

ER

Spring 2016, £Free

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

magazine

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INTERNATIONAL



EAST OF ENGLAND
Discover today how you can transfer your skills to the emergency services with East of England. **P6**

GAS ELEC
We welcome Gas Elec as sponsor of the Franchising for veterans feature on pages. **P54**



LEEDS BECKETT
We welcome Leeds Beckett as sponsor of the Education courses for armed forces feature on pages **P36**



GOLD AWARDS
The Defence Secretary recognised those who have offered outstanding work with the Gold Award.. **P8**

WE ARE ALSO ONLINE: WWW.EASYRESETTLEMENT.COM

"Once again, many, many thanks, you have been more than helpful and I feel I can move on with confidence in the new chapter of my life."

Chris Adams, FPS Member



FIGHTING FOR THE FORCES
AND THEIR FAMILIES

Chris wrote to our Pension Advisory Service for information about his Terminal Grant. Before contacting us, he had been given conflicting advice.

We deal with hundreds of such enquiries from our Members helping them through the AFPS pension maze every month. Join us and see how we can help you. Or simply become a Member for the peace of mind of knowing we're here to help you when you need us. You'll be in good company; we have more than 45,000 Members.

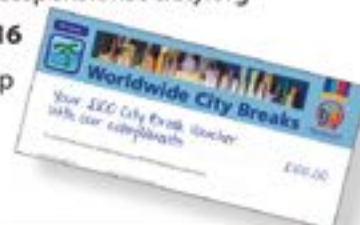
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Our Members have access to a range of valuable, through-life services with significant discounts from trusted Affiliates.



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At the Forces Pension Society, we value our independence. It enables us to serve the interests of our Members as the Armed Forces Pension watchdog. We hold governments of the day to account, arguing for better pensions and campaigning against unfairness in the schemes. For example, our 2015 campaign won the right for all widows to retain their pension on remarriage.

You will receive a range of other membership benefits, too.

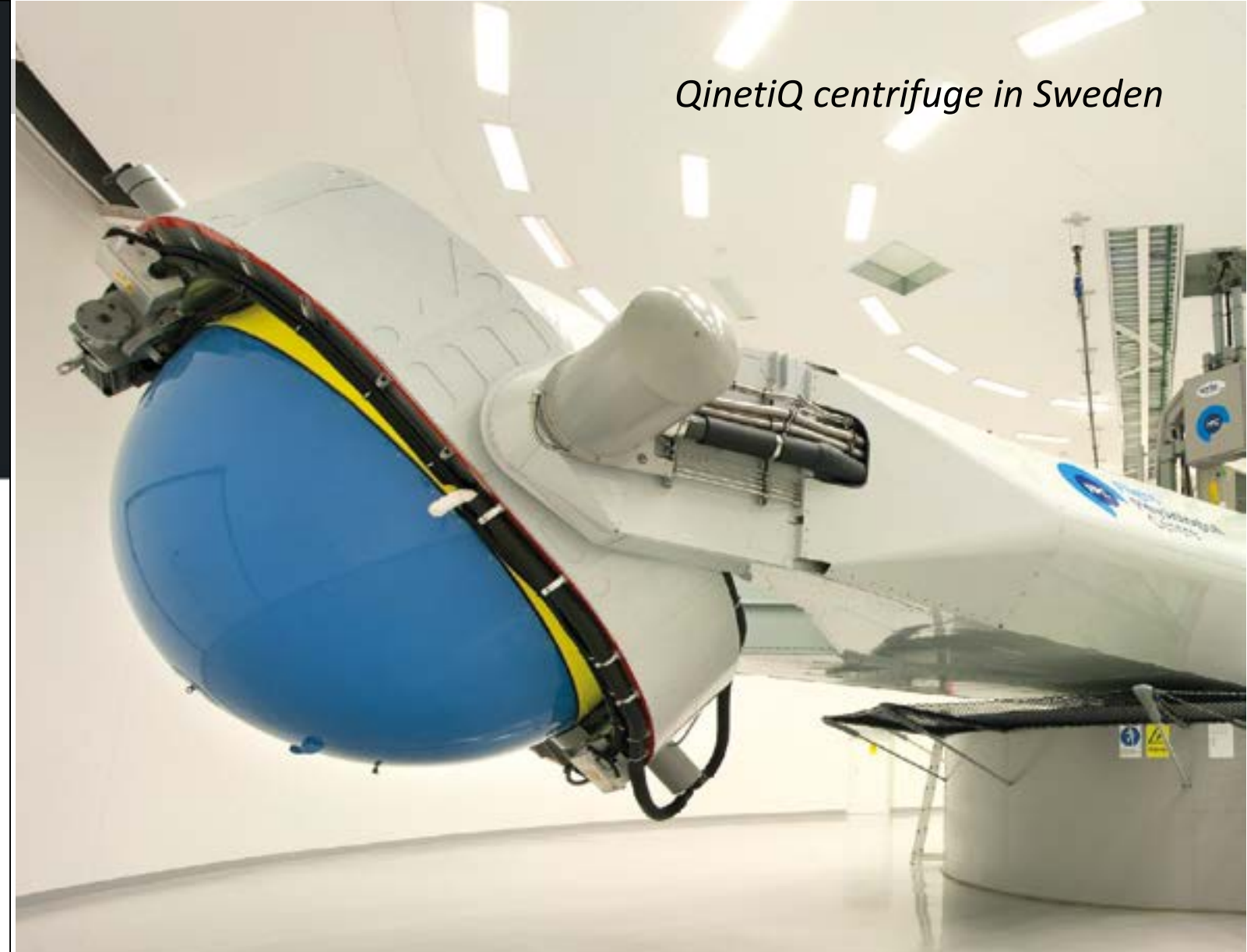
JOIN US AND GET MORE FROM YOUR PENSION

Forces Pension Society

68 South Lambeth Road, Vauxhall, London, SW8 1RL
Tel: 020 7820 9988 - email: memsec@forpen.co.uk - www.forcespensionsociety.org



QinetiQ centrifuge in Sweden



Think civilian life won't push you enough?

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People Who Know How

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Welcome...

Welcome to the Spring issue of Easy Resettlement magazine



well known in Aerospace and Defence as well as Oil and Gas, Rail East Of England Ambulance service is still looking to recruit service leavers to train as paramedics and technicians and no previous medical experience is required. This is an amazing opportunity to train over 30 months with the added benefit of being paid whilst you learn.

We are working alongside the British Franchise Association (bfa) to highlight the various franchise opportunities suited to service leavers transferable skills, with great insights from Chips Away as well as our new franchise sponsor Gas-Elec.

Welcome to the Spring issue of Easy Resettlement. In this issue we are proud to feature the Gold Award winners of the Employers Recognition Scheme, who collected their awards for their commitment to the Armed Forces, from PM David Cameron at 10 Downing Street. We feature some of the winners to highlight the positive contributions that service leavers and reservists play in varied roles for some of the UK's top employers. The announcement was made on BFBS Radio by Fleur Thomas, Director of Engagement of DRM, which can be heard on our website by clicking on the BFBS tab.

As you will see we have now partnered with some great companies to ensure we bring you the very best employment, education, resettlement training and franchise opportunities. The magazine is still sponsored by Morson who are specialist recruiters,

Our Education courses for Armed forces feature will be a regular addition to each issue focussing on thewhich has been sponsored by Leeds Beckett University.

As always you will be able to find information from the Career Transition Partnership (CTP) with case studies from service leavers they have assisted complete with their employment dates for 2016. We will be attending various events and hope to be able to tell you more soon. Towards the back of the magazine we include information from elcas about your ELC entitlements, including how to apply.

Our next issue will feature the Rail Industry and the numerous employment opportunities within it. There are already hundreds of service leavers within the Rail industry with some great case studies showing the various roles available. We will also be looking at telecommunications, security, health and fitness and much more.

East of England Ambulance Service NHS Trust



The East of England Ambulance Trust is a supportive employer of Armed Forces reservists; we employ a number of staff in a variety of roles across many parts of the organisation.



AN EXCITING OPPORTUNITY TO COMMENCE PARAMEDIC DEVELOPMENT

**NO MEDICAL EXPERIENCE NECESSARY...
DON'T TURN THE PAGE; READ ON**

It's not the buzz of driving fast with blue lights flashing that will excite you; it's the knowledge that your presence as a Paramedic has made all the difference to someone. That someone is your patient.

The East of England Ambulance Service NHS Trust (EEAST) has embarked on an ambitious programme to recruit a significant number of student paramedics; last year we recruited over 400 new staff, and we are looking to recruit another 400 in this financial year. The chance to join our Student Paramedic Programme is the start of a new career. This opportunity will mean you receive a salary and training throughout the duration of the 30 month Student Paramedic programme, with those who

pass able to make an application to register with the Paramedic professional body – The Health and Care Professions Council.

No medical training is required for this role, as full training is given. Working for the NHS also allows staff to apply for keyworker housing with local housing associations.

THE RIGHT PEOPLE

We recognise the skills and aptitude that forces staff have, especially when faced with pressurised situations. Doing this job is not all about having medical knowledge; it's often about applying a common-sense approach to dealing with patients in their hour of need, or demonstrating personal resilience when a patient's life is at risk. Of course, the training will provide

you with the skills and knowledge to assess and treat a range of patients in need of your help.

EEAST is also a supportive employer of forces reservists, having been recognised with the Silver award by the Defence Employer Recognition Service for 2014. We are also in the process of signing up to the 'Corporate Covenant' which commits the trust to supporting ex-forces employees and their families.

THE APPLICATION AND SELECTION PROCESS

The recruitment and selection process consists of the following:

- *Shortlisting against essential criteria in Person Specification
- *Assessment Centre Stage 1 – Literacy and Numeracy Assessment and Highway Code questionnaire
- *Assessment Centre Stage 2 – An Interview, Driving and Fitness Assessment
- *Pre-employment checks in line with the NHS Employment Check Standards
- *Work Health

Assessment clearance

Candidates will be expected to undertake ALL elements of the selection process and can't be offered a start date until such time that all of the elements are complete. All recruitment is conducted through the NHS portal www.jobs.nhs.uk. Use the job search 'student paramedic' and select 'East of England' as a location. This will take you to the advert where you can apply. Alternatively, the HR Recruitment team will be happy to answer any queries; please call and speak to one of the team on 01234 243045.

THE TRAINING PROGRAMME

Initial training begins with an eight week residential course to prepare you with the clinical aspects of the role, followed by a 3 week intensive driving course to enable you safely drive under emergency conditions. Successful completion of these elements will then see you spend the next 12 months working with qualified staff on ambulances and dealing with patients under supervision. The second year will be a blend of university based study and operational learning. The programme will have the requirement to complete theory and practical examinations. These are typically spread across the programme in modules. In addition to the time provided by the Trust for study the programme will require you to undertake further study in your own time. It is recommended that you have access to a computer to support your studies.

Reservists are dedicated men and woman who give up their time to train and serve in the Armed Forces

Obviously our primary function as a provider of medical care means that we do attract staff from similar backgrounds, but this is not an exclusive role; indeed we have staff that are reservists in a number of settings that are not necessarily medical including RAF Regiment, Army Infantry Regiments, and Air Operations support.

Medical reservists however play an essential role in the Armed Forces and bring a wealth of skills and experience to NHS organisations. Our current student paramedic programme can therefore offer the opportunity to redeploy to alternative regiments and companies.

We work closely with SaBRE and the NHS employers in support of providing an overarching governance and best practice structure when employing reservists; we have a NHS Reserves Champion to act

as a conduit for all things to do with these valuable staff, which is linked into the respective local networks. We recognise that Reservists are dedicated men and women who give up their time to train and serve in the Armed Forces, combining this with a civilian life and career.

We value the many transferable skills that a reservist can offer, especially in;

* LEADERSHIP

* APTITUDE

* TEAMWORK

The trust is developing a stand-alone policy for employing reservists, as we are finding that many of our

newer recruits are joining from a forces background and bringing their reserve commitments with them, in addition to those staff already employed by us. We have supported operational deployments for staff that have been mobilised to serve in Afghanistan and the Middle East. Some of our staff have been regularly deployed as part of the MERT in repatriating seriously ill or injured personnel to the UK Hospitals from conflict areas. We even have some reservists that have more recently been part of the UK team to teach and train NHS staff mobilised to West African countries affected by the Ebola Virus.

We were fortunate to have been awarded the Silver Award by the Defence Employer Recognition Scheme in 2014, and are in the process of signing up to the Corporate Covenant.



Train as a paramedic and you'll be there when you're needed.

Paramedic.

Blackout.

Chest pain.

Dizziness.

Prime Minister thanks employers supporting The Armed Forces

Last night the Defence Secretary recognised employers who have made an outstanding commitment to support the Armed Forces, presenting gold awards to the winners of the Armed Forces Covenant Employer Recognition Scheme (ERS).

This January 14th the Defence Secretary recognised employers who have made an outstanding commitment to support the Armed Forces, presenting gold awards to the winners of the Armed Forces Covenant Employer Recognition Scheme (ERS). These organisations later met the Prime Minister during an evening of Armed Forces Covenant events at No.10 Downing Street. The ERS was launched by the

Prime Minister David Cameron in 2014 to recognise businesses that are exemplary supporters of the Armed Forces Covenant, a promise from the nation that those who serve or have served in the Armed Forces, and their families, are treated fairly.

Businesses who hold ERS gold awards proactively advocate and support the Armed Forces community, both internally to employees and externally to the wider community.

They have introduced HR policies to encourage the recruitment of Armed Forces personnel, spouses and veterans, and enable reservists to fulfil their annual training and mobilisation.

This year the ERS gold awards focussed on commitments to employ reservists, veterans, and Forces family members. The winners included: Atkins, The Automobile Association, Babcock,

Fujitsu, Gateshead Council, Deloitte, Jaguar Land Rover, Gloucestershire Hospitals NHS Foundation Trust, ISS UK, J.P. Morgan, M-EC Consulting Development Engineers, National Express, PwC, Serco and Tesco.

Defence Secretary, Michael Fallon, said: "The support from these organisations is making a real difference to our Armed Forces community. They are

ensuring that the men and women who have done and continue to do so much for our nation are treated fairly.

Whether allowing reservists the time to train, providing jobs or supporting veterans and spouses, these companies embody what the Armed Forces Covenant is about. I am delighted to thank them for their unwavering support."

There are nearly 800 businesses signatories of the Armed Forces Covenant who have made individual pledges. This could cover, for example, employment support and adapting their products and services to better suit the needs of service life.

