

# ER

Spring 2013, £Free

## E a s y R e s e t t l e m e n t magazine

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# Why choose a franchise?



is a well established and continuously growing national pest control company with franchises across Great Britain and Northern Ireland. Paul Wilkinson, the founder of Pestforce, has been working in pest control for over 20 years, and so has a vast amount of experience and practical knowledge. He has grown Pestforce from a small, one man with a van operation in Lincolnshire to be a leading pest control business in the UK. Established in 1992, Pestforce now has over 200 franchises covering the length and breadth of the UK. Since Paul decided to offer franchise opportunities, the growth of Pestforce has been dramatic, in fact it has become the fastest growing pest control company in the UK ever.

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- **Continuous demand !** All sorts of people need locksmiths all year round, including homeowners and businesses – it's not a fad or a seasonal trend.
- **Financial help !** We can help you get started financially – just ask us for more details.
- **Opportunities to go abroad !** If you fancy moving from the UK there could be an opportunity to set up abroad with Lockforce International.
- **Well known national brand !** The strong national brand will go before you so people will know of Lockforce before you have even set up your franchise!
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Contact Paul Wilkinson MD on his mobile 07943 561001 or email or visit our website  
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# Welcome



Welcome to the first issue of the Easy Resettlement magazine, although this is a new title the ER team are more than familiar with the armed forces environment, as we have either served or been working within the industry for many years.

many other issues whilst making your own transition, our aim at ER is to offer a comprehensive guide whilst going through your resettlement process.

With the launch of our first issue, we will include articles in various industries that may be suitable for you to consider. These will incorporate the Renewable Energy industry, Health & Fitness, Driver training and Logistics, Close Protection and Security, Hospitality & Catering as well as Building & Construction.

Regular pages on the resettlement process will be included with listings of RRCs (Regional Resettlement Centres) up and coming Employment fairs and workshops, enhanced learning credits, charitable organisations, lists of various Colleges and Universities, Job Centres Plus initiatives, Business start ups and finally, how social networking can improve your contact list as well as your chances of finding the right training or employment.

Within every issue you will find a subscription form that will entitle you to our quarterly magazine completely free for a year. Simply fill out the form to have ER magazine sent directly to your door. If you have friends who would also benefit from reading our magazine we will also accept photocopies.

Hopefully you will find our magazine a useful tool whilst going through your transition, therefore if there are any topics you would like us to cover please send your thoughts and ideas to us by post or Email. ■

*Martin*

**Col Martin Newman**

Editor, Easy Resettlement

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**Claire Young**



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# Do You Own a Bike?

You are never too old and almost never too young to learn how to ride a bike! According to Key Note's Bicycle Report, bicycle ownership levels have more than doubled over the past decade to around 23 million.

**F**urthermore, British Cycling conducted an Active People Survey which indicated there are 161,000 more people cycling than six months ago. This increase is most likely due to the amazing London 2012 Olympics and the success of the GB cycling team. There are now over 1.9 million people that are cycling at least once a week.

Whether you are a complete beginner or already an experienced cyclist, cycle maintenance will ensure you maintain your cycle whilst also looking after your own health and safety.

If you are interested in finding out more about The Bicycle Industry you may wish to contact Downland Cycles or Cycle Systems Academy who will be happy to give you information about the courses available from complete beginner to City and Guilds qualifications. ●

## HERE ARE A FEW BASIC POINTS:

1. Check that the bike is suitably adjusted with the seat and handlebars adjusted to fit your frame. You should be able to touch the ground with your toes and comfortably reach the brakes.
2. Ensure you have the basic tools to maintain your bike such as puncture repair kits, spanners and Allen keys.
3. Regularly check tyre pressure, brakes and gears.
4. Make sure the chain and gears are lubricated regularly.
5. Check wheels for slight buckles before starting any journey.

## KEY FACTS:

Only 1 in 4 people who cycle at least once a week are female, indicating that men are 3 times more likely to cycle to work or use cycling for fitness and recreation.

According to the latest report by London School of Economic (LSE) who were commissioned by British cycling and Sky, cycling contributes to almost £3 billion towards the UK economy.

Most cycles sold in the UK are imported, with the low to mid-range price of a road bike being from £300-£600. Prices can rise to several thousands of pounds for custom made bikes.

Bicycle sales are likely to remain on the increase due to the high fuel prices, as well as Government backed Cycle2Work schemes which offer incentives on cycling to work.

Participation of competitive cycling is set to continue to rise, with 20,000 people already competitively racing. There are six disciplines of the sport BMX, Cyclo-Cross, Cycle speedway, Mountain Bike, Road and Track.

As with most cardiovascular exercise the benefits of cycling can include; reduced anxiety, stress and help reduce depression. By cycling at a speed of 10mph you will burn around 400 calories per hour.



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Teaching ☐

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Diving ☐

Leisure ☐

Welding ☐

## FURTHER QUESTIONS Please tick either the 'Yes' or 'No' box for each of the questions below.

### WILL YOU BE USING YOUR ELC FUNDING?

Yes ☐ No ☐

### IS YOUR CV ENCLOSED WITH THIS FORM?

Yes ☐ No ☐

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To Celebrate the launch of Easy Resettlement magazine we are offering to pay your 20% personal contribution fees when claiming your ELC funding.\*

To have a chance of claiming your personal contribution fees simply complete the subscription form in either the Spring, Summer or Autumn 2013 issue of Easy Resettlement magazine then simply send in the form (with a picture of you with the magazines-optional) for your chance to win. The winners will be drawn and published in our winter issue. ●

## TERMS & CONDITIONS

*This offer is only valid to serving personnel that will be using their ELC funding in 2014. Applicants must fully complete the form opposite to be eligible for the offer. This offer may only be used with training providers that have appeared in any of our 2013 issues. (A full list of those training providers will appear in our Winter 2013 issue). This offer may not be used in conjunction with any other offer. Photocopies of the magazine are not accepted and only one entry will be valid per applicant. Winners names will be published through our 2014 issues, information will be requested regarding the company and course you are attending (optional). We reserve the right to make changes to this offer at any time.*

**\*This is a limited offer with terms and conditions, see above for further details.**



# Lord Ashcroft Asks Veterans:

## How Can We Improve the Transition From the Forces to Civilian Life?

Lord Ashcroft KCMG PC is asking former Service personnel and their families what more could be done to improve the transition to civilian life for those leaving the Armed Forces.

**T**he peer, who was appointed last year as the Prime Minister's Special Representative for Veterans' Transition, is launching a website through which veterans, families, and others with an interest in the area can report their experiences, including problems they have encountered, and make suggestions as to how the process could be improved.

Contributions will be considered as part of Lord

Ashcroft's official review of transition, which will report at the end of 2013.

The website can be found at: [www.veteranstransition.co.uk](http://www.veteranstransition.co.uk). Contributions can be made on the 'Have Your Say' page.

The review will consider all aspects of transition including employment, health, housing and education. As well as listening to the experiences of individuals, Lord Ashcroft's team will consult industry, local authorities and government departments, as well

as other bodies including Service charities and the Armed Forces themselves. Where necessary, Lord Ashcroft will recommend to the government specific changes of policy or practice.

The work aims to build on the Armed Forces Covenant, which commits the government to ensuring that veterans receive fair and equal treatment and are not disadvantaged as a result of their service to the nation.

Lord Ashcroft said: "It is very important to me to get a feel for

what those going through the process of leaving the Services actually experience. I want to know whether there are gaps between the government's good intentions and what happens to individuals on the ground.

"We will consult widely, but I also want to hear directly from those who have a view and want to be heard. The experiences of individuals and families who have made the transition from military to civilian life will play an important part in the review, and ultimately, I hope, in ensuring those who have served the country get the support they deserve."

Lord Ashcroft was appointed as the Prime Minister's Special Representative For Veterans' Transition in September 2012. At the time of the appointment Defence Secretary Philip Hammond said: "This is an important new appointment which is further confirmation of this Government's commitment to looking after those who give so much to protect and serve the United Kingdom. Lord Ashcroft

has a long-standing and deep interest in the Armed Forces and a track record of support for veterans." The Terms of Reference for the Review state that its aims are to review the policies, legislation, regulations, guidelines and provisions in place for the Government to meet its commitment to the Armed Forces Covenant with respect to veterans' transition to civilian life, with a view to making recommendations that will ensure it is complete and successful." ●





# Forces Recruiting Present Cheque to Combat

Combat Stress is the UK's leading charity that specialises in the treatment and support of British Armed Forces Veterans who have mental health problems.

**M**ental ill-health affects ex-Service men and women of all ages. Right now, Combat Stress is supporting over 5,000 Veterans aged from 20 to 101. It provides a vital lifeline for these men and women, and

their families. The treatment and support services which come at no cost to the veterans, and are proven to be highly effective.

A small but significant number of Veterans leave the Armed Forces with psychological wounds. These can lead to depression,

phobias, anxiety, relationship problems and, in some cases, Post Traumatic Stress Disorder (PTSD).

Combat Stress works with Veterans of the British Armed Forces, and members of the Reserve Forces, through effective treatment and support for mental health problems.

This work is made possible through statutory, non-statutory and voluntary fundraising. It simply couldn't be accomplished without the generosity of the Great British public.

Combat Stress was founded in May 1919, just after the First World War. The original name was the Ex-Servicemen's Welfare Society and it opened its first

"recuperative home" in 1920 on Putney Hill in South West London.

When the charity formed, it was ahead of its time. The prevailing attitude to mental welfare was, by today's standards, primitive, even barbaric.

Those who suffered from mental breakdown during their service life received little or no sympathy. Indeed, during the First World War, if it led to failure to obey orders death by firing squad was always a possibility.

At the end of the War there were thousands of men returning from the front and from sea suffering from shell-shock. Many were confined in Mental War Hospitals under Martial Law -





# Stress

with the risk of being sent on, without appeal, to asylums.

But the founding mothers of Combat Stress (they were mainly women) believed that these men could be helped to cope with their condition through a rehabilitation programme.

Work was seen as essential to masculine identity; it provided men with financial security and many doctors believed it to be an excellent form of therapy. So, for many years, Combat Stress ran employment schemes that created real work opportunities for Veterans. With operations in Afghanistan and around the world the need for Combat Stress and its expertise is not diminishing.

This is the reason that Forces Recruiting Ltd has chosen Combat Stress as its charity partner. The company wanted to help raise awareness and much needed funds by including free advertising space on its website as well as donating 50 percent of its recruitment revenue to them.

Forces Recruiting Ltd manages and runs **[www.forcesrecruiting.co.uk](http://www.forcesrecruiting.co.uk)** as well as producing a free CD for service leavers to assist them in their transition back to civilian life. The aim is to offer ongoing help, support and advice along with training and job opportunities for all service leavers of all age and rank from the Army, Navy, and RAF. ●

## We asked Forces Recruiting why they chose Combat Stress as their forces charity?

**W**e all know about the difficulties our brave men and women face and overcome on the battlefield, however the general public are not aware of the difficulties faced after serving Queen and Country when it is time to hang up their uniform and make that transition back to becoming a civilian. It is a misconception that Ex-forces personnel are only good for employment in Security cleared jobs or as drivers. Their transferable skills can be used within most companies due to their ability to work in a group, under pressurised situations such as meeting targets and deadlines, they are adept at working within structured chains of command which applies in all office environments with staff having managers and managers having Directors all of which they are answerable to.

We understand that it is sometimes required for leavers of the armed forces to have their qualifications recognised within civvy street, and that is why we have a resettlement training section on our CDs and website that offers numerous areas of training options from the usual Security, Trade skills, IT, Logistics to the less obvious Cycle Maintenance, Fire Safety, Linguistics and much more.

We have numerous Colleges and Universities that offer a wide range of Full and Part time as well as Distance learning courses, we link their adverts directly to their websites to allow people to view the areas they would like to study in.

For those that are looking and able to go in to direct recruitment we work with Career Master CVs who can assist in improving CVs and interviewing techniques.

The companies that we work with who have recognised the attributes service leavers can bring to their company include; JD Wetherspoon pub chain who have been tremendous in their own campaign and plight of offering service leavers interviews and jobs within various roles of their company across most areas of the UK. We also work with BAE Systems, Serco, Admiral Taverns and are constantly looking to build sustainable relationships with companies that would benefit from employing service leavers.

