

# ER

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## **SKILLFORCE** FROM MESS ROOM TO CLASSROOM

Many Service  
leavers want their  
next job to make a  
difference **P8**

## **HOSPITALITY** CAREERS IN HOSPITALITY FOR THE SERVICE LEAVER

ILM delivers learning and  
development for today's managers  
in a wide range of businesses **P32**

## **CASE STUDY** SOLDIERS OF FORTUNE

Talented Military Veterans Recruited  
by Nationwide Building Society in  
Unique Jobs Campaign **P22**

**ELC FUNDING**

## WANT TO TRAIN FOR FREE?

Gain your chance of winning a share of the **£10,000**  
we are offering towards your training fee **P3**

**LOCKSMITH TRAINING**

## LOCKING IN TO A SECURE FUTURE

Locksmiths provide a range of services **P26**

**AVIATION**

Higher apprenticeship takes  
off for would-be pilots, scheme  
widens access by making  
training more affordable. **P24**



**WORK PLACEMENT**

Would be IT professionals, beware of  
those offering to make you a General,  
Admiral or Air Vice Marshal without first  
progressing through the Ranks. **P16**

**RESETTLEMENT**

The transition from the  
forces to your new chosen  
career can be a daunting and  
somewhat arduous task. **P21**

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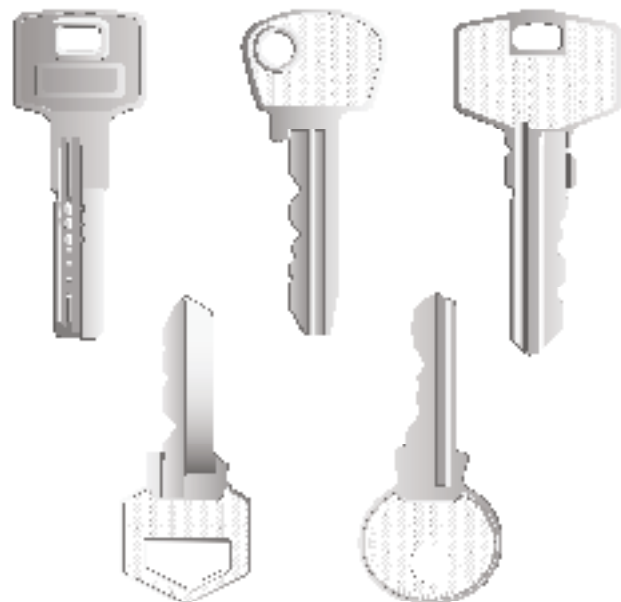
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To Celebrate the launch of Easy Resettlement magazine we are offering to pay your 20% personal contribution fees when claiming your ELC funding.\*

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# Contents...

## 6 EX ROYAL NAVY AIRCRAFT ENGINEER JOINS MTCS LTD

Recently made a senior appointment to maintain their level of professional service to the offshore industry.

## 8 FROM MESS ROOM TO CLASSROOM

Many service leavers want their next job to make a difference, be fulfilling and retain that sense of service so engrained in the Armed Forces.

## 12 BE AT ONE TO DELIVER AN INDUSTRY FIRST

The Institute of Leadership and Management (ILM) delivers learning and development for today's managers in a wide range of businesses.

## 16 WOULD BE IT PROFESSIONALS

Beware of those offering to make you a General, Admiral or Air Vice Marshal without first progressing through the Ranks.

26

## LOCKSMITHS

They provide a wide range of services.



6

## EX RN AIRCRAFT ENGINEER

Joins MTCS Ltd.



## 18 IT & TECHNOLOGY INDUSTRY

The IT and technology industry provides the engine for productivity and future growth across the whole of the UK economy.

## 21 HOW DO YOU DECIDE WHO TO TRUST WITH YOUR TRAINING?

Making the transition from serving in the armed forces to embarking on your new chosen career can be a daunting and somewhat arduous task.

## 22 SOLDIERS OF FORTUNE

Nationwide teams up with England rugby legend and former RAF pilot Rory Underwood and leading veterans' charity in call for other firms to follow its lead in recruiting military talent.

## 24 HIGHER APPRENTICESHIP TAKES OFF FOR WOULD-BE PILOTS

Scheme widens access by making training more affordable.

## 26 LOCKING INTO A SECURE FUTURE

Locksmiths provide a wide range of services relating to access and entry to secured objects and premises, changing, maintaining and fitting locking devices for public and private clients.

## 29 MILITARY2ENERGY

A former Royal Artillery Commander has taken his career in a new direction thanks to the Military2Energy Careers Service.

## 30 TRANSITION SUPPORT FOR EARLY SERVICE LEAVERS IS A RESOUNDING SUCCESS

FHP (Future Horizons Programme) a pilot project based at Catterick Garrison supporting ELSs (Early Service Leavers), had an incredible 99% take-up in its first year.

## 31 FORCES IN MIND TRUST AWARDS GRANT

FIMT awards grant to Future4Forces to research Ex-Service Personnel's Employability.

18

The IT & Technology industry on future and growth.



24

## HIGHER APPRENTICESHIP TAKES OFF FOR WOULD-BE PILOTS

Scheme widens access by making training more affordable.



## 32 CAREERS IN HOSPITALITY FOR THE SERVICE LEAVER

The Institute of Leadership and Management (ILM) delivers learning and development for today's managers in a wide range of businesses.

## 35 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.



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# Welcome...

Welcome to the summer issue of Easy Resettlement magazine. We have had an amazing response to our launch issue back in Spring from Service leavers, Resettlement Officers and our advertisers who we would like to thank for helping to make such a great magazine. If you have not seen our Spring issue you can view it online at [www.easyresettlement.co.uk](http://www.easyresettlement.co.uk) where every issue will be archived.



subscription form to have ER magazine sent to your Phone, tablet, Ipad or PC with the area of training you are interested in. We will then select winners and notify them via email. Although not compulsory we would like to know who you intend to complete your training with and possibly include your progress in a future issue of the magazine.

The Autumn issue will be available early September and we would encourage any ideas on what you would like to see in that issue. If you have any questions or information that may be of interest to others then please feel free to contact one of our team. With your help we aim to make Easy Resettlement magazine the number one choice for service leavers.

Our summer issue contains features on Aviation, IT & Technology, locksmith training, Management and Hospitality, as well as the latest news and current work placements. We also explain your entitlements and how to claim when applying via The Enhanced Learning Credits Scheme (ELC)

We are very pleased to announce that we are offering to contribute up to £10,000 worth of funded training for service leavers to use as their personal contribution fees. Simply complete and send in the

We hope you enjoy reading Easy Resettlement magazine and that it proves to be a useful tool in your resettlement process. If you contact any of our advertisers please be sure to mention ER magazine and do not forget to complete the subscription form for your chance to have your training paid for by us. You can find all of our contact details below. •

**Col Martin Newman**  
Easy Resettlement Editor



# Ex-Royal Navy Aircraft Engineer

Joins UK Marine Training Company MTCS Limited

Rapidly expanding Maritime Training and Competence Solutions Ltd (MTCS Ltd), who has virtually doubled its workforce in the last 12 months, has recently made a senior appointment to maintain their level of professional service to the offshore industry.

**T**he highly experienced technical instructor, Jamie Thompson, started with MTCS Ltd, Windermere, this January, having previously spent 23 ½ years in the Royal Navy as an aircraft engineer. In his time spent in the RN, Jamie was in the Eastern Mediterranean in support of the gulf war in 1991; Global deployment 2000 visiting Australia, New Zealand, India, Singapore, Columbia, USA and Tahiti; Gulf 2004/5 and Norway/Germany on detachment.

Qualified in Aeronautical Engineering, civil engineering, leadership training and graduate & leadership mapping on the GCGI career path, makes Jamie the perfect addition to MTCS Ltd.

British based, 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.

Moving his family to Cumbria in 2005, Jamie continued to live at the Royal Naval Air Station in Somerset and came home to Cumbria at weekends. Jamie finally left the Royal Navy in 2010, to take up a position with McBrides in Barrow-in-Furness, before accepting his new post at MTCS Ltd in January 2013.

