

# Frequently asked Questions

**Do you have questions about our digital job application training? You will find everything you need to know here!**

- [Voucher, user account](#)
- [How to use the application training](#)
- [Technical requirements](#)
- [Still have questions?](#)

# Voucher, user account

Here you will find answers on the topics of vouchers and user accounts.

## Voucher

### HOW CAN I GET A VOUCHER?

Vouchers are issued exclusively via regional employment centers (RAV). You can therefore contact your current RAV.

### HOW CAN I REDEEM THE VOUCHER?

Once you have received a voucher, you can register on the home page under 'Register now'. To do this, fill in the code you find on your personal voucher in the 'Voucher Code' field or scan the QR code, which will automatically fill in the field for you. Once you click 'continue', you will be directed to a page where you will need to enter your name and email address. After that, you will receive an email where you can activate the account. You will have 24 hours to do this, if this has expired you will have to register again. Then just set a password and you can log in and begin your training!

*The arrival of the e-mail can take up to 10 minutes. Please be patient and check your spam folder if necessary.*

### CAN I REDEEM MY VOUCHER MORE THAN ONCE?

No, each individual voucher can only be redeemed once and is not cumulative.

### CAN I REDEEM THE VOUCHER AFTER ANY AMOUNT OF TIME?

The voucher has an expiration date, which you will find printed on the voucher. It is redeemable until this date.

Den Voucher einlösen unter [mycoach.swisslearninghub.com](https://mycoach.swisslearninghub.com)



Ihr persönlicher Voucher-Code

XXXXX-XXXXX-XXXXX-XXXXX

Einlösbar bis 31.12.2022

Bei technischen Problemen wenden Sie sich während Bürozeiten telefonisch an unseren Support unter +41 58 404 83 66 oder jederzeit per E-Mail an [support@swisslearninghub.com](mailto:support@swisslearninghub.com).

## HOW LONG IS MY VOUCHER VALID?

The validity of the voucher is limited to 90 days after redemption. Once these 90 days have passed, you will no longer have access to the training and your documents. You should therefore download your acquired documents.

## My Account

### CAN ANYONE SEE MY ACCOUNT INFORMATION?

Your profile data is secure with us and not publicly accessible to others.

### HOW CAN I RESET MY PASSWORD?

When you log in, you will find the link 'Forgot your password?'. After clicking this, you need to enter your email address and then you will receive an email with another link to reset your old password.

### Anmelden

Nutzername

Passwort

[Passwort vergessen?](#)

Anmelden

Registrieren

Deutsch ▾


Hilfe

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## HOW LONG IS MY ACCOUNT VALID?

Check in your profile to find out how many days your account is valid. The account is active for 90 days after the voucher has been redeemed.



**Example Person**

Der Account ist noch **54 Tage gültig.**

60'	0	0
Budget	Anfragen	Beantwortet

## HOW LONG WILL MY DATA BE KEPT?

Your data will be deleted at the latest one year after your account expires.



# How to use the application training

Here you will find answers to questions about how to use the application training programme.

## Coaching – Ask Ruth

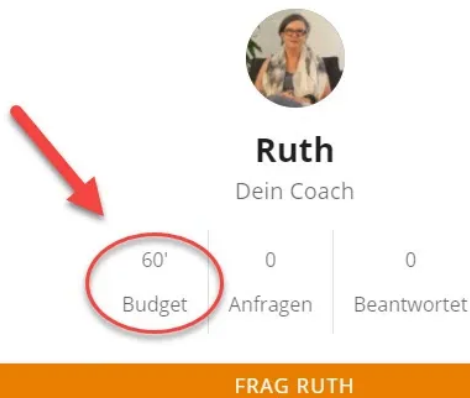
### HOW DO I CONTACT RUTH?

You can make a request and send it to Ruth either in the main menu under 'Ask Ruth' or simply with the icon. Ruth will get back to you in within 48 hours providing a written answer or feedback!



### HOW OFTEN CAN I CONSULT RUTH?

60 minutes of online coaching are available to you consisting of individual written online feedbacks. For each request, the time spent is deducted from your time budget. The average processing time for a resume, as well as a cover letter is about 20-30 minutes each. This leaves 10 minutes for your individual questions to Ruth. The remaining time is always visible for you under 'Ask Ruth'. If the budget is used up, you will not be able to ask any more questions.