Given the right help and support the transition back to civilian life can be made an easier and less stressful one when key areas are met. Knowing you still have something to give creates self worth as well as a pay packet at the end of each month. It is a fact that home life is easier when money issues do not arise and securing a job can be a massive relief and weight off your mind. These are the reasons we feel that Forces Recruiting and Combat Stress have a natural alignment and we are proud to present this cheque for £5,000 thanks to our advertisers. We hope to be able to continue this relationship for many years to come, however this is only possible if UK businesses recognise the benefits of employing Ex-forces personnel and note the personal sacrifice these brave men and women have made in keeping us all safe. ●





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# Forces Charities

Each issue Easy Resettlement magazine will include information on armed forces charities, we will highlight their aims as well as include case studies of how money raised helps those who need it.

**W**e have included some outline information on just a few forces charities and would like your help and stories to feature in future issues. Please send stories and

pictures by post to Easy Resettlement magazine First Floor Tailby House Kettering Northants NN16 8NL or by email to [enquiries@easyresettlement.co.uk](mailto:enquiries@easyresettlement.co.uk) (Please be aware pictures will not be returned by post) ●

## SSAFA

SSAFA Force Help is the UK's oldest Armed Forces charity. We provide practical help and assistance to anyone who is currently serving or has ever served, even if it was only for a single day. We're here for them and their families wherever they are.

Each year, we support more than 50,000 people in the Armed Forces community because we believe that their bravery, dedication and commitment deserve a lifetime of support. We provide practical, financial and emotional support through our local network of 7,000 highly trained volunteers.

SSAFA Forces Help Central Office, 19 Queen Elizabeth Street, London SE1 2LP  
Tel: 020 7463 9257  
Email: [legacy@ssafa.org.uk](mailto:legacy@ssafa.org.uk)  
[www.ssafa.org.uk](http://www.ssafa.org.uk)

## ROYAL BRITISH LEGION

The Royal British Legion is the UK's leading Armed Forces charity.

We provide practical, emotional and financial support to all members of the British Armed Forces past and present, and their families.

We actively campaign to improve their lives and safeguard the Military Covenant between the nation and its Armed Forces.

We also organise the Poppy Appeal, run one of the UK's largest membership organisations and are recognised as the nation's custodian of Remembrance.

Our mission is to provide welfare, comradeship, representation and Remembrance for the Armed Forces Community.

RBL Head Office, 199 Borough High Street, London SE1 1AA  
Tel: 020 3207 2100  
[www.britishlegion.org.uk](http://www.britishlegion.org.uk)



## ROYAL STAR AND GARTER

The Royal Star & Garter Charity provides outstanding nursing & therapeutic care to the ex-Service Community at its Richmond and Solihull Homes.

Since our foundation in 1916, our priority has been to promote independence and enjoyment of an active lifestyle, ensuring individuals are supported in living life to the full. This vision still remains today to ensure that ex-Service men and women of any age, and the husband, wife, widow(er)s, and civil partners of ex-Service people, will benefit from the Charity's care long into the future.

The Royal Star & Garter  
Homes, Richmond Hill,  
Richmond, Surrey TW10 6RR  
Telephone: 020 8439 8000  
Fax: 020 8439 8002  
Email: [generalenquiries@starandgarter.org](mailto:generalenquiries@starandgarter.org)  
[www.starandgarter.org](http://www.starandgarter.org)

## HELP FOR HEROES

Our mission is to deliver an enduring national network of support for our wounded and their families. We will inspire and enable those who have made sacrifices on our behalf to achieve their full potential.

The war in Afghanistan may be nearly over, but for those who have suffered life-changing injuries, their battles are just beginning. We will not let them fight these battles alone.

Help for Heroes, 14 Parker's  
Close, Downton Business  
Centre, Downton, Salisbury,  
Wiltshire SP5 3RB  
Tel 01725 514130  
[www.helpforheroes.org.uk](http://www.helpforheroes.org.uk)

## ERSKINE

Erskine has been looking after our veterans for almost 100 years and is the leading care organisation for ex-Service men and women in Scotland.

The devastation of the First World War highlighted the fact that there were insufficient hospital facilities to care for those who were wounded in battle. Thanks to the generosity of the people of Scotland, the first Erskine Hospital, then The Princess Louise Scottish Hospital for Limbless Sailors and Soldiers, was opened in October 1916. Of the many thousands of British veterans who were disabled in battle, one in five was treated at Erskine.

Main Switchboard, Erskine  
Home, Bishopton PA7 5PU  
Tel: 0141 812 1100  
[www.erskine.org.uk](http://www.erskine.org.uk)

## COMBAT STRESS

A small but significant number of Veterans leave the Armed Forces with psychological wounds. These can lead to depression, phobias, anxiety, relationship problems and, in some cases, Post Traumatic Stress Disorder (PTSD).

Combat Stress works with Veterans of the British Armed Forces, and members of the Reserve Forces, through effective treatment and support for mental health problems.

Everything that we do is free of charge to the Veteran. Our work is made possible through statutory, non-statutory and voluntary fundraising. We simply couldn't do what we do without the generosity of the Great British public.

Combat Stress, Tyrwhitt  
House, Oaklawn Road,  
Leatherhead, Surrey KT22 0BX  
Tel 01372 587000  
[www.combatstress.org.uk](http://www.combatstress.org.uk)

## VETERANS AID

Veterans Aid exists to help you if you are in crisis, homeless or likely to become homeless.

Contact us now if you served in the Royal Navy, Royal Marines, Army, Royal Air Force or Merchant Service and need help.

It doesn't matter when you served, or for how long. We will try our best to help you!

Veterans Aid, 40 Buckingham  
Palace Road, Victoria, London  
SW1W 0RE  
Freephone 0800 012 68 67  
or 020 7828 2468  
[www.veterans-aid.net](http://www.veterans-aid.net)

## RAF BENEVOLENT FUND

Since our foundation in 1919, we have been there, through thick and thin, supporting the RAF family. We are there for all serving and former members of the RAF as well as their partners and dependent children.

We provide a spectrum of care, supporting everyone from children growing up on RAF stations, to those serving today to keep our skies safe, to the veterans who fought for our freedom.

It could be supporting a Second World War pilot in later life, supporting the widow and children of an RAF reservist killed in action, or providing practical help to a young RAF Regiment gunner injured in Afghanistan.

RAF Benevolent Fund,  
67 Portland Place,  
London W1B 1AR  
Tel: 0207 580 8343  
Email: [mail@rafbf.org.uk](mailto:mail@rafbf.org.uk)  
[www.rafbf.org](http://www.rafbf.org)

## BLIND VETERANS UK

Blind Veterans UK, formerly St Dunstan's, and we believe that no one who's served our country should battle blindness alone.

That's why we're here to help with a lifetime's practical and emotional support, regardless of when people served or how they lost their sight. We get our members back on their feet, recovering their

independence and discovering a life beyond sight loss.

Blind Veterans UK Head  
Office, 12-14 Harcourt  
Street, London W1H 4HD  
Tel: 020 7723 5021  
[www.blindveterans.org.uk](http://www.blindveterans.org.uk)

## ABF THE SOLDIERS CHARITY

We are The Soldiers' Charity. We give lifetime support to serving and retired soldiers and their families. They risk so much for us, but for them, it's just doing their job. In return, we provide financial assistance when they are in real need.

That's what we've been here to offer for 68 years. We have seen a 30% rise over the past two years in applications from soldiers who have taken part in previous and current conflicts and we currently raise £7 million a year to meet this need. As a result of Current Operations it is anticipated that the requests for assistance will rise significantly in the coming years.

It is the aim of The Soldiers' Charity to increase fundraising to £14 million a year by 2015 to be sure that we can help each and every soldier that needs our help. We depend entirely on your donations and goodwill to do this.

National Office, ABF The  
Soldiers' Charity, Mountbarrow  
House, 6-20 Elizabeth Street,  
London SW1W 9RB  
[info@soldierscharity.org](mailto:info@soldierscharity.org)  
Tel: 0845 241 4820  
[www.soldierscharity.org](http://www.soldierscharity.org)

## THE QUEEN ALEXANDRA HOSPITAL HOME

Since 1919 The Queen Alexandra Hospital Home charity (QAHH) has been providing nursing & rehabilitation for disabled ex-Servicemen and women. QAHH is home to sixty long-term and respite residents who have travelled from all over the UK to take advantage of our on-site services. On any given day at QAHH, ex-Servicemen are learning to walk again in our physiotherapy department, stroke victims are finding their voice in occupational therapy and veterans who gave their life to their country, are being cared for on our wards.

For 94 years our charity has provided first-class support for disabled ex-Servicemen and women. With no government funding it's imperative we raise £1.3 million each year in order to keep providing the care our heroes deserve and to remain for the injured returning from Afghanistan, who will undoubtedly need our help in years to come.

The Queen Alexandra  
Hospital Home, Boundary  
Road, Worthing, West  
Sussex BN11 4LJ  
Tel: 01903 213458  
[www.qahh.org.uk](http://www.qahh.org.uk)





# Building for Your Future

There are few sectors as fast moving and diverse as the Building and Construction Industry. The Gross Value Added (GVA) is almost £90 billion and holds just over 6.5% of the UK economy.

**A**lthough its value and share of the UK economy has fallen in 2008/9/10 it did recover in 2011 and recent estimates show it employs just over two million in workforce

jobs. As with all industries there are peaks and booms which can be seen in figures of employment in 2007 through 2009 with over 2.3 million workforce jobs. Even with the recession it has

steadily maintained figures of over two million and now shows encouraging signs of a recovery.

The construction industry is a major source of employment and it provides a wide range of

career opportunities which require professional qualifications. These range from architects, building and quantity surveyors to building structural and civil engineers. Career opportunities exist in the design and management of construction works and in planning and management roles across the industry.

There are also numerous roles for those with more practical skills. They are required in erecting the work on site and are often referred to as 'Tradeskills' and cover bricklaying, ground works, plastering, plumbing, electrical, carpentry and joinery and gas installation. There are many other skilled and unskilled opportunities.

The construction industry is defined in accordance with the Standard Industrial Classification (SIC) and includes general construction and demolition work, civil engineering, new construction work, and repair and maintenance.

As with all industries there are numerous governing bodies, councils and associations within each sector of Building and





Construction. They are there to enforce the safe practice and high standard of work required, and ensure that those working have the correct level of qualifications.

All businesses will need their employees to fulfil these requirements to ensure safety, high quality work, profitability and deadlines being met.

Having served in the armed forces many of your skills will already be utilised in your day to day roles. Although this may not immediately seem obvious they can be easily transferred within civilian life, this can be seen whether you are unskilled, have specific skill sets or of a management level. Qualifications such as City and Guilds and NVQs can be obtained in a relatively short periods of time, most training providers will accommodate your specific needs whether you are looking to learn a few handy hints for the home, or to obtain full and recognised qualifications to gain employment.

Although job satisfaction is a requirement for some, it may be hard to find something that suits your skills, gives sustainable employment, meets your pay requirements and gives further development. Importantly, research the market and use the internet. Google can be a huge source of information. ●

### WHEN DECIDING ON AN INDUSTRY YOU WOULD LIKE TO WORK IN HERE ARE A FEW KEY POINTS TO CONSIDER.

#### **Do you have or can you obtain the required skills to fulfil this role?**

Being realistic with what you can achieve will avoid disappointment and ensure that you are not aiming for something unachievable.

#### **What employment opportunities are available now and what are they likely to be in the future?**

Research the Industry. Look at employment figures over the past ten years as well as government schemes and initiatives to see what the future may entail. Look on Job boards and employment pages to see if there is a short fall for staff in your chosen role.

#### **What level of pay scale do you require?**

Although this may seem obvious you may be starting at the bottom of the ladder, look for typical pay across different areas of the UK to give you a general idea of what is achievable.

#### **What prospects for advancement are available if any?**

Some roles may stay at the same level with no further advancement possible. This can limit your earning potential as well as leave you limited in the areas you can work in.

#### **Job satisfaction is essential as you will be spending around 40 hours per week working.**

Look for a role that will keep you challenged and motivated and give you a feeling of worth.



