



***The North East's Most Innovative Recruitment Event!  
In Partnership with Make It Sunderland and Jobcentre Plus***

***12<sup>th</sup> February 2015, Stadium of Light***

### **Frequently Asked Questions**

***I'm worried I'm not the right candidate as I don't have lots of work experience.***

Please don't worry about your previous experience. We at CCP, will make sure we understand the skills you have – including from any work experience you might have – and work with you to match you to a suitable role and employer.

Many of our employers do not look for experience and recruit based on your behaviours, attitude and skills. It is important you have a positive attitude to doing a good job for your prospective employer and delivering a great service to customers.

***What are SHINE employers looking for?***

We have a range of employers at SHINE – covering both customer service and sales roles. SHINE employers are looking for people who:

- Have a positive attitude and want to start a fantastic new career with their company
- Are motivated to do well
- Have good communication skills and enjoy communicating with others
- Want to deliver excellent customer service

***Can I get a new career from SHINE?***

Absolutely! Employers such as Barclays, More Than, Tesco Bank , Tesco Underwriting, Fusion and BT/Manpower, to name just a few SHINE employers, are looking precisely for just that – go getting people who want to start a fantastic new career with them. Talk to us at CCP about the careers available as there will be many amazing opportunities, you might have never thought you could achieve!



### ***What will happen at SHINE?***

At SHINE, you will be part of a Talent Showcase which is an opportunity for you to showcase your skills in front of many employers with some great vacancies. You will work in small groups of 12-15 people, with a facilitator from CCP, to undertake a few key activities which are designed to give you the opportunity to do well.

After the Talent Showcase, successful candidates will be scheduled into 1:1 interviews with employers.

### ***Is it an issue if I have credit problems?***

No. There are some employers for whom it is not important if you have credit issues. Other employers will need to understand what the issues are before progressing. We at CCP will work with you to understand which employers may be more suitable for you based on your specific circumstances.

### ***How long do I need to be at the SHINE event for?***

You will be given an assessment slot by CCP, which lasts approx 1.5 hours and you will need to arrive approx 15 minutes early. However, whatever your slot, you need to allow the remainder of the day to be at the event for 1:1 interviews. To allow for scheduling and the number of employers who might want to see you, there may be gaps between your interviews, so we would ask you to stay in the building to ensure you get to each appointment on time.

### ***Do I have to complete the 3 day preparation programme in order to secure a place at the SHINE talent showcase?***

You should allow for the 3 days although we may be able to fast track you. You will need to be pre assessed by CCP before you are put forward to SHINE because we need to make sure you are at the appropriate level for the showcase and ultimately, we want you to be successful.



### ***What if I come to CCP and am not successful for SHINE?***

The 3 day pre assessment is hopefully just the start of your journey with us. We will continue to work with you should you be unsuccessful getting into SHINE this time – improving for example skills and training – to ensure you get the best possible chance to get a great new job. It might take a few days longer that's all.

We also have lots of vacancies outside of SHINE that might be better suited for you and you can attend the SHINE jobs fair too.

### ***Will it be daunting?***

It will be exciting! Think 'The Apprentice' – only you'll be better!

We at CCP will ensure you are prepared to really shine and will do our very best to make you feel at ease. Our SHINE employers are also looking for the real you, so they too, will be helping you to feel comfortable and not give you a grilling! We are here to see you succeed, not fail.

You will learn invaluable skills through both the CCP pre assessment and the SHINE talent showcase itself.

### ***Should I expect an interview at SHINE?***

Yes. If you are selected by one or more employers at the Talent Showcase, then you will be expected to undertake an interview or series of interviews for those employers. All employers at the event have their own dedicated 1:1 space.

Some employers may make job appointments following these interviews (subject to referencing) and others may require you to visit their sites and undertake additional activities such as numeracy tests as there may not be enough time at SHINE.

SHINE is a very fast tracked recruitment process for some of the best and biggest brands in the region.