



Ministry of Defence Police

Freedom of Information Manager

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Our Ref: eCase: FOI 2021/13048

RFI: 315/21

Date: 22 November 2021

Dear [REDACTED]

FREEDOM OF INFORMATION ACT 2000: MINISTRY OF DEFENCE POLICE: CAREER TRANSITION SUPPORT.

We refer to your email dated 27 October 2021 to the Ministry of Defence Police which was acknowledged on the same date.

We are treating your email as a request for information in accordance with the Freedom of Information Act 2000 (FOIA 2000).

In your email you requested the following information:

I would really appreciate it if you could please help me with these questions. The intention behind them is to enable us to deliver a far higher quality and more comprehensive level of support to officers and staff leaving policing than is currently available.

- 1. For those leaving the service, do you currently provide career transition or resettlement support? For example, a day of content including topics like CV writing, financial planning, job prospects etc...**
- 2. If yes, what content/subject matter is covered?**
- 3. Is this support provided in-house or by an external provider?**
- 4. What is the cost of this support?**
- 5. Is this support delivered in-person or virtually?**
- 6. If provided by an external supplier, is this provided ad hoc or as part of an existing contract?**
- 7. If contracted, when does the current contract expire and when will the new tendering process begin?**

8. Who within the organisation is the key decision maker regarding this support? May I please have their job title?

A search for information has now been completed by the Ministry of Defence Police and I can confirm that we do hold information in scope of your request.

1. For those leaving the service, do you currently provide career transition or resettlement support? For example, a day of content including topics like CV writing, financial planning, job prospects etc...

MOD provide outplacement services for all civil servants leaving the service, this is available to MOD Police officers and is a career transition service designed to help civilian employees leaving MOD under early severance schemes, early retirement, Voluntary Exit or Redundancy or ill health retirement to prepare for their future careers. As an alternative to this Police Mutual also offer bespoke resettlement courses to our uniform staff.

2. If yes, what content/subject matter is covered?

See enclosed document.

3. Is this support provided in-house or by an external provider?

External.

4. What is the cost of this support?

No information held for civil servants. Nil cost for police officers using the services of Police Mutual.

5. Is this support delivered in-person or virtually?

Various options are available.

6. If provided by an external supplier, is this provided ad hoc or as part of an existing contract?

Police Mutual provide the service on an ad hoc basis there is no contract. MOD have a contract in place.

7. If contracted, when does the current contract expire and when will the new tendering process begin?

No information held by MDP on the MOD contract.

8. Who within the organisation is the key decision maker regarding this support? May I please have their job title?

For Police Mutual courses the POC is – Force Welfare Officer. For the MOD outplacement service – no information held.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk).

Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely

MDP Secretariat and Freedom of Information Office

YOUR OUTPLACEMENT SERVICE



Ministry
of Defence



HM Revenue
& Customs

You can receive a combination of different career transition support to the value of 3 support options, from the services outlined below. Your 3 career support options can be exchanged for the following services:

1 SUPPORT OPTION = ONE HOUR OF INDIVIDUAL COACHING SUPPORT

OR 1 SUPPORT OPTION = ATTENDANCE AT HALF DAY WORKSHOP

OR 2 SUPPORT OPTIONS = ATTENDANCE AT FULL DAY WORKSHOP

OR 1 SUPPORT OPTION = ATTENDANCE AT UP TO 1 LIVE WEBINAR

OR 1 SUPPORT OPTION = 3 MONTHS UNLIMITED SKILLSOFT E-LEARNING

In addition, the following support is available:

- Online Interactive Career Portal
- All Online Psychometric Reports and Career Tools
- Online Job and Company Databases,
- Programme of recorded Online Webinars
- Cobweb Self Employment Tool
- Ongoing Annual CV Review
- Recruit Tracker Job Searching
- Unlimited Access to interactive Research Tools
- Unlimited Access to all online and Personal Career Manager services throughout your programme and for 90 days in your new role.

OUR APPROACH

Our career coaching services are based around your specific needs and goals. You may follow one or more paths, as shown below, depending on your situation. Your coach will work closely with you, developing and maintaining a strong and supportive relationship. We will work with you to ensure that you have the opportunity to explore a variety of career options to refine and achieve your goals. Our experienced, independent and confidential coaches will provide you with the relevant advice and guidance.