Being used to instructing aircraft technicians on similar systems to the ones used by

MTCS Ltd, Jamie feels quite at home in his new role – plus having gone through the process of leaving the Royal Navy, Jamie can relate to course candidates on just what it's like to find their way, once they've left the forces:

"On my first day of taking an ROV induction course at MTCS Ltd, I couldn't believe it when an ex colleague from my old squadron turned up on the course! It was great to be able to help him and to make him and the other candidates feel that I understood what they were going through. Recently, I finished instructing a team of Croatian divers/electricians on the MTCS ROV Pilot induction course, so many of them were picking up on their English skills as well as learning to ROV pilot! You find that many service leavers on MTCS Ltd courses come from different skill-sets, such as electrical, electronic, and mechanical. There have also been some UAV Pilots from the forces with the relevant technical background. Due to the spread of engineering expertise some trainees will be naturally better at certain aspects of the course and vice versa.

"I say to them, right, for the electricians amongst you, certain areas of the course will be familiar to you so be patient as

this will be completely new for some Trainees. Then when we do Hydraulics I advise similarly to the more mechanically biased

members of the class. This enables me to give a good level of training to a variety of engineering disciplines and experience levels.

"MTCS Ltd is an excellent training provider, where the atmosphere is friendly and relaxed and therefore conducive

to learning. I feel that my role here gives me the opportunity to bring together all the experience I have acquired over the years, both hands-on and as a trainer - and I'm really looking forward to being part of the growth and development of MTCS Ltd."

Jamie's role at MTCS Ltd is to deliver the ROV Pilot Open Induction course and the High Voltage and Hydraulics Open courses - not just to ex-service people, but also to company employees, such as Subsea 7 and supervisors of other subsea companies.

Jamie concluded: "Initially, I will be responsible for training at the Windermere site, head office for MTCS Ltd, with training in Venezuela coming up quite soon. Although I must say, it's nice to be spending some time in the UK after being sent all over the world for such a long time!"

As part of the MTCS Ltd expansion, a new ROV, the Seaeye Falcon, will be arriving at MTCS Ltd, Windermere, at the end of this month. ●

On my first day of taking an ROV induction course at MTCS Ltd, I couldn't believe it when an ex colleague from my old squadron turned up on the course!

JAMIE THOMPSON, MTCS TRAINER

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for a career in the offshore oil and gas, nuclear and renewable energy sectors

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8<sup>th</sup> - 19<sup>th</sup> July  
5<sup>th</sup> - 16<sup>th</sup> August  
2<sup>nd</sup> - 13<sup>th</sup> September  
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# From Mess Room to Classroom

Many Service leavers want their next job to make a difference, be fulfilling and retain that sense of service so engrained in the Armed Forces. Having served their country, they may want to serve their community. One charity, SkillForce, has made this possible for over ten years by forming a bridge for ex-Forces from the mess room to the classroom.

**T**oday, the charity is developing new ways to give those interested in a new career in education the tools and experience to inspire young people in schools.

Peter Cross, Chief Executive of SkillForce, said: "Our charity sees itself as a valuable bridge between the Armed Forces and the education sector. We have a track record of success, and are keen to develop further this strand of our work."

"We have established strong working relationships with the Ministry of Defence, Department for Education, Help for Heroes and the Royal British Legion over many years. We have become the trusted link for Service leavers interested in work with young people and are rising to the challenge of more servicemen and women looking for new careers and seeking a challenge that draws on their knowledge and Service ethos."

SkillForce has employed over 600 ex-Forces personnel since it was founded, including wounded, injured and sick personnel. It is an approved provider for Career Transition Partnerships and Enhanced Learning Credits, the official mechanisms that HM Armed Forces use to support Service leavers moving onto next steps and new careers.

Rob Shearing, Development Director at SkillForce, said: "Our mission is to inspire young people

to succeed by working in partnership schools and drawing on skills and experiences of ex-Forces personnel. More than 70% of SkillForce instructors are ex-Forces, and they use their empathy and real life experiences to engage hard to reach and challenging young people and raise their aspirations and levels of achievement.

"We can offer Service leavers three ways to get involved: we can train you in the basic qualifications to begin a career in education; you can join our Military to Mentors programme to get hands-on experience of working with young people across the country; or you can see what full-time or supply opportunities we have available across the country. We are always looking for committed, inspiring instructors who can earn the respect of young people in school and motivate them to succeed in a positive and supportive environment."

## ENGAGE. PREPARE. DEVELOP.

SkillForce started life in 2000 as a pilot through the Ministry of Defence. Now, the Nottinghamshire-based charity works with over 3,500 young people in 191 schools across England, Scotland and

Wales. With their diverse life experiences, SkillForce instructors and mentors are positive role models, something often lacking in young people's lives. This makes SkillForce distinct from other youth charities.

Under the motto "Engage. Prepare. Develop," the charity, whose Royal Patron is The Duke of Cambridge, makes a difference in three ways: bringing the hardest-to-reach young people back into the fold; engaging those who need a more tailored approach and helping them find next steps in education, work or training; and (in pilot in 2013) preparing children for the all-important step from primary to secondary education. ◀





• The instructors use activity-based learning in the classroom and activities beyond it to inspire. With over one million young people between the ages of 16-24 not in education, employment or training in the UK, there is much to do.

According to their website, SkillForce programmes are designed to help develop the young person's character, their confidence and self-awareness. At the end of that journey, the young people are more employable, have greater awareness of their own skills, and are ready to take the next step in their lives. Behaviour improves, attendance is better, and attitudes to school are improved.

SkillForce works with some of the most challenging and hard to reach young people, often from disadvantaged backgrounds. In the charity's Social Impact Report 2013, the charity notes that 72% of 16 year-olds on Free School Meals who completed a SkillForce programme went on to Further Education – against a national average of 9%.

The charity recognises that some young people need even more intensive support than a classroom environment can provide. In 2011 SkillForce was commissioned by the Department of Education to find and develop 100 former Service personnel to train as mentors. Now in its second year, the charity is on target to train another 100 personnel as mentors, including a special course this Spring for wounded, injured and sick personnel at Tedworth House in Wiltshire.

This is proving to be a valuable route for Service leavers into the education sector.

#### FROM MILITARY TO MENTOR

The first Military to Mentors programme was delivered over the 2011/12 academic year with additional support from the Royal British Legion. Many graduates of the programme are already working in education or youth projects. All completed a comprehensive accredited training programme and brought with them life experiences gathered during operational military service. Graduates' strengths lie in innovation, motivation and realising the potential within young people of all backgrounds.

As mentors, the trainees work with young people on a one-to-one basis and, by providing even more intensive support, inspire, motivate and help mentees to make the best of their education and maximise their potential. Mentors challenge the mentees' behaviour and



attitudes, and assist them in taking responsibility for others and their environment for benefit of the community. 95% of "M2M" mentees said the experience had been positive for them.

Graduates completed a ten-week programme, comprising four weeks of classroom training and six weeks of work experience placement with either SkillForce or one of their partners - Endeavour and Knowsley Skills Academy. The placements saw trainers working with young people

in schools or youth projects across England where they were able to gain experience during training under supervision.

SkillForce has engaged with Help for Heroes and the Army Recovery Capability network to recruit actively many personnel who are wounded, injured or sick on to the Military to Mentors programme. This programme is taking place this Spring / Summer.

Chief Executive of SkillForce, Peter Cross OBE, explains: "I am delighted that the Military

to Mentors programme has provided another opportunity to bring our partners together and support former Service personnel on their path to recovery and career transition."

One trainee, Mark Isherwood was medically discharged after sustaining Post Traumatic Stress Disorder (PTSD) while serving in Afghanistan in 2010 as part of the Counter Improvised Explosive Device Task Force. After graduating from the programme in 2012, he

is now employed as a mentor for SkillForce and works with pupils at risk of exclusion. When he joined the programme he was apprehensive about the transition to civilian life.

Mark said: "My confidence and self-esteem had taken a big knock as a result of learning to cope with the everyday symptoms of PTSD and I was also worried about the preconceptions that mental health conditions carry with them in the civilian world."

"However, on a more positive note, I can happily say that the Military to Mentors scheme has helped in my transition and personal recovery as it has allowed me to retrain a new skill, and return to a workplace where I feel comfortable and can use my experiences in the military, both good and bad, to help young people reach their full potential."

#### FROM MENTORING TO INSTRUCTOR

Nearly half of graduates who completed the Military to Mentors programme in 2011/12 are now working directly with young people – many with SkillForce itself as full-time instructors and our training



partners. Some have been directly employed by the schools in which they did their placements. SkillForce says this is a remarkably high number so quickly after completion of the programme.

Antony McDonald, a SkillForce instructor now working in East London explained: "I got into SkillForce through the Military to Mentors scheme. I had served my country as a vehicle mechanic with the Royal Electrical and Mechanical Engineers, and a decided that I wanted a new challenge. I'm relatively new

to the charity but I am really enjoying adapting the approach and skills I learnt in my previous job to support the London Team."