The pledges of support to the Armed Forces Covenant make commercial sense as well as making a commitment to society. The Services invest heavily in training their personnel in specialist and soft skills, which make veterans a great recruiting pool and organisations more successful. The benefits of employing defence personnel include:

- World class transferrable training – paid for by Defence
- o Military training develops exactly the core skills which employers value in employees; self confidence, determination, teamwork, problem solving, leadership and ability to work under pressure. The Chartered Management Institute estimates that comparable training would cost £8,000 to implement
- Fit and resourceful employees: Military trained personnel are fit, focused and positive with a can-do attitude. Many operate in locations and situations that require sound judgement, adaptability, respect for others, good communications skills, loyalty, integrity, and courage
- Effective teams: Individuals with experience in military service have exceptional team spirit and the ability to lead and follow, qualities that are seamlessly transferred to your organisation
- The Armed Forces Covenant has a range of signatories as delivery partners, which include businesses and trade bodies, charities and community organisations, local authorities and government departments. Signatories make their own promises to support the Armed Forces community and implement these promises through policies, services and projects. For more information, please visit <https://www.gov.uk/government/collections/armed-forces-covenant-supporting-information-ENDS>.
- Notes to editors: All the Armed Forces Covenant ERS Gold Award winners employ a large number of service leavers and reservists, and here is some additional information on how these organisations support the Forces community:
 - **Atkins:** Launched a 'Partnering with the Armed Forces' programme which encompasses

- improved HR support for reservists and ex-service personnel, and recruitment of service leavers.
- **The AA:** Work with 'The Poppy Factory' charity to help place injured soldiers into work.
- **Babcock:** Offer a guaranteed interview for any reservist who applies for a post via the Babcock International website. Offer paid time off for Reservist training.
- **Deloitte:** Promotes the value of military skills internally and to their supply chain and provides pro-bono consultancy time to develop the Voices of Employees that Served (VETS) programme.
- **Fujitsu:** To attract service leavers, they have set up a recruitment process that recognises Armed Forces skills and qualification. They work closely with CTP, providing access to vacancies through their internal recruitment system.
- **Gateshead Council:** Offers two weeks additional paid holiday for Reservist training.
- **Gloucestershire Hospitals NHS Foundation Trust:** created an online presence supporting reservists in their 'Work for Us' section of their website, advocating the benefits of joining the Reserves and providing a host of links to make joining as easy as it can be.
- **ISS UK:** At ISS sites, a large number of staff are spouses, partners or children of service members. They plan to increase the number of Reservist employees and offer work placements to Air Cadets.
- **Jaguar Land Rover:** encourages their supply chain to recruit service leavers, recommending candidates to their suppliers.
- **JP Morgan:** Runs a market-leading Ex-Military Internship Programme to help service leavers of all ranks transition into successful careers in the private sector.

- **M-EC Consulting Development Engineers:** Demonstrates a positive attitude towards Reservists and service leavers when recruiting. The company has been a strong advocate for the value of military skills externally.
- **National Express:** Give generous discounts for reservists, service personnel and their families, offers guaranteed job interview to those leaving with a PCV driving licence, offer their Reservists additional paid annual leave for training.
- **PwC:** created a "Military Network" which provides invaluable guidance to those transitioning from the service and the veterans and reservists employed throughout the firm.
- **Serco:** Offer 12 extra days' paid leave for Reservist training.
- **Tesco:** key partner of the Career Transition Partnership, enabling Forces leavers to see if retail is for them. ●

What is the Armed Forces Covenant, and how does it work?

The Armed Forces Covenant is a promise from the nation that those that those who serve or have served in the Armed Forces, and their families, are treated fairly. The Covenant is enshrined in law and the Government is committed to delivering the best possible outcomes for the Armed Forces community.

The Government works with a range of delivery partners who are signatories of the Covenant, which include businesses, local authorities, charities and community organisations. Signatories make their own promises to support the Armed Forces community and implement these promises through policies, services and projects.

For further information, please contact:
Patricia Ockenden
Defence Relationship Management,
07715416246/02074268385





About Serco

Serco is a leading provider of public services. Our customers are governments or others operating in the public sector. We currently employ 65,000 people around the world working in the following five sectors - defence, justice & immigration, transport, health and citizen services.

Supporting our Armed Forces

In defence, Serco has a long and proud history of providing mission critical support services to the UK's Armed Forces both at home and overseas. In the UK, Serco employees maintain the UK's ballistic missile defence and early warning radars, keep Royal Navy, Army and RAF aircraft serviceable, operate over 100 support vessels for the Royal Navy, enable military education at the Defence Academy, provide air traffic control, fire and other airfield services, operate and maintain the UK MOD's satellite communication

systems, as well as support UK forces deployed on operations.

This has given us a unique appreciation of the sacrifice that people serving in the Armed Forces make and the positive contribution that ex-forces personnel can make in our business and in the wider community.

We are proud to employ three thousand veterans across our entire UK business and actively support the Volunteer Reserves. Serco was one of the first signatories to the Corporate Covenant in 2013, which is a public declaration of our commitment to help support

ex-forces personnel make the successful transition into work.

Our commitment extends to supporting all employees who are members of the Reserve Forces and those who may want to volunteer and includes 12 additional days of paid holiday to support Reservists in meeting their commitment to This support has been recently recognised through the presentation of an Armed Forces Corporate Covenant Gold Award by Defence Secretary, Michael Fallon in January 2016. Serco is one of only 15 companies to receive this prestigious accolade, training throughout the year.



"We are grateful for the vital role the Armed Forces play in keeping our nation safe and the positive contribution former servicemen and women, as well as reservists like Chris, make to our country and our business. We actively support the Armed Forces community - from providing job opportunities for veterans through to increasing the paid leave allowance for our reservists."

- Serco CEO, Rupert Soames

"The best decision I've ever made"

Army reservist, Chris Sinclair has worked at Serco for over four years and is currently an electrician for Serco's London Cycle Hire contract with Transport for London. Chris joined the Reserves in 2010 and has spent the last six years as an Army Chef with The London Regiment, the only Army Reserve Regiment in the Guards Division. He recently collected Serco's Gold Award from 10 Downing Street on behalf of the company.

Chris said: "Becoming a reservist is the best decision I have ever made in my life. I have gained so many qualifications and experience which I can use back in my civilian life and in my job every day. Serco has been very supportive to my outside commitments."

For more information about Serco, or details of our current vacancies, please visit www.serco.com



Breaking down the barriers to military recruitment

We're exceptionally proud that our continued efforts have recently received the Gold Award in the Defence Employer Recognition Scheme (ERS), which encourages employers to support Defence and inspire others to do the same. We recognise that Service leavers are exactly the type of talented people that we need to join our organisation. Not only is our working environment and customer familiar to Service leavers, but we also know that they have a desire to develop their careers and build upon the knowledge gained in their Services career.

As part of our partnership with CTP we have developed a capability matrix to match skills and qualifications to civilian employment opportunities. This matrix aims to break down the barriers to military recruitment and highlight the applicability of military qualifications and skills to civilian employment. This unique approach is in its infancy but we are working with hiring managers to understand how it can be integrated within our existing recruitment process and how we can roll it out across the wider Fujitsu organisation.

Bringing these various initiatives together, we have developed a Service Leaver's Selection Centre which aims to find candidates with the right outlook and desire to develop their knowledge that matches Fujitsu's values and attributes in a demanding environment. We have also developed a bespoke practical test that allows a Service leaver to demonstrate the extent of their IT knowledge in a hands-on way. A successful selection will result in the individual being offered a fixed-term contract with Fujitsu which will provide accelerated development and exposure to our substantial support/service environment. During the contract, the candidate can expect to work in a number of our support teams gaining significant knowledge and valuable experience.

SUPPORTING RESERVISTS, VETERANS AND THEIR FAMILIES
Recognising the significant contribution and potential that reserve personnel and veterans can deliver, Fujitsu has formally introduced a number of policies and initiatives to better support both them and their families:

* VETERAN TRANSITION

Our continued close affiliation with the military has proven to help assist the transition from the military work environment into the commercial sector. Recognising the value these personnel can add, our Defence & National Security business unit created an environment where veterans - both Service leavers and reservists - can easily transition into a commercial organisation.

* RESERVIST POLICY

Reservists play a vital role in supporting the UK MOD and we value this contribution our colleagues make to all UK Armed Forces. As such, Fujitsu has a comprehensive policy which provides support for employees who are Volunteer Reservists and Regular Reservists, and their spouses/families over and above what is required by law. As part of this policy, Fujitsu is committed to creating a flexible environment, by enabling Reservists to attend Reserve Forces training events, and be mobilised for Reservist duties, as required.

For many years, Fujitsu has been helping veterans make a smooth transition from military service into the commercial sector. To enable this, we maintain links with the Career Transition Partnership (CTP) to not only facilitate a recruitment process that recognises British Armed Forces skills and qualifications, but to also ensure that Fujitsu's own job vacancies are widely promoted to the Service leaver community, creating a strong pipeline of talent that benefits everyone involved.

* ENHANCED LEARNING CREDITS ADMINISTRATION SCHEME (ELCAS)

The ELCAS scheme is designed to assist MOD Service or ex-Service personnel with training that will enhance their current or future career. Under the Fujitsu scheme each eligible employee will be entitled to claim leave for one ELC claim per academic year for a total of up to three consecutive years. As part of Fujitsu's commitment to this scheme we will provide for each claimant:

- * Paid time off for the duration of course attendance;
- * Any expenses incurred;
- * Exam resit costs.

* CTP ASSIST

Through our relationship with CTP, Fujitsu has been working closely with the CTP Assist whose purpose is to help those who have or are likely to be medically discharged from the Armed Forces to find employment within industry.

* PROVIDING SERVICE LEAVERS WITH JOB-SEEKING SUPPORT

Fujitsu hosts a number of industry days to allow veterans time to discuss their skills and experiences with Fujitsu recruitment specialists. From this input the specialists provide relevant advice and guidance on how they should market themselves and translate their key skills into those required by the commercial sector. Fujitsu also provides support for people to rework their CVs to make them more engaging and applicable to the roles they are applying for.

RESPONSIBLE BUSINESS COMMITMENTS THROUGH FUNDRAISING AND CHARITABLE SUPPORT

Conducting responsible business is about creating tangible benefits, ethical practices and working to benefit society. With this in mind, we strive to place our resources and expertise at the service of local communities while supporting a wide range of organisations. Our efforts have been recognised by commercial network Business in the Community, who awarded a five-star (99%) Platinum rating in their Corporate Responsibility Index and Responsible Business of the year for 2015, recognised as the UK's leading voluntary benchmark for responsible business practices.

Fujitsu is also a long term partner of the Armed Forces charity SSAFA, whose work provides practical, financial and emotional support to 57,000 Armed Forces personnel, veterans and their families every year. Since 2007, Fujitsu has been a Corporate Friend of SSAFA and has raised over £168,000 for the charity via a number of initiatives, one of which was enabling 300 of our staff to volunteer to help plant ceramic poppies around the Tower of London to commemorate the centenary of the First World War. We've since taken this further by creating a commemorative Garden of Remembrance at our Defence and National Security headquarters in Basingstoke. The garden features 95 of the ceramic poppies used at the Tower of London installation.

"Having left the Military on a Medical Discharge, I'm truly appreciative of the pledge Fujitsu has made in supporting my transition back into the working environment. Fujitsu accommodated all my requirements, enabling me to make a smooth and trouble-free induction into the organisation. Fujitsu truly recognises individual skills and the adaptability the serviceman has to offer."

Jez Ryan, Fujitsu Project Leader
(recruited through the CTP Assist)

COMMITTED TO THE ARMED FORCES

Fujitsu has a long standing heritage within the Defence and National Security sector having been a major supplier to the UK Ministry of Defence (MOD) for over 50 years. Across the UK and Ireland Fujitsu has 3,500 security cleared staff and our National Defence Centre is staffed with dedicated specialists, collectively providing support to over 200,000 UK MOD

users. Later this year, Fujitsu will be re-signing the Ministry of Defence Armed Forces Covenant which it originally signed in 2014. This sets out the moral obligations of society towards members of the Armed Forces community. By re-signing the Covenant Fujitsu reinforces its pledge to support the British Armed Forces by continuing to uphold these key principles.

"At Fujitsu, we're proud of our long history working alongside and supporting the MOD. It's the strength of this relationship and the experience we've gained that allows us to recognise that those individuals, previously employed by the Armed Forces, can contribute a wealth of transferable skills and expertise that can benefit the individual, business and the wider community. We also recognise the important contribution made by the many citizens who form part of the voluntary reserve forces. That's why we see our continued commitment to support these contributions as a crucial aspect of Fujitsu and our Defence & National Security business."

Tim Gibson, Vice-President Fujitsu Defence and National Security

CASE STUDY:

From Wing Commander to Fujitsu Defence and National Security Head of Cyber "I served as a Wing Commander in the Royal Air Force for 36 years, working initially as an Air Defence Technician, followed by commissioning into the Communications Engineering Branch. I now work as Defence and National Security Head of Cyber for Fujitsu, determining the future requirements of the company with regards to the delivery of a Cyber capability and resource management. As with many Service leavers, I found my current role with Fujitsu via networking, and encourage others to use as many informal social networking opportunities as possible. Prior to starting the role, I was able to complete a work placement with Fujitsu whilst still serving in the RAF. This gave me a very useful insight into the company and provided a greater understanding of the requirements of the role before formally starting. During my service and resettlement period I was able to gain a range of qualifications to support my entry into the civilian job market. Service leavers have strong skills in planning, communication, team work and adaptability, along with a wealth of technical specialisations, so are extremely well placed for a new career with Fujitsu."

Ian Barclay, Cyber Security Lead, Fujitsu

The power of difference

As a global ICT company, we understand that a diversity of backgrounds, cultures and perspectives is essential to enable our vision of human centric innovation. By being completely themselves at work, our people can both achieve their full potential and deliver what matters to our customers. We believe the power of difference will create a better future for everyone - apply now at: www.ctp.org.uk/my-plan/login

shaping tomorrow with you





We are looking for extraordinary people...

At Gloucestershire Hospitals NHS Foundation Trust, our patients are at the heart of everything we do, but we don't just take care of the hundreds of thousands of patients who use our services every year; we're equally committed to taking care of our staff.

As the second largest employer in Gloucestershire, we can offer a huge range of opportunities and benefits in a genuinely supportive working environment. We also know that being a good employer is about much more than providing staff benefits. We have worked with our staff to develop a set of values that we all share. These are based on mutual respect, openness and accountability. Many of our employees work directly with the patient. Other roles contribute by offering valuable support across the organisation.