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# Moving Forward Into Logistics & Transport



## What is Logistics?

Logistics is the procurement, maintenance, distribution and replacement of personnel and material.

**T**he UK logistics sector is worth £74.45bn to the economy. It currently employs approximately 2.3 million people spanning some 196,000 companies.

Recruiting women into the profession still proves to be a difficult task. Logistics currently suffers from a misguided perception that it is a poor industry in which to develop a successful career path. This is far from the mark and it is an industry that welcomes former service personnel because of their transferable skills.

Information on the industry is readily available from a number of sources. The Chartered Institute of Logistics and Transport (CILT) is the professional body that looks after the interest of the industry and provides information on career options, making job applications and the advantages of CILT membership. Visit website [www.ciltuk.org.uk](http://www.ciltuk.org.uk) for a further insight into the industry and opportunities.

Skills for Logistics is the Sector Skills Council, established by the Government, which works alongside companies involved in moving, handling or storing goods. The organisation's job is to raise awareness of skills issues within the sector and to offer support and practical advice on all aspects of improving skills and training. More details are available on website [www.skillsforlogistics.org](http://www.skillsforlogistics.org)

### HOW DO I GET INTO IT?

At a senior level a degree in a directly related subject such as logistics will give you an advantage, the industry is open to graduates of all backgrounds. Business degrees or similar can also be particularly relevant.

Logistics currently suffers from a misguided perception that it is a poor industry in which to develop a successful career path. There are many career opportunities available at a variety of levels within logistics which is a message that needs communicating to potential employees. And, of course if you

have served in the forces there is a good chance you will already have some of the skills required and have your first foot on the ladder.

### FINDING A JOB OR EMPLOYER IN THIS SECTOR

There are a number of sources of information in addition to those described above and these include:

- **Careers in Logistics**

The first UK website dedicated to logistics jobs and careers. The site also has information on training and funding.

- **Informa Maritime and Transport**

You will find market-leading, essential information on key areas of transportation, freight, shipping movements, maritime insurance. Site

is also the international exchange point for jobs in the maritime industry.

- **Jobs in Logistics and Transport**

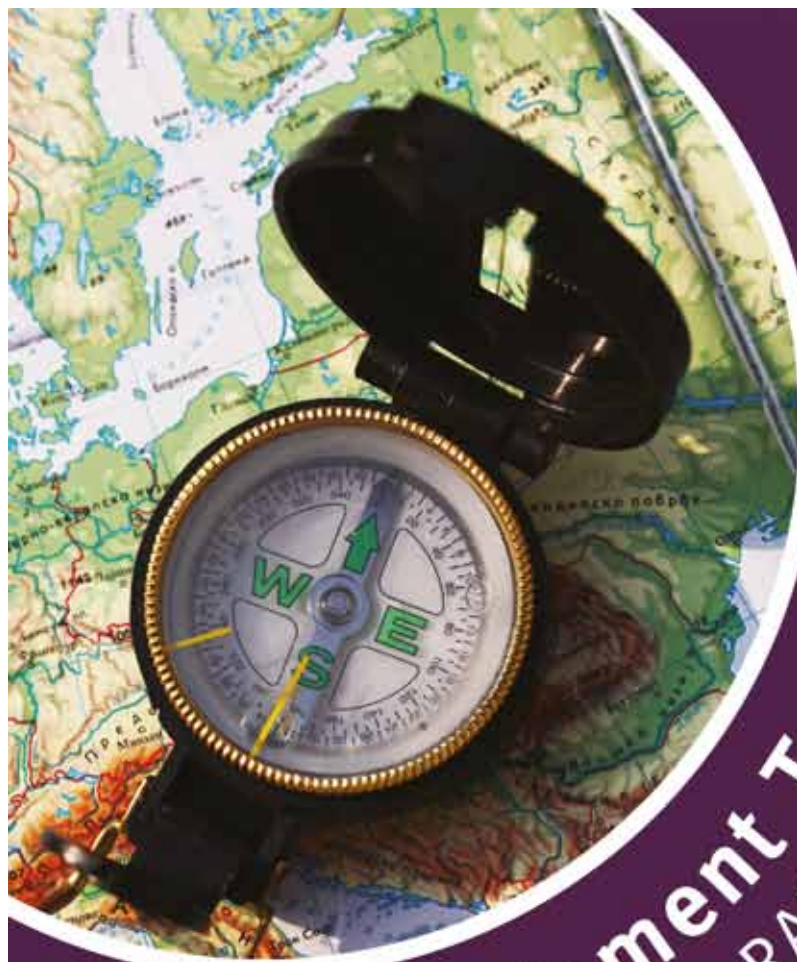
Job listings board from the Chartered Institute of Logistics and Transport.

- **Logistics Manager**

This is a monthly magazine which provides news and resources, as well as job vacancies, for logistics professionals. [www.logisticsmanager.com](http://www.logisticsmanager.com)

There is also a wealth of information and useful links from organisations such as the British International Freight Association, The Department of Transport, Freight Transport Association, The Road Haulage Association and the Institute of Operations Management. Most of these institutes also provide training facilities for the industry or information on qualifications and requirements. ●





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# Enthusiastic Response to Military Work Placement Scheme

Skills for Logistics reports fantastic enthusiasm for the Military Work Placement Scheme launched last November to fund companies to provide nearly 1,000 work placements to ex-forces personnel into 2013. The current ratio of 30% job offers to placement represents a significant endorsement of the Scheme by employers. These jobs range from senior director positions through operations management to driving.

**T**he government-funded Military Work Placement Scheme (MWPS) was launched formally at the Imperial War Museum with employers, representatives of the military and Stephen Hammond MP, Parliamentary Under-Secretary of State for Transport in attendance.

Mick Jackson, CEO of Skills for Logistics, reports: "We are seeing fantastic enthusiasm for the MWPS following its formal launch. We have received enormous support from employers with over 2000 registers placements. Companies include Kuehne + Nagel, TNT, Norbert Dentressangle, Boots and DHL. Employers clearly want to get involved in the

scheme and have access to the excellent resource offered by men and women leaving the armed forces. There is demand for work placement opportunities across the whole spectrum of logistics roles, from warehousing to driving; traffic office to import/export."

He added: "Creative and real value adding solutions are being driven by large logistics companies, which have allowed us to get a real feel for how we can better engage military leavers in Industry. This pilot scheme ends on 31st March and we see enormous benefit for a longer term scheme from April."

Jackson continued: "Alongside the large companies wishing to get involved in the scheme, we are also building on work that we have carried out in local areas

with local hauliers and logistics operations. The Logistics Sector as a whole has a requirement for skilled labour, particularly to fill acute driver shortages; skilled labour exists within the Armed Forces but does not or cannot transfer effectively into civilian job roles. It is this market failure the scheme seeks to address. This programme is well on the way to transforming our sector by providing a bridge between employers and skilled ex-service personnel."

The Programme is an important part of SfL's aim to help UK Logistics companies address their current and future skills requirements and remain competitive. As well as providing service personnel with sector specific information, advice and guidance, helping

them to identify how their skills match roles in the logistics sector, SfL will facilitate win-win opportunities for service personnel and logistics sector employees to come together through a structured two week work experience. All participating service personnel benefit from a guaranteed job interview and feedback at the end of the two weeks. Employers gain support to plan and deliver structured work experiences that enable service personnel to find out about work in the sector and provide ample opportunities for them to demonstrate their worth. SfL Implementation Specialists, using a structured Work Placement Framework, will provide guidance and support.

Jackson concluded: "We can give service leavers the chance to translate their military experience into civilian language and to provide the bridge to civilian employment through our modern Logistics Guild, a free-to-join member network, run by its members for its members; to share ideas, offer support, guidance, development and jobs. For personnel on a placement, every bit of experience will be logged and tracked on their personal locker, which will help towards the development of their skills as they move into logistics roles." ●





The background image shows a yellow Northern Rail train in a large industrial workshop. Two workers in high-visibility orange uniforms are visible; one is standing and looking towards the camera, while the other is crouched down, working on the tracks. The Northern Rail logo is in the top right corner.

## Time for a change of direction?

### Careers in Engineering

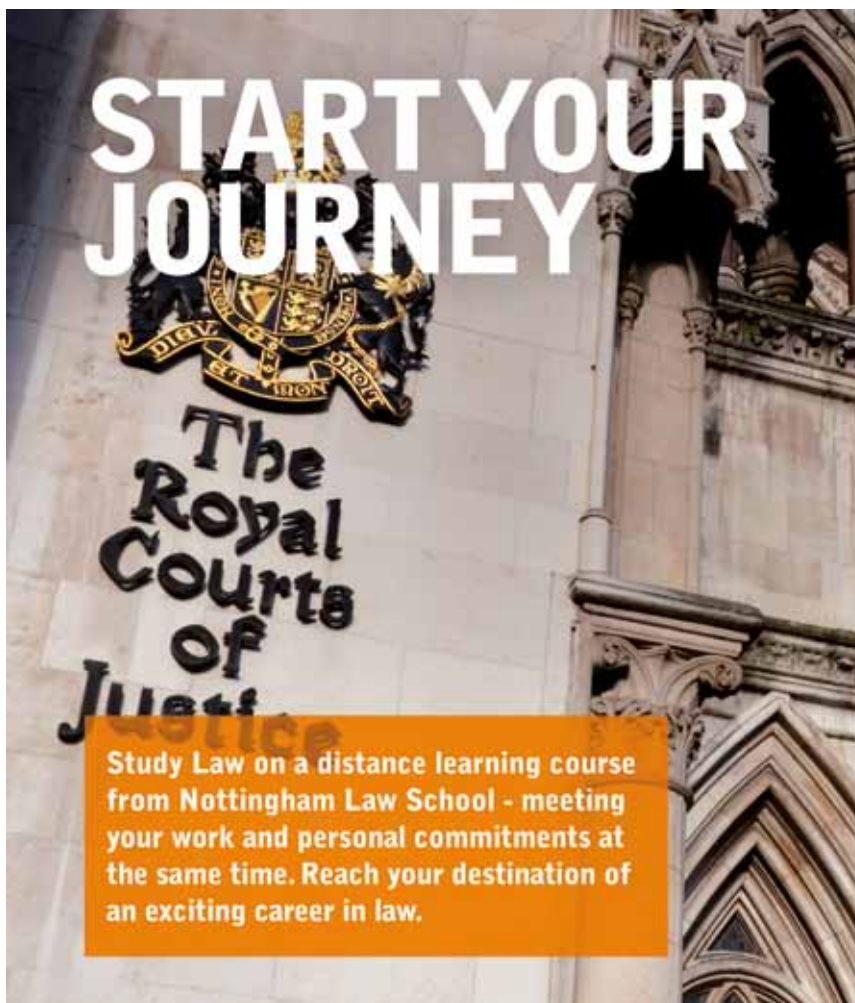
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The background image is a close-up of the stone facade of a building, featuring a large coat of arms and the text 'The Royal Courts of Justice' in a stylized font.

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THE NEW

# State Pension

BEWARE, THERE MAY BE A STING IN THE TAIL!

The Government has recently produced a White Paper proposing major changes to the State Pension that are likely to be in place for those reaching their state pension age from 6th April 2017.

This means that Service personnel currently on active duty and even the vast majority of those leaving the Armed Forces today will be affected by the proposed changes. What are these changes exactly, and how are they likely to impact on the serving and ex-serving community? Lieutenant Commander David Marsh, the Pensions Secretary of the Forces Pension Society takes an in-depth look to see whether there are any advantages to be gained, and looks too at the disadvantages to the Armed Forces, so readily reported by some journalists.

With the odd exception, everybody leaving the Armed Forces today will not be eligible to receive their State Pension until after the proposed changes to the State Pension system come into force in April 2017. Therefore, it follows that these changes are going to affect everybody who is serving today (except a small handful of individuals who are already aged 60 and continue to serve).

The most significant change is the switch from a full Basic State Pension (currently £107.45 per week) plus Additional State Pension





that may have been earned over one's working life through such schemes as the Graduated Pension Scheme, (expired in 1978) SERPS (life span from 1978 to 2002) and the most recent successor to SERPS, the State Second Pension Scheme, to a new, single maximum State Pension, currently estimated to be £142.70 per week. That is an increase of £1,833 per year above the current Basic State Pension.