"It is demanding work. I have huge respect for teachers and for the challenges that many of our young people face. In SkillForce, many of us have a similar background to our students, which helps. We build trust and confidence in the classroom, and it really is the best feeling when – during the course – you see the students take on more and more and succeed."

#### VALUING MILITARY EXPERIENCE

Over 70% of SkillForce instructors are ex-Forces. Many tried other careers before choosing to apply themselves to shaping the lives of others. Michelle Good from the Moray team in Scotland said: "I served in the British Army for 17 years and was employed in many trades from the Royal Horse Artillery to the Army Youth Team in Aberdeen."

"I applied for SkillForce because I believe in our vision to inspire young people to succeed. I really enjoyed my time with the Army Youth Team, so this seemed like the natural progression. I love the fact that we plant seeds for the future. It is great when a student has that moment when they realise their own self-worth and ability."

"We might not see instant change but I believe that using our experience will undoubtedly create the movement towards positive change and growth for the future. I take such pride in my job, and will do the best I can for my students."

To find out more about SkillForce, job opportunities and the training courses that the charity offers, please visit [www.skillforce.org](http://www.skillforce.org).

## WE CAN TRAIN YOU TO INSPIRE YOUNG PEOPLE

SkillForce is the trusted bridge for Service leavers wanting to explore new career opportunities in the education sector. We are an approved provider for CTP and Enhanced Learning Credits

We hold regular, professional training sessions to equip (ex-)Forces personnel with the skills and basic qualifications needed to work with young people.

**Our next available courses are:**

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- 15<sup>th</sup> July - Health and Safety At Work
- 16<sup>th</sup> July - Risk Assessments
- 17<sup>th</sup> July - Child Protection and Safeguarding
- 18<sup>th</sup> July - Emergency First Aid At Work

If you would like to join us and begin steps into a new career, please visit the Career Transition Partnership website to apply now, or contact [Sarah.Annan@skillforce.org](mailto:Sarah.Annan@skillforce.org) for more details.

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# Be At One

## to Deliver an Industry First

The Institute of Leadership and Management (ILM) delivers learning and development for today's managers in a wide range of businesses and many members of the Armed Forces will be familiar with its courses and qualifications.

**O**ne industry that welcomes ex-service personnel with open arms is the hospitality business. It is one of the few remaining areas where someone can join at grass roots level with minimal qualifications and still reach the top.

The lifestyle is also suited to the disciplined methods of working of former military personnel. Trustworthiness and the ability to work without supervision is paramount. So is the willingness to work outside normal office hours and gain additional qualifications.

London bar group Be At One cocktail bars has announced that from May 2013, they will become the first company in the bar industry to offer an accredited vocational qualification for their managers.

This programme is being delivered by Andy Maggs, MD of Arema who are accredited by the Institute of Leadership and Management (ILM). The ILM offer nationally recognised qualifications designed to bring tangible business benefits through their strong emphasis on practical skills and assessment. The programme, which has been tailored specifically to meet the needs of Be At One's growing business, will challenge each individual learner, giving them the practical skills and confidence to contribute more to the company.

Be At One heavily invests in the development of their employees; each bartender undergoes eight weeks of intensive training at a cost of £5,000 to ensure they have

all the skills necessary to deliver the 200 cocktails on their menu. Managers receive a further eight weeks of training which will enable them to manage their teams and grow their business with this programme becoming available to all existing General Managers and has been created to develop them even further. Graham McDonnell, HR Manager: "Our sector has so many fantastic employees who decided to pursue a career within hospitality instead of further education. They develop into management roles and have the ability to go further, however the lack of a formal qualification can restrict their progress. Our hope is to offer our managers the opportunity to truly fulfil their potential whilst they are with us, and enable them to utilise their skills when they move on."

Be At One opened their 17th bar recently, their first bar outside the capital in Reading. The other 16 bars are located in Battersea, Richmond, Covent Garden, Balham, Hammersmith, Putney, Soho,

Clapham Common, Spitalfields, Shoreditch, King's Cross, Monument, Guildhall, Smithfield Fenchurch Street and Islington.

City and Guilds also offers a wide range of qualifications in the hospitality business. It offers a whole host of hospitality and catering qualifications including professional cookery, food safety, butlery, bartending,

barista skills and more, designed to suit different learning needs across every sector within the Hospitality & Catering industry.

Its portfolio of qualifications has been developed in conjunction with industry experts who have helped shape their continuing development, making them highly valued by employers throughout the UK.

Our sector has so many fantastic employees who decided to pursue a career within hospitality instead of further education.

GRAHAM MCDONNELL, HR MANAGER



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# IT Professionals <sup>Would Be</sup>

**Warning Notice:** Beware of those offering to make you a General, Admiral or Air Vice Marshal without first progressing through the Ranks.

**T**empting, but you know it is impossible and no one would even attempt to try and sell you a Course offering it.

So we know that instantaneous High Rank in the Military is a non-starter; but what about in Civvy Street; that's where your thoughts are focussed?

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So how do you obtain your goal; you apply first for a Provisional Driving Licence and then go and get Driving Lessons which take place using a real car with a qualified driver [preferably a qualified Driving Instructor] sitting next to you, on real roads and then you start

very gingerly driving and the more you drive the more you learn by way of practical experience, not by reading or watching a DVD.

Ok let's progress you've passed your Driving Test; how long do you think it will take you from obtaining your Full Licence to being ready to undergo HGV training using this time real lorries on real roads with Professional Instructors; days, weeks, months or years?

Alright so you are the fastest learner/greatest lorry driver ever and you manage the impossible

and obtain the HGV Licence within six months of first learning to drive a car and you go to the all important job interview. There are five other drivers at the interview, each with years of HGV driving experience; do you honestly think that you are going to get the job over the others? Good Luck!

Now how does this relate to you wanting to become an IT Professional? Well in exactly the same way; you shouldn't be looking to undertake high IT qualifications before you have

first established yourself in the Industry and have at least six months experience working in it.

There are those wanting to sell you Training Courses for Degrees which are buzz words in IT and they all sound fantastic; but just remember the examples above and apply them to IT; it's the same thing under a different name.

So how do you obtain the experience and how do you get started in the IT Support Industry?

Cerco IT Training & Recruitment Ltd. has the answer and it's free! It won't even cost you one of your ELC's. The only costs involved are for your Board, Lodging and Travel.

Cerco's ten day Vocational Training Course is held at their Centre in Crewe; it is classroom based (Maximum of 14 per class) and instructor lead.

After completing the Course; Cerco's Recruitment Team will offer you the possibility of either working for Cerco as a Contractor at full Market Rates of pay, or can help you find your own job.

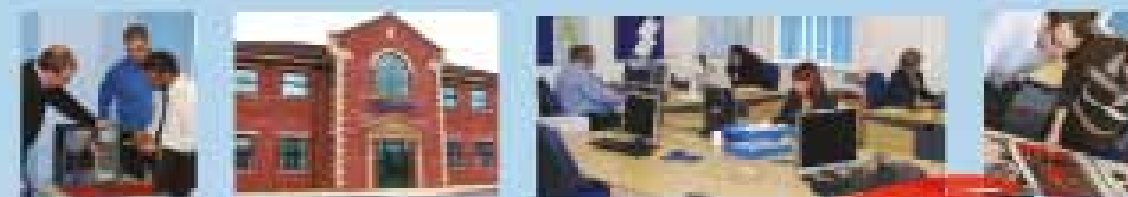
There is no commitment on your part to work for Cerco after training nor are Cerco committed to finding you work. As a matter of interest and you can be brutally honest; does it make sense to you and would it make you sit up and reflect on what else everyone in IT is telling you? Cerco's nationwide Clients include Fujitsu, BT Engage & Ricoh.

Cerco believes in IT certification but only at the correct stage on your career path. ●



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More and more today, employers are looking for people trained vocationally; they need to know that they have been trained to do the job not just to pass exams and Cerco have been at the forefront of this type of I.T. training for over 23 years.

Gaining qualifications are important in furthering your career but not at the start of it. So save your ELC's till you need them later on in your career; don't waste them at the start!

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Contact our recruitment team as our client base are looking to Cerco for highly qualified I.T. Engineers.

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# IT & Technology Industry

The IT and technology industry provides the engine for productivity and future growth across the whole of the UK economy.