ABOUT OUR TRUST

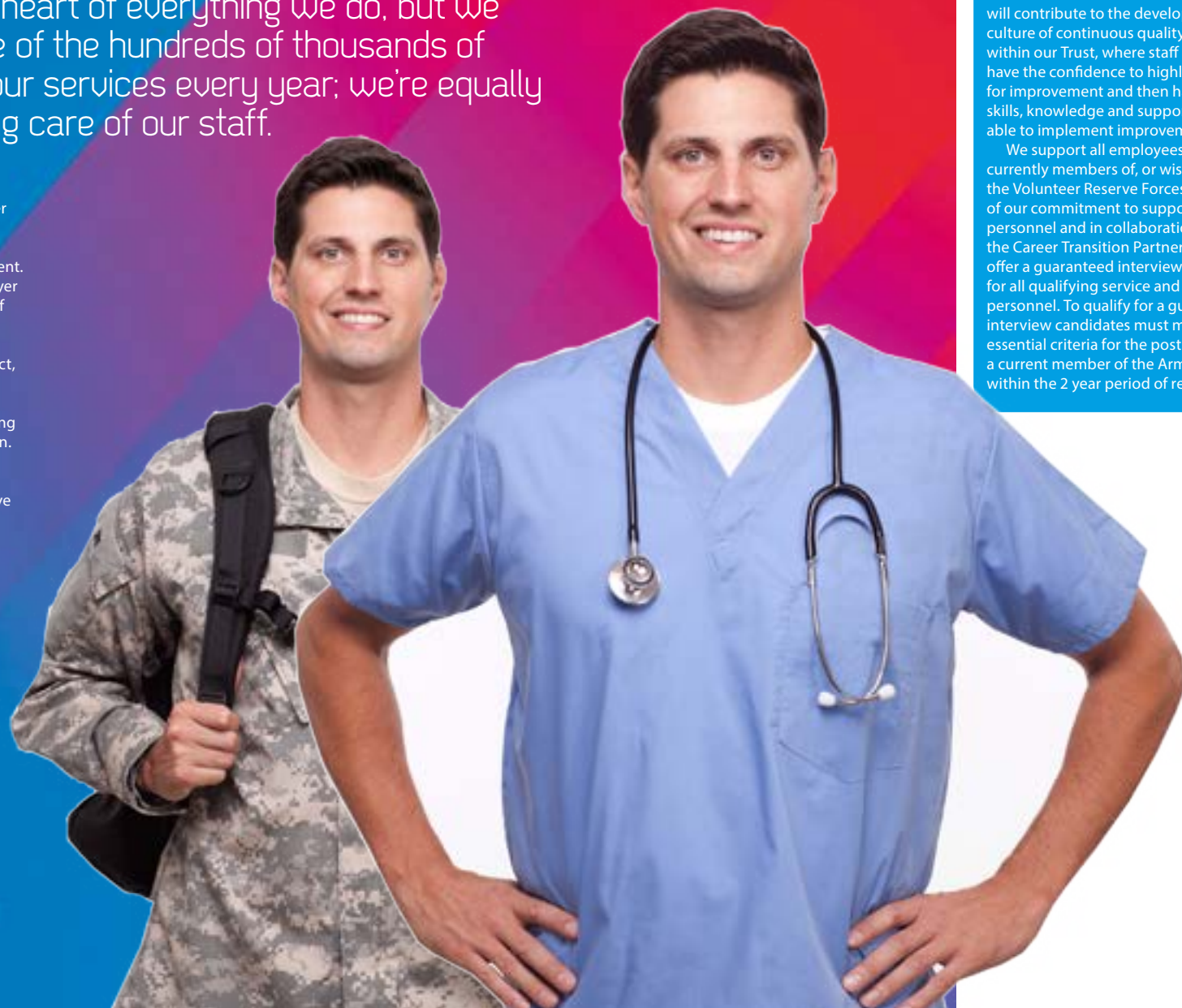
We provide high quality acute elective and specialist care for a population of more than 850,000 people in the county and surrounding areas.

Based in rural Gloucestershire, we operate across Cheltenham General and Gloucestershire Royal Hospitals and Stroud Maternity Unit and our doctors and nurses also see patients at clinics across the county serving a population of around 612,000 people.

Our hospitals are recognised for providing high-quality services and we are leaders in specialisms such as oncology, ophthalmology, critical care, research, maternity and paediatrics.

We have won regional and national awards for our support for reservists as well as areas such as education and development and apprenticeship.

Our Trust is built on the dedication and hard work of our staff and we are very proud of our workforce.



REALISING YOUR POTENTIAL

We recognise that our employees are our most valuable asset. We want everyone who works for our hospitals to feel good about the care they provide, the work they do and their place of work.

We are committed to delivering the investment in time and training needed to help each one become the very best they can be. We provide a range of high-quality education; training and development for healthcare professionals and non-clinical staff with the specific aim of improving patient care.

We also run the Gloucestershire Safety & Quality Improvement Academy to help support our staff to further improve our services for patients. Through our courses, our students are provided with the knowledge, the skills, the opportunity and the support to contribute to patient safety and to make practical improvements to the way we provide care in our hospitals. Our aim is that our structured programmes will contribute to the development of a culture of continuous quality improvement within our Trust, where staff at all levels have the confidence to highlight areas for improvement and then have the skills, knowledge and support to be able to implement improvements.

We support all employees who are currently members of, or wish to join, the Volunteer Reserve Forces. As part of our commitment to support service personnel and in collaboration with the Career Transition Partnership, we offer a guaranteed interview scheme for all qualifying service and ex-service personnel. To qualify for a guaranteed interview candidates must meet the essential criteria for the post and be either a current member of the Armed Forces, or within the 2 year period of resettlement.

Craig's Story

After serving in the Royal Navy for 27 years and leaving as Chief Petty Officer (Writer), Craig was recruited into the post of Ward Clerk Manager in January 2016. Craig is managing sixty staff and one of his first projects is to restructure the ward clerk service within both hospitals and to introduce 7 day ward clerk services.

"I applied to the NHS as the job role seemed to fit my skill set, with regards to administrative management, planning and people management. I have friends and ex-Royal Navy colleagues who have joined various NHS Trusts around the country, who enjoy working with the NHS and their skills and experience seem welcome.

"I have transferred my people-management, information and project management skills to this role and hope to improve the management of the ward clerks themselves along with the rest of the staff, patients and relatives by providing a first class administrative team in both hospitals.

"Things which have seemed strange to get used to are, being able to call people high up in the organisation by their first name and not being addressed as 'Chief'! Also the NHS use a lot of medical abbreviations and I am slowing getting used to all the 'ology's' and the different uniforms worn by the clinical staff.

On leaving the Royal Navy I seamlessly transferred to the Maritime Reserves based at HMS

Flying Fox in Bristol, where I am now a Chief Petty Officer (New Entry Instructor), responsible for all initial training and coordination of new recruits into the Unit. This enables me to still wear my uniform on drill nights, attend training weekends and social functions, making the transition to civilian life a lot easier, by still having links to the Navy.

"I am impressed with the NHS in their continuous personal development training they offer and also the excellent induction package, which explains fully the part you play within the team, and guides you in the right direction during your first few weeks.

"I have enrolled on various courses to familiarise myself with the NHS, such as the appraisal process, attendance management, finance and SmartCare (the new computerised patient records system)." "People considering joining the NHS from the military will be welcomed and Gloucestershire Hospitals NHS Foundation Trust offers a guaranteed interview scheme, therefore



your CV is not ignored and you can showcase your talents in person, whilst also gaining valuable interview skills. You may be fortunate like me to be offered a role. Also the leave policy is good and there are lots of different people with differing backgrounds to work with just like being in the military".

The benefits of joining our Trust

Whether you want to develop new skills, improve your job prospects or change jobs completely; we have the career for you.

There are around 300 different careers in the NHS, from doctors and nurses to porters, scientists and catering staff. Whether you want to work in a nursing role, or your skills are in another specialism such as maintenance, radiography, catering or accountancy, there are roles suited to you at Gloucestershire Hospitals NHS Foundation Trust.

A range of benefits are offered to all our staff. Here are just some of them:

- Generous annual leave entitlement
- Excellent pension scheme
- Life Assurance
- Incremental pay
- Flexible working opportunities and family friendly policies
- On-site nurseries with flexible places
- Staff Excellence & Long Service Awards
- Dedicated occupational health

- and wellbeing service
- Cycle to work scheme
- Extensive learning and development opportunities
- Free or discounted bus travel across Gloucestershire
- Staff choir
- Sports and social clubs, events and activities
- Access to local and national staff discounts

All our vacancies are all advertised on the national NHS Job search website www.nhsjobs.co.uk

ISS Facility Services Defence

ISS Defence is part of the global ISS Group, providing a wide range of facility services to military establishments across the UK. In 2013 they were the first company within their sector to sign up to the Corporate Covenant. Their CEO, Richard Sykes signed the covenant along with the Rt Hon Mark Francois MP, Minister of State for Defence, Personnel Welfare and Veterans.

At the signing Richard said that he was proud that ISS was in the lead in the Defence FM sector in committing to engage with the Defence community and particularly looked forward to supporting an increased number of Reservists, Apprentices and those Wounded in Action within the Company. That commitment has not wavered and recently the company was recognised as a 2015 Armed Forces Covenant Employer Recognition Scheme Gold winner.

In acknowledging the winners Secretary of State for Defence, Michael Fallon said the winners had: "shown outstanding commitment to their pledges under the Armed Forces Covenant, and have demonstrated to others that supporting our personnel can be good for business as well as good for Defence."

He continued: "This year the awards focused particularly on commitments to employ Reservists, veterans, and forces family members." This goes a long way to understanding why ISS should have been included on such an illustrious list. ISS Defence continues to seek new ways in which to engage with the wider military family and add value to the services the company provides.

ISS is founder member of VETS Veteran Employment Transition Support

The Veterans Employment Transition Support, known as VETS, is a pilot partnership between the Ministry of Defence, Career Transition Partnership, a coalition of willing companies and several leading military charities. VETS compliments the ISS Pathway and seeks to work within the existing landscape of transition support activities, share the best practice, improve and join up these activities in a coordinated and joined up manner. The VETS programme provides end-to-end transition support, offering veterans mentoring, CV and interview skills, training, work experience and job opportunities. For employers, advice is offered on how to recruit veterans and support is provided to help get the best from veterans in their workforce.

The scheme is designed to support all veterans, leaving the armed

forces, already left, whether seeking employment and of any rank because they are unemployed or wishing to improve their current employment prospects to better utilise their skill sets and enhance their careers.

The coalition of the willing include Service charities such as: Help for Heroes, Poppy Factory, Stoll, Walking with the Wounded, RBLI, X-Forces, Royal British Legion, Regular Forces Employment Association (RFEA) – The Forces Employment Charity and Corporates like: BAE Systems, Barclays, Deloitte, ISS, Jaguar Landrover, Laing O'Rourke, G4S, Anchor Care Homes and Essential Solutions.

Speaking when the scheme was launched at the House of Commons, Allan Vaughan OBE and Managing Director of ISS Defence told the audience: "ISS is proud to be supporting VETS. We understand the advantage of employing veterans and have benefitted directly from the unique skill sets that veterans possess. The MOD makes a significant investment in training service personnel and there is a real opportunity for businesses to capitalise from this investment."

VETS recognises that every

veteran is different and requires varying levels of support and guidance to help them find the right employment. Therefore, the VETS process is adaptable to the individual, with the exact process defined by the veteran in collaboration with their mentor and the VETS team.

Veterans can access VETS in numerous ways. They may have been referred by an organisation from a number of extensive military networks that include the MOD/CTP, veterans orientated companies, military members of LinkedIn, the Officers' Association, and the Liquid List, as well as from the numerous military charities that are supporting veterans.

As with the ISS Pathway, the process to get veterans into the right employment is broken down into five phases:

3. PREPARATION – This stage involves getting the service leaver 'job ready'. We host a number of workshops on CV preparation and interview skills, with individual mentors then fine tuning these core skills.

4. JOB READY – The service leaver is now job ready and is supported in applying for job opportunities. Their mentor helps them tailor their CV to each application, takes advantage of guaranteed interview offers as well as being an 'insider' to help provide guidance. ISS UK works in partnership with a number of other corporations that are keen to help the Armed Forces community; we will approach these partners if they have suitable job opportunities, as well as the conventional jobs boards.

IN EMPLOYMENT – Once the service leaver has found work, we stay in touch periodically to see how they are adjusting to their new role. When they have settled in, we ask them to become a mentor in order to help future service leavers make a successful transition into civilian employment.

The ISS Pathway

The ISS Pathway programme was launched in 2015, in partnership with the Ministry of Defence, the Recovery Career Services, Walking With the Wounded and the Career Transition Partnership. The aim of the programme was to create a clear pathway for those leaving the Armed Forces into a career in facilities management. The programme consists of 5 stages:

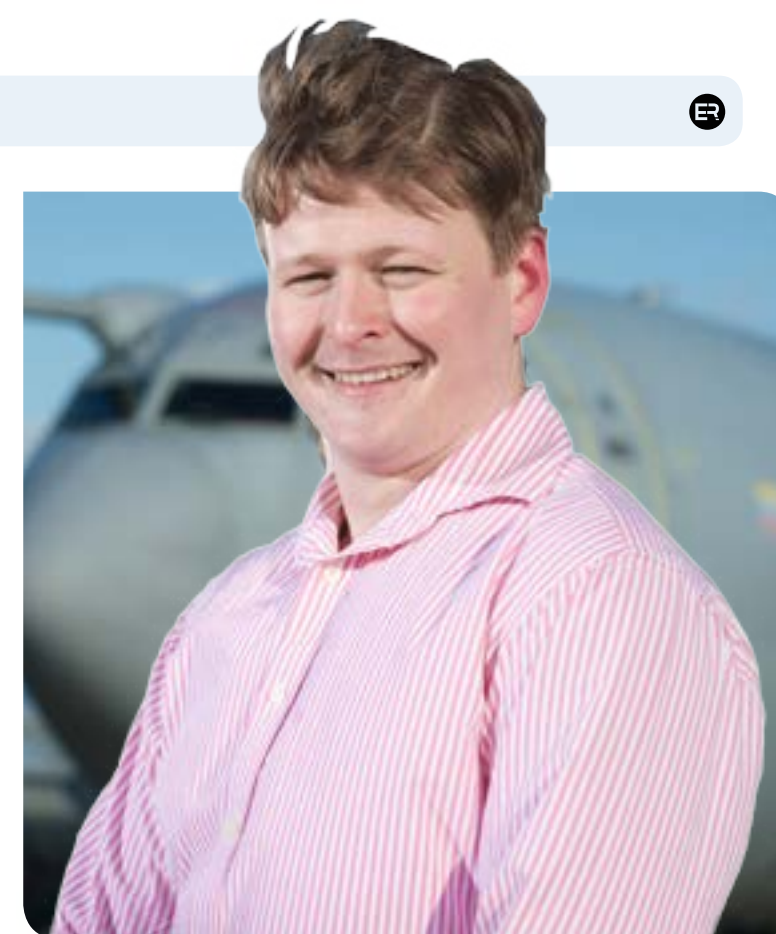
1. INSIGHT – Through military talent days and informational days, we advise Armed Forces service leavers about the types of careers available with ISS and in Facilities Management generally. They are also offered a corporate mentor to help them make a successful transition.

2. TRAINING – After gaining an insight into the industry the service leaver can use the first few months of their resettlement period to gain qualifications they need in their future career, through the Career Transition Partnership.

- o Step 1 – Access, registration into VETS and allocation of a VETS mentor
- o Step 2 – A ready to work programme of transition work activities, such as CV and interview workshops, skills profiling and work experience placements, provided by coalition of willing partners.
- o Step 3 – Job application against a VETS list of jobs provided by partnering companies that have been advised on best practice HR hiring techniques.
- o Step 4 – In employment support based on principles, such as allocating in work buddies, utilising induction techniques and template hiring manager briefs to optimise the on-boarding process for individuals and employers.
- o Step 5 – Supporting the Reserves is an associated stage that advises companies on how they can support employees serving in the Reserves and in doing so can continue to gain the benefits of the skills transfer arising from those employees serving in the military on a part-time basis.