The second change of significance is that from April 2017 serving personnel will have to pay a higher rate of National Insurance Contributions (NICs). Members of the Armed Forces will, throughout their service career up to April 2017, have paid Class One NICs at the "Contracted Out" rate. That means to say that as members of the Armed Forces Pension Scheme you have not been paying a level of NICs that entitles you to credits towards any Additional State Pension, only the Basic State Pension. On the plus side of paying only the "Contracted Out" rate of NICs, deductions have been 1.4% lower than would otherwise have been the case.

From April 2017 there will be no such thing as a "Contracted Out" rate of NIC and so all personnel serving from that point onwards will see their NICs increase by this percentage. Now, that might sound a bit mean, but if you wanted, at age 65, to buy an annual pension of £1,833 that was fully index-linked, you would need to have saved £53,600. Nobody serving today will have paid that amount of NICs at 1.4% deduction from their salaries before they reach state pension age – so you are certainly not being treated unfairly.

Furthermore, I want to dispel the myth that this increase in NICs is only going to affect the Armed Forces, as some newspaper reporters would have you believe – far from it. Every individual in the UK who is a member of a Defined Benefit Final Salary or Career Averaging pension scheme will be in exactly the same position, which includes just about everybody in the public sector (including Members of Parliament) and more in the private sector.

So what else is going to be new? To begin with, there will be a longer period for which NICs need to be made in order to qualify for the full new single State Pension award. Currently one has to contribute NICs for 30 years in order to qualify for the full Basic State Pension; from April 2017 the qualifying period will be 35 years. This is not going to alter the price of fish for the majority, since most of us will pay NICs for longer periods than that. However, it will be of importance for those who will not have contributed NICs for 35 years prior to exiting the Services, and decide either not to work (for whatever reason), or to emigrate overseas and look to purchase the 'missing years'. Either way, I go back to my earlier paragraph

Currently one has to contribute NICs for 30 years in order to qualify for the full Basic State Pension; from April 2017 the qualifying period will be 35 years.



on the cost of providing a similar pension in the private sector – the cost of purchasing those 'missing years' will be far outweighed by the pension value you will receive and will be one of the best investments you will ever make.

Another change is the re-introduction of what is termed a "vesting period"; that is to say, you have to contribute for a period of time before you receive any benefit from the State Pension system. The White Paper proposes a prolonged "vesting period" of between seven to ten years. Given that the White Paper conducts all of its modelling on a ten year "vesting period," it could be assumed that that is what it will be. What does this mean? It means you will have to contribute

NICs for at least ten years in order to qualify for some level of State Pension. Interestingly, before the qualification was reduced to 30 years from an original 44 years for men and 39 years for women in 2010, there used to be an eleven year "vesting period", and at that introductory point, the portion of Basic State Pension payable was 25% of the full value – it will be interesting to see where the Government pitches the starting percentage this time.

Deferment of receipt of the State Pension will continue to be allowed. However, there will be no choice of receipt after deferment as there is today. Currently, after deferring to draw your State Pension for at least 12 months you have the choice of

taking what you deferred either as a taxable lump sum or as additional income. From April 2017 if you defer drawing your State Pension you will only be permitted to draw additional income as a reward – the option of taking a lump sum is removed. At the moment, an individual's State Pension is increased by a further 1% for every five weeks of deferral (10.4% for a full year), but the White Paper declines to state what the new award will be, indicating that it will probably not be as generous as the current percentage increase.

Finally, and potentially most importantly for the Armed Forces in regards to the new AFPS15 pension scheme, the White Paper states that it is the Government's intention to review the State Pension age every five years following the introduction of this new State Pension system. The logic for this is quite understandable – it is to ensure continued viability of the revised scheme on a basis of life expectancy. But remember: the Preserved Pensions payable under the new AFPS15 pension scheme are destined to be paid at an individual's State Pension age. This would mean that it is quite possible for somebody to leave the Armed Forces in 2020 at age 40 with Preserved Pension entitlement under AFPS15 payable at, say, age 68, only to discover that every five years thereafter they see their State Pension age creep out by a further year, so that they do not receive either their State Pension, or AFPS15 Preserved Pension, until age 74. This could be the sting in the tail!

If you have any questions about your own military pension, you can call the Forces Pension Society on **020 7820 9988** for a rapid and accurate answer, assuming of course you are a member of the Society. If you are not a member, the fee to join is modest and benefits include an expert help line, numerous discounts on a range of useful products and services and the assurance that a dedicated organisation, independent of the Government, is championing the pension interests of the Forces and their families. For more information, please go to [www.forcespensionsociety.org](http://www.forcespensionsociety.org). ●

# Resettlement Personnel to be Sent to Portugal for Research on **The Portugese** Continental Shelf

Resettlement trainees stand to benefit from the alliance between MTCS Ltd & EMEPC, where a number of MTCS Remotely Operated Vehicle (ROV) Pilot trainees will be sent to Portugal, to assist EMEPC in their valuable work on the Portuguese Continental Shelf.

**T**he Portuguese Government created, in April 2005, a multidisciplinary task group for the extension of the Continental shelf (EMEPC) to prepare Portugal's claim to the CLCS (Commission on the Limits of the Continental Shelf).

British based, MTCS Ltd will be sending a number of their trainees, some of which can include forces resettlement personnel, to work with EMEPC this summer. MTCS Ltd is a fully accredited assessment and training centre providing a spectrum of operational, technical and supervisory training to the offshore industry. The majority of their courses focus on Remotely Operated Vehicles (ROV) as used in the oil & gas, nuclear and renewables industry, but have recently become involved in ROV training for the purposes of marine science.

Richard Warburton, Managing Director for MTCS Ltd, says: "We are delighted to be working with EMEPC. We see this as a great opportunity to promote what EMEPC is doing on the continental shelf

and our part in assisting EMEPC with their training quality systems. It will give our trainees a superb opportunity to train in an active marine science operation, where EMEPC is involved in applied research on the continental shelf."

EMEPC's projects for the extension of the continental shelf are based on morphologic and geological criteria, which should demonstrate the natural prolongation of land territory to submarine areas and towards the outer edge of the



We are delighted to be working with EMEPC. We see this as a great opportunity to promote what EMEPC are doing on the continental shelf and our part in assisting EMEPC with their training quality systems.



continental margin. Coastal States need to gather a lot of bathymetric, geophysical and geological information of the seabed and EMEPC are using the ROV system, Luso, to comply with this main goal. The Luso, a 6,000 metre rated ROV, has the capability to explore and survey the deep ocean and its main application will

be focused on both fundamental and applied deep ocean research.

Antonio Calado, ROV Luso Coordinator for EMEPC says: "It is a pleasure for us to collaborate with MTCS Ltd in this and other projects within our scope of work, where MTCS and EMEPC feel that it can be advantageous for both institutions.

We are looking forward to welcoming MTCS trainees at our centre, where initial training will take place in our test tank, mainly using the ROV manipulators. We can also do some practical work in hydraulics,

electrics or fibre optics. By doing the training here and taking advantage of our facilities, will ensure a much better environment for the initial training, instead of going directly to offshore operations. However, a few trainees can also take part in our test dives, prior to our annual oceanographic campaign and some trainees can get involved in our sea trials, to assist the ROV operations."

Antonio added: "One of the most valuable outputs of our work on the continental shelf can be linked to the applied research on seabed

minerals, although another issue that also has a great economic potential is the biotechnology, because you can find habitats/organisms with different molecules and genetic material that can be used in medical and cosmetic applications."

Both MTCS LTD and EMEPC will be exhibiting at the Marine Science Exhibition at Southampton, 9-11 April 2013, where MTCS Ltd plan to launch their new ROV Fault Finding Programme. The presentation will take place on Tuesday 9 April at 9.30am. ●

## ROV Training

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# The Training Room Makes it Work for Ross Austen

Ross Austen, 30, served in the Army for 12 years and was on operations with a Commando Engineer Regiment in Afghanistan in 2008 when he was injured in an explosion which resulted in his leg being amputated above the knee.

**R**oss spent two and half years in rehabilitation at Headley Court where he tried a number of Paralympic sports including wheelchair basketball, swimming, cycling and running. Ross took to triathlon well and had different blades created for his running and cycling disciplines.

He found running the hardest to adapt to with his injuries – but that didn't stop him from completing a marathon and raising £1m for military charities. He has since been called up to train for the GB Paralympic Triathlon team at Loughborough University and is currently assessing his options to train with them. This is a new

Paralympic sport and Rio 2016 will be the first opportunity to compete.

Before joining the army Ross had done a health and fitness course and he decided to draw upon this experience and combine it with his renewed love of sport to carve out a new career as a personal trainer.

Ross applied to The Training Room personal trainer academy

which is renowned for its work with Help for Heroes and ex-servicemen and women. Ross completed the six week intensive course in Southampton and stayed at Tedworth House resettlement complex while he studied nearby.

"The discipline of my Army training helped me manage the intensive course and my interpersonal skills and team building experience gave me confidence to establish a good client base and run boot camps straight away," says Ross.

Ross intends to build on his personal trainer qualification by undertaking Level 4 courses in GP Referral, Advanced Nutrition and Strength & Conditioning. "The Training Room personal trainer qualification is very much the foundation and a start point: from there I can do so much more to achieve a fulfilling second career."

Meanwhile, Ross is enjoying working flexible hours to fit around his young family. "Having been away for so long serving and in rehabilitation, it's a joy to have a career that allows me time with my family. The Training Room has set me up for a new career and a new life." ●

Please visit the website for further information by going to [www.thetrainingroom.com](http://www.thetrainingroom.com)



# What Makes a...

## Good Pest Control Technician?

WRITTEN BY CHRIS DAVIS SERVICE AND TECHNICAL MANAGER, CLEANKILL ENVIRONMENTAL SERVICES

We have all come across individuals who seem to think that they could do your job better than you can. It is usually when somebody who is bored with their job sees you checking the bait boxes in a warehouse or office and makes the assumption that a pest control technicians job must be easy if that is all that you do, and so the inevitable query will follow; "I could do that... have you got any jobs mate?" You may quite probably (and quite correctly) at this point take one look at them and think to yourself "no chance".

It seems that a lot of people these days under-value the role of a good pest control technician. As an industry, we regularly see unqualified companies and individuals come and go. You can just imagine them saying "that pest control lark looks like easy money – we'll have some of that!"

Having worked for two different companies in various roles (technician, field biologist, service management, training and quality assurance roles primarily), I think I have a fairly good idea of what makes a good technician. I would add that I currently regard myself as being fortunate enough to be working with a few of them, and

to be helping one or two others to develop in that direction.

Let us assume that you do not have a criminal record, and that you would pass the Enhanced CRB check that will enable you to carry out pest control in nurseries and schools, then here are a few of the other skills that you will need:

### ORGANISATION

Some individuals are naturally well organised, some need to learn to be well organised, and some will always seem to be that little bit disorganised. A smart and tidy looking technician, in a clean and well organised vehicle, makes a huge difference for that all important first contact with a new customer.

Technicians will also need to be well organised with the order in which they carry out their service visits, so that they are not wasting precious time driving back and forth across their areas. This takes a bit of planning before you set off to work and will sometimes involve asking customers if they can be visited at a different time than usual to fit in with your planned work schedule (and adapting to sometimes being refused of course).

### INTEGRITY


It is often quoted in the retail industry that "the customer knows best." In a general sense I am quite happy to agree with that statement, but if however, you find yourself in a

situation where the customer is asking you to do something that is unsafe, against your company policy, or even illegal - you need to have the strength of character to say to them "I'm sorry but I can't do that as it's illegal, but I can do..."

A good technician will be able to produce a positive outcome from such a potentially difficult and confrontational situation, having provided the customer with an alternative legal and safe solution to their problem. The technician will then leave site in the knowledge that he has done the work properly, and not lie awake at night worrying that he may have done something that could lose him his job... not always easy if the customer is, for example;







a very aggressive Head Chef who is used to getting his own way and leaving the rest of the staff covering in his wake. It takes a strong personality to be able to tell him that unless he improves on his cleaning in the kitchen, his pest problems are likely to get worse, but that is sometimes what you have to do.