Careers in IT don't just mean fixing computers anymore; technology builds the foundations for careers in customer service, web design, web development, marketing and communications. Because of the technological nature of life in today's armed forces most service personnel are computer literate and have the ability to learn quickly and impart the newly gained knowledge to others. The world of Information technology is a path worthy of consideration and it is already proving a popular choice among veterans, and not just those with IT and communications specialist skills. Most colleges provide courses in a wide range of IT skills and the first port of call

should be the higher educational establishments your locality if you need further qualifications.

For those who have the required IT skills, gained in the services there are many opportunities with most telecoms companies such as BT, Sky and Virgin as well as many manufacturing and technology servicing companies.

There is growing demand for staff to fill IT jobs according to a new report by the Recruitment and Employment Confederation (REC) and KPMG. Along with engineering and construction, IT and computing showed the most demand for new workers in January 2013.

Kevin Green, chief executive of the REC, said: "It is particularly



encouraging that six out of eight sectors surveyed show growth in demand, including engineering, IT and office professionals." Bernard Brown, partner and head of business services at KPMG, claimed IT is one of the industries where "things are looking up" as the number of jobs available has increased in the new year.

The report found the total number of permanent jobs available in the UK has grown for the first time in four months. The average salary for permanent workers and rate of pay for temporary staff has also risen modestly. Mr Green said this is the first sign that employers are looking to recruit more people despite the weakness of the economy.

Computeach provides a service that not only offers courses and qualifications but career advice and guidance too.

The company understands that for a lot of students, the training is really a means to an end and the focus is on changing or developing their IT career.

With that in mind, Computeach supports students throughout

their training journey with Computeach and beyond.

From the initial research and planning stage right through to preparation for the start of a new and improved career, Computeach works closely with the student giving them opportunity to really understand the individual's unique skillset, personality and how best to position them with employers.

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Students have 24 hour access to a Careers Dashboard enabling them to take advantage of over 1,000 employer training videos, 100s of written tutorials, employer audio podcasts and many other interactive career resources to suit.

All of the advice and guidance in our Careers Dashboard has been provided by employers. The

Computeach provides a service that not only offers courses and qualifications but career advice and guidance too.

content regularly expands and is frequently updated to ensure first hand knowledge to support each individual job search.

This blended approach to training courses is designed to get students up and running in the quickest possible time. Individuals can start with the basic principles and foundation skills required, quickly gaining valuable industry recognised certifications while developing their own portfolio of work to demonstrate ability and progress to potential employers.

Computeach offers a seven day free trial. For further details of the trail and the range of courses available contact the customer service team on **0800 083 0261** or visit website **www.computeach.co.uk**.

The Chartered Institute for IT champions the global IT profession and the interests of individuals engaged in that profession for the benefit of all. It seeks to provide professional advice, training and recognised qualifications for the entrant to the highest levels of the industry.

#### ENTRY POINTS

Computing is found throughout all areas of modern society. This is therefore a career which will survive well into the future. It is logical to assume that since computers are built from circuit boards and are extremely fast in performing mathematical calculations that you must have a maths or science background.

The Chartered Institute of IT claims that this is not true. Because computers now exist in every area of life people with a wide array of skills are needed to work in the industry.

- People skills are needed to communicate effectively with customers and colleagues

- Strengths in art and design are needed for web design and general layout work
- Logical thinking is essential for programmers and system design – computers rely on logic to solve the problems they are given
- Network design and maintenance relies on people with maths and physics skills

The institute believes that it doesn't matter what skill you have – there's a position in the computing industry made for everyone!

The Institute fosters links between experts from the industry and academia to promote new thinking, education and knowledge sharing.

Through continuing professional development and a series of respected IT qualifications, the Institute seeks to promote professional practice tuned to the demands of business. It provides practical support and information services to its members and volunteer communities around the world.

The Institute collaborates with government, industry and relevant bodies to establish good working practices, codes of conduct, skills frameworks and common standards. It also offers a range of consultancy services to employers to help them adopt best practice.

For further information about membership of the Institute and the courses, qualifications and resources available visit website **www.bcs.org** or phone **01793 417424** or **0845 300 4417**.

Importantly read the computer trade press and visit websites such as **www.computerweekly.com** for a regular updated flow of information and current job opportunities. ●





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<b>Underwater Welding &amp; NDT</b> <ul style="list-style-type: none"> <li>NDT Inspection</li> <li>ROV Inspector</li> <li>Underwater Inspection Controller</li> </ul>	<b>Practical Welder Training</b> <ul style="list-style-type: none"> <li>Basic Skills</li> <li>Welder Approval</li> <li>Weld Procedures</li> <li>Brazing Techniques</li> </ul>	<p>and so much more... <i>Contact us now and energize your career!</i></p> <p>career transition partnership The Ministry of Defence working with Right Management</p> <p>APPROVED BY MOD IN SUPPORT OF THE ELC SCHEME 2583</p>

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# How do you Decide Who to Trust with Your Training?

Making the transition from serving in the armed forces to embarking on your new chosen career can be a daunting and somewhat arduous task. Choosing an industry that offers the chance of a sustainable career is one thing, however getting the right training and 'tools for the job' is another.

To ensure you have the best possible chance of gaining future employment it is imperative that the skills you have already gained whilst serving in the armed forces are sharpened and conform to recognisable 'civvy street' qualifications. Word of mouth is probably the most trusted source when choosing a training provider however someone else's experiences are only a guide and not necessarily going to suit your

own needs and requirements.

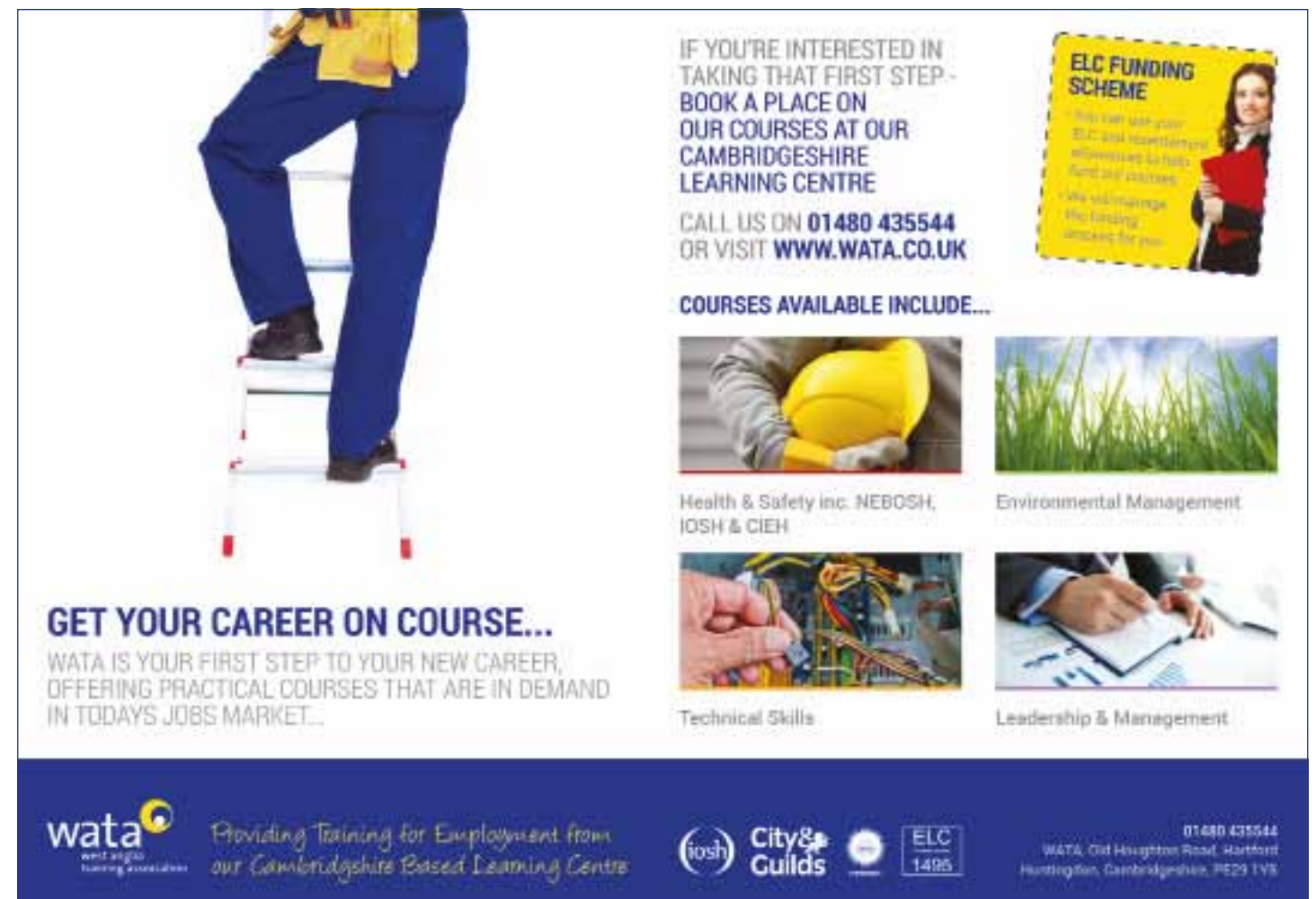
Magazines are a good way of finding out more information by looking at adverts and editorials that companies use to advertise and promote their courses and facilities, however the difficulty in this is to establish the differences in what is being offered by these training providers.