ISS currently provide 17 mentors, all focused on trying to provide focused help to a small group of people looking for employment in specific areas. Each mentor undergoes some early training to show them exactly what is required and what commitment is expected from them. Mentors and mentees are matched by the information provided on the online forms that uses an algorithm to accurately pair them together.

Already there have been a number of successes with individuals joining the company in business development, Health, Safety and Environmental and operational roles. Indeed, the company's lead contact for the initiative Adam Milliken (pictured right), is a former Corporal who was the first person to transition using these principles.



WO2 Tim Ives
ISS Procurement Lead



Helping the Dependants

ISS recognise that part of the military lifestyle means sometimes having to uproot the family, often moving at very short notice. This can be very disruptive for the dependants.

At ISS they are developing a bespoke series of webinars that are specifically aimed at helping dependants of

those serving the Armed Forces into employment. These online sessions will be easily accessible using the ISS Pathway Programme and are intended to cover topics such as how to approach the job market, how to build a CV, interview skills, etc. Once registered online the system will be able to alert the individual to any vacancies ISS have in their area, making much easier to find suitable employment.

Reservist Policy

ISS has many employees who are members of the Reserve Forces (Maritime Reserve, Army Reserve and RAF Reserve) and we recognise the valuable contribution that Reservists make to the UK Armed Forces, their communities and the civilian workplace.

As part of our commitment, ISS support our employees who are members of the Reserve Forces. Our managers support our commitments and work with the Reservist employee to facilitate training requests and longer periods of absence for operational deployments.

ISS Facility Services, Defence is proud to provide services to military units across the United Kingdom, covering The Army, Royal Navy and Royal Air Force employing over 3,000 people providing that human touch to everyday services.

With over 25 years' experience of working within the UK Defence sector ISS Defence has been able to demonstrate its total commitment

to the Armed Forces, which often means putting your money where your mouth is - when ISS makes a promise it keeps it. In June 2011, ISS opened for business on 14 major RAF bases. The following year the RAF 22 Training Group Catering, Retail and Leisure (CRL) was also awarded to ISS; both contracts came with substantial refurbishment plans. All planned, and delivered, ahead of time.

Sales Director, Declan Fisher explains, "This enthusiasm is what ISS is all about, we are part of half a million committed people worldwide, serving Clients and Customers with tailored solutions and the power of a human touch."

"Doing things 'The ISS Way' must be the right way as we have recognised by the International Association of Outsourcing Professionals (IAOP) as one of the World's Best Outsourcing Service Providers for the last three years.

If you are interested in finding out more about ISS visit our web site: www.uk.issworld.com or contact us Corporate.Covenant@uk.issworld.com

Investing in military Talent

ISS have a military talent day planned for April 12th, at their HQ ISS House, Woking. There will be a planned networking session at the end of the day, for service leavers to ask questions and make connections with our

mentors in person. If you would like to come along, please contact ISS at the earliest opportunity.

ISS also now advertise a range of relevant vacancies on the Career Transition Partnership website (<https://www.ctp.org.uk/>)



Jaguar Land Rover, the UK's leading manufacturer of premium luxury vehicles, is driven by a desire to deliver class-leading Jaguars, Range Rovers and Land Rovers that provide experiences its growing customer base will love, for life.

The company is succeeding by being responsible, innovative and sustainable business. As part of this, Jaguar Land Rover has a long history of supporting the British military and continues to demonstrate this by meeting commitments made through its Armed Forces Covenant.

Jaguar Land Rover CEO, Dr Ralf Speth, recently summarised the company's approach. When accepting the Ministry of Defence's employer recognition scheme gold award for active support of the Armed Forces community he commented:

"We at Jaguar Land Rover are immensely proud to have signed up to the Armed Forces Covenant and to be recognised through this award."

"Service leavers are an excellent talent pool for Jaguar Land Rover and our supply chain, with skills that are transferable to an advanced manufacturing environment. We believe that there is a close alignment between our company's own values and attitudes and the unstoppable persistence of Armed Forces veterans."

Dr Speth was joined at the award ceremony Matthew Malley, one of the 200 former service personnel hired by the automotive manufacturer since 2013. Matthew, who served in the First Battalion Welsh Guards for 10 years as an infantryman, explained what the company's approach means for him:

"I was wounded in action and subsequently medically discharged during my second operational tour in Afghanistan. I was then told my career was over, which for me was my life. After a month-long specially-tailored work placement at Jaguar Land Rover, I got a job with their site services, where I fit right in. I couldn't have hoped for a better outcome."

Similarly, Staff Sergeant Wayne Walker, formerly of the Queen's Royal Lancers, joined the Solihull manufacturing team as a Process Leader following completion of the company's inaugural programme.

Wayne joined the training programme in December 2014 after being medically discharged from a 19 year military career, which saw him serve in operational tours of Bosnia, Kosovo, Afghanistan and Iraq. It was in Iraq that he sustained a serious knee injury following the detonation of a vehicle borne Improvised Explosive Device.

Speaking of this new chapter in his life, Wayne said: "I was put forward for this opportunity via The Armed Forces' Motorsport Charity, Mission Motorsport, which supports those leaving the Forces. I wasn't sure what would come out of it but I received incredible support throughout the programme from my family and everyone at Jaguar Land Rover. I was delighted that it led to a permanent position which means security for my family's future and has been a great confidence boost. I hope this will inspire others also leaving the Forces."

www.easysettlement.com



JAGUAR LAND ROVER'S SUPPORT FOR SERVICE LEAVERS

The work placement programme, through which Matthew and Wayne found employment, is run by Jaguar Land Rover in conjunction with Mission Motorsport and the Ministry of Defence's Career Transition Partnership (Assist) to help wounded, injured and sick former servicemen and women find a fulfilling second career.

It is just one of the company's initiatives to boost employment for those leaving the Armed Forces. These include a training scheme to tackle high unemployment among early service leavers, offering sector-based training, work experience and job interview training.

The tailored programmes build on the company's ongoing work with the Career Transition Partnership, through which Jaguar Land Rover employs veterans. Jaguar Land Rover goes even further, encouraging its supply chain to recruit service leavers and recommending candidates to its suppliers. The company also assists its reservists with paid leave for training and encourages an ex-Forces society, which this year coordinated Armed Forces Day and Reserves Day celebrations.

RAISING AWARENESS AND DEVELOPING UNDERSTANDING

Jaguar Land Rover was proud to be the presenting partner in 2014 for the inaugural Invictus Games, the international sporting event for wounded, injured and sick servicemen and women. The company has pledged to support the games in this way again in 2016, as well as sponsor the UK team, to help develop understanding and respect amongst the public for those who serve their country. To be held in Florida from 8th to 12th May, the second Invictus Games will bring together more than 500 competitors from 15 nations and harness the power of sport to inspire recovery and support rehabilitation of wounded, injured and sick service personnel.

Jaguar Land Rover's backing for service charities includes Mission Motorsport, Help For Heroes, Rally for Heroes, ABF The Soldiers' Charity and individual regimental associations. In October, the company sponsored the Walking With the Wounded Walk of Britain to raise awareness and retraining of wounded veterans leaving the Armed Forces. This 1,000 mile walk included a stage from Jaguar Land Rover's Design and Engineering Centre at Whitley, Coventry to its manufacturing facility in Solihull.

WORKING AT JAGUAR LAND ROVER

Jaguars, Range Rovers and Land Rovers are admired and desired across the world for luxurious design and outstanding engineering. Driving them is an incredible experience; being the ideas and expertise behind their creation is even more exhilarating.

Great people and great vehicles are the essence of this great British company, which has recently been rated by Bloomberg as the best UK employer for 2016. Jaguar Land Rover's size, growth and culture mean that there are extensive development opportunities. Indeed, over the past five years the company has doubled sales, more than doubled employment and tripled its turnover.

Jaguar Land Rover is investing significantly in its future by creating very special vehicles for its customers and, just as importantly, by employing and developing the people that will help ensure its continued success.

LIFELONG LEARNING: THE JAGUAR LAND ROVER ACADEMY

The company is committed to investing in skills and in 2015 launched its Academy, the first of its kind in the UK automotive sector. The new Academy offers all Jaguar Land Rover workers the opportunity to take part in continuous development programmes to enhance their careers and provide the skills the company needs.

- * First of its kind in the UK automotive sector, Jaguar Land Rover Academy will deliver a world class, highly skilled workforce
- * £100 million invested in technical and business skills last year, including supply chain skill development
- * "Lifelong Learning" career development programmes to be offered to the company's entire global workforce of almost 38,000, from recruitment to retirement
- * Run in partnership with WMG at the University of Warwick and other leading universities
- * Last year 8,900 employees undertook academic and vocational qualifications ranging from NVQ2s to PhDs.

To find out more

The Career Transition Partnership can help with further information on:

- * Finding employment at Jaguar Land Rover
- * The company's 'Inspiring Tomorrow's Workforce' training programme for early service leavers

Those who think they might be eligible for the company's "Wounded, Injured and Sick" work placement programme can contact jlrafsc@jaguarlandrover.com to find out more.

Further information is also available at:
<http://www.jaguarlandrovercareers.com/>



Make Your Career Fly With Morson



Precision technology, complex manufacturing and innovative design are just three key components of the aerospace and defence industry.

"This specialism comes from personal investment, several of our recruiters and account managers (including myself) come from an ex-Forces background."
- Pat McMullan



It is a pioneering sector that develops some of the world's finest examples of high-performance engineering, which is why it needs a specialist workforce to support it every step of the way.

Morson International are a market leading recruiter for the engineering industry with aerospace and defence being their primary sector. As the UK's No.1 Technical Recruiter, Morson have hundreds of exciting opportunities for aero-technical personnel. Operating since 1969, the company has grown rapidly and were recently voted Best Large Recruitment Company at The Recruitment Business Awards 2015.

Providing both blue and white collar staff to military and civil projects, Morson has 12,000 live contractors operating across several sites in the UK. With nearly 50 years' experience specialising in aerospace and

defence recruitment, Morson excels at working with ex-Forces personnel to help them find a career when they transition to civilian work. Pat McMullan, a Morson Account Manager explains: "This specialism comes from personal investment, several of our recruiters and account managers (including myself) come from an ex-Forces background." Morson's experience combined with a client base of high profile companies in the aerospace and defence sector means that they offer some of the most exciting careers in the industry. At present Morson has excellent opportunities throughout the UK, Europe, the Middle East and North America.

"We are always interested and available to speak with candidates looking for their next opportunity."

- Chris Moore



Morson International is committed to supporting and developing the entire landscape of aerospace and defence. Last year the company spent £1.6 million on training which included aerospace apprenticeships. Morson not only help professionals now, but are thinking about future skills and the evolving needs of their clients and the industry. One initiative that demonstrates this commitment is a partnership with Engineering UK, a not for profit organisation which works in partnership with

the engineering community to promote the vital role of engineers and engineering to society.

Morson are scheduled to attend all 2016 CTP events nationwide and will be exhibiting at the MRO Europe in Amsterdam and AP&M in London later in the year. These events are a great opportunity to engage with the aerospace and defence community. Chris Moore, Commercial Manager at Morson says: "We are always interested and available to speak with candidates looking for their next opportunity."

Training and Development



Contractor Care

Morson recruits the best candidates for temporary and permanent recruitment requirements and in return ensures that their candidates are provided with comprehensive candidate care.


Morson have dedicated candidate services support teams, focused on providing a full support package to all temporary and permanent candidates across the aerospace and defence sector. From payroll advice and services, to assistance with UK and overseas legislation, Morson ensure that their candidates have access to

everything they need to fully equip them for success in a new role.

As well as a contractor care team, Morson also performs contractor surgeries to ensure worker satisfaction and to help them with new process implementations. The contractor surgeries are fully flexible and can be performed onsite, offsite and by web link, covering a variety of topics from timesheet process to facilitating contract changes. It is also an opportunity for the recruiters to check in with their contractors to ensure they feel fully supported.

Check out the new Morson website and follow Morson on Facebook, Twitter and LinkedIn to keep up to date on their latest job opportunities and events. Find out how their specialist recruiters can help you by visiting www.morson.com.





Want to become a licenced aircraft engineer...

...study with KLM UK Engineering

Study for your EASA Part 66 Aircraft Maintenance Licence with KLM UK Engineering.

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Our online self-study programme is fully supported by our experienced instructional team.

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ELCAS Number 4624

 **KLM** UK Engineering

For further details please contact elarning@klmuk.com

Have you ever thought of extending your military career into civil aircraft maintenance?

So – you can fix a PC board, you can fix a Tornado TR4, you can fix a Eurofighter Typhoon, a Sea King Helicopter, a Rolls Royce RB-199 engine, a 4 ½" Naval Gun, a Sampson Radar System and a Type-45 Destroyer. Now if you can fix all that, you can learn to fix a Grob Tutor, a Boeing 737 and an Airbus A380.

But, in order for you to enter the civil aircraft maintenance industry at a level which is commensurate with your experience, you will need a **European Aviation Safety Agency Part-66 Aircraft Maintenance Licence**. Use the skills you already have to help you achieve the necessary qualification for a career in civil aircraft maintenance. **Total Training Support** have helped thousands of aircraft mechanics to graduate, so... however you study... wherever you study... we have the materials, the technology and the experience to help you achieve an EASA Part-66 Aircraft Maintenance Licence and a career in the civil aircraft maintenance industry.

The **Platinum Flexible Account** is a two-year membership incorporating the flexibility to suspend your membership at any time that you are unable to study (due to overseas posting for example). The Platinum Flexible Account is designed as a sole distance learning vehicle, with support from an **individually assigned, industry expert**. With the Platinum Flexible Account you get:

1. EASA Part-66 study notes for each EASA Part-66 Module, read online, plus an optional hard copy version.
2. Over 21,000 Part-66 multiple choice questions with answers, most with references and explanations, driving an online question-by-question study aid and an EASA Part-66 mock exam generator.
3. Tutorial support - a **real person, a subject specialist**, is just minutes away to help you through.

To find out more about the **Platinum Flexible Account**, the funding available from the **MoD's Enhanced Learning Credits** scheme and to start your training for your civilian career, email us for further information at:

elcas@totaltrainingsupport.com or visit <http://club66pro.com/elcas.php>

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CAREER DEVELOPMENT OPPORTUNITIES WITH HIRE A HERO



CAREER DEVELOPMENT OPPORTUNITIES WITH HIRE A HERO

Are you considering making the move to civilian life? Or preparing to do so and currently in your resettlement phase? A key part of your move to civilian life will more often than not be based around employment, with a steady income offering some security in civilian life.

Having worked in an Armed Forces role, the transferable skills and values you hold are really valuable to employment in civilian life though the difficulty in demonstrating this can be that you lack the civilian and corporate network of contacts to engage you with career development opportunities.

At Hire a Hero we work to bridge the gap between corporates and the service leaver community with promotion of the Corporate Covenant and by engaging and supporting businesses to provide civilian work attachments and on-the-job training to our service leavers.