### RELIABILITY

Anybody who has employees working for them in a service industry will know that not everybody suits working on their own. An employee who may seem brilliant in training can suddenly falter when having to complete a full day of work on their own, and then having to repeat it every working day. In these days where companies employ all manner of tracking and monitoring devices, you will probably not last long if you can't get up in the morning, or like getting home a bit too early.

Some individuals are naturally well organised, some need to learn to be well organised, and some will always seem to be that little bit disorganised. A smart and tidy looking technician, in a clean and well organised vehicle, makes a huge difference for that all important first contact with a new customer.

I remember a story of one technician who, having completed his 6 week in-house training, arrived outside his first customer but could not physically get himself out of his van to go into that customer on his own. At this point he called his Supervisor and resigned from his job – 6 weeks of training time wasted.

If you make an appointment with a customer, then they will expect you to be there – they may have made

special arrangements with their employer to be in just for you. If you can't keep appointments, you will not make a good technician. Customers will of course let you down from time to time, that is their privilege as they are paying for the service.

### PRACTICAL SKILLS

I have to be honest here – my practical skills leave a lot to be desired. I can just about fit a bristle

strip to a door and block a few holes up with mesh and filler foam, but that is about my limit. However, the practical and inventive skills of some of the people I have been lucky enough to work with over the years, has on occasions left me open mouthed in amazement. (I won't deny that there have been the odd occasions where poor proofing has left me open-mouthed in amazement for the wrong reason).

Preventative pest control is not just about putting a few baits boxes down, it is about finding out how the pests (be they rats, mice, squirrels, pigeons etc.) have got into that premises, and finding out if there is a safe and effective way that you can stop them from getting in, and then doing that proofing work in a skilled and professional manner.

### DIPLOMACY & PROFESSIONALISM

A pest control technician will be quietly making his way around a customer site, and people will routinely ask, usually just as a means of making conversation; "have we got mice here then mate?"

Without being rude, you need to establish whether or not this person has a right to know the answer to that question. If you suspect he is a customer, then the answer is something along the lines of "No – just carrying out a routine preventative pest control check."

If, on the other hand, that person turns out to be an Area Manager on a visit to one of his sites, then you definitely do need to let him know what the pest situation is.

I recall a pest control "urban myth" story of a technician who having completed a thorough treatment for Bed bugs, then proceeded to relate



the treatment details, including the number of Bed bugs he had found, to somebody who he thought was a hotel manager. It turned out that the gentlemen in question was a potential customer who was thinking about using the hotel to book his wedding – we will never know whether that customer booked his wedding at that hotel, but he may well have had second thoughts, and the pest control company involved may well have ended up with a terminated contract.

You will occasionally encounter extremes of emotion – for example; hysteria because a mouse has been seen by a customer who is genuinely petrified by their presence. At times like these, you will need to be more a counsellor than a pest controller, calmly re-assuring the customer and filling them with confidence that you will be able to sort their problem out.

The whole spectrum and diversity of life is out there, and you will get to deal with it all as a pest control technician – you will see a few things (good and bad) behind the scenes that not many other people get to see. You will meet different races, classes, religions, political viewpoints – some you may like and some you may detest; but you need to be able to communicate confidently and clearly (both verbally and written) to all of them – a skill which takes time to develop. You are going to make the occasional mistake – we all do, just don't do it again!

### TECHNICAL KNOWLEDGE

Customers who are used to seeing us do one particular job on their premises, are usually amazed at the wide range of work that pest controllers

undertake, particularly when you start telling them of all the different types of pest and problems that you have to deal with on a daily basis. If people realised how much you have to learn to pass your BPCA/RSH Level 2, they might have second thoughts about stating that "I could do your job mate"



Things in the pest control industry change at an alarming rate – you need to keep abreast of new products, technologies, techniques, product label modifications, and changes in the law. You need to have all that knowledge at your fingertips – you never know what the next customer question is going to be. Some of the techniques that were previously employed are no longer approved, for example; contact dust for rodent control has been withdrawn. However, new many new techniques are becoming available such as ultra-violet tracking dust, cheaper motion sensor cameras etc. Knowing the right time to consider using new techniques can be crucial in keeping customers from looking elsewhere for their pest control.

Don't forget all the different site-specific customer specifications that

you have to memorise – forget to date the boxes, or fail to make the correct frequency of follow-up visits to site following a pest sighting, and you could be the one blamed for damaging that "special relationship" that the sales team have worked hard to develop with a major customer.

### ABILITY TO WORK SAFELY

Last but definitely not least, major contracts can be won and lost on a company's safety record. A technician who has all the above skills, but who is reckless with regard to the health and safety and the manner in which they handle toxic materials, can lead to horrifying consequences, and is not somebody that I would want in my team.

Not forgetting the most dangerous aspect of most pest controller's work (excluding footmen of course) – the driving. You need to be a safe and courteous driver. Most company vehicles have a big label on the side with a phone number, so "sticking a finger up" to somebody who has just cut you up can all too easily go horribly wrong. That person could be related to one of your Company Directors, or be one of your major customers; and you could suddenly find your whole world has gone horribly wrong!

Anybody out there who thinks pest control is easy, I hope that this article has made you think again.

Incidentally, if you are not currently working in the pest control industry, and after reading this article, you still think you have the skills necessary to be a good pest control technician – there are plenty of Service Managers/ Supervisors out there who would like to hear from you, and I would be one of them. ●

# Franchising for Pest Control

If you are leaving the armed forces and are interested in Pest Control it may be that a franchise could be your preferred option.

**A** brief overview of a franchise may help you decide if this is the right way to go? A franchisee (you) pays the franchisor an initial fee to use

the rights to that company's name, territory, marketing, and support network and contacts. After the initial fee a percentage of profit or turnover is agreed for ongoing help, support, training and marketing etc.

We asked Geoff Whittle who is Head of Development for Prokill a Bournemouth based pest control company (see advert page...) why he believes franchising works best for his business? 'The financial commitment required to invest in a franchise generally ensures that the investor's commitment to the business is unquestionable. This is a preferred route to employed staff and the rewards for the right candidate can be considerable.

Michael Taylor who has recently franchised his northern based bird and pest control company Contego. Stated franchising opportunities can be a lucrative career move for highly motivated and driven candidates. Ex-forces personnel are the kind of candidates we are particularly looking to offer our territories to. They are hard working, dedicated, committed and have an ethic to work that Contego are looking for.

Franchising may be an attractive option for your new career path however before signing up to any franchise there are a few considerations to ponder. Consider the territory you are being offered and the level of financial commitment you are signing up to. Ask for examples of others that have joined that franchise and try to find out the potential gains and level of commitment and work required to achieve that target. Finally as with any large investment take time to consider all of your options. A good franchisor will allow you time to consider what has been offered and remember you will have an ongoing relationship with them as you will be using their brand as well as their expertise and training whilst expanding your business. ●





# franchise opportunities with Contego™



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# A Safe and Se

There is no shortage of opportunities for good and reliable ex-service personnel in the security industry. And according to an industry leader, Major Frank Quigley, the transferable skills gained in the services can be invaluable to a potential employer.

**A** former Military Policeman, Major Quigley opted for a career in manned security rather than follow many of his contemporaries who joined the corporate side of the business. He is now managing director of Guarding UK, one of the fastest growing businesses in the sector.

He said: "This is where the opportunities are. The security business is over four times the size of the British Army and its growing."

"I would recommend security as a career opportunity for anyone leaving the forces but would add that a change of culture is required. While most of the skills gained in the services are invaluable it requires some flexibility in working hours which are not as regulated."

Major Quigley also stresses the importance of choosing a company that is registered with the Security Industry Authority.

The Security Industry Authority is the organisation responsible for regulating the private security industry. It is an independent body reporting to the Home Secretary. Its mission is to regulate the private security industry effectively; to reduce criminality, raise standards and recognise quality service.

The SIA has two main duties. One is the compulsory licensing of individuals undertaking designated activities within the private security industry; the other is to manage the voluntary Approved Contractor Scheme, which measures private security suppliers against independently assessed criteria.

The industry is divided into specific disciplines; Manned Guarding which includes Cash and Valuables in Transit, Door Supervision, Close Protection, Public Space Surveillance and Security Guards. The other areas are Immobilisation, restriction and removal of vehicles and Key Holding.

Each section has its own specific license. Licensing

ensures that private security operatives are 'fit and proper' persons who are properly trained and qualified to do their job.

The SIA states that it is essential that individuals working in the private security industry undergo a structured training programme that results in a recognised qualification.

A spokesman said: "We have developed a competency (skills) requirement as part of our licensing function. Individuals applying for a front line SIA licence must prove that they are properly qualified to do their job. If they don't hold one of the SIA-endorsed qualifications then their licence application will be refused."

"We believe that this will result in a more competent and professional workforce. It will also improve the public image of the private security industry and make it more attractive to potential employees."

Some previously existing qualifications in security-related disciplines may allow exemption from all or part of the SIA approved training.

We believe that this will result in a more competent and professional workforce. It will also improve the public image of the private security industry and make it more attractive to potential employees.

## THE SIA APPROACH IS TO:

- Maintain core competency specifications that meet the needs of the private security industry and are based on industry best practice.
- Consult with key stakeholders to continuously improve the standards of both training and qualifications.
- Take into consideration the National Occupational Standards that are relevant to the private security industry. National Occupational Standards are work-related statements of the competence an individual requires in order to carry out key tasks effectively.



# SecureFuture

The competencies specified by us cover the core activities of vehicle immobilising and manned guarding. We accept that there may be competencies relating to more specific activities that we have not covered. We have identified the skills that an individual must have in order to obtain an SIA licence: this does not prevent them from undertaking further training if they wish or if the specific nature of their role requires it.

Unless an employer has been given an exemption it is a criminal offence to undertake licensable security activities without an SIA licence.

Awarding authorities offering suitable qualification courses include Edexcel, NOCN, HABC, City and Guilds and Buckinghamshire New University. There are many others too, all listed on the SIA website with clear descriptions of the requirements for every qualification.

Major Quigley points out that Close Protection also requires licensing but most of this activity takes place outside the UK. He concluded: "Qualified security guards can now earn good salaries. The opportunities are there for those prepared to work and three UK universities are now offering graduate courses in security."

Further information on requirements and qualifications in security is available on the SIA website [www.sia.homeoffice.gov.uk](http://www.sia.homeoffice.gov.uk).


There are also numerous opportunities for the technically minded and suitably qualified among the security equipment and technology manufacturers and providers. This covers everything from access control, asset and property marking to CCTV and the most sophisticated civil aviation security technology.

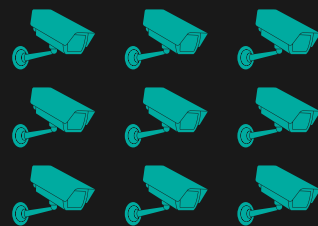
## BRITISH SECURITY INDUSTRY ASSOCIATION


The industry body, The British Security Industry Association estimates that the growing security systems industry is valued at over £654 million.

- The total turnover of BSIA member companies is £4.33 billion
- BSIA member security guarding companies employ 75,500 security officers



**KEY:**  = 10,000 Security Officers



**KEY:**  = 500,000 units

- There are an estimated 4.25 million CCTV cameras installed in the UK
- The total turnover of BSIA security guarding companies is £1.575 billion

The private security industry in the UK is a vibrant and ever-evolving industry, encompassing a wide range of sectors that make a daily contribution to UK society. From electronic security technologies such as CCTV and intruder alarms, through to physical security measures and security guarding, our

daily lives are now entwined with security measures in many forms. •

The BSIA website, [www.bsia.co.uk](http://www.bsia.co.uk) also contains information on SIA recognised training facilities.



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The Level 3 Certificate in Close Protection provides the learner with the knowledge and understanding to ensure provision of a professional level of service as a close protection operative and to address the licensing requirements in an SIA regulated, operational environment.

#### Typical units covered in the course include:-

- Surveillance Awareness
- Close protection teamwork
- Route selection
- Reconnaissance Operational planning

- Foot techniques
- Incidents and dilemmas
- Threat and risk assessments
- Communication and conflict management skills
- Interpersonal skills

The course takes place over 14 working days and is assessed through externally set and marked multiple choice test paper.