Below you will see an advert from West Anglia Training Association (WATA) offering their courses to service leavers, looking at the advert you will instantly form an opinion on them without really

knowing what they are offering that may be different to other similar companies. This is why **www.forcesrecruiting.co.uk** will be producing a comprehensive guide of recruiters, resettlement training providers as well as colleges and Universities on a DVD. The DVD will be produced and distributed completely free of charge to all service leavers, it will have scene selections enabling you to view various categories and watch short commercials showing the companies premises and facilities, you will also see

various classrooms, tutorials and workshops, there will be introductions from training providers and company representatives explaining what sets them apart from the competition, most importantly you will hear testimonials from people who have attended or are attending these courses. These short commercial adverts will be viewable on our DVD as well as on our websites, youtube, facebook and other social media sites. Please take a look at the clip we have produced for WATA and see the difference from only seeing a magazine advert to actually watching a short video clip. We are convinced this will assist you in making a more informed choice on who will assist you with your training needs. •



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# Soldiers of Fortune

## Talented Military Veterans Recruited by Nationwide Building Society in Unique Jobs Campaign

Nationwide teams up with England rugby legend and former RAF pilot Rory Underwood and leading veterans' charity in call for other firms to follow its lead in recruiting military talent.

**B**ritain's biggest mutual - Nationwide - is calling ex-military minds to arms in an employment scheme that sees talented troops swap the battalion for the building society.

The Society was joined by Rory Underwood - England's greatest try scorer and a former RAF pilot - in calling for other high-profile companies to follow its lead by going into communities, spotting talent and helping ex-forces personnel to get back into work.

The scheme, which reinforces Nationwide's role in society as a responsible employer and active member of the community, was established to benefit from the unique skill-sets of those who have served in the military, such as project management

and the ability to work within complex organisations.

It recognises the military, and the personnel within it, have a unique dedication and commitment to their core values much like Nationwide, at the same time as ensuring the building society attracts skilled, strong, and talented candidates who will contribute to its continued success as the clear and compelling alternative to the banks. Since being piloted just a few months ago, Nationwide has received interest from more than 50 people directly through the scheme, with many more expected to have applied through more traditional channels.

Rory Underwood said: "The work Nationwide is doing to identify and attract top talent is an excellent idea and is something that you'd hope other companies would consider exploring. It can be a daunting prospect going into mainstream work

after leaving the Forces, and this is one way that not only simplifies that process but can also help alleviate some of the anxieties and trepidation that often comes with change."

The project is supported by UK charity for veterans, The Officer's Association, and the Career Transition Partnership - the Government's official provider of armed forces resettlement. It is initially being rolled-out in the communities in and around Swindon - Nationwide's headquarters - because of the dense military population of Wiltshire and neighbouring Oxfordshire.

Claire Jones, Resourcing partner within the Nationwide HR Team and a former member of the British Army, manages the programme. She said: "We don't see this simply as giving someone a job; we recognise the skills of those with a military background. The military can give you an edge in business that otherwise could take years to develop. Project management becomes almost second nature; tough decisions can be taken under pressure, while loyalty and trust are driving forces behind getting the job done on time."

She added: "We're getting a high number of calls each week, but we can only place a limited number of people. If more companies

looked to employ ex-servicemen and women, then not only would it go some way to addressing unemployment, but firms would benefit from the experience that these people bring with them."

Claire regularly attends local jobs fairs and CV workshops in the southwest to spot and encourage candidates. Social

networking sites are also frequented as a modern way of attracting the right candidates.

Laurie Hopkins, Head of Employment at the Officer's Association, said: "Life can be tough when you come out of the forces and go back into civilian life. Nationwide sees the benefits of employing ex-Servicemen

and women, who offer varied skills and experience as well as reliability. As we see more Armed Forces redundancies announced companies like Nationwide have a great opportunity to seize the chance to play their part."

Richard Hendrickse, 42, had served in the Army for 20 years before being employed by Nationwide, where he now works within the Business Transformation team.

With a successful military career that saw him serve in a wide range of military units including 7th Armoured Brigade (the 'Desert Rats') and airborne forces, he took part in operations throughout the world, including Northern Ireland, Bosnia and Iraq. Richard had most recently worked within the Capability Branch at the headquarters of the Royal Regiment of Artillery, in which he was involved in the development and fielding of new equipment. While serving in the Army, he utilised Army schemes to gain a PGCE teaching qualification and an Open University Masters in Business Administration.

Richard was first drawn to Nationwide through a social networking site in which the company advertised its interest in those with a military background.

We don't see this simply as giving someone a job; we recognise the skills of those with a military background. The military can give you an edge in business that otherwise could take years to develop.

CLAIRE JONES

After being matched up with a potential role, he was invited to work a trial period at Nationwide's head office in Swindon with the business risk department. He subsequently moved to the business transformation team, where he heads up the

project management office function, which seeks to improve processes.

He said: "What Nationwide are doing is extremely valuable to people like myself. There are, of course, differences between Financial Services and the Army. However, they are not as great as you may think. Nationwide, like the Army, is a very value-driven organisation. For me, that reduced some of the difficulties there might have been. At the end of the day, management is all about people and leadership is a key transferable skill. Having been in the military for 20 years, you get a lot of opportunity to develop your leadership skills, which is invaluable as part of my role in helping pull different people and team together in the same direction." ●





# Higher Apprenticeship Takes Off for Would-Be Pilots

## Scheme Widens Access by Making Training More Affordable

New pilots can become high flyers in more ways than one thanks to the launch of the Higher Apprenticeship in Professional Aviation Pilot Practice (HAPAPP) to boost skills and make it more affordable to pursue a career in the industry.

What is now on offer to airlines and potential recruits is one of the most attractive routes to train to be a pilot, with students being able to gain access to full university-level loan and grant support.

SIMON WITTS, ASP CEO

**L**aunched today, the HAPAPP has been developed by the Aviation Skills Partnership (ASP) led by employers and supported by skills experts and training bodies, giving would-be pilots the chance to fund their studies for the first time through Government grants and loans to gain professional status.

Semta, the sector skills council for science, engineering and advanced manufacturing, People First, airlines and the three flight training organisations responsible for delivering the practical training, worked closely with the ASP to create the qualification.

With the practical elements of the course delivered by the airlines and flight training organisations, and exacting learning integrated with detailed theoretical studies in the work place, HAPAPP Apprentices will graduate with a BSc (Hons) Professional Aviation Pilot Practice degree from Middlesex University, and with a pilot's licence which fully meets all Civil Aviation Authority (CAA) requirements whilst undergoing all of their training at the flight training organisation and airline.

The HAPAPP has been welcomed across the aviation industry for opening up career paths to a diverse range of talented and capable future



pilots, rather than just those who can afford to pay for expensive flight training courses.

ASP's Chief Executive Officer, Simon Wits has been the leading force behind the new HAPAPP and hopes to develop similar pathways for air traffic control, operations and crewing, engineering and maintenance, cabin crew and airport operations.

He said: "What is now on offer to airlines and potential recruits is one of the most attractive routes to train to be a pilot, with students being able to gain access to full university-level loan and grant support. This means that the barriers to entry for the people who have the right skills and passion have been reduced, opening up access and creating

more opportunities to equalise some of the diversity gaps in the industry. I am very proud to see it come to fruition."

Bill Twigg, Semta's Apprenticeship Director said: "This is a fantastic scheme which opens up a great number of possibilities not just for future pilots but also across the whole of the aviation industry throughout Europe. We know there is a need for 100,000 pilots across Europe by 2030 so creating a Higher Apprenticeship Framework, simplifying the current complex routes into training by bringing all the elements together in one package and engaging with schools and colleges, aviation groups will ensure airlines and their passengers get the best trained pilots in the world."