Our current development opportunities give service leavers the opportunity to gain insights and experience, build confidence and open doors in various civilian employment sectors including finance, retail and logistics.

Getting involved in a development opportunity with Hire a Hero will greatly increase your chances of employment in civilian life as well as benefit you as you grow your contacts and network base.



Fidelity International offers world class investment solutions and retirement expertise. They are a privately owned, independent company driven by client needs and have a vision to deliver innovative solutions for a better future.

In partnership with Hire a Hero, Fidelity are offering a variety

of **civilian work attachment** opportunities to service leavers engaging with Hire a Hero. These include roles in Service Management, Bridge Operations, Retail Operations and Advisor Propositions which can offer role specific insights and more generalised overviews of departments within Fidelity.



Farmfoods are a national retailer with over 330 branches nationwide. They have been specialising in quality frozen foods for over 60 years and pride themselves on providing great food at amazing prices.

In partnership with Hire a Hero, Farmfoods are offering on the job training and development opportunities to those who have served through their **Management Development Programme (MDP)**. Farmfoods

MDP gives candidates a thorough grounding in the business and has them taking on important responsibilities for the business at early stages. The year-long programme will see requirement meeting candidates promoted to Branch Manager on completion with the option to apply for any other roles within the business.

Farmfoods are accepting applications from service leavers for their 2016/17 Management Development Programme until Friday 11th March 2016.

WHAT IS A CIVILIAN WORK ATTACHMENT?

Civilian work attachments are specifically designed to help those leaving the forces gain work experience and sector insights prior to discharge. Civilian work attachments involve spending time working in a particular job role in a specific industry or organisation you are interested to know more about and potentially be employed with in civilian life.

WHAT IS ON-THE-JOB TRAINING?

On-the-job training is training which takes place with the security of guaranteed employment. This type of training means you will be working in a day to day role while receiving a full wage and the benefits of being an employee. During your training period you will be actively working on career progression and development within the business.



DX are one of the largest independent mail, parcel and logistics businesses and are offering those who have served the opportunity to participate in a 'live' role for a short period of time.

In these civilian work attachments you will carry out the duties you would in the

full-time, contracted role, and be a real part of 'Team DX'.

On completion, the DX team will provide, for those in their resettlement phase, a review outlining how the vacancy could fit within your career aspirations following service. For those interested in employment with DX they will work with you to make this a reality.

Find out more about career development opportunities by visiting the Hire a Hero website: www.hireahero.org.uk/work-placement.

"Our current development opportunities give service leavers the opportunity to gain insights and experience, build confidence and open doors in various civilian employment sectors including finance, retail and logistics."



HIRE A HERO

serving those who served us

Registered Charity No. 1143606

REACH YOUR POTENTIAL WITH A CAREER COACH FROM HIRE A HERO



PLUS A JOBS BOARD EXCLUSIVE TO EX-FORCES

Supporting service leavers in transition with good friends, good networks and good luck

Improve your chances with free employment support Contact the charity's dedicated team:



hireahero.org.uk



info@hireahero.org.uk



01495 761084



@hireaherouk



This small tri-service charity was founded in 1920 by Marta Cunningham, an American soprano resident in London, for the 'comfort, cheer and entertainment' of servicemen injured in WWI by Marta Cunningham, an American soprano resident in London. The aim, purpose and ideals laid down by its founder - 'to act generally for the benefit of service and ex-service personnel with disabilities or who are wounded' - remain in force to this day and the NFA's unique role is as relevant as ever.

Each year some 10,000 eligible serving and ex-service men and women are invited to take part in the charity's tailored programme of outings, holidays, events, concerts and Royal Parties. The NFA can also provide televisions and TV Licences

to those who are housebound or have limited mobility.

Beneficiaries of all ages, from all the Armed Services, Regular or Reserve, whenever and wherever they served, are welcome. The breadth of their support is summed up in their motto: 'From Comradeship To Challenge'.

The charity receives many messages of thanks. The comments of one Royal Navy veteran, discharged due to ill health and injury, typify many of them: "There isn't a day when I don't miss the camaraderie of military life. Yesterday I enjoyed long-missed banter with so many ex-service men and women and made new friends. Your charity has made such a change in my life from just one day out. Today I woke up

For 95 years The Not Forgotten Association (NFA) has quietly gone about its work of bringing comradeship, hope and happiness to thousands of serving men and women who are wounded, injured or sick and to veterans with disabilities or illnesses, irrespective of whether their health problems arose during or post service.

feeling happy and positive for the first time in more than 10 years. You provide a wonderful service to the ex-service community."

NFA Head of Events, Rosie Thompson, says: "Our aim is to provide comradeship, fun, a lift to the spirits and, for those recovering from their injuries, a sense of challenge. We enable like-minded people to spend time together and share their experiences. We're really in the business of giving deserving people something to which they can look forward and of putting a smile back on their faces."

As a small charity without the

resources for formal fundraising and no guaranteed income, the NFA relies totally on the goodwill and generosity of those who recognise the value of its work supporting those who have served their country and are suffering.

FOR FURTHER INFORMATION,
PLEASE CONTACT:

The Not Forgotten Association

Tel: 0207 730 2400
www.nfassociation.org
Email: info@nfassociation.org



Not Forgotten THEN

Not Forgotten NOW



We were founded in 1920 to provide 'comfort, cheer and entertainment' to those wounded in the Great War. For 95 years we have continued to support men and women wounded in all wars and campaigns since.

Each year thousands of serving personnel and veterans of all ages benefit from our unique

programme of holidays, outings, concerts and the provision of TVs and TV Licences.

As a small non-fundraising charity we rely totally on the generosity of those who recognise the value of our work. To find out how you may be able to help us continue supporting those who have served their country and are suffering, please contact:



2 Grosvenor Gardens, London SW1W 0DH. Tel: 020 7730 2400

Website: www.nfassociation.org Email: info@nfassociation.org

Charity No 1150541



From Comradeship to Challenge™

BARCLAYS

Every year, through the Armed Forces Transition, Employment and Resettlement (AFTER) programme, Barclays supports thousands of Servicemen and women with their transition into civilian employment after serving in the Armed Forces.

Established in 2010, Barclays AFTER helps to address the issues faced by ex, as well as current Service personnel and aims to highlight the economic value these highly skilled individuals can bring to the corporate world.

Regardless of rank, service, arm or circumstance – they assist in their transition, by providing work placements, direct employment opportunities, CV and interview coaching, and money management sessions, as well as millions in funding for education and vocational courses for Service Leavers through Service charity partnerships.

Barclays knows that ex-military and Armed Forces members have

outstanding experience, skills, and values and so offer an exciting range of career opportunities.

Ashok Vaswani, Group Chief Executive, Personal and Corporate Bank, Barclays said: "We are proud of the difference we are making to the lives thousands of ex-service men and women."

The Barclays AFTER Programme supports everyone who has served in the military, whether regular or reserve. Barclays operates throughout the UK and globally, offering a huge variety of roles.

In addition to employability support, through AFTER, Barclays offers a number of bespoke banking services which help to make banking easier for the wider Armed

Forces and veterans' community.

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In addition to employability support, through AFTER, Barclays offers a number of bespoke banking services which help to make banking easier for the wider Armed Forces and veterans' community.

A military work placement pilot originally took place in Business Banking. Thanks to the success of this pilot, Barclays created and run their own pilot work placement for military service leavers.

Four service leavers joined a number of supportive and very

enthusiastic Barclays colleagues for two weeks. They were shown how projects are delivered at Barclays, how they govern and control them, and how the Programme Management Office supports them.

They also took part in a CV writing and interview skills workshop to give them a head start when applying and interviewing for roles.

Everyone found the experience invaluable. One service leaver said: "This experience and the people that gave their time exceeded all my expectations."

To find out more visit <https://www.home.barclays/AFTERprogramme.html> where you can register your interest on line and get the ball rolling.



The Ministry of Defence
partnering with Right Management

Enhanced Resettlement Provision from CTP

INTEGRATED SUPPORT FOR
ALL SERVICE LEAVERS



The new Career Transition Partnership (CTP) contract between the Ministry of Defence and Right Management commenced on 1st October 2015.

Essentially it is business as usual and any changes will be in addition to the wide range of services and support we have delivered since 1998 as the MOD's official provider of Armed Forces resettlement. The most obvious change you may notice is that we have unveiled our new brand image and logo as shown on this page. We are also excited to announce some other online tools such as an interview simulator and Plotr, a game to match skills and interests to civilian careers.

Under the new contract we are delighted to now deliver integrated support to all Service leavers, regardless of time served or reason for leaving. This includes support for Wounded, Injured and Sick service personnel via CTP Assist (formerly the Recovery Career Services) and support for Early Service Leavers via CTP Future Horizons (formerly the Future Horizons Programme). CTP will also be delivering two trial programmes, which will support spouses and partners of RAF personnel and one for eligible Reservists. Further details of the spouse trial can be found on the CTP website and the reservist trial will commence in 2016.

Read on for a reminder of the wealth of support available to you as you make the transition from the military to civilian life.

WHERE DO I START WITH RESETTLEMENT?

All Service leavers are entitled to resettlement support, consisting of time, financial support, training/upskilling and careers advice.

STEP 1: You are responsible for dealing with your resettlement arrangements and the first step in the process is to speak with your unit Resettlement Information Staff, who offer advice on your entitlement and the administrative process to access it.

STEP 2: You should then make contact with your Service Resettlement Adviser (SRA), in order to discuss your resettlement package and to register with CTP.

STEP 3: CTP provides advice, guidance, training and support to those leaving the military, and also incorporates RFEA – The Forces Employment Charity, who provide lifelong job finding support to Service leavers.

WHAT SUPPORT AM I ENTITLED TO?

The amount of support available depends on your length of Service and your reasons for discharge:



LESS THAN 4 YEARS SERVICE OR ADMINISTRATIVELY DISCHARGED: CTP FUTURE HORIZONS

CTP Future Horizons offers referral to tackle any barriers to employment, and a post-discharge tracking service to ensure personnel gain a route into sustainable employment, education or further training after leaving. Personnel will be referred to the programme upon discharge.

4 – 6 YEARS SERVICE: EMPLOYMENT SUPPORT PROGRAMME (ESP)

The Employment Support Programme is accessed 6 months' prior to discharge and includes a 1 day workshop and one-to-one

Resettlement Support from CTP

interview, resettlement briefs, job-finding support, employment fairs and events, and access (on a standby basis) to vocational training courses. Career Consultant support is also available for up to 2 years post discharge.

6 OR MORE YEARS SERVICE OR MEDICALLY DISCHARGED*: CORE RESETTLEMENT PROGRAMME (CRP)

The Core Resettlement Programme is available to eligible personnel up to 2 years prior to discharge, until 2 years after discharge. The programme comprises a 3 day Career Transition Workshop, one-to-one interview and ongoing access to a personal Career Consultant, along with additional resettlement workshops and briefings. The programme also includes job-finding support, employment fairs and events, and access to vocational training courses, along with travel and subsistence.



*Wounded, Injured and Sick Service Personnel

In addition to the Full Resettlement Programme, CTP Assist is available to help those individuals who have the greatest barriers to employment due to serious illness or injury, through personalised support and Specialist Employment Consultants. Individuals are referred to the programme prior to Medical Discharge.

HOW CAN CTP HELP ME?

CTP support covers three broad areas: Transition, Training and Employment.

From creating a CV through to learning interview skills plus researching and applying for jobs, what the CTP offers can help you not just with your first civilian job, but throughout your working lifetime.

The programme is delivered at nine Resettlement Centres in the UK and one in Germany, along with the Resettlement



Training Centre in Aldershot.

The resettlement provision includes face-to-face support, online resettlement planning via myPlan, the personalised area of the CTP website, and access to our ex-military job board, CTP RightJob.

Successful resettlement requires clear aims, good job intelligence, effective networking and an intelligent approach to employers. It can also help to acquire extra skills. It's therefore vital that you take full advantage of the resources and facilities at your disposal.

TRANSITION

Workshops and Briefings - the first step for most on the resettlement journey is the three day Career Transition Workshop (CTW), which enables you to identify and evaluate those transferrable skills and qualities gained during Service. Following this, you will meet your Career Consultant and create a Personal Resettlement Plan, which will help identify the required steps for achieving your desired outcome upon leaving the Armed Forces.

A range of additional workshops and briefings are available, including Financial Aspects of Resettlement, Housing, Business Start Up, Networking and Interview Techniques.

Events - a full programme of employment fairs, company recruitment presentations and online events is available to Service leavers at any point in the resettlement process, offering networking, research and job-finding opportunities.

Online Support - myPlan, the personalised area of the CTP website, enables Service leavers to manage their own resettlement and offers career assessment activities, video library, Interview Simulator, Plotr career matching game, Personal Resettlement Plan, resettlement tracker and checklists.

TRAINING

When leaving the Service, you get the chance to undertake vocational training to help you shape your future career. CTP delivers an extensive range of job-related vocational courses at Resettlement Centres and the Resettlement Training Centre in Aldershot. This is split into two types; Contract Funded and Non-Contract Funded training: Contract Funded training has been 'pre-paid' for you by the MOD. This offers exceptional value for money and is the best way to make the most of your 'GRT pound'.

Non-Contract funded training can be funded using your Individual Resettlement Training Costs (IRTC) or ELC grants for; it is closely monitored for quality and is very competitively priced.

If CTP does not offer the course you are interested in then you



the lighter shaded elements also available to those with 4 to 6 years' service

are able to find details of courses offered by hundreds of MOD approved Preferred Suppliers on the CTP website. All companies on this list have undertaken a stringent accreditation process to make sure their training is of the highest quality and value for money – so you can book with confidence.

The correct choice of training course can be the vital link between the skills you have gained during your military career and gaining successful civilian employment. Your Career Consultant is on hand to provide advice and guidance on choosing the right training to suit your future plans.

EMPLOYMENT

The Armed Forces equips its employees with a vast range of skills applicable to many industry sectors and CTP targets a wide range of employers to promote the skills, experience and strong work ethos Service leavers bring with them after a military career.

The employers themselves gain a high quality, no cost recruitment service and access to thousands of skilled and qualified individuals.

CTP RightJob is our online job finding service that lists thousands of live vacancies for Service leavers, with new ones being added every day. You can browse and search for available jobs by Industry, Location or Company Name, receive job notifications and alerts via email and submit job applications directly to employers. The website is easy to use and compatible with smartphones and tablets, plus you'll find video tips to highlight features on all key areas of the site. Registration is completed during the Career Transition Workshop.

The CTP Employment Team works closely with local, national and international organisations from all industry sectors to source and match suitable job vacancies for Service leavers. You'll receive regular job alerts based on the preferences listed in your online profile, plus

employers can also search the database for Service leavers with the skills they're looking for, and notify them of current vacancies.

Your career consultant is available to provide advice and guidance on job applications, CVs and covering letters, and the central employment team provide assistance with RightJob, along with links to further employment support where required.

Whilst we are making some changes, be assured that our support and the provision to help you through your resettlement remains unchanged, and will be enhanced in the coming months. We are here for you throughout your career transition - from two years pre-discharge and up to two years post-discharge.

