



Hints and Tips



The aim of this page is to give you a better understanding of what you can expect during the recruitment and selection process as well as to give you a few helpful pointers and interview tips on how you can prepare yourself so you're at your best when you get your chance to impress.

Your Application:

There are two ways to register your interest for a vacancy with CPP: phone us on 0808 100 2509 or click here <http://www.cpp-jobs.co.uk/apply/> and go to application section.

If you decide to apply online then one of our recruitment specialists will be in touch within 24 hours of receiving your application to complete your Telephone Interview. If you apply over the phone then one of our recruitment specialists will ask if you're available to go through a Telephone Interview - it takes no more than 20 minutes. If it's not convenient, you'll be offered another date and time for us to call you back.

The Telephone Interview consists of some pretty generic questions such as:

- Your eligibility to work in the UK
- Your experience
- Reason for applying for the role
- Competency based questions

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Do some research about CPP. Who are we? What do we do? How big are we? Who are our main competitors? Where are we based? You'll find all of this information at www.cppgroupplc.com Alternatively, have a look through the press or read our company literature.

Knowing the job: What skills, qualifications and experience are required in the role? What kind of person would the role suit? The job description should provide all the answers you need - go to 'the roles' section of this website. Knowing yourself: Think about your own skills, qualifications and experience. Do you have any examples that illustrate these that are relevant to the job? Try and remember instances during your time at school, college or previous work experience - times when you've demonstrated skills that could be transferred to the role. What did you do? How did you do it? And what results did you achieve? Now consider your personal strengths, and try and support these with examples from your education or employment. Once you've done some preparation, you're half way there. The next step is to create a good impression and let your personality do some of the talking. Remember, it's a telephone conversation, so the tone and pitch of your voice, and how well you can articulate yourself, are both very important at this stage.



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CPP Selecting Talent (Personality Survey)

If your Telephone Interview is successful, you'll be invited to take part in our online personality survey. This will be sent to you via email so you can complete it in the comfort of your own home. If you do not have email, don't worry, just let us know and we can arrange for you to come to CPP where you can complete it.

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The CPP Selecting Talent is a personality survey, so there are no right or wrong answers. There are 103 questions, so it's important that you give yourself at least 20 minutes to complete it.

- Ensure you set aside some quiet, uninterrupted time to complete the survey
- Don't analyse the questions too much, go with your first instinct
- Only use the 'neither agree or disagree' option if you really can't answer the question. If you use this option too frequently the report will be inaccurate
- Complete the survey yourself. Questions at the interview will be based on your responses

Application Form

You will also be sent an application form and security screening form. This will be sent to you by email or through the post. Make sure you complete these forms carefully and bring them with you to the CPP Experience Day.

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- Read through the application and security screening form first before you start completing them, so you're fully prepared
- Don't rush it - make sure you give yourself enough time to complete it
- Check your spelling and grammar
- Always get someone else to check your forms
- Make sure your work is clean and presentable
- Keep your CV up to date at all times
- Give as much detail about your skills, knowledge and experience as you can, which are relevant to the role you're applying for
- Don't forget to complete all sections of the form



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CPP Experience Day

Heard the saying "first impressions count"? Well, this is particularly true when you attend any kind of experience day, assessment or interview. It's all very well having the right skills, knowledge and experience, but you also need to impress us as soon as you walk through the door. Preparation is everything.

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- Plan your journey - always plan your route to the Experience Day carefully, including train and bus journeys - and leave plenty of extra time
- Be early - aim to arrive at least 10 minutes before the Experience Day starts
- Dress code - play it safe. Conservative dress (this usually means a suit) is the safest bet. But it's also important to wear something that makes you feel comfortable. Remember the effort you make at this stage can be critical to your success
- Be confident, polite, positive and enthusiastic - confidence can play a big part in your success. Always give a firm handshake, smile, speak clearly and bring your enthusiasm for the role to life
- Make the most of the Experience - the Experience Day has been designed with you in mind. It gives you with the chance to see the premises, meet Team Managers, Trainers and other Advisors, listen in to calls and ask any questions. Enjoy it - make sure you're fully involved in the Experience Day and act professionally at all times
- Ask Questions - don't be afraid to ask questions. The purpose of attending the experience day is also to give you the chance to see if CPP is right for you
- Personality - the best advice here is to be yourself. We're a people business - and it would be a pretty boring place if everyone was the same - so let your personality shine through
- Take along the relevant documentation - make sure you've got everything with you that you might need - it's better to be safe, than sorry. Details of what you'll need can be found below

Remember to bring along the following items with you when you come to the Experience Day or Interview. Sorry, but if you don't, we won't be able to take your application to the next stage:

- Completed Application Form
- Completed Security Screening Form
- Proof of eligibility to work in the UK - please see options below
- Proof of address - Bank Statement or Utility Bill (not a mobile phone)
- Proof of National Insurance Number - NI Card, tax document, (i.e. P45, P60 etc)



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Proof of Right to Work

Make sure you bring with you one item of ORIGINAL documentation from List 1, or alternatively two items of ORIGINAL documentation (in the combination given) from List 2.