Frances Cambrook, Project Manager for the government funded HAPAPP project, said: "Changing cultures is never easy and this initiative has achieved just that, a completely new way of looking at how pilots can be trained and their achievements recognised within the mainstream educational system. It has been hugely challenging but very rewarding to support the industry in addressing their skills needs in this sector, and to see the opportunities for talented aspiring pilots begin to open up through the Higher Apprenticeship."

Ray Elgy, Head of Licensing and Training Standards at the CAA, and Chairman of the HAPAPP Programme Board, said: "This apprenticeship programme will greatly benefit the aviation industry in both the long and short term. Airlines will be able to draw upon a new generation of talent to fill future flight decks, while a broader recruitment pool will add a diversity of background and experience to their operations, which can only be a positive. The CAA is proud to have been part of the initiative behind this scheme and looks forward to issuing licences to the first graduates."

The first students are expected to enrol on the scheme from July 2013 and more details, including information advice and guidance for budding pilots can be found at [www.aviationskillspartnership.com](http://www.aviationskillspartnership.com).



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# Locking in to a Secure Future

Locksmiths provide a range of services relating to access and entry to secured objects and premises, changing, maintaining and fitting locking devices for public and private clients.

They may work from a store, on a travelling basis or for a company network, and may work to actually construct locks using metal work skills, although the majority of work is now completed by changing pre-made parts.

Joe Silver, a highly experienced locksmith and a director of Lockmasters

Ltd in Hampshire believes that ex-service personnel are ideally suited to the trade. He said: "In the past when I ran a large franchise operation many of our people came from the forces. They have integrity, they are reliable and happy to work hard and are not deterred by unsociable hours. Loyalty and honesty also play an important part and that is inherent in the make up of most servicemen and women."

**BEING A LOCKSMITH INVOLVES A RANGE OF ACTIVITIES. COMMON TASKS WOULD INCLUDE:**

- Operating a service through a freelance or store-based business
- Answering telephone calls and giving quotes to customers

- Travelling with equipment to carry out work
- Using tools to complete jobs such as changing locks
- Researching and practising with different mechanisms
- Being on call to respond to emergency situations
- Marketing a service through different media channels and word of mouth
- Servicing door hardware such as hinges
- Keeping account of sales transactions.

**SALARY**

Some locksmiths are employed by larger companies on a set salary, starting at £12,000 to 14,000 and increasing with experience but most work on a freelance, self-employed basis and therefore earn variable remuneration, depending on the amount and type of business they are able to take on. Different jobs attract different fees, and in many cases locksmiths will give a quote for a specific job, based on the information they are given by a customer. In some cases, however, (if a job



has lots of unknown variables (for example) the locksmith may opt to charge an hourly rate. This can be anything from £30 to £80 and perhaps more, depending on transport costs, call-out times and other factors.

**RESPONSIBILITIES**

Locksmiths complete courses which allow them to gain access to most forms of secure doors and therefore have a responsibility to use their knowledge in their clients' best interest and not allow information or tools to fall into the wrong hands. In addition, gaining access to secure systems for clients can be destructive and skill is required to gain entry without causing undue damage (by picking rather than destroying a lock for example).

**QUALIFICATIONS**

Qualifications in the world of locksmithing are something of a grey area as there is no single national governing body for the trade, and indeed no single qualification which is essential in order to operate in the professional capacity.

A number of different guilds exist, offering courses at a variety of levels, and the level of credibility in each case depends largely on the reputation and track record of the organisation in question. A certificate of qualification in locksmithing can be gained from a training centre in a matter of weeks, but the practical knowledge and experience are harder to attain and ultimately more important to carrying out work, beyond the reassurance that a qualification or guild membership will provide a client.

As a result of this, the trade is fairly traditional and most trainee locksmiths complete a significant period in an apprenticeship to learn the practical skills and get the experience required to operate independently.

- SKILLS**
- Being a locksmith requires a range of skills, including:
  - Manual dexterity and practical thinking
  - A good understanding of lock and security mechanisms
  - The ability to market and run an independent business
  - Being able to drive in order to be able to reach clients
  - An interest in locks and keys
  - Good customer service skills
  - The ability to use a range of specialist tools

**WORKING CONDITIONS**

Locksmiths generally work in safe conditions but may have to travel fairly extensively to complete different jobs. Hours of work may be fairly antisocial, as being on call is an important way to make money. In addition, some jobs may require potentially dangerous activity in gaining access to buildings, if someone is locked out of a house for example. Using manual tools such as screwdrivers and hammers will also be a likely part of the job.

**EXPERIENCE**

Experience of the trade is often extremely important, hence the fact that most locksmiths complete apprenticeships with more experienced tradesmen to gain vital practical tips. Formal qualifications are more useful for gaining certification and finding out what it is necessary to learn, rather than how to actually complete different tasks. This is something that can only really be achieved through practice, gaining experience of different mechanisms and honing skills to a high level.

Joe Silver believes that the most successful operators are those who specialise. He continued: "There are locksmiths who specialise in safes, door entry, cars and other areas."

Joe has used his own experience and skills to develop Lifelock, a small portable device that enables travellers to secure themselves in a hotel room so that the lock cannot be overridden by a master key. It is being used by defence and law enforcement agencies worldwide and many police forces recommend them.



for vulnerable people under threat of domestic violence for use in their homes.

"One of the problems of the business is that there is no real regulating body that controls qualifications and professional practice. Anyone who owns a hammer and a screwdriver can call himself a locksmith."

The Master Locksmiths' Association is addressing this situation. Comprising four sectors, The British Locksmith's Institute, the Membership Sector, Affiliate Members and the Guild of Key Cutters.

The Association offers a range of courses and continuous professional development. The establishment of a training centre at head office enabled the establishment of a basic locksmith training course programme in 1992. This has proved very successful and is now renowned throughout the locksmithing industry as the only formal locksmithing accreditation.

Having a long history of providing training to locksmiths (either those who are starting off in the trade or those who want to further their knowledge in specific technical areas), the MLA has been awarded

the prestigious City & Guilds "Approved Centre" status (No. 027758) enabling the association to offer a tailored City & Guilds award in Basic Locksmithing (No. 1841)

which is based on its entry exam. The association is also CTP accredited (Career Transition Partnership) for those looking to undertake re-settlement training

when leaving the armed forces. Full information with advice on how to start of as a locksmith is available on [www.locksmiths.co.uk](http://www.locksmiths.co.uk).



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# Military2Energy

A former Royal Artillery Commander has taken his career in a new direction thanks to the Military2Energy Careers Service.

**M**ark Simon, 38, has secured a position with Teesside-based MC2 Contracting Services Group after accessing the service, which is operated by NOF Energy and the British Forces Resettlement Services (BFRS).

MC2 provides engineering professionals to a wide variety of clients around the world for temporary, fixed term and permanent contracts. Mark is responsible for building the company's client and candidate portfolio as well as managing MC2's Global Recruitment Team and internal HR operations.

Originally from Leeds and now living in Stocksfield, Mark joined the Army as a school leaver, but quickly progressed becoming an Officer after attending the Commissioning Course at the Royal Military Academy Sandhurst. He has served all over the world and has completed operational tours in Northern Ireland, Iraq and Afghanistan and has also served in countries such as Norway, Germany, Italy and Canada.

Prior to leaving the Forces he was stationed in Northumberland as a Battery Commander and was responsible for the training and operational deployment of 120 people and more than £8m worth of highly specialised state-of-the-art technology.

With his children requiring a more stable future for their education, Mark decided to settle in the North East and accessed the Military2Energy Careers Service to look for opportunities in the region's energy sector supply chain.

The service, which is designed to introduce ex-servicemen and women into careers in the energy sector, offers NOF Energy members the opportunity to communicate with and recruit from BFRS's

Armed Forces community of more than 14,000 skilled Service leavers.

It offers companies a constant influx of ex-servicemen and women for enrolment on training courses, opportunity to promote vacancies at any point and organises work trial placements with potential candidates through interaction with ex-military personnel at live and virtual career events and exhibitions, company listing on the BFRS website and inclusion in the BFRS newsletter.

The service also provides organisations in the energy sector with a 12 month programme of support and multiple marketing opportunities to position their company as the employer of choice or leading training provider to the Armed Forces community.

Among these opportunities is an annual Military2Energy Careers Event, which, this year, takes place on 27 June at Catterick Leisure Centre in Catterick Garrison, North Yorkshire.