Should you have any questions about your resettlement, please get in touch. You can find a wealth of information along with our contact details at www.ctp.org.uk

My Resettlement

Rhys Dobbs

Ex-RAF Corporal Rhys Dobbs served for 12 years in the RAF, specialising in Survival Equipment. He has recently started his own business, Rhys Dobbs Tree Services. Here, he shares his experience and advice for other Service leavers considering business start-up.

MY MILITARY CAREER

Having served 12 years within the RAF, like many others, I was looking for a new challenge. I'm lucky to have had a varied career, and having served 5 years on the RAF Mountain Rescue Team Kinloss (now disbanded and reformed as Lossiemouth), I developed a passion for climbing. Sponsored by various companies, this passion led me to become ranked at 48 in the Ice Climbing World Cup in 2008, and climbing was something I wanted to make a career from, which is why I chose to become an Arborist.

"Naturally, a lot of people would be daunted by the prospect of leaving a stable job to start afresh on their own, but this was something I relished. As a Corporal, the RAF provided me with the relevant management courses, health and safety training when dealing with risk assessments and more importantly, experience working with different people - which now gives me an inner confidence when dealing with a customer.

"The courses and the opportunities the Service provides are second to none; I had the ability to work with all Services whilst at the same time completing operational tours of both Iraq and Afghanistan, in addition to the successful completion of the All Arms Commando Course prior to going on to Special Forces selection. All of this helped me understand what the military had to offer, but furthermore, what I was capable of.

RESETTLEMENT

"Having decided my next career move and establishing that I was entitled to resettlement, the CTP's Career Transition Workshop proved an extremely useful tool to begin the resettlement process; although I was not reliant on the CV writing aspect, I found that I had overlooked questions asked

by others on the course - so although you may think you have thought of everything, it's always valuable to attend and see what you can gain from it.

"To become an Arborist, you have to undergo a series of qualifications in order to gain your licences to operate in a safe manner on a commercial basis. All the required training apart from my diploma was carried out through the Enhanced Learning Credits programme."

WORK EXPERIENCE

"I wanted to make sure that my chosen career was right for me; all too often things look great from the outside but when it comes to doing the job, it's often raining, cold and miserable. Two years prior to discharge, I volunteered leave to gain work experience to ensure I wanted to enter the industry. It also offered me the ideal opportunity to see how different companies ran, and I was able to use my experiences when forming my business model."

BUSINESS START UP

"Rhys Dobbs Tree Services is a small company based in Amesbury, Wiltshire. We aim to provide services second to none in tree surgery (Arboriculture sector). Established in 2015 we have sustained continual growth and developed a business built on a solid reputation.

"Day-to-day I am dealing with customers both corporate and commercial, from councils and estate agents to schools and residential customers, discussing requirements, pricing the job logistics, adequate equipment, and a completing risk assessments, ensuring that we carry out the job in a safe, professional and timely manner. Thanks to my time in the RAF, I am able to appreciate the health and safety issues that surround this job and manage both the finances and staff effectively.

"When starting out, the biggest obstacle I faced was the insecurity of pay; the capital costs for running a small business were extremely high so I had to have faith and determination to make it work. Secondly, the legislation to run a small business like this proficiently is extremely complex - it's not just about cutting a tree down; pedestrians, traffic, power and telephone companies must all be considered, and I frequently liaise with local councils to ensure we obtain the correct planning applications and power shut downs on time for the job to be carried out. Finally and most importantly, I had to settle into civilian life - dealing with customers I had to learn the 'lingo', in order to explain not just tell them about our services. I had a few funny looks when I started off by customers that must have thought I was barking mad!"

ADVICE TO OTHERS

"My advice to other Service leavers would be remember the seven P's! Prior planning and preparation prevents pretty poor performance. You need to start thinking about your next move three years before leaving the military; there is no point rushing it all in the last six months and ending up in a job you hate. I'm lucky that I meet new people every day, and every job I quote for is a challenge.

There are days the weather is against you it's a terrible occupation, but I was prepared for this before I left. For those thinking of self-employment, save - capital is the key, keep loans down and fund as much as you can from day one. But mostly, enjoy it! It's a hard and very stressful transition, and its full of ups and downs even if you have a job to go to, but a cool head followed by plenty of support, focus and determination will see you through." ●



Approaching the civilian job market with confidence

Utilise your resettlement toolkit to ensure maximum success post-discharge and beyond



Leaving the Armed Forces can be a daunting experience, but with the right preparation and full use of the tools available to you via the Career Transition Partnership (CTP), you'll be ready to approach the job market with confidence.

The CTP is here to support you from up to two years pre-discharge to two years post-discharge, so it's important to use your resettlement time wisely and ensure you're well prepared.

RECOGNISE YOUR TRANSFERRABLE SKILLS

The first port of call for most Service leavers is the 3 day Career Transition Workshop (CTW), in which you'll start thinking about your future career plans, and identify the wealth of skills you can bring with you to the civilian world. Tim Cairns, CTP Head of Transition says "Alongside the technical skills developed during your military career, you'll also have gained many 'soft skills' that are extremely attractive to employers - from leadership, working under pressure and knowledge of

health & safety, to team work, organisation and commitment to getting the job done. The CTW will ensure you can effectively translate your military experience into a format recognisable in the civilian job market".

Tools available include:

- myPlan: online Career Assessment Activities to help you identify what you want from your future career and what you can offer an employer; review your key achievements; and define your interests, skills and strengths
- Plotr Career Matching Game: an interactive game that helps you identify jobs that match your personality, interests and skills
- Interview Techniques Workshop: a one-day follow-on workshop focussed on honing your interview

skills and preparing you for the different interview formats you may encounter, with plenty of opportunity for practise

- Self Employment Awareness Workshop: a one-day workshop delivered by X Forces, aimed at helping you identify whether self-employment is right for you
- Other Service leavers: during the CTW you'll have the chance to meet other colleagues also going through the resettlement process, and to learn from their experiences

RESEARCH THE JOB MARKET

The next step is to identify which industries or job types you will target. On day 3 of the CTW you will meet your Career Consultant, who is available throughout your resettlement journey to provide advice and guidance; this is your time to discuss your future ideas and to create a Personal Resettlement Plan which will shape

your resettlement journey. You may already have a clear idea of what you want to do next, or you might still be looking at all the options available to you - either way, it is important to complete as much research as possible. Remember that the job market is constantly changing, and differs greatly depending upon geographical location and industry sector, so it's important to stay up-to-date with the latest industry news in your region.

Tools available include:

- Industry Sector Briefs: online briefing documents for all the major industry sectors, which are regularly updated by the CTP employment team with industry news
- Regional Employment Bulletins: the bulletins are updated monthly by the CTP Employment Team, and contain the latest vacancies and job market news for all UK regions
- Employment Events: the CTP regularly hosts events including Job Fairs, Company Open Days and Live Online Chat events with employers - these all give you the opportunity to research different companies and jobs
- CTP Employer Focus Directory: an area of the CTP website containing microsites from employers committed to recruiting Service leavers - their pages contain company information, application hints and tips, and case studies.

COMPLETE RELEVANT VOCATIONAL TRAINING

Having identified the industry/ industries you'll be targeting, you now have the opportunity to undertake training courses to help shape your future career. "The training you choose is not an end in itself but part of the route along your resettlement journey", says Liz Taylor, CTP Director of Training. "It needs careful planning and consideration before committing any time and funding to it. You should, of course, do your own research but also use the knowledge and expertise of your Career Consultant who is there to advise and guide you towards the correct choice."

Tools available include:

- Career Consultant: you can access your Career Consultant via phone, email or in person throughout your resettlement
- CTP RightJob: search for live job vacancies on the CTP's ex-military job board RightJob or other job sites, and see what the required qualifications are
- CTP Website: listing a wide range of vocational training and, where CTP doesn't offer the training you are looking for, courses from MOD Preferred Suppliers
- Second Line Service Resettlement Advisor: to inform on allowances and entitlements

CREATE TARGETED CVS AND COVERING LETTERS

Whilst it is important to have one generic CV and covering letter, it is vital that you tailor these for each job application that you make. This ensures that you highlight the areas in which your experience matches the job description, making it easy for the employer to see why you could be the right person for the job.

- Online CV Builder: use this online tool to create a draft CV in four simple steps
- Career Consultant: if you have any questions or want to get an opinion on your application before you submit it, you can always contact your CTP Consultant
- Online Resettlement Guide: CV Writing

- Career Transition Workshop: you'll spend time creating a CV during the workshop, and the CTW workbook provides a refresher of this information along with plenty of examples

GET NETWORKING

"Networking is more than shaking hands and exchanging business cards", says Jennie Pittam, CTP Key Account Manager. "We network every day without thinking about it – from talking to your barber about business during a haircut to being introduced to a 'friend of a friend'! Of course there are more formal ways of networking, but the thing to remember when job searching is that everyone you speak to offers a potential networking opportunity". As you get ready to apply for jobs, think about the contacts you already have in similar industries – you never know, they could lead you to your next opportunity.

“

Networking is more than shaking hands and exchanging business cards

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Tools available include:

- Online Resettlement Guides: Professional Networking & Social Media and LinkedIn
- Networking Workshop: a one-day follow-on workshop that introduces you to both online and offline networking techniques
- Your existing contacts: some examples of potential contacts in

your network are: Neighbours, Co-workers, PTA members, Teachers, Training Providers, School and college alumni, Politicians, town council members, Service providers – doctor, dentist, lawyer and Trade Association & Institute contacts.



By using your resettlement time wisely and allowing yourself sufficient time to think about your next steps, you'll be fully prepared to approach the job market and secure that all-important next career post-military. And don't forget, CTP support continues throughout your job search and post-discharge via the CTP Employment Team.

Visit www.ctp.org.uk to find out more about the resettlement package and ensure you register for resettlement with your Service Resettlement Advisor from two years pre-discharge. •

Finding work

Find the right job can be difficult and transferring into a career after the forces brings its own set of challenges.

Using a reputable, specialist recruitment agency is advised.

The team of experienced consultants and aviation specialists at Aeropeople have compiled the following specific advice.

C.V. - don't be too generic, if you are an engineer list all machine types you have worked with – remember your c.v. will be searched on databases for key terms and include all variations to allow for such searches. Also remember that in an ideal world you adjust your c.v. for each application pointing out skills relevant to that job.

Define what you want and do your research - work out exactly where you want to work and your ideal type of roles – have a clear idea of anything else you would consider. Talk to the right people - professional recruitment organisations such as Aeropeople have access to numerous vacancies that never get advertised.

Contract or Permanent – a contract vacancy can open up doors and opportunities that you would not have imagined – keep an open mind to contracting

Don't give up - do at least one piece of positive recruitment activity each day.

Network - never underestimate the importance of contacts - use LinkedIn to connect to people you know and have worked with as well as specialist recruiters.

Aeropeople have a wide range of changing commercial and military requirements and are currently looking for Q course qualified fastjet mechanical avionic and weapons specialists to work in partnership with UK defence contractors and

overseas military organisations. We are also looking for rotary electricians and mechanics across various parts of the UK – contact us for further details. In addition to the global civil and military requirements and as part of the Marshall Aerospace and Defence Group, Aeropeople deal with the recruitment across the whole group, (i.e. Land Systems, composites, design... etc), we assist with all levels of staff from machine shop and manufacturing to executive level and deal across all disciplines. •

MORE INFORMATION

Find out more by visiting www.aeropeople.com 01233 373 333



We have opportunities for skilled Aircraft engineers across the full spectrum of Aviation skill-sets, servicing a wide range of Civilian / Military Fixed and Rotary wing platforms. As part of the Marshall Aerospace and Defence Group we deliver solutions to an expanding range of Civil & Military organisations.

Current specific requirements include permanent and long term contracts in the UK, EU and Middle East covering the following trades:

- Fastjet Aircraft Maintenance Planning Engineers
- Typhoon Mechanical, Armament & Avionic Technicians
- Qualified instructors – ATC, Avionics, Supply Chain, Life Support and many more disciplines
- Tornado Avionic Specialists
- Simulator Technicians and Operators.

Aeropeople provide leading specialist recruitment services to a wide range of companies across the Globe.



Aeropeople also offer a range of training courses (initial and refresher) including Fuel Tank Safety, EWIS, Safety Management Systems and Human Factors.

If you are interested in any of the above opportunities or would like to discuss your career options with one of our experienced consultants please contact us today.

E: cv@aeropeople.com
W: www.aeropeople.com
T: +44 (0) 1223 373333

Opportunities in Higher Education

If you're serving or simply looking to the future you might find that you can enter higher education in one of the UK's universities using your Enhanced Learning Credits.

One such academic institution that has set its stall out to recruit service personnel is Lincoln University. Its Military programmes are designed to allow serving and ex-serving members of all three services, as well as their MOD civilian colleagues to achieve academic recognition of their extensive work experience and formal training.

An approved learning provider under the Armed Forces Enhanced Learning Credits (ELC) scheme, the University of Lincoln has invested more than ten years of research and development to evolve our Military degree programmes.

Recognising the significant operational experience and training of military and civil service personnel, the programmes are open to all suitably qualified and experienced officers, NCOs and under exceptional circumstances other ranks.

Typically, students take 18 to 24 months to complete their studies. However, flexibility is a key feature and the University of Lincoln do permit students to formally interrupt their studies for a period of up to 2 years in light of OOA or other such commitments.

Typically Lincoln offers first, second and foundation degrees in logistics management, engineering and communication and business, retail and human resource management. A spokesman for the university said: "Our work based distance learning opportunities for Military and Civil Service personnel offer a number of management-focussed programmes in a range of disciplines.

"It is normally expected that applicants for these programmes will be working in a relevant specialism within the Military or Civil Service."

Lincoln University has clearly identified the routes to funding and enrolment on the different level of courses:

The Enhanced Learning Credit (ELC)

The ELC scheme is designed to complement the SLC scheme by providing larger scale help to personnel who qualify, with a single payment in each of a maximum of three separate financial years, to help pay towards the cost of higher-level learning. ELCs may be claimed for learning which is an integral part of and results in the cost effective achievement of a nationally recognised qualification at Level 3 (A level and equivalent) and above as defined by the National Qualifications Framework (NQF)/Qualifications and Credit Framework (QCF) (England and Wales), a Level 6 or above on the Scottish Credit and Qualifications Framework (SCQF) or, if pursued overseas, an approved international equivalent higher level qualification.

ELC awards are available at two "tiers": the "Lower Tier" level of up to £1000 per annum for those with four or more years' eligible service; and at the "Upper Tier" level of up to £2000 per annum for those with eight or more years' eligible service.

Providing they meet all the criteria, personnel may make ELC claims in up to three separate financial years (which need not be consecutive and may be a combination of lower tier and upper tier funds) either while in service or for up to ten years after leaving. ELC funds may be directed at one learning purpose (such as successive years' study towards a particular qualification) or different purposes in each of the three years.