**Ruth**  
Dein Coach

60' Budget    0 Anfragen    0 Beantwortet

**FRAG RUTH**

## WHEN/HOW CAN RUTH SUPPORT ME?

To improve your documents and give valuable tips, you can contact Ruth in writing. You can send in a variety of documents, such as the job advertisement, CV, and cover letter.

Here is an example of a submitted CV with Ruth's comments on the right:

### Lebenslauf

#### Personaldaten

Name, Vorname Muster Hans  
Adresse Kirchstrasse 4  
Wohnort 4500 Solothurn

Telefon Privat 032 623 00 00  
Telefon Mobile 079 206 00 00  
Mailadresse hans.muster@bluewin.ch

Geburtsdatum 10.06.1990  
Heimatort Wiedlisbach BE  
Zivilstand Ledig  
Führerschein Kategorie A, B und BE

#### Berufliche Tätigkeiten

11.2015 – 12.2020 Schadenspezialist / Schadensabteilung  
AZ Versicherung, Zürich  
- Branchen: Haftpflicht- und Motorfahrzeugversicherungen  
- Verantwortlich für Servicequalität und einwandfreie Regulierung der Schadensfälle  
- Abklärungen und Kontakte mit Maklern, Kunden, Geschädigten und Versicherungen

01.2015 – 10.2015 Neuorientierung

01.2010 – 12.2014 BZ Versicherung, Bern  
04.2014 – 12.2014 Teamverantwortlicher Schadensabteilung  
- Bereich: Haftpflichtversicherung  
- Personalführung  
- Verantwortung fürs Tagesgeschäft  
- Betreuung Flottenverträge

01.2010 – 04.2014 Sachbearbeiter Schadensabteilung  
- Bereich: Haftpflicht- und Motorfahrzeugversicherungen  
- Schäden von A – Z erfassen  
- Beurteilung Deckungs- und Haftungsanfragen  
- Schadenrapporte  
- Telefonischer und schriftlicher Kontakt in DE / ENG / FR

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Jobcoach Ruth  
Sympathisches Foto... Bei einer Versicherung geht es aber wohl nicht ohne Hemd und Anzug

Jobcoach Ruth  
Führerschein nur angeben, wenn es für die Stelle relevant ist

Jobcoach Ruth  
Super, dass du diese und die untenstehenden berufsspezifischen Tätigkeiten aufgelistet hast. Die passen genau zum Stelleninserat und du zeigst so, dass du Erfahrung hast im verlangten Aufgabengebiet und dass du kannst, was die potentiellen Arbeitgeber suchen...

Jobcoach Ruth  
Würde bei allen Arbeitgeber, deine Funktion und vlt auch die Branchen "fett" machen, damit der Lebenslauf etwas besser lesbar wird...

### **CAN I TALK TO RUTH IN PERSON?**

If you make a request it will be answered in the form of a written response and you will receive feedback – so you never talk to Ruth in person.

### **WHAT IS MEANT BY 'BUDGET'?**

The Budget is the amount of coaching time available for you. At the beginning you are entitled to 60 minutes, with each request the coach reduces your budget by the time used to answer your request.

## **Training**

### **HOW LONG DOES IT TAKE TO COMPLETE THE WHOLE TRAINING?**

The processing time of the entire application training, including the creation of the personal resume, job journal and action plan is approximately 20-40 hours. The processing time depends on your individual starting position. You can interrupt and resume the training at any time.

### **DO THE COURSES HAVE TO BE COMPLETED IN THE DESIGNATED ORDER?**

No, the order in which you complete the courses does not affect the completion of the training. It is up to you.

### **CAN I COMPLETE EVERY COURSE MORE THAN ONCE?**

Yes, you can work on the courses as often as you like. However questions within the courses can only be answered once. You can edit the job journal and the action plan over and over again.

### **WHAT IS THE JOBJOURNAL GOOD FOR?**

The job journal is like your diary. You can capture personal thoughts and reflections and thus also develop new ideas and make decisions. It should help you see your progress and is also very valuable after you have completed the training! We therefore recommend you to save & export the job journal.