IF YOUR GOAL IS RE-EMPLOYMENT

PLANNING

- Development of your personal proposition - your CV and social media profile
- Exploring re-deployment options
- Planning for interviews
- Development of high impact self marketing materials

ACTION

- Continuous review and coaching with an expert career coach
- Development of job search skills ensuring you identify multiple opportunities
- Advice for dealing with recruiters and headhunters
- Interview coaching to ensure that you impress
- Offer negotiation strategies
- Support for transition into your new role

IF YOUR GOAL IS START UP, SELF-EMPLOYMENT OR SOMETHING COMPLETELY DIFFERENT

PLANNING

- Assessment of career anchors and values, suitability for your proposed goal
- Definition of steps and techniques for starting your business venture or proposed next step
- Support to develop business plan or idea concept
- Access to sources of information to support planning

ACTION

- Expert coaching to further develop your plan and build a network of specialists and advisors
- Continued analysis of target customer base, sales/marketing tactics
- Refinement of organisational and business/product structure
- Initiate go-to-market plan or tangible next steps

SERVICE ELEMENTS

CAREER COACH

You will be carefully matched to one of our fully accredited, experienced locally based career coaches. Your coach will arrange meetings directly with you, either on-site or at a local venue. Alternatively you can choose to have all your coaching sessions delivered by telephone or skype. This means that meeting with your Career Coach is always at the most convenient time and place for you and does not require you to travel long distances to access support. The coach will adopt a highly tailored approach to your support depending on your needs. Topics covered include; career orientation, CV writing, interview technique, job campaigning, online application support, LinkedIn and social media profile building, accessing the hidden job market, part-time or portfolio working, self-employment, retraining and further education, exploring global opportunities. All conversations with your coach will be completely confidential.



BENEFITS OF COACHING

- Enhanced self-awareness
- Increased confidence
- A clearer career plan and identification of areas for development
- Improved performance and effectiveness
- Increased personal resilience and adaptability
- Reduced levels of stress

TIME WITH YOUR CAREER COACH

You can use your time with your coach to help you with a wide range of topics for example:

- Exploring "what next" - identification of career anchors, values and options
- Evaluation of strengths and experience
- Psychometric report feedback
- Specialist support - self-employment, personal branding and image, interim and part time working, stress management, resilience, working internationally, sector specific advice etc.
- Research support
- CV writing
- LinkedIn and social media profile development
- Specific application support
- Interview technique/ mock interviews
- Confidence and self-awareness building
- Access a range of materials and workbooks to help you between sessions

PERSONAL CAREER MANAGER SERVICE

At the beginning of your programme, you are allocated a Personal Career Manager (PCM) from our office based team of coaches. This service is telephone based and can also be accessed via Skype or Facetime. The PCM conducts an initial diagnostic session and remains as your allocated telephone coach throughout the programme. This service is provided on an unlimited access basis to underpin all other services and the PCM acts as your single point of contact to help you make maximum use of the wide range of services on offer including help with job applications or accessing resources on our career portal. You may contact your Personal Career Manager as frequently as required throughout your programme and for 90 days after you commence a new role.

SKILLSOFT

As part of your Working Transitions support programme you have the option to access Skillsoft - the world's largest and most reliable e-learning resource. You will have unlimited access to e-learning courses designed specifically for people utilising career transition services. The catalogue has 350 courses including:



- Microsoft Office Suite
- Business Writing Essentials
- Project Management Professional (PMP) Certification Preparation
- Time Management skills
- Professional Certification Courses (PHR/ SPHR, Six Sigma, Project Management)
- Decision making
- Professional telephone skills
- Listening essentials

Access to Skillsoft is available 24/7 via an internet browser on an "all you can take" basis throughout your 3 month access period.

WEBINARS

Many people prefer the convenience of self-learning or to access content via live webinars. We provide a programme of live and recorded webinars. All recorded webinars are available 24/7 via the Infinity career portal. A live webinar is run by one of our experienced coaches and provides the opportunity to ask questions during the webinar. Each webinar lasts between 30-45 mins and is also recorded so you can listen again. Current Webinar topics include:

- **High Impact CV Writing**
- **How to maximise the potential of social networking including LinkedIn**
- **Winning at Interviews**
- **Succeeding in your new job**
- **Working with agencies and head-hunters**
- **Self-employment**
- **Ask The Expert - live sessions where specific questions can be raised with our Career Coaches or specialist subject matter experts**

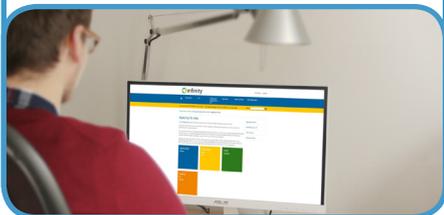
UNLIMITED ACCESS TO INFINITY ONLINE

You will also have unlimited access to our interactive career portal Infinity Online available on PC, mobile and tablet. This intuitive, user-friendly site provides access to a substantial range of tools, resources and links.

INFINITY – JOB CAMPAIGN

There are links that provide access to over 750,000 vacancies across multiple industry sectors. In addition CVs can be made visible directly to a range of employers.

You can upload your CV and make applications directly from the site. In addition the site is fully accessible from mobile and tablet so information and job alerts can be accessed on the go.