For further guidance look at the official Joint Service Publication: The Enhanced Learning Credit Scheme - Part 4 - Chapter 3 (PDF)

The Standard Learning Credit (SLC)

The SLC Scheme allows personnel to obtain financial assistance for learning costs. You are able to claim 80% of your course fees up to a maximum of £175 per Financial Year.

To qualify for SLC funding, the course of study must lead to a nationally recognised qualification, have substantial developmental value and directly benefit the Service. If you are receiving funding from other Services sources you will not be able to claim SLC. Most types of learning provision, including that which is based on a Distance Learning Package are eligible for funding under the Scheme.

You must enrol on the SLC scheme before applying for your chosen course of study and before paying any money; you will not be able to claim for a course of study retrospectively. To do this, please visit your education staffs to complete the necessary forms and to check that your course is approved for funding purposes.

You will be able to claim your refund upon completion of your course of study or at the end of each academic year if the course runs over several years.

For further guidance look at the official Joint Service Publication: Armed Forces Learning Credits Scheme - Standard Learning Credits 4-4.

The Free Degree Scheme

Publicly funded Further & Higher Education for Service leavers (Also known as the PF FE/HE Scheme)

Just before the 2008 summer recess of Parliament the Government announced a package of cross-government support to Armed Forces personnel, their families and veterans. One of the strands of the Service Personnel Command Paper commits to providing Service Leavers (SL), with access to a first full Level 3 qualification (equivalent to two GCE A levels or vocational equivalent), or a first higher education qualification (a foundation degree or first undergraduate degree or national equivalent) free from tuition fees.

Since the announcement in the Command Paper MOD has consulted with the Department of Innovation, Universities and Skills (DIUS), the Learning and Skills Council (LSC), the devolved administrations in Scotland and Wales, the Enhanced Learning Credits Administration Service (ELCAS), the three Service Directorates of Education, Defence Resettlement staffs and other key players to implement the Government's commitment and devise an application

process similar to the ELC claims process to enable eligible SLs to apply for qualifications starting academic year 2009/2010.

The support is aimed at those SL who will benefit the most and the application system is no different from the current ELC rules other than the state (MOD and the relevant national education authority in England, Scotland or Wales) pay for the tuition fees in full rather than the individual making a contribution towards the cost.

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 4 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 17 July 2008;
- meet the UK's residency requirements to qualify for full state subsidy;
- be undertaking at least the equivalent of 50% of a full time course;
- Undertake learning with an approved provider listed on the ELCAS database as a PF FE/HE provider and ensure the chosen course also receives funding.

More information on Lincoln University's facilities and educational opportunities for military personnel and service leavers is available on its website, www.lincoln.ac.uk/home/lbs/militaryprogrammes where you can watch testimonial videos of successful former military students.

Introductory enrolment and tutorial days are hosted by the University at the Lincoln Brayford Campus for students who have completed the admissions process.

Whilst these are not compulsory as the degree is designed for students who are unable to visit the University Campus, they give new students the opportunity to meet with teaching and administrative staff and to gain an appreciation of the University Campus and associated facilities.

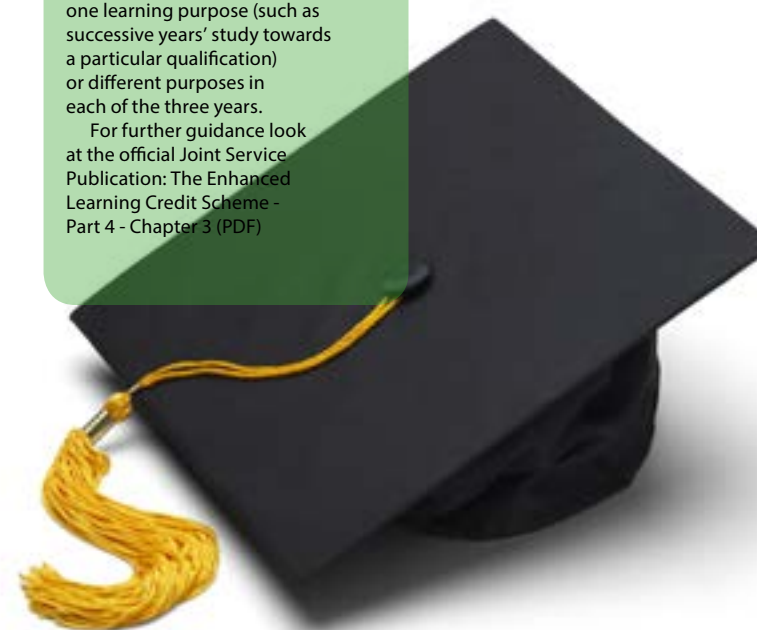
Following formal enrolment, payment of fees and issue of University identification and library cards, the day will give you a chance to meet with your Programme Leader and

associated administrative staff as well as the tutors for your first three modules.

Lincoln is one of many universities that welcome service personnel as well as service leavers and time spent on research is time well spent. And don't forget you can also consider part time study with The Open University.

OU qualifications are designed to be flexible. You can study full or part time, vary how much you do from year to year, or even take a complete break. Age is no barrier.

There are no entry requirements. With the OU, the only qualifications that matter are the ones you leave with. If you have the commitment it takes to study with the OU, they do everything they can to help you succeed. For more information, go to the OU website www.open.ac.uk for details of courses on offer. Alternatively you can telephone the OU on 0300 303 5303. Postgraduate courses are also available.



Setting your direction with online learning at

Leeds Beckett University

Experience in the Armed Services naturally equips you with world-class expertise gained when you have to secure successful outcomes for the security of Britain and its allies. To translate this experience into civilian language, however, requires an assessment of personal strengths and development needs, including an identification of the work to be done. This skills analysis often leads to a course of study providing a bridge to your new career.

A course of study has a clear mission: personal mastery of an area of knowledge and the skillset that goes with it – and interesting, if unfamiliar, territory to be navigated. The rewards are significant – not least the sense of achievement and recognition by others. Importantly, it's personal work: the academics challenge students to make the best of themselves, although success is mostly a matter of personal discipline and resilience – signals of character that employers recognise and seek out.

Additionally, studying for a qualification needs careful planning and sustained effort. However, the personal logistics of post-Services life, with jobs and commuting, can get in the way. This is where online learning at Leeds Beckett University comes in: it offers the same academic challenge, personal skills and sense of community that a classroom course does, but it's convenient, handy and time-efficient. Course participants can find it easier to reconcile the demands

of study and of life – there's no time wasted in commuting, for example.

As distance learning courses offered by Leeds Beckett University are eligible for ELC Scheme funding, we offer several courses, delivered online from the heart of a large, thriving, successful university. Leeds Beckett is a very well-established university: our origins go back to 1824 and we have over 28,000 students, in four faculties, from 100 different countries. We have 2,900 staff spread over two campuses, a network of international partners, and major badges of distinction such as an award-winning library service, Investors in People "Gold" and Customer Service Excellence. Our disciplines range from management, business, civil engineering and computing, to health, teacher training, politics, tourism and sport, all underpinned by a vibrant and robust research programme. Leeds Beckett is also a key centre for leadership training in the "Northern Powerhouse" region.

We've been running distance learning courses for over 15 years. Our portfolio of online courses includes: Executive MBA, MSc Accounting (top up), MA Sport

Business, LLM (International Business Law), MSc Computer Security, MSc Facilities Management, MSc Building Services Engineering, MSc Quantity Surveying, MSc Building Surveying, MSc Responsible Tourism, MSc Travel Business Leadership, MA International Relations, MSc Public Health: Health Promotion, MSc Psychology Conversion, Postgraduate Certificate in Education, MA English Language Teaching, amongst others.

The Leeds Beckett online Executive MBA (Masters of Business Administration) is designed to encourage you to develop the skills and qualities needed in managing commercial and public sector organisations. In particular, it enables students to shape their leadership skills for a post-Services employment setting, looking at business and organisational problems with a fresh pair of eyes, understanding and applying strategic thinking and improving analysis and decision making skills. In other words, it makes participants fluent in the many, often complex, languages of business and organisational life. Our MBA was developed in consultation with the Chartered Management Institute (CMI), so students, on successful completion, can earn up to three additional awards from CMI. These are Level 7 Diploma in Strategic Management & Leadership, Level 8 Certificate in Strategic Direction & Leadership and Diploma in Management Consultancy. Participants will master key business disciplines: Strategic Management, Contemporary Marketing, Accounting

and Finance for Decision Making, Organising and Managing for Performance. You will hone your leadership skills in the Self Effectiveness and Leadership Performance module, and the Business Consultancy Project offers participants the chance to address a strategic problem related to a real organisation. In addition, students will choose two of four option modules: Advanced Project and Risk Management; Cross-cultural Human Resource Management; Forensic Accounting; and Consumer Behaviour & Research.

The Leeds Beckett online Executive MBA is delivered via an e-platform developed by the education giant, Pearson. Accessing an easy-to-use "virtual learning environment", participants will follow a structured, organised weekly programme, with introductions, activities, readings (all online), and access to a community and collaboration tools on your course. Participants will have regular contact with our tutorial team as they progress through the course, with 24-hour access to course materials – where and when they need it.

An MBA is widely recognised by business and government organisations in civilian life. With three starts a year, plus the opportunity for ELC funding, it is easy to access the course and get on with your career.

EDMUND HEWSON

DIRECTOR OF DISTANCE LEARNING,
LEEDS BECKETT UNIVERSITY

PUT YOUR ELC TO WORK WITH AN ONLINE EXECUTIVE MBA THAT WORKS AROUND YOU

As an approved learning provider under the ELC (Enhanced Learning Credits) Scheme, an Executive MBA from Leeds Beckett University will enable you to develop your managerial style and the skills you need to succeed.

We appreciate the operational and strategic experience you've gained through your time in the Armed Services and our internationally recognised management qualifications will expand your knowledge, transforming you into a strategic thinker with a global perspective.

We are proud to be ranked 1st in the UK for our virtual learning, online library and technology; and with three intakes per year plus 24/7 access to course materials, our online Executive MBA offers you the flexibility you need to study around your life and your work, giving you the opportunity to specialise in a range of subjects such as marketing, finance, operations and strategic management.

Discover more at leedsbeckett.ac.uk/mbaonline



LOOKING TO THE FUTURE.



Your country needs you!

No one needs to tell you that resettling into civilian life will be a challenge, that the economy is still in recovery or that it might be tough to get a decent new job – those things are givens. What someone does need to tell you about is the huge opportunity that's open to people with your particular set of skills and how you can take advantage of it.

You've already developed great communication, leadership and organisational skills during your military career and there's no doubt you excel at teamwork, problem solving and adaptability, all of which are very valuable to the job market. But did you know that there's a huge demand for science, technology, engineering and mathematics (STEM) skills in the UK?

Filling the skills gap

Employers are crying out for people with STEM skills and are increasingly struggling to find the staff they need. According to The UK Commission for Employment and Skills, there will be two million new jobs between now and 2020 that will demand higher STEM skills than in the past. Maybe you're already working in a military engineering, intelligence, medical or analyst role? Maybe you're not but you're interested in developing your career in this direction?



Exploiting opportunities

The MOD looks to your future by being strongly committed to your resettlement, giving you access to help and tools to set you up for civilian life. One of the ways it does this is by working closely with The Open University (OU) to invest in your education. No matter what rank you've achieved, where you've served or what trade you're in, the OU can help you to develop an exciting career path making you more attractive to a civilian employer.

With over 600 OU modules to choose from, across a wide range of subjects, including Business School qualifications, you really can develop your career in any direction. However, if you are interested in developing STEM skills, then OU study can set you up for a solid career where your skills will be heavily in demand.

Choose from a range of cutting-edge science, engineering or mathematics courses and study at certificate, diploma, degree or masters level. If you want to develop your technical skills then the OU is a certified Microsoft IT Academy and a Cisco Academy, offering programmes that are highly valued in the IT industry.

Getting financial support

As you're in the Armed Forces, you're eligible for significant financial support (whatever you choose to study) through Resettlement Grants and the Enhanced Learning Credits (ELC) scheme – an MOD scheme that makes a considerable financial contribution across three years. You can take advantage of these initiatives when applying to study with the OU.

Fitting study in

There's no denying that OU study requires commitment and self-discipline but you've already got that. The distance learning approach enables you to fit study around your changeable personal and professional life. No matter what branch of the Forces you're in, you can adapt your study schedule around your military commitments, earning a valuable qualification wherever you're stationed.

To find out how the OU could help you broaden your career horizons or be better equipped for civilian life, visit www.openuniversity.co.uk/easyresettlement.



LOOK TO THE FUTURE.

You know the importance of looking ahead.
Not only in your Service role but in your career.
Whatever your role, wherever you are stationed,
you can develop your career or your interests
without disrupting your professional and personal
commitments. So can your dependants.

All you need to do is take advantage of the special relationship between The Open University (OU) and the UK Armed Forces. Pick from over 600 OU and Open University Business School modules and make the most of the cost, flexibility and quality benefits on offer. More than 1,200 of the British Armed Forces and the Merchant Navy are already doing that.

For further information visit the OU Forces www.openuniversity.co.uk/easyresettlement and ELCAS www.enhancedlearningcredits.com



BENEFITS.

LOW COST

The OU is ELC approved and you are eligible for support for your OU costs on most of our modules.

FLEXIBILITY

The OU is the UK's only university dedicated to distance learning. Our flexible materials let you work your studies around shifts and postings, even when on active duty. You can sit your exams overseas.

SUPPORT

The OU is world-renowned for the depth of support it offers to each and every student. You'll have a personal tutor to guide you through, and feedback on your studies.

QUALITY

The OU is ranked amongst the top UK universities for the quality of its teaching. An OU qualification is highly valued by employers. More than 30,000 sponsor their staff on our modules – including Airbus, BAE Systems, Deutsche Telekom, NHS, FirstGroup, Foreign and Commonwealth Office, Pfizer, Rolls-Royce, Royal Bank of Scotland and Telefonica.

ADVANCE



ADVANCE



Troops to Teachers

Anyone in the armed forces, especially if you are or were an officer or NCO, will at some time in their career have been in a position where they were training others. Put it another way, you've been a teacher!

If you feel that this is an area that you have enjoyed and succeeded in a government initiative to attract former servicemen and women into the classroom could be for you.

The Government has recognised that service people have many transferable skills which are badly needed in our schools. As an Armed Services leaver, you can bring invaluable skills and experiences to the classroom by training to teach – where you could have the opportunity to apply for a fast-track Troops to Teachers course leading to an honours degree with Qualified Teacher Status (QTS).

Two-year Troops to Teachers

courses are for non-graduates and combines employment-based training with academic study. You'll train in a school in your home location and:

- be employed as an unqualified teacher at a minimum of 80% of the unqualified teacher starting salary
- train to teach in school four days a week, and engage in degree-level learning activities on 'study Fridays'

You'll need to be able to demonstrate, through your qualifications achieved in the

Armed Forces or elsewhere, that you have sufficient evidence of academic achievement and specialist subject knowledge to support your development.