The Level 2 Award in Door Supervision is a programme designed to meet the needs of learners who are looking to work within the Private Security Industry either as a Door Supervisor, Static Guard or Retail Officer. The course aims to provide learners with the basic knowledge and understanding to ensure the provision of a professional level of service in their chosen field of employment and to address the SIA requirements for this particular qualification.

#### The units covered in this course are:-

- Unit 1 – Working in the Private Security Industry
- Unit 2 – Working as a Door Supervisor
- Unit 3 – Conflict Management
- Unit 4 – Physical Intervention Skills

The course takes place over 5 working days and again is assessed through an externally set and marked multiple choice test paper for units 1, 2 and 3 and a combination multiple choice test and practical assessment for unit 4.

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T: 0044 1377 257222 E: [info@akuro.co.uk](mailto:info@akuro.co.uk) W: [www.akuro.co.uk](http://www.akuro.co.uk)



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*"PPD's First Aid Trainers course was fantastic, informative and value for money; they made it easy to book using my ELCAS grant and I am now looking forward to get out and running my own courses. Thanks"*  
Army SSgt, Germany 2012

*"The trainer was brilliant, made the course easy to understand and I now have qualifications to get a new career in training. I would highly recommend them to anyone leaving the service"*  
Army Capt, UK 2011

*"PPD is an easy company to train with - they made the process simple and offered good value for money, highly recommend"*  
Army WO, UK 2011

**PPD - ELCAS N<sup>o</sup>.1385**

# pppd

Making sense of health & safety training

Train to be a First Aid Trainer & Assessor with PPD.

On successful completion of the course you will be able to deliver and assess Health & Safety Executive approved 'First Aid at Work' courses. Gain qualifications that enhance your employability or even start your own training business.

You have nothing to lose and everything to gain, so call us today...



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**www.ppdsafetytraining.co.uk**



**S**t John Ambulance is the nation's leading first aid training provider, with thousands of courses at over 230 training venues nationwide. These courses enable hundreds of thousands of people every year to be the difference between a life lost and a life saved at work, at home or in their local community.

Many people think of St John as the people in black uniforms and white haversacks at football matches but in reality the organisation does much more. Most people leaving the services have some first aid training and experience. St John offers courses to enable those skills to be transferred to the workplace.

The organisation offers two workplace relevant courses. First Aid at Work is arguably the most comprehensive workplace first aid course available, suitable for all workplaces. It comprises a three-day course of 18 hours with a two-day re-qualification of 12 hours for those whose First Aid at work certificate is due to expire.

The other workplace orientated course is Emergency First Aid at Work – a one-day (six hours) course for workplaces where a risk assessment indicates that emergency first aid knowledge only is sufficient.

### CHOOSING THE RIGHT COURSE IS IMPORTANT

**Step 1:** Determine the minimum recommended cover to meet your statutory first aid requirements.

**Step 2:** Consider all the hazards and risks that are specific to your workplace. Three important factors to consider are:

- Any work related risks (dangerous equipment, dangerous substances, processes, etc.)
- Any existing employee health conditions (eg. asthma, diabetes, heart conditions, allergies, etc.)
- Volume of visitors (non-employees) to the workplace.

St John provides a free online first aid compliance check list will help you to determine your specific needs.

Training can be on one of St John's courses. With over 19,000 scheduled courses each year at over 230 training centres across the country they have more courses and venues than any other training provider.

Alternatively St John will run courses on your premises. If you have a group that needs the same training, St John can come to you and train them at your workplace.



# St John

The first port of call for first aid and health and safety

### WHAT DO YOU NEED TO DO AFTER YOU QUALIFY?

Your First Aid certificates are valid for three years from qualification. After this period, first aiders must attend the appropriate course to gain a new certificate.

The HSE strongly recommends that first aiders complete annual refresher training to keep their skills fresh. St John Ambulance thinks that this annual refresher training is so important, they offer a free or half price annual refresher

course to those who complete their initial training with them.

The two-day First Aid at Work re-qualification course is very intensive, covering all the modules from the initial three-day course but in less time, and assumes prior knowledge. First aiders may benefit from the more comprehensive teaching and extra practice of the three-day First Aid at Work course for their re-qualification.

Ever increasing health and safety regulations have correctly focussed

the minds of employers on safety in the workplace. Production of risk assessments is now common place to all service personnel. Again, St John provides training in this important regulated area.

Accredited by the leading health and safety bodies, these IOSH and NEBOSH qualifications are designed for managers who require a full understanding of health and safety and employees at all levels to provide an understanding of their responsibilities.





## Training Funding is Available

Another organisation offering service leavers a range of courses and qualifications in the areas of occupational health & safety is Controlled Risk Systems.

If you were in the armed forces in 2002 you can still use Enhanced Learning Credits [www.enhancedlearningcredits.co.uk](http://www.enhancedlearningcredits.co.uk), funding for further learning.

Corporate Risk Systems (CRS) is a preferred Career Transition Partnership (CTP) supplier of training and has been approved and met the MoD's criteria to be permitted to run courses that qualify for ELC funding (at level 3 or above on the National Qualification Framework).

Many ex-service personnel who have left the MoD since 2002 are not aware of the funding available for this training.

With so much unemployment in the UK, this could be an ideal opportunity for you to undertake training to develop your career or gain valuable formal qualifications which will lead to a better chance of securing employment, or career development.

CRS provides a variety of training, both in house and open course programmes. The most popular are the NEBOSH National General Certificate in Occupational Health & Safety, NEBOSH National Certificate in Environmental Management, NEBOSH Fire Safety and Risk Management Certificate, City & Guilds Level 5 NVQ Diploma in Occupational Health & Safety, IEMA Applied Learning, SHE Auditing - A Management Systems Approach.

CRS has put together a selection of unique training packages so that ex-service personnel can make the most of the funding available and pick the best package to suit their own career development. ●

You can get more information about CRS at [www.crsrisk.com](http://www.crsrisk.com) or Email: [mod@crsrisk.com](mailto:mod@crsrisk.com)



## Health & Safety Training Courses

Our tutors are Chartered Members of IOSH, committed to your success

CRS has more health and safety training locations than any other ELC UK provider, with a proven track record of success. Special packages available to make the most of your ELC and Resettlement allowances tailor made to ensure you get best value for money.

Our courses are eligible for funding via the ELC Scheme

NVQ Level 5	Diploma in Occupational Health & Safety
MIEMA	Incorp Associate Certificate in Environmental Management
NEBOSH	National General Certificate in Occupational Health & Safety
NEBOSH	National Certificate in Fire Safety & Risk Management
NEBOSH	National Certificate in Construction Health & Safety
NEBOSH	National Certificate in Environmental Management
IOSH	Managing Safety
SHE Auditing	Management Systems

NEBOSH first time Pass rates of 94%

Our Venues: Birmingham, Durham, Reading, Burton upon Trent, Heathrow London, Southampton, Bristol, Manchester, York, Colchester, Milton Keynes, Edinburgh.

All of our NEBOSH Courses come with the CRS "Sure Pass Promise". If, for any reason, you do not pass first time, you can attend further courses with twelve months FREE OF CHARGE until you do pass. (All you have to pay is your NEBOSH exam fees).



For further information please contact Ros Stacey on:  
01283 509175 | 07968 483615 | [mod@crsrisk.com](mailto:mod@crsrisk.com) | [www.crsrisk.com](http://www.crsrisk.com)

- Occupational health (NEBOSH)
- IOSH Managing safely
- IOSH Working safely

### FIRE MARSHAL TRAINING

Under the Regulatory reform (Fire Safety) Order 2005, businesses are required to carry out a fire risk assessment and have a sufficient number of competent fire marshals. If you're not sure how many fire marshals your business requires St John can advise you.

### RISK ASSESSMENT COURSES

Employers are required to carry out a process of risk assessment that will enable them to decide the policies, procedures and trained personnel they must have in place to meet their statutory health and safety requirements. St John Ambulance offers the following courses:

- Risk assessment
- Health and safety basics

### MOVING AND HANDLING COURSES

Manual handling regulations place a duty on every employer and employee to reduce potential injury (and its associated costs) from moving and handling operations.

St John is always on the look out for volunteers and welcomes former service personnel with first aid and training experience.

Trainer vacancies are advertised on the St John Ambulance website when they become available, however applicants are normally required to have a training qualification such as CTLLs or equivalent, along with a relevant course qualification. Trainer vacancies and information about all St John first aid and health and safety course are available of the website [www.sja.org.uk](http://www.sja.org.uk)

Additionally, there are a growing number of private training companies offering similar courses and trainer opportunities. However, potential trainers will still need the relevant qualifications and those offered by St John are universally recognised. ●

# The Enhanced Learning Credit Scheme

The MoD's Enhanced Learning Credits Scheme (ELC) is an initiative to promote lifelong learning amongst members of the Armed Forces.

**T**he ELC scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years. You are reminded that ELC funding is only available for pursuit of higher level learning i.e. for courses that result in a nationally recognised qualification at Level three or above on the National Qualifications Framework (NQF) (England and Wales), a Level six or above on the Scottish Credit and Qualifications Framework (SCQF) or, if pursued overseas, an approved international equivalent qualification.

As such you must ensure that you are able to demonstrate the level of the course to your Education Staff / Single Service Representative when asking them to authorise your claim.

There are several stages to the ELC process. Full information is set out in Joint Service Publications (JSP) 898 Part 4, Chapter 3 - The Enhanced Learning Credit Scheme: The Sponsorship of Service Personnel for Personal Development.

Have a look at the claim procedure flow chart (far right) to the JSP.

- First you must register to become a Scheme Member

and accrue a sufficient amount of service before you can submit a claim

- Then you must select a relevant course ensuring that it meets the higher level learning criteria (level three or above) and an Approved ELC Provider
- Thirdly, you must complete and submit an ELC claim, approved by an authorised Education Staff if you are in service or your Single Service Representative if you are out of service. For further details regarding claiming out of service, ex-service personnel should visit <http://www.enhancedlearningcredits.com/Claiming/Ex-service%20Personnel/>
- Finally you must complete your Course Evaluation Form via the website. Please note that further claims cannot be processed until evaluation forms are received for all previous courses (even those still underway).

The Enhanced Learning Credits Administration Service (ELCAS) provide the administrative support for the ELC Scheme. Education Staff and Single Service Representative are responsible for approval of both ELC Application and Claims. ●





# Claim Process to be Followed by Learners & Learning Providers

## START

**ONE.** Learner identifies course of learning in liaison with Approved Learning Provider

**TWO.** Learner completes ELC Claim Form (form ELC 005.01)

**THREE.** Learner submits Claim Form (form ELC 005.01) to commanding Officer and Education Staff for approval

**FOUR.** Claim Form sent to ELCAS for processing or Authorised Education Officer processes claim online

**FIVE.** ELCAS checks eligibility of Learner to claim an ELC via ELCAS database or education Officer checks via online system

**SIX.** ELCAS or Education Officer process and approve Claim and sends Learner a CLAIM AUTHORISATION NOTE (CAN form ELC 005.02)

**SEVEN.** Learner books course of learning with the Learner Provider, pays 20% personal contribution/deposit and passes the CAN (form ELC 005.02) to the Learning Provider as authority to proceed

**EIGHT.** Learning Provider sends invoice addressed to Director General Financial Management Shared Service Centre to ELCAS (after course start date)

**NINE.** Within 15 working days of receiving an invoice ELCAS checks invoice against approved Claim record and passes to relevant MoD Budget Manager. The Budget Manager authorises the data and then passes on to the Director General Financial Management Shared Service Centre for Payment.

**TEN.** MoD Director General Financial Management Shared Service Centre makes payment to Learning Provider and issues a remittance. (Please note that once DGFM SSC received payment instruction it may take 30 days for payment to be made).

## FINISH

Claim rejected

Invoices for unauthorised claims and/or missing the required information returned to Learning Provider

HOW TO  
APPLY  
NEXT PAGE

# How to Apply

To join the ELC scheme you must complete and submit an application form either in your first twelve months from enlistment or in the window between eight and eight and a half years from enlistment.

**A**pplications are not permitted at any other time. Application forms must arrive with ELCAS within one calendar month of the end of your chosen registration window. Personnel with interrupted Service must complete and submit a non-continuous service form with their registration. This may include time spent as Full Time Reserve Service personnel and Non Regular Permanent Staff.