The event, which is open to ex-military personnel and organisations in the energy sector, is a chance

for energy sector supply chain employers to meet, network and potentially recruit from a network of highly skilled Armed Forces leavers interested in starting a career in the energy sector.

Mark said: "I was keen to settle my family in the North East and knew the energy sector is one of the area's key industries where there would be good career opportunities. After accessing Military2Energy I had a conversation with the Managing Director of MC2 Contracting Services Group to discuss a potential opportunity with the Company. I was really pleased when he offered me the appointment and am very happy to be in a pivotal role in

the Business. I am already involved in some exciting and high value projects and am working with clients all over the world including Malaysia, Libya, South Africa, Canada and the UK."

Joanne Leng MBE, Deputy Chief Executive of NOF Energy, said: "Mark is a perfect example of the high quality former military personnel that are available to energy sector employers. Military2Energy is proving to be a popular service with both NOF Energy members and ex-forces personnel and is an excellent tool to support career development and meet businesses' skills requirements."





# Transition Support for Early Service Leavers is a Resounding Success

The Future Horizons Programme (FHP), a pilot project based at Catterick Garrison supporting Early Service Leavers (ESLs), had an incredible 99% take-up in its first year.

**A**n evaluation report of the programme urges the MoD to consider the viability of adopting the FHP model across all three branches of the Armed Forces; continuation and analysis including research into the needs and vulnerabilities of this cohort and explore ways of the use of different technologies and interfaces to communicate with ESLs should be explored further. ESLs are servicemen and women who have been discharged from the Armed Forces, either compulsorily or at their own

request, before completing an initial four years of service. They are not currently automatically entitled to resettlement support.

During the year-long period of evaluation, FHP has engaged with 777 ESLs from the Infantry Training Centre, Catterick.

After the initial six months over 60% of the ESLs were in employment or training and 90% of ESLs engaged in the programme said they would recommend it to others. This figure compares very favourably to other government funded employment schemes.

"It gave me a push in the right direction; I would have literally nothing if it wasn't for Future Horizons." Said Scott Carnegie, an ESL who was medically discharged after two years in the Army. "I have a way to go but I know the support is there and I can ask for help and advice anytime."

FHP's primary aim is to help ESLs into sustainable employment and the programme offers a range of training support and opportunities. Much of this support was delivered by Specialist Employment Consultants, with a diverse mixture of partner organisations, both military and civilian, providing bespoke services to ESLs requiring additional input.

James, whose name has been changed, explains: "I wish I could turn back time, it has been a really difficult life change leaving the Army as it was my whole life.

However, I have started to pick myself up with the amazing support of Future Horizons and I couldn't have got to where I am without them."

"The programme organised for me to attend a residential course at college, picking me up from home on the Monday and dropping me back every Wednesday. They then helped me to get an apprenticeship and out into the workforce. I really believe that every ESL should have access to the Future Horizons Programme." James now has a full time job in a warehouse and credits Future Horizons for his achievement.

Ray Lock, Chief Executive of the Forces in Mind Trust commented: "The aim of the Forces in Mind Trust is to support successful, sustainable transition into civilian life. We know the ESL cohort is particularly vulnerable to unsuccessful transition, and we now have an excellent piece of evidence that supports the case for ESLs' transitional support and points the way towards how it can best be delivered

Darren Bickerstaffe, the FHP's Programme Manager, said: "We always knew there was a need, and the Future Horizons pilot at Catterick has enabled data and experiences to be collected to build the case for rolling this method of ESL resettlement help out further." •

I wish I could turn back time, it has been a really difficult life change leaving the Army as it was my whole life. However, I have started to pick myself up with the amazing support of Future Horizons and I couldn't have got to where I am without them.

**FiMT**  
forces in mind trust  
SUCCESSFUL SUSTAINABLE TRANSITION

## The Forces in Mind Trust Awards Grant to Futures4Forces to Research Ex-Service Personnel's Employability

The Forces in Mind Trust (FiMT), established to help Service men and women make a successful transition back to civilian life, has awarded a grant to Futures4Forces, a not-for-profit research organisation, to conduct a qualitative research programme into the employability of ex-Service personnel.

**T**he programme will explore the recruitment needs of both large businesses and SMEs throughout the UK and their requirements from ex-Service Personnel. For the first time this type of research will involve interviewing Senior HR Directors, who will be asked about their experiences and perceptions of the ex-Service personnel's employability.

Extensive research has been conducted into the long-term unemployed and injured ex-Service personnel but so far only limited research has been done into employers' needs in recruiting Service leavers.

The Forces in Mind Trust (FiMT) was established in 2012 with a £35m endowment from the Big Lottery Fund in order to improve the success of Service men and women, and their families, returning to civilian life,

a process known as transition. Air Vice-Marshal Ray Lock, Chief Executive of the Forces in Mind Trust says: "The current economic climate means that the job market is extremely competitive. This type of research into the perceptions of potential employers of ex-Service Personnel has never been done before. This is exactly what FiMT was established to do and we look forward to seeing the research findings, which we will promote widely across the sector".

Futures4Forces (F4F) was set up by Andrew Tillard with the aim to support Service leavers and the wider community of ex-Service personnel get into employment. The research team will conduct in-depth interviews with a representative sample across England, Scotland, Wales and Northern Ireland.

Research findings will be available later this year. •





## Careers in Hospitality for the Service Leaver

The Institute of Leadership and Management (ILM) delivers learning and development for today's managers in a wide range of businesses and many members of the Armed Forces will be familiar with its courses and qualifications.

One industry that welcomes ex-service personnel with open arms is the hospitality business. It is one of the few remaining areas where someone can join at grass roots level with minimal qualifications and still reach the top.

The lifestyle is also suited to the disciplined methods of working of former military personnel. Trustworthiness and the ability to work without supervision is paramount. So is the willingness to work outside normal office hours and gain additional qualifications.

London bar group Be At One cocktail bars has announced that from May 2013, they will become the first company in the bar industry to offer an accredited vocational qualification for their managers.

This programme is being delivered by Andy Maggs, MD of Arema who are accredited by the Institute of Leadership and Management (ILM). The ILM offer nationally recognised qualifications designed to bring tangible business benefits through their strong emphasis on practical skills and assessment. The programme, which has been tailored specifically to meet the needs of Be At One's growing business, will challenge each individual learner, giving them the practical skills and confidence to contribute more to the company.

Be At One heavily invests in the development of their employees; each bartender undergoes eight weeks of intensive training at a cost of £5,000 to ensure they have all the skills necessary to deliver the 200 cocktails on their menu. Managers receive a further eight weeks of training which will enable them to manage their teams and grow their business with this programme becoming available to all existing General Managers and has been created to develop them even further.

Graham McDonnell, HR Manager: "Our sector has so many fantastic employees who decided to pursue a career within hospitality instead of further education. They develop into management roles and have the ability to go further, however the lack of a formal qualification can restrict their progress. Our hope is to offer our managers the opportunity to truly fulfil their potential whilst they are with us, and enable them to utilise their skills when they move on."

Be At One opened their 17th bar recently, their first bar outside the capital in Reading. The other 16 bars are located in Battersea, Richmond, Covent Garden, Balham, Hammersmith, Putney, Soho, Clapham Common, Spitalfields, Shoreditch, King's Cross,



Monument, Guildhall, Smithfield Fenchurch Street and Islington.

City and Guilds also offers a wide range of qualifications in the hospitality business. It offers a whole host of hospitality and catering qualifications including professional cookery, food safety, butlering, bartending, barista skills and more, designed to suit different learning needs across every sector within the Hospitality & Catering industry.

Its portfolio of qualifications has been developed in conjunction with industry experts who have helped shape their continuing development, making them highly valued by employers throughout the UK.

The qualifications receive support and recognition

from employers including Unilever, Marriott, Nestlé, Russells, the Army, Michelin\* restaurants, and Kenco.

City & Guilds has associations with Craft Guild of Chefs, Academy of Culinary Arts, World Association of Chefs (WACs), PACE, Academy of Food & Wine, Institute of Hospitality and British Culinary Federation.

The World Association of Chefs (WACs) is providing the opportunity for City & Guilds approved centres delivering the 7,100 Professional Cookery qualification to become a WACs accredited centre, giving those centres worldwide recognition.

Each of its qualifications benefits from the strong support offer provided.



HIT Training is dedicated to providing training in the hotel and catering industry through its extensive industry experience.

