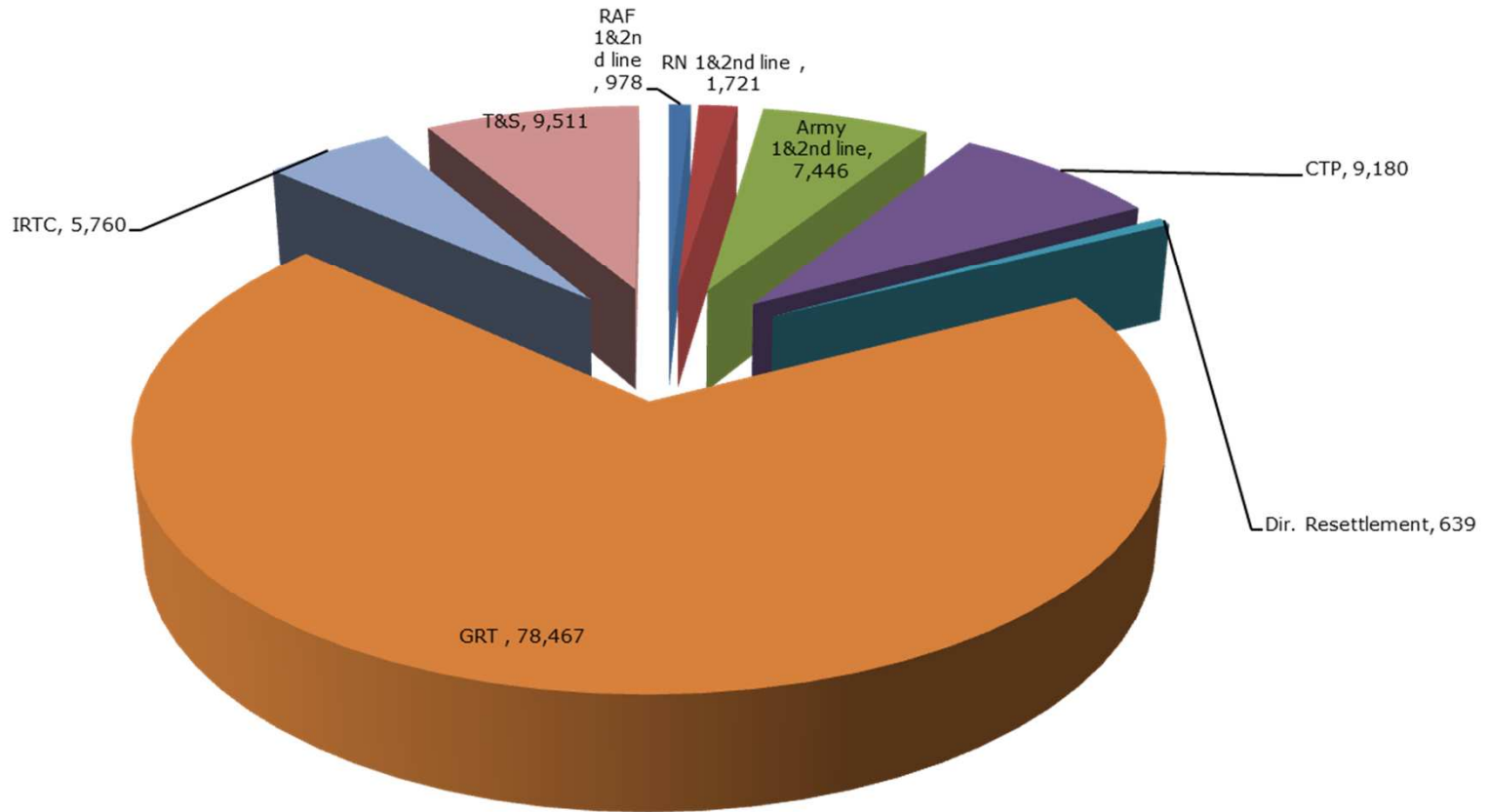


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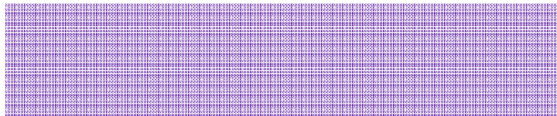
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# Resettlement costs- National Audit Office Report 2007