INFINITY – INFOBANK

Throughout the site there is access to multiple research databases and tools. MINT Global is the most comprehensive global business database available, providing unlimited access to real time company data, latest financial information, market overviews and competitor analysis. Cobweb is the UK's leading self-employment database with details on all aspects of over 600 career options.



INFINITY – LEARN

A wide range of exercises and tools allow you to increase your self-awareness and identify your motivators and lifestyle needs, gaining in depth understanding of what the right next step for you looks like. In addition a range of self-learning tools to improve skills are available, such as the UK's largest career video library on all aspects of career change. There are also hundreds of downloads, podcasts and templates.



CORE WORKSHOP OVERVIEWS

Below are details of the core workshop programme available to you. These workshops are the most suitable if you are seeking external employment or considering self employment. You may exchange your support options for the workshop/s of your choice. All materials will be provided at the workshop and supplementary resources can be viewed on our career portal Infinity Online before or after attendance. Workshops are usually held locally on site and are subject to demand.

TITLE	LEARNING OUTCOMES:	SUPPORT OPTIONS:
New Employment	<p>This workshop will provide you with the key tools and techniques to successfully create new employment opportunities, by helping you to prepare a relevant CV, carry out proactive job search activities and develop effective interview techniques.</p> <ul style="list-style-type: none"> ▪ Maintain and enhance your self-awareness, self-esteem, motivation, confidence and understanding of your current and future employability ▪ Gain an overview of the internal and external job market and routes to market ▪ Prepare and begin implementing an action plan that enables you to take control of future employment opportunities 	2 support options
CV Writing	<p>This support option will provide you with the key tools and techniques to successfully prepare and produce an effective CV.</p> <ul style="list-style-type: none"> ▪ How to identify the key elements of a successful CV and make progress with your own CV ▪ Understand why you are feeling the way you are and how to manage yourself in difficult times ▪ Prepare highly effective CVs, profile statements and other key documents needed to successfully secure future employment 	1 support option
Interview Techniques	<p>This support option will provide you with the key tools and techniques to successfully prepare for and manage future interviews professionally and effectively.</p> <ul style="list-style-type: none"> ▪ Understanding and applying all of the key interview technique principles and best practices to significantly improve your interview performance ▪ Confident preparation for future interviews with a structured, flexible competency based preparation model 	1 support option
Job Campaigning	<p>This support option will provide you with the key tools and techniques to successfully manage and take ownership of your job campaign.</p> <ul style="list-style-type: none"> ▪ Understanding what the key routes are to finding valuable job opportunities and how to exploit them to your advantage ▪ Maintaining and enhancing your self-awareness, motivation and understanding of how to identify and pursue job opportunities ▪ Identifying how to gather and use key information to successfully pursue the numerous job campaigning routes 	1 support option
Self Employment	<p>This support option is if you are considering self-employment and gives you an understanding of the key skills required and challenges to consider when embarking on a freelance career or setting up and running your own business.</p> <ul style="list-style-type: none"> ▪ Exploring why you want to become self-employed and what your key motivations are ▪ How to identify and research all of the key information and resources you need to be successfully self-employed ▪ Exploring opportunities within the self-employment sector – franchise, contracting, interim, consultancy etc• ▪ How to prepare and implement your business plan to launch yourself into self-employment 	2 support options
Social Media and Networking	<p>This support option provides you with the key tools and techniques to successfully utilise both social media and networking as part of an effective job search campaign.</p> <ul style="list-style-type: none"> ▪ Understanding the main social media sites and their relevance to your job campaign ▪ Identifying how to build your profile effectively across a range of social media sites ▪ Understanding the value of your networks and improving your confidence and effectiveness in maximising this 	1 support option
Moving from Public to Private Sector	<p>This workshop will provide you with all of the key tools and techniques to succeed in transitioning from the public to private sector workplace.</p> <ul style="list-style-type: none"> ▪ Identify and adapt to the critical differences in finding and securing employment in the private sector vs. public sector ▪ Have a raised awareness of how the private sector employment marketplace works ▪ Identify and grasp opportunities and overcome challenges within it. 	1 support option

GETTING STARTED

Once we are notified that you are ready to start your programme, one of our Personal Career Managers will call you for a confidential conversation. During this first call we will explore your current situation, timescales and what support you are looking for. We will talk through how the programme works and what options are available to you. There is no pressure and no obligation to proceed. This support programme is built around you and your needs and is tailored specifically to suit your circumstances and goals.

WHO ARE WORKING TRANSITIONS?

Our expertise, developed over almost 25 years, is in supporting individuals to make the next step in their career and we've helped over 750,000 people to move forward positively. As the UK's leading transition specialist, our expertise ensures that you have the support you need to manage the challenges and opportunities of career transition. All our support is confidential and tailored to the needs of each individual and our flexible approach will ensure that you achieve your goals and are able to face the future with confidence.

We are looking forward to supporting you on your career transition journey