## CAN THIRD PARTIES VIEW MY JOB JOURNAL?

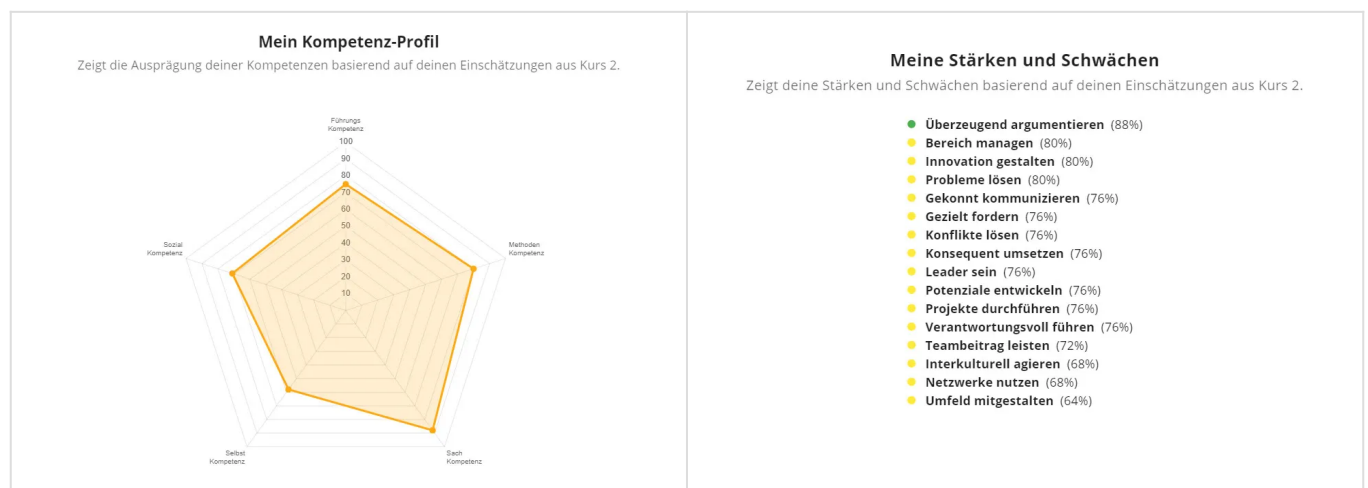
No. The job journal is only for you and as well as your personal notes.

## WHAT IS THE ACTION PLAN GOOD FOR?

The action plan serves as a basis for the interview with your RAV counselor. Here you note down further steps and goals, as well as skills and training.

## WHAT IS THE 'PROFILE' COMPOSED OF?

The profile consists of a competence profile and your strengths and weaknesses and helps you to ideally use or improve them. The competence profile is based on the assessments you gave in course 2 'Softskills'. You can adjust your assessments as often as you like. Please note that the profile is not part of the job journal and therefore cannot be exported. If you would like to keep this assessment after your account expires, we recommend that you take a screenshot.



# Technical requirements

Here you will find answers to which technical requirements must be met before you can work with the tool?

## CAN I WORK ON THE TRAINING WITHOUT BEING CONNECTED TO THE INTERNET?

No, you cannot log into the program offline. To access the application training, you need internet access and an up-to-date browser.

## WHAT BROWSERS ARE SUPPORTED?

### Browsers

The latest versions of Microsoft Edge, Firefox, Chrome and Safari

### Operating system

Current Windows, macOS, iOS and Android versions

If the technical conditions are not met, an error-free operation of the application cannot be guaranteed.

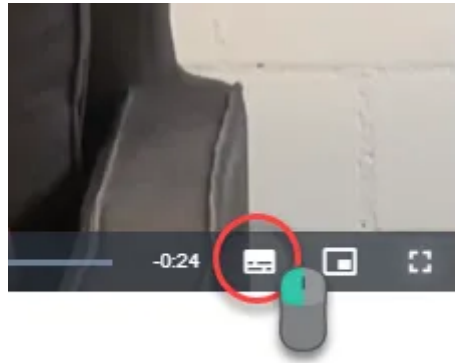
## DOES THE TRAINING ALSO RUN ON MY CELL PHONE?

Yes, you can also use your smartphone (Android or iOS) to work on the training on the go. Again, we recommend the latest version of the operating system/browser.

However, we recommend working on the training on a tablet or a PC.

## HOW CAN I TURN THE SUBTITLES ON/OFF IN VIDEOS?

If you hover the mouse over the video, a control menu with a keyboard icon appears at the bottom. You can use this icon to display or hide the subtitles.



# Still have questions?

If you still have any questions, you can also simply contact us by e-mail:

**[support.prof@time2learn.com](mailto:support.prof@time2learn.com)**