HIT was founded by a small group of directors who successfully established and developed 'Hospitality Plus', which became the major training provider for the hospitality and leisure industries prior to its sale.

Like its trainers and assessors, everyone has worked in the industry, gaining valuable experience and understanding of what learners and employers need from both perspectives. HIT has supported over 30,000 learners at over 7,000 employer sites across the country.

The company's aims are simple: to help employers increase the effectiveness and profitability of their staff, to develop learners' personal, economic and social status and to enhance the level of service given to their customers and

clients. This is reflected in the success of its learners and the quantifiable improvements and benefits for their employers.

The company offers a range of BTEC vocational qualifications for every aspect of the industry ranging from chefs, food and beverage, bar staff and front of house to housekeeping, management and supervision and customer service.

If you're starting a course on or after 1st August 2013 you may qualify for a 24+ Advanced Learning Loan. These loans help you to pay the fees charged by approved colleges and training organisations in England. Most learners aged 24 and over, studying at Level 3 or Level 4 or an Advanced or Higher Apprenticeship, will qualify for these new loans from the UK government. It's easy to apply, your household income isn't taken into account and there's no credit check. You won't have to pay anything back until your income is over £21,000 a year. For more information contact HIT on **08000 935 892** or visit website **www.hittraining.co.uk**.

Another source of information is The Institute of Hospitality. Founded as the Institutional Management Association in 1938, it is the professional body for individual managers and aspiring managers working and studying in the hospitality, leisure and tourism industry.

The Institute's reputation as a membership organisation promoting quality standards and education spans more than 100 countries. From students to Fellows, the Institute continues to support members' professional development throughout their careers, wherever they are in the world.

The Institute of Hospitality has developed a unique set of qualifications which provide industry focused training in management and leadership for the UK hospitality and tourism industries.

The awards provide flexible units of Continuing Professional Development (CPD) which build up into nationally accredited qualifications at Introductory, Intermediate and Advanced levels. The qualifications form part of the Sector Qualifications Strategy for People 1st.

Learners interested in registering for individual units or a whole qualification can view the Institute's Guide to Qualifications by visiting **www.instituteofhospitality.org**. Service leavers with catering experience will find this organisation of particular interest. ●

HIT was founded by a small group of directors who successfully established and developed 'Hospitality Plus', which became the major training provider for the hospitality and leisure industries prior to its sale.





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ELC Scheme

# 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.

The 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 (page 36) 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 [www.enhancedlearningcredits.com/Claiming/Ex-service%20Personnel/](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. •



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Career Opportunities for Armed Forces Personnel





## Claim Process Followed by Learners & Learning Providers

### START

#### STEP 01

Learner identifies course of learning in liaison with Approved Learning Provider

#### STEP 02

Learner completes ELC Claim Form (form ELC 005.01)

#### STEP 03

Learner submits Claim Form (form ELC 005.01) to Commanding Officer and Education Staff for approval

#### STEP 04

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

#### STEP 08

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

#### STEP 07

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

#### STEP 06

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

#### STEP 05

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

#### STEP 09

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.

#### STEP 10

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

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

Claim may be rejected in steps 3 or 5

HOW  
TO APPLY  
& CLAIM  
NEXT PAGE

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# 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)). ●



**EX  
SERVICE  
PERSONNEL  
& SSR**  
NEXT PAGE

# How to Claim

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%20Personnel](http://www.enhancedlearningcredits.com/Claiming/Ex-service%20Personnel)). 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.

*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 form.*

## 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. ●







# ExServicePersonnel

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:

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.

- 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. ●



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CHOOSING YOUR LEARNING PROVIDER  
NEXT PAGE

# 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.

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

CHANGE OF DETAILS	PROCESS TO FOLLOW
Change of course start date (up to three months)	Amendment
Change of course start date (greater than three months)	Cancellation/Reinstatement
Change of course end date	Ed Staff/Line Manager to agree. ELCAS do not need to be informed
Change of course costs (total, ELC grant or contribution value)	Amendment
Change of course costs from lower tier to higher tier (claim form signed prior to claimant becoming eligible at higher tier rate)	Cancellation
Addition or Deletion of a module from an overall course (only to be permitted where resultant course still fulfils eligibility criteria)	Amendment
Change of course	Cancellation/Reinstatement
Change of Provider	Cancellation/Reinstatement
Change of course code	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.

## AMENDING, CANCELLING & 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. ●

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Downland Cycles, Malthouse Road, Canterbury, Kent, CT2 7JA





# 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.

## 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 & Links

HOW DO I MAKE A CLAIM  
NEXT PAGE

- 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.

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**0191 454 7733**



# How Do I Make a Claim?

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.

**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

- 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



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.

## 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 FEHE 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.

### 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.



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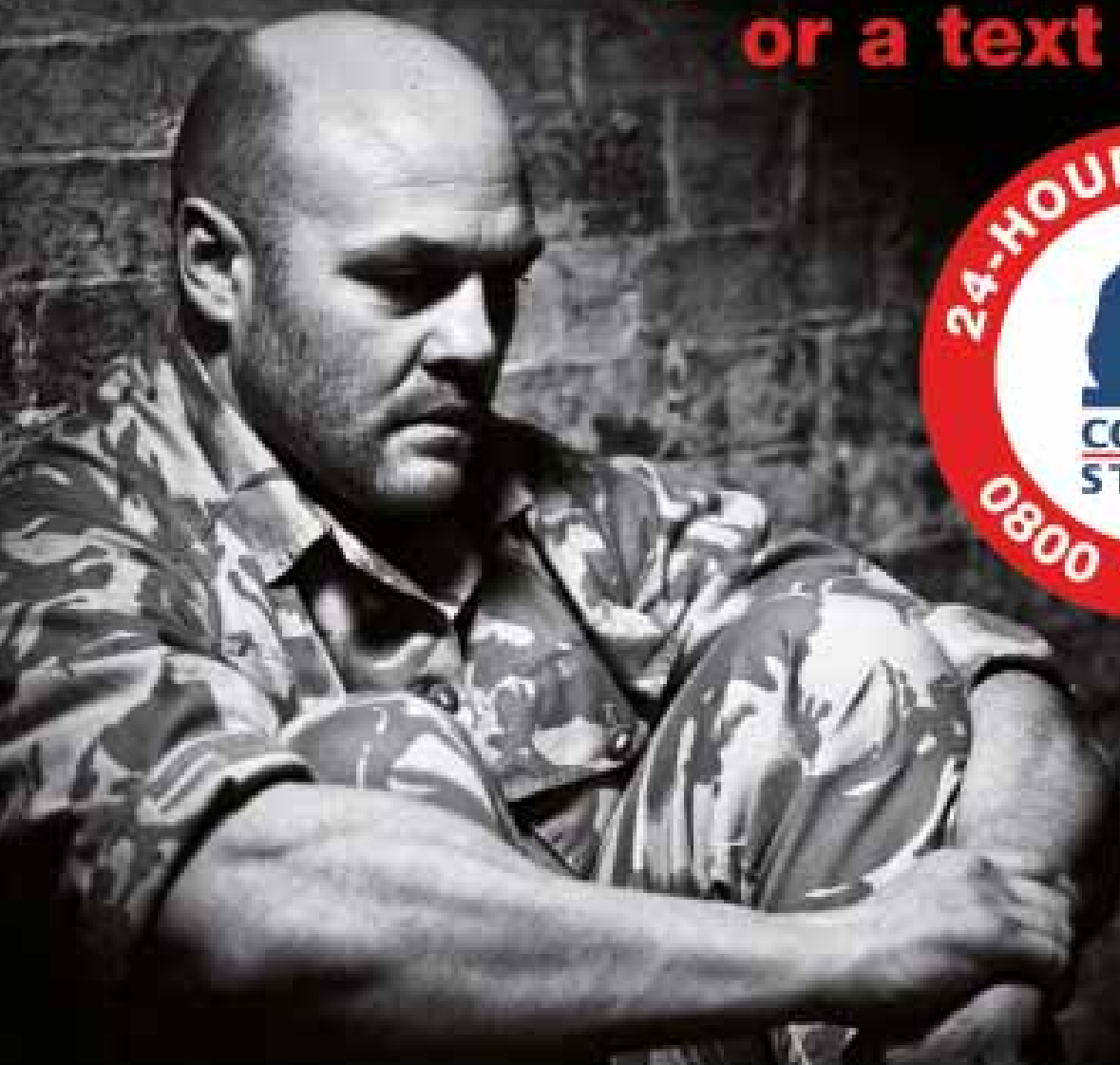
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