## ACCUMULATING ELIGIBLE SERVICE

ELCs are available in two tiers: You must accumulate four years of eligible service to claim the Lower Tier (80% of the fees, up to a maximum of £1,000 per claim instalment) and eight years eligible service to claim the Higher Tier (80% of the fees, up to a maximum of £2,000 per claim instalment).

Each eligible claimant may make a total of three claims. These may include claims in both the lower and higher tier but not exceed three claims in total. Only one claim may be made for learning activities commencing in any one financial year.

Only service accumulated since 1st April 2000 may be counted as eligible service for the purposes of the ELC scheme. It is worth noting that eligible service must be completed before a claim can be made, i.e. the claim form must be signed after the service is completed.

(For those registering to join the scheme in the six month window between the eight and eight and a half year point, eligible service will only be accumulated from the eight year point (i.e. you must complete 12 years service before being able to claim at the lower tier (up to £1,000 per claim instalment)). ●



# How to

Before registering for any learning activity serving personnel must get authorisation from their line manager (part four of the claim form) and Education Staff (part five) to ensure that their chosen course meets the MoD requirements for ELC funding.

**E**x-Service personnel must get authorisation at part five of the claim form from their Single Service Representative ([www.enhancedlearningcredits.com/Claiming/Ex-service%20](http://www.enhancedlearningcredits.com/Claiming/Ex-service%20)

**Personnel**). There are several factors to consider:

### TIP ONE

You must fully research both the Provider that you choose and the course that you wish to study.







# Claim

**TOP TIP:** Please note that providers may move on and off the approved list and so it is advisable to check your provider is approved before you undertake any claim.

## TIP TWO

ELC funding is only available for courses that result in a Nationally Recognised Qualification at level three or above on the National Qualification Framework or level six or above on the Scottish Credit and Qualifications Framework. Just because an organisation is listed as an Approved Provider does not mean that all of their courses are of the required level. **TOP TIP:** A list of the references to help with course level research may be found on our useful contacts page under the claiming

tab. You must refer to the Joint Service Publications (JSP) 898 Part 4, Chapter 3 - The Enhanced Learning Credit Scheme: The Sponsorship of Service Personnel for Personal Development and your Education Staff for guidance with regard to eligible activities.

## TIP THREE

You must present your Claim Authorisation Note (CAN) to your chosen Provider before your course start date. If for any reason you do not undertake the course you must submit a request to cancel/reinstate the claim. Failure to do so may result in the loss of Scheme Membership, which will prevent any future claims.

**TOP TIP:** Keep a copy of your CAN as you will need the reference numbers for completing your evaluation from.

## TIP FOUR

Requests to cancel claims must be authorised by your Educational Officer and then the Single Service Representative and as such you must ensure that you fully research the course and the requirements

prior to submitting a claim for ELC funding. Claimants need to be aware of the implications of cancelling or withdrawing from a course of study funded by ELC. Always consult Education Staff before doing either in the first instance, as it can have a serious effect on future ELC eligibility. (See cancellation/reinstatement section).

## TIP FIVE

For all claimants in Service the proposed learning activity must be of benefit to the Service. Applicants are required to demonstrate that their proposed course of study is as a result of careful planning (use Personal Development Records).

## TIP SIX

You must make a personal contribution of at least 20% towards the total course cost. You will also be responsible for any costs associated with food, accommodation, course books, material, travel and subsistence. Learners are to meet the cost of their minimum 20% personal contribution

from their own resources.

**BE AWARE:** MoD rules strictly forbid the acceptance of inducements or incentives from providers including subsidies, free accommodation, travel and equipment. Learners who breach these rules risk forfeiting their ELC membership.

## TIP SEVEN

If you are making a second or third claim you must first ensure that you have completed the Evaluation Form via the website for all previous courses funded using ELC. You must also provide documentary evidence to demonstrate that you have completed previous courses to your Education Staff / Single Service Representative.

**TOP TIP:** MoD and ELCAS rely on accurate completion of evaluation forms to help us assess Learning Provider performance. Please help your fellow claimants to access the best possible learning provision by providing timely and accurate evaluation feedback.

## TIP EIGHT

If undertaking courses in quick succession it may be necessary to submit a claim for a second or third course before the previous course has ended. In these cases the Course Evaluation Form can be submitted when you have completed enough study to effectively evaluate the Provider.

## TIP NINE

If your course is split into modules, list each module you are claiming for. However, for longer courses of study such as degree level, where the academic year is out of synch with the financial year, it is permissible to use one claim for several modules which count towards a continuous and recognised block of study which may extend into or start in the next financial year.

**TOP TIP:** You must refer to the Joint Service Publications (JSP) 898 Part 4, Chapter 3 - The Enhanced Learning Credit Scheme: The Sponsorship of Service Personnel for Personal Development.

## TIP TEN

Retrospective ELC claims are not permitted. Claim forms must be received by ELCAS at least 15 clear working days prior to the course start date. You must ensure that you have enough time to receive the Claim Authorisation Note to present to your chosen provider before the course starts. (Please note that for courses with Open University the CAN must be presented to them by the final course registration date). You should not set up a loan/credit agreement for the full cost of the course under any circumstances. ●





## Ex-Service Personnel

Please note this page contains the guidance notes for claimants who are no longer in Service, please ensure you read the Claiming ELC only page of the website.

Once eligible to claim you may submit a claim up until ten years after you leave the service. Personnel who are still in Service, and/or in their resettlement phase, should refer to their Education Staff and the guidance on the Claiming ELC only page of the website.

As a service leaver you may be eligible to claim under the Joint Funding Initiative (PF FE/ HE Scheme). For full details and to check the eligibility rules please visit the website.

### PROCEDURE FOR CLAIMANTS NO LONGER IN SERVICE

Please note that the following information must be submitted via post to your Single Service Representative a minimum of 25 working days prior to your course start date/registration date:

- Fully completed claim form (section 1, 2 and 3) – provided as single-sided pages submitted via post unless residing overseas
- Evidence of your last day of Service which can be one of the following:- copy of your discharge document, copy of P45 terminating employment,

document stamped by regiment confirming leaving date

- A copy of your driving licence or passport
- A copy of a utility bill showing your home address
- Full information about the course that you wish to undertake to include details of your registration date where applicable
- A copy of your Acknowledgment of Scheme Membership
- A letter explaining how your chosen course of study will contribute towards personal development
- Completion and submission of course evaluation form for all previous ELC funded courses
- RAF Personnel can request a copy of their discharge document from the RAF Disclosures team at [www.raf.mod.uk/links/contacts.cfm](http://www.raf.mod.uk/links/contacts.cfm)
- Army Personnel can request details of discharge dates from the Army Personnel Centre – phone number **0845 6009663**

Remember! If you are submitting your second or third claim you must complete your previous claim evaluation form. You can do this online now. ●

## Single Service Representatives

Personnel should only contact their Single Service Representative (SSR) if they have been unable to find the answer to their query on the website and the FAQs page.

### AMENDING, CANCELLING AND REINSTATING A CLAIM

All Learners wishing to withdraw from their chosen learning activity should contact their Education staff. Single Service procedures and Notes for Guidance must be referred to. Learners are reminded that re-instatement of an ELC instalment is only permitted for those who have to withdraw from a course of study because of operational or compassionate circumstances. Further details can be found at paragraph 28 & 29 of JSP 898 Part 4 Chpt 3.

What is not acceptable for consideration of re-instatement of an ELC instalment is where an individual has started a course and failed to carry the learning through to completion because either the course did not meet their expectation or they simply gave up through lack of commitment.

Scheme members who request a reinstatement under such circumstances risk forfeiting their ELC instalment and membership eligibility of the ELC scheme. If ELCAS has already generated a

payment file for the learning activity then the Learner should follow the Single Service reinstatement procedure NOT the cancellation procedure. Outlines of these procedures along with the necessary forms are available through the links from this page. ●

### LEARNERS WISHING TO AMEND THEIR CLAIM DETAILS SHOULD FOLLOW THE GUIDANCE BELOW:

#### CHANGE OF DETAILS

Change of course start date (up to three months)

Change of course start date (greater than three months)

Change of course end date

Change of course costs (total, ELC grant or contributions value)

Change of course costs from lower tier to higher tier (claim form signed prior to claimant becoming eligible at higher tier rate)

Addition or Deletion of a module from an overall course (only to be permitted where resultant course still fulfils eligibility criteria)

Change of course

Change of Provider

Change of course code







## PROCESS TO FOLLOW

Amendment

Cancellation/Reinstatement

Ed Staff/Line Manager to agree.  
ELCAS do not need to be informed

Amendment

Cancellation

Amendment

Cancellation/Reinstatement

Cancellation/Reinstatement

Amendment

**N.B** All amendments must be received by ELCAS in writing (email, fax or letter) from a member of Education Staff who is authorised to sign off claims.

# Choosing Your Learning Provider?

A key stage of making a claim is choosing a suitable learning activity and Provider.

**Y**our chosen organisation must be an ELC Approved Provider. For claims including an element of PF FEHE funding your chosen organisation must also be a PF FEHE approved provider. Use only the comprehensive list of Approved Providers available via the search engine.

The easiest way to identify a suitable provider is to use the search filters available, using these results you can then either refine your search to take into account other factors or you can explore the individual provider websites through the links provided. This search engine facility also allows searches for PF FEHE approved providers, Approved Learning Providers by name, The Geographic Area, Course Title, and/or Delivery Method. Please note that when

searching for Learning Providers offering distance learning you should not search by geographic location.

## POINTS TO NOTE WHEN BOOKING YOUR COURSE

- It is important that you do not set up a loan/credit agreement for the full fee amount under any circumstances. You must not pay any money to the Provider before you receive your Claim Authorisation Note (CAN).
- Learning Providers should not request payment for either the ELC portion of the fee or the PF FEHE portion of the fee from you directly. The Learning Provider will invoice DGFM separately for this.
- Please note that although the Learning Provider as an organisation may be approved you must still ensure that the specific course has been approved by MoD. The course must also appear on the Provider's course listing on the ELCAS website Learning Provider Search Engine. (ELCs may only be claimed for learning which results in a nationally recognised qualification at Level three or above on the National Qualifications Framework (NQF) (England and Wales), a Level six or above on the Scottish Credit and Qualifications Framework (SCQF) or, if pursued overseas, an approved international equivalent qualification.) Publicly funded providers may offer any publicly funded course provision at the required levels and may provide a link to their prospectus in lieu of a course listing. Please see PF FEHE page for rules regarding eligible learning in respect of this funding element.
- If you are not happy that your chosen Learning Provider is following the ELC scheme policies please detail your complaint in writing via your Education Staff or Single Service Representative. ●



USEFUL  
CONTACTS  
& LINKS  
NEXT PAGE

## Evaluation Form

Part of our process to ensure continuous improvement and consistency throughout all aspects of the Enhanced Learning Credits Scheme, aspects of Learning Provider service provision will be evaluated.

If this is not your first ELC claim you must submit an evaluation form before going on to complete your next claim.

Evaluation Forms should be completed within 12 weeks of the course finish date. If you require your Claim Authorisation Note (CAN) number and Learning Provider code then please contact the ELCAS helpline.

When entering your date of birth please ensure you enter it in the format shown DD/MM/YYYY. ●



## Useful Contacts and Links

- Claimants no longer in Service should refer to their Single Service Representative (details below) in place of an Education Officer/Centre.
- All questions or issues with regard to the ELC Scheme policy or procedures should be presented to your Education Officer/Centre.
- To check scheme policy you should refer to the Joint Service Publications (JSP) 898 Part 4, Chapter 3 - The Enhanced Learning Credit Scheme: The Sponsorship of Service Personnel for Personal Development.

### ELCAS CONTACT DETAILS

ELCAS, Security House, Alexandra Way, Ashchurch, Tewkesbury, Gloucestershire GL20 8NB  
Email: [elcas@uk.g4s.com](mailto:elcas@uk.g4s.com)

Useful sites for checking that a learning activity is at Level 3 on the Qualifications and Credit Framework: [www.qcda.gov.uk/](http://www.qcda.gov.uk/)

### YOU MAY ALSO REFER TO:

- The National Academic Recognition Centre for the United Kingdom (UK NARIC)
- Universities and Colleges Admissions Service (UCAS) Directory.