Resettlement costs £114.8m 2007 NAO

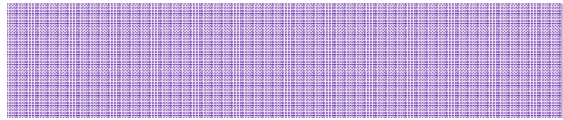
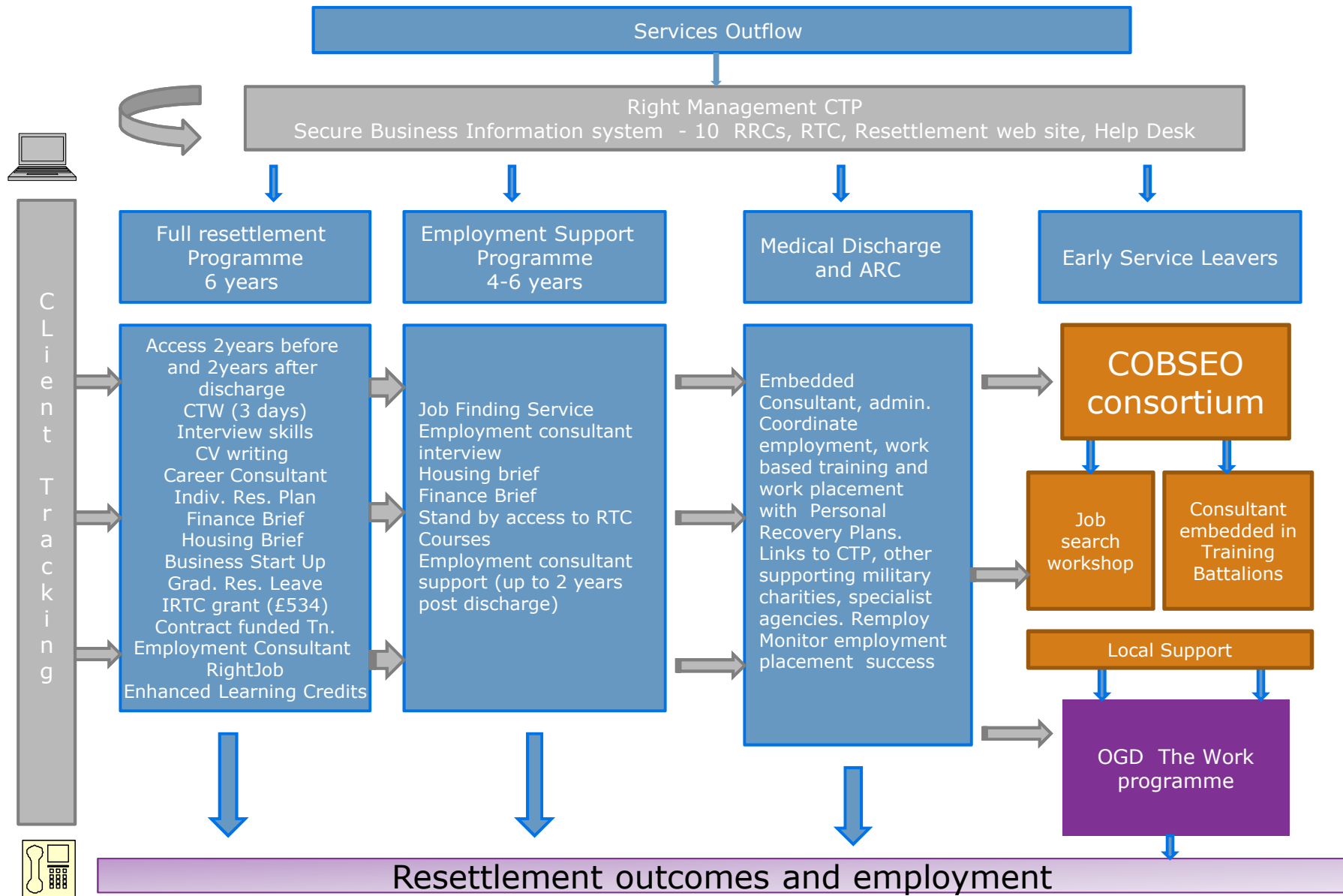


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# Integrating Authority Model







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