List 1

- Passport showing the holder is a British Citizen or has the right to abode in the UK.
- Passport or other travel document endorsed to show that the holder can stay indefinitely in the UK, or can stay in the UK and undertake the type of work you are offering if they do not have a work permit.
- National Passport or National ID Card showing the holder is a national from a European Economic Area country or Switzerland.
- Passport or other document issued by the Home Office, which states that the holder has the right of residence in the UK as the family member of a national from a European Economic Area country or Switzerland.
- Residence Permit, issued by the UK to a national from European Economic Area country or Switzerland.
- Application Registration Card issued by the Home Office to an asylum seeker which states the holder is permitted to take employment.

List 2

Combination 1

- National Insurance Number (permanent number only) and name from either P45, P60, National Insurance Card, letter from Government Agency.

Supported by ONE of these documents

- Full UK issued Birth Certificate which includes names of holders parents.
- **OR** Birth Certificate issued in the Channel Islands/Isle of Man/Ireland.
- **OR** A Certificate of Registration/Naturalisation stating holder is British Citizen.
- **OR** Letter/endorsed immigration Status Document from Home Office stating person named can stay indefinitely in the UK/no time limit.
- **OR** Endorsed immigration Status Document from Home Office stating person named can stay in the UK and this allows them to undertake the type of work on offer.

Combination 2

- Work Permit or other approval to take employment issued by Work Permits UK.

Supported by ONE of these documents

- Passport or other travel document endorsed to show that the holder can stay in the UK, or can stay in the UK and undertake the work permit employment.
OR Letter from the Home Office confirming that the person named is able to stay in the UK and undertake the work permit employment in question.



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Interview

If you've taken part in the telephone interview you'll already have experience of a competency based interview. It's a style of interviewing that's widely used among employers because an applicant's relevant past performance is the best predictor of future performance. During this kind of interview, you'll be able to demonstrate particular behaviours or skills that you've developed through your education or in the workplace. From the answers you give, we'll be able to gauge how you've reacted to, and dealt with, previous situations.

You'll be asked to give an example of a situation or task that led you to take a certain course of action. We'll then ask you in-depth questions to determine the course of action you took, the changes that were created by those actions, and the effects of those actions on other people.

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- Plan your journey - always plan your route before the big day and make sure you leave plenty of extra time in case of the unexpected
- Be early - turning up on the right day is good, and preferably at least 10 minutes before your interview is due to start
- Dress code - play it safe. Conservative dress (this usually means a suit) is the safest bet. But it's also important to wear something that makes you feel comfortable. Remember the effort you make at this stage can be critical to your success.
- Be confident, polite, positive and enthusiastic - confidence can play a big part in your success. Always give a firm handshake, smile, speak clearly and express your enthusiasm for the role
- Body language - what you don't say is just as important as the things you do. It's important to be aware of the basics: maintain good eye contact, and try not to look at the wall or floor: be relaxed - don't slouch or sit bolt upright: keep your hands on your lap or on the table in front of you, and try not to scratch, fidget or wave your arms about
- If you don't understand - just ask - Don't be afraid to ask for something to be repeated if you didn't understand it. You won't be penalised for it
- Take your time - It's better take a few minutes to think about what you're going to say, instead of just 'waffling'
- Yes or No - never respond to a question with just a 'yes' or 'no'. Always expand on your answers, giving as many examples as possible
- Be honest and relevant - stick to the facts. Be clear and concise and only answer the question that's being asked. It's easy to get carried away and tell the interviewer everything about you, but if it's not relevant, it will probably not impress



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- Don't forget, the interview is an opportunity to sell yourself: highlight your achievements and skills. If they are relevant to the question being asked, and you can give examples to support what you are saying, it's not bragging. It's proving that you're perfect for the job. An observation from a boss or another colleague can work wonders too. For example, "My last employer promoted me because of my excellent organisational skills and conflict management".
- Prepare for your interview in the normal way. By researching the company thoroughly you'll be able to talk through the experience and skills described in your application and/or CV. Most candidates find this type of interview more interactive and enjoyable and it's likely that the interviewer will encourage you to be much more open than you would be in a traditional interview.

Useful websites:

Getting to know us

www.cppjobs.co.uk

www.cppgroupplc.com

Getting prepared

www.reed.co.uk

www.learndirect.co.uk

www.howtobooks.co.uk

www.interview-skills.co.uk

Getting there

www.multimap.co.uk

www.streetmap.co.uk

www.nationalrail.co.uk

www.nationalexpress.co.uk