## How

- Firstly read the Joint Service Publication (JSP) 898 Part 4 Chapter 7 and ensure you meet the eligibility criteria
- Download the PF FE/HE claim form from the 'Specific Downloads' section - only this version can be used. Any other replicated form will be rejected.
- Check the ELCAS database of approved PF FE/HE providers – Publicly Funded FE/HE providers for the purpose of this support will be highlighted and ensure the chosen course is designated for student support.
- If you are a service leaver please ensure you send the required documents with your PF FE/HE claim form which can be found on the ex-service page of the website along with your SSR's address.
- If wishing to use a new provider ensure they will be eligible to participate in this scheme (they must deliver Publicly Funded FE/HE) and ask them to apply for approved provider status as per the information on the Providers page of the ELC website.
- As with the current ELC scheme – try not to leave everything to the last minute. Allow time for any new providers to be accepted onto the scheme. Once accepted you can submit your application. Allow at least eight weeks to go through this process – more if possible. Leaving it too close to the wire may result in your application not being processed in time for the start of your course

If you have any questions with regards to the above then please discuss with your educational adviser or Single Service Representative.



## Eligibility Rules

### IN ORDER TO TAKE ADVANTAGE OF THE SUPPORT CLAIMANTS MUST:

- Have completed four years full-time service
- Previously joined the Enhanced Learning Credit

(ELC) scheme and completed at least four years qualifying scheme membership

- Only apply for a first eligible FE/HE qualification at the level for which they are academically qualified to enter learning

on leaving the Service

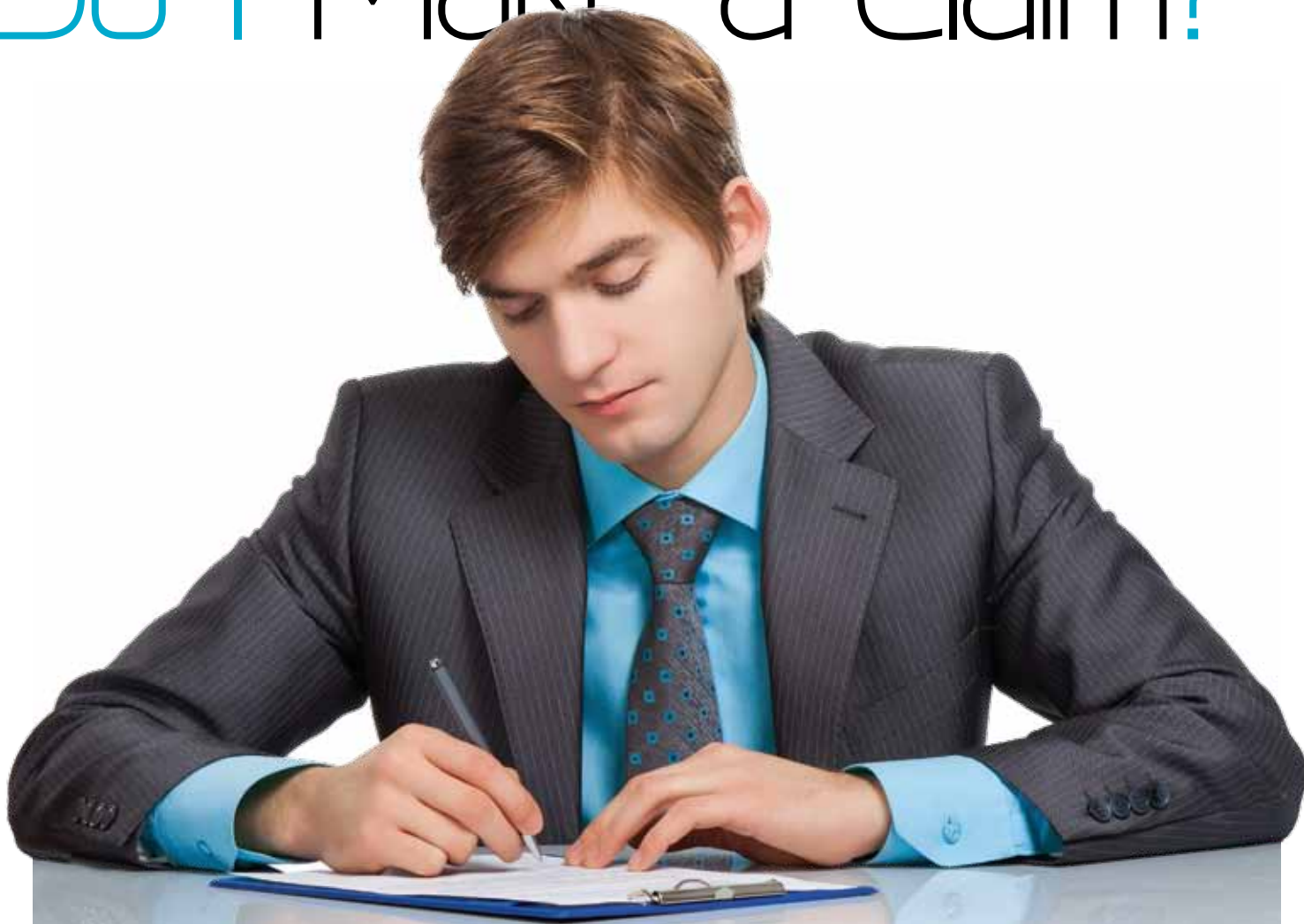
- Have left the Service or entered their qualifying resettlement phase on or after 17th July 2008
- Meet UK's residency requirements to qualify for full state subsidy
- Be undertaking at least the equivalent of 50% of a full time course
- Undertake learning with an approved provider listed on

the ELCAS database as a PF FE/HE provider and ensure the chosen course is designated for student support

- Personnel (who have passed out of Phase 2 training into operational service) are not required to meet the four year qualifying time if they are medically discharged from Service. They are still required to have registered for ELC scheme membership.



# Do I Make a Claim?



## CLAIMANTS PLEASE NOTE: YOU ARE REQUIRED TO SUBMIT A CLAIM FOR EACH ACADEMIC YEAR OF THE COURSE. ONLY ONE YEAR OF STUDY SHOULD BE ENTERED ONTO EACH CLAIM FORM

- Please ensure you update the Retirement/Last Day of Service date via the 'Update Member Details' screen before processing a claim. Incorrect dates may affect the recorded eligibility ie. low or higher tier and may result

in incorrect claim validation. The retirement date field is greyed out as you cannot type in the field however to amend the retirement date, you should click on the calendar icon. If you click on the date, eg August 2010, you will be able to bring up the year, eg 2010 and you will be able to choose the month. If you click again on the year it will bring up a range of years. You are able to scroll left and right in order to bring up the correct year. Click

on the year that you require, then the month and then the day.

- If you refer a claim to ELCAS and you intend to print the CAN once the query is resolved, please confirm this in the referral.
- Please be aware that currently the 15 day ruling remains in place for all claims and the online claims system validation reflects this ruling. If you have a valid request for an override it will therefore be necessary to refer to your Single

Service Representative in the usual way.

- You may access the user guide via the question mark icon in the right hand corner of each page.
- Non-continuous service may be added via the claim function however it is essential that the dates are entered correctly to ensure that the system calculates the correctly claiming eligibility. Please contact ELCAS if you have a query in this respect. ●

## QUALIFICATION LEVEL

This commitment will provide access, free from tuition fees, for your:

- First Level three or national equivalent. This refers to a first full Level three i.e. the achievement of two GCE A levels (A2) (passes at A-E) or vocational equivalent as defined by the National Qualifications Framework (NQF) or the Qualifications and Credit Framework (QCF) (England and

Wales); or in Scotland a Level six qualification (SVQ Level three on the Scottish Credit and Qualifications Framework (SCQF).

- Or a first foundation degree or first full undergraduate degree or national equivalent. Typically to be eligible for this support, the higher education qualifications would be at levels four-six of the Framework for Higher Education and Qualifications in England, Wales and Northern

Ireland (FHEQ) eg: a first undergraduate degree (including foundation degree) or Higher National Certificate or Diploma for which the entry qualification is lower than a degree and which normally takes place at a publicly funded institution.

- In Scotland the equivalent qualification is a Higher National Certificate (HNC), Higher National Diploma (HND) or a first undergraduate degree, undertaken

at a further education college (FE college) or a higher education institution (HEI). ●

Information for this article as given on the official ELCAS website [www.enhancedlearningcredits.com](http://www.enhancedlearningcredits.com) Please refer to the website for any future updates.

**Air Vice-Marshal Ray Lock**

# Appointed New Chief Executive of the Forces in Mind Trust

DATE TBC The Forces in Mind Trust (FiMT), established to help Service men and women make a successful transition back to civilian life, is pleased to announce the appointment of Air Vice-Marshal Ray Lock CBE as its new Chief Executive.

In his new role, working with a multi-disciplinary Board of Directors, Lock will be responsible for delivery of the strategic direction and operational activities of the Trust, including managing the distribution of a £35 million 20-year endowment awarded to the Trust by the Big Lottery Fund.

Nearly 20,000 people leave the Armed Forces each year and return to civilian life. Transition from a military career, while a successful process for the majority, has presented problems for a significant minority. It is this group, and their families, that the Trust seeks to help through a programme of evidence-based research and direct grants to relevant organizations.

Air Vice-Marshal Lock is well equipped to take on this role. His varied career in the RAF included flying combat missions during the first Gulf War and command of Royal Air Force Lyneham during the second. He conducted numerous operational deployments and served for over six years in Germany. More recently he worked at the UK's Defence Academy site in Shrivenham, initially as the Director of the Advanced Command and Staff Course at the Joint Services Command and Staff College, then as head of Joint Doctrine, Air and Space. After a final promotion he returned to the Staff College as its Commandant, from where he transitioned to civilian life at the end of 2012.

Lock's long military career, much of it spent on operations and in a joint environment, combined with his own recent first-hand experience of the transition process, gives him the in-depth understanding the role requires.

Lock says: "A smooth transition back into civilian life is essential to give military personnel and their families the confidence and opportunities to build new lives outside of the Armed Forces. But we need the evidence base to inform and influence those responsible

Working with like minded organisations, FiMT is in a unique position to fund research which will give new insights into what contributes to a successful transition.



for supporting the transition process, whether it be in the fields of employment, housing, mental health or many others.

"Working with like minded organisations, FiMT is in a unique position to fund research which will give new insights into what contributes to a successful transition. This will ensure we fund projects that enable the most positive outcomes for veterans, and position the UK as an innovator and leader in this area."

The chairman of the Forces in Mind Trust, Tony Stables said: "Ray's varied military career, particularly his

extensive command, joint and academic experience, coupled with his own recent transition, make him well placed to build on existing relationships to develop further new partnerships. He will be a great asset to the future success of the Trust."

Since the Trust was established in 2012 with an endowment from the Big Lottery Fund and support from The Royal Foundation of The Duke and Duchess of Cambridge and Prince Harry, initial projects including SSAFA Forces Help Mentoring Project and the Early Service Leavers trial at Catterick Garrison have been commissioned with more in the pipeline for 2013. Major ongoing research projects include mapping the whole transition process and identifying any gaps in understanding the mental health of veterans. ●





## Forces Recruiting is for all forces personnel, we offer various recruitment and resettlement training opportunities

### Mission Statement

Forces Recruiting provides meaningful and sustainable employment opportunities for former service personnel who have given selfless commitment to the country by creating awareness of their transferable skills, qualifications and attributes among the wider business community in the UK and beyond.

We identify and focus the support available to service leavers and their families through the varied service and ex-service organisations.

### Our Vision

Forces Recruiting aims to create greater awareness of the Military Covenant ensuring that service leavers have a sources of readily available information on resources available to them and that employers recognise the value of the craft and management skills, teamwork and leadership values inherent in military service, ensuring greater job opportunities. We aim to ensure that no service leaver wishing to work remains unemployed.

Forces Recruiting is for all forces personnel, we offer various recruitment and resettlement training opportunities, as well as Colleges and Universities offering courses for forces personnel. We offer information on service leavers guide to civvy street as well as providing useful links to the CTP and ELC (enhanced learning credits).





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