The minimum eligibility requirements for the course are:

- English language and maths GCSE (or equivalent) grade C, plus science if you want to teach primary
- a minimum of 120 subject-related Credit Accumulation and Transfer Scheme (CATS) points if your current qualifications relate

specifically to your chosen subject for teacher training a minimum of 240 credits if your qualifications are not specific to your chosen specialist subject for teacher training, but they are related.

Your qualifications can be either academic (for example from the Open University), or professional qualifications like Command, Leadership and Management or Defence Train the Trainer courses. Experiences can be formal roles either as a trainer/instructor, or applying the subject you wish to teach.

FINDING NON-GRADUATE COURSES

Troops to Teachers is led by the University of Brighton and delivered through a consortium of higher education institutions comprising:

- Bath Spa University
- Canterbury Christ Church University
- University of Huddersfield
- University of Reading
- University of Southampton
- University of Staffordshire
- Delivery schools

For further information simply contact troopstoteachers@brighton.ac.uk or call 01273 643 598.

CLASSIFICATION AS AN ELIGIBLE SERVICE LEAVER

To be eligible for a Troops to Teachers course as a non-graduate, you will usually have served for at least four years, and are within five years of your discharge date at the start of the programme.

Complete the Troops to Teachers registration form which can be found on line (visit <https://getintoteaching.education.gov.uk/explore-my-options/specialist-training-options/troops-to-teachers>) and they will send you further information.

A number of open days and events are held throughout the UK and details of these is published on the website.

The University of Brighton, which leads the initiative fully explains the application procedure on its website <https://www.brighton.ac.uk/courses/study/troops-to-teachers-non-graduate-programme.aspx>

THE INTERVIEW PROCESS

If you are selected for interview, you can select a date from a number of options through the University of Brighton's applicant area – you will be invited to register on the applicant area after you have submitted your UCAS application and details of referees.

Interviews are held at locations throughout England. As part of the interview day we will need to confirm your ID (passport or driving license), your service record and the original certificates from your qualifications. The interview day will include a written exercise, a group presentation task and an individual interview. You will receive all necessary details with your invitation so that you can prepare fully. At this stage you will also be asked about your preferred location and any potential delivery schools that you may already have had contact with.

SECURING A DELIVERY SCHOOL

As this is an employment-based route, you will only be able to enrol and start the programme if you are successfully selected and employed by one of the schools that have been recommended as your match. You would normally be supported through a maximum of two matching attempts. Once a school has selected you, they will organise a Disclosure and Barring Service check and occupational health clearance before offering you a 0.8 contract for the Monday to Thursday employment-based element of the programme. You will then enrol as a University of Brighton student and we can prepare you for the start of the programme.

WHAT HAPPENS IF THE INTERVIEW IS SUCCESSFUL?

The interview will verify your suitability for the Troops To Teachers programme and the offer of a place at this stage will always be 'conditional'. This means there are certain conditions you must meet before you can secure your place. These will include passing the professional skills tests (more information on these below), if you have not already done so, and providing certificates of any equivalency tests and other qualifications. The key condition that will apply to all applicants will be to secure an employing delivery school for the duration of the programme. The university staff will support you through this process and work to set you up with an interview in an appropriate school.

PROFESSIONAL SKILLS TESTS

The professional skills tests are compulsory: you will not be able to start your training without having successfully completed them. You can book these tests in advance, and the Department for Education strongly advises you to take the tests soon after you have submitted an application.

They state: "At the university we recognise that these tests present a real challenge to some candidates and we recommend that you prepare carefully before attempting them as you are limited to only three attempts per test. For this reason we will not insist that Troops to Teachers applicants have passed the tests before attending an interview; although having already passed the tests may give you a clear advantage, we will be prepared to consider your capacity to pass them."

Easy Resettlement's £100,000 Training Giveaway Starts Here!

Over the next few pages you will be able to view numerous courses from various training providers who are backing this campaign.

Our main aim is to assist service leavers by giving you totally free training regardless of your age, rank or entitlements.

We would like to thank all of our partner companies for making this possible and helping to ensure that you, the service leaver, will have the best possible chance of gaining future employment by offering absolutely FREE training to gain civilian recognised qualifications.

With these free courses on offer all you need to do to qualify is simply email the company whose course you are interested in, please include £100k in the title along with information on when you joined service, when your exit date is, if you have had any other similar training and whether you are entitled to any resettlement or ELC funding? Each training provider will have their own dates for making the draw and announcing their winner(s). In most instances the winners will be notified by email, each company will have their own terms and conditions such as use by dates that they will be happy to inform you of.

There is no limit to how many courses you are eligible to apply for, however we do ask that you only enter once per course/company taking part in the campaign. You will see that there are courses available in most industries, if however there are particular

courses you are interested in that we have not yet included then please call or email us and we will try to find something for you.

This campaign is only possible due to our advertisers so please do let them know your thoughts on our campaign. Our aim is to make next year's campaign even bigger and better, so with your support in applying and spreading the word about these free courses, may well help next year's campaign be in the region of £250,000 worth of free courses.

We aim to make Easy Resettlement magazine the best forces resettlement publication freely available, if there are any features or topics you would like to see more of please let us know. Good luck to you all, please remember these are free courses readily available to anyone regardless of your age, rank or other entitlements. There are lots of courses available so please inform any friends or family that may benefit from some free training.

Our website www.easyresettlement.com has a section where you will be able to view these courses all through 2015. Simply click on 100k partners to view the course information on offer from each company. You can also subscribe for free to receive each issue being sent to your email address. ●



PQMS Training Ltd

Accredited
training provider
Established in 1999..

We deliver apprenticeships and vocational qualifications to a diverse range of industries including Construction and Utilities, particularly Power, Gas, Water and Telecoms. We offer training internationally and nationwide as well as from any of our EUSR gold approved training centres located in the UK and Ireland. Each year we offer and deliver thousands of training courses including bespoke courses tailored to your company's needs, all are fully accredited by City and Guilds, SQA, IOSH, Lantra, EUSR, CIEH and CITB to name a few! Last year we taught over 4,800 students including ex-service personnel and fresh starters with a 94 % pass rate, all of whom are now working in their qualified profession. We are the leading provider of BT accredited courses and offer the best training facilities and course rates in the UK. We really are a unique one stop training solution. Contact our customer services before the 1st of April 2016 to find out how you could win 3 weeks of training costing £2250 in one of the following areas:

- Electrical
- Smart Metering
- Gas
- Telecoms (Copper or Fibre)

Please also take a look at our website to see the extensive range of course we have to offer; http://pqms.training/welcome/about_pqms_training

- CITY & GUILDS CONFINED SPACES**
- Working in Low Risk Confined Spaces

Facilities Management

- Working in Medium Risk Confined Spaces
- Working in High Risk Confined Spaces
- Emergency Rescue & recovery of Casualties from Confined Spaces
- Managing Work in Confined Spaces

These qualifications cover all aspects of confined space working from lone working in Low Risk Spaces right through to the full management and planning of Confined Space work, including the planning and actuating of Emergency Rescue. All of our City & Guilds Confined Space Courses are Water UK approved, allowing you to work in any space within the Water Industry, as well as all other utilities.

- CITY & GUILDS SMART METERING (ELECTRIC, GAS & DUAL FUEL)**
- City & Guilds Electrical Qualifications
 - 17th Edition
 - PAT Testing
 - Building Regulations (Part P)

City & Guilds Gas Training (GAS Safe Registered) All of our Electrical, Gas & Smart Metering Qualifications are accredited by City & Guilds and adhere to the newest standards, including the 17th Edition Electrical Regulations and the Gas Safe Register. We work with various energy companies, including some of the 'Big Six' to ensure that our courses run to the best industry standards and out students leave PQMS with the highest standard of training and employability.

OPENREACH CIVILS
City & Guilds/Openreach Fibre Accreditation
We offer a wide variety of Openreach accredited modules, covering all aspects of the Openreach network. As the leading provider of Openreach training & accreditation in the UK we can combine these modules with any of our other courses, and each other, to build bespoke training packages offering immense flexibility and employability

- EUSR UTILITY EXCAVATIONS**
- Category 1 – Location of utility Services
 - Category 2 – Safe Excavating Practices
 - Category 3-5 – Install & removal of Trench Supports (Deep Excavations)

Our EUSR Approved Utility Excavations courses cover all aspects of Deep Excavation and are mapped to the highest National

FIND OUT MORE

http://pqms.training/welcome/about_pqms_training

Fitness and Nutrition



Discovery Learning

Discovery Learning specialise in providing fitness and nutrition training courses and are taking part in the 2015 £100,000 training giveaway!

Discovery Learning offers a wide variety of courses within the fitness industry allowing people to start a career from scratch or up skill in areas they are interested in. To take part and be in with a chance to win a free course enter your contact details, your exit dates and funding entitlement. You can choose a course that you want to complete up to the value of £1,800.

DISCOVERY LEARNING COURSES
LEVEL 3 PERSONAL TRAINER COURSE
Our Personal Trainer packages are flexible and can be completed at a time that suits you either full time of part time. We also give you the opportunity to specialise in different areas with our L3 and L4 Master PT qualifications, here you can create a niche for yourselves with our L3 Sports Massage Therapy qualification for example or our L3 Pilates or Yoga or perhaps a L4 Obesity and Diabetes management course; whichever route you are interested in, we can help.

Our learning approach is varied and flexible, we run full time, part time and online courses. We also offer free transfers and 0% interest on payments for all ELCAS students.

Our full time courses are Monday – Friday 9am-5pm and are intensive, but the quickest route to the industry.

Our part time courses are blended learning so comprise home study then practical attendance days. Depending on which venue you choose these attendance days may be at the weekend

or during the weekday.

Our online courses can be completed as stand alone and all work is submitted and completed electronically.

If a combination of this is more suitable then we can accommodate that too, along with which venues are chosen to attend. All you need to do is discuss your preferred option with our sales team and they can plan everything for you. ●

OTHER COURSES RUN BY DISCOVERY LEARNING:

- Level 2 Gym Instructor
- Level 2 Exercise to Music
- Level 2 Children's Fitness
- Level 3 Strength & Sports Conditioning
- Level 3 Personal Training
- Level 3 Pilates instructor
- Level 3 Exercise Referral
- Level 3 Sports Massage Therapy
- Level 3 Pre and Post Natal
- Level 4 Obesity & Diabetes Management
- Level 4 Lower back Pain
- Mixed Martial Arts
- Suspension Training
- Spinning Instructor
- Childhood Obesity
- Circuit Training
- Kettlebell Instructor
- Core Strength & stability
- Strength & Conditioning
- Sports Nutrition

CONTACT

Tel: 0208 543 1017,
email: info@discovery.uk.com or visit: www.discovery.uk.com



ORCHID Risk Management

Orchid are pleased to confirm their partnership with Easy Resettlement magazine £100,000 training give away.

Orchid Risk Management is an independent, global risk consultancy specialising in Executive Protection, Maritime Security and Training Solutions. We work with a broad range of clients and not only understand but manage the risks and opportunities whilst operating in complex environments. We support clients by providing strategic consultancy, expert analysis and in-depth investigations. Providing practical assistance and support across all genres. Our unique combination of services, our geographical reach and the trust our clients place in us ensures we can help them effectively solve their problems. With a global footprint, Orchid provides a broad range of services to help our clients maintain political integrity and manage their security risks and requirements.

OUR PEOPLE

Extraordinary people work at Orchid and we are proud of our diversity, breadth of experience and our world-class skills. There is a unique dynamic within our business, our team are passionate about their role, from delegate training to acting at the sharp end of a protection team in complex and often difficult environments.

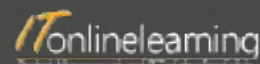
With a wealth of knowledge and diverse perspectives, Orchid has the expertise required to tackle our clients' most complex problems. We are united behind our company values and commitment to providing our clients with the best possible consultancy and training services. Orchid draw upon experienced personnel from the UK Special Forces (Military & Police), Royal Marines and other specialist military units ensuring that we only employ the highest level of qualified personnel to meet our client's requirements.

TRAINING

Our cadre of Instructors from credible backgrounds, fully qualified with vast industry experiences to deliver your specific training requirements. Close Protection, Maritime or Medical, we have a course to suit you. Our recently formed Medical Training Unit (MTU) will be offering a number of courses from First Aid at Work to Offshore Medics and Tier II Medics operating in remote areas. Orchid are pleased with the our new developments in the Medical Training sector and are proud of the training courses we deliver which we believe are industry leading. We are proud to be a part of Easy Resettlement magazines £100,000 training give away, that is why we are offering the FPOS and Close Protection course combined as a prize to one lucky winner. Simply send us an email with your contact details, along with your preferred dates for training. You will automatically be entered in to the draw and we will notify the winner by email. ●

CONTACT

Email: ep@orchid-office.com



ITonline learning

ITonlinelearning is a training provider that specialises in online IT and Project Management e-learning courses.

Passionate about helping people to increase their employment and earning potentials, ITonlinelearning offers tailored training solutions and financing options to suit all budgets. ITonlinelearning is an ELCAS approved provider (ID: 6447). Therefore, being an approved learning provider for the MoD and a Member of the Enhanced Learning Credit Provider list we are able to accept credits for a number of our IT and Project Management courses.

We are so confident in the quality of our training that we offer free, no obligation, trials from our Demo Library to allow our potential students to fully explore our courses and make an informed decision.

Our expert Course and Career Advisors are available to offer insight into career training needs and to assist in determining the ideal study path to suit the goals of our students. We pride ourselves in offering our students superior quality training, as well as support and encouragement throughout their studies.

We are passionate about making training affordable for everyone irrespective of whether you are an experienced professional or just starting out in your career. Our Course and Career

Advisors always ensure our clients are happy by delivering excellent tailored advice and customer service.

ITonlinelearning is proud to be a part of Easy Resettlement magazine's £100,000 training give away where we are offering one course as a prize to one lucky winner. All you need to do is to send us an email with your contact details along with the date that you joined, when your exit date is and which course you would like to win. Winners will be notified by email.

A few of the courses that we offer:

- PRINCE2 Foundation and Practitioner
- Agile Foundation and Practitioner
- TOGAF 9 Level 1 and 2
- ArchiMate 2.1
- Business Analysis Foundation
- Lean Six Sigma
- CompTIA A+
- Certified Ethical Hacker
- Adobe Photoshop CS6
- CIW Web Design Professional
- Java Developer
- MCSA Courses

The benefits of studying with ITonlinelearning:

- Unlike in a classroom, you can pause and rewind as often as you need to
- You can study at your own pace – anywhere, anytime
- Prepare to pass your exams with confidence using our extensive exam simulators
- Studying is broken down into "bite-sizes" to improve memory retention
- Unlimited access to the course and practice exams for 1 year
- Flexibility to choose which courses you want to study
- Perfect for brushing up on skills and preparing for interviews

Choose ITonlinelearning and rest assured that your training needs will be catered for with the care and efficiency that you deserve. ●

CONTACT

Email: <http://itonlinelearning.com/> or call 01795 436969 or 0800 160 1161



Bristol Management Centre

Bristol Management Centre has been providing dedicated Resettlement courses for military personnel for almost 40 years.

From the very beginning our approach has been, first and foremost, to provide practical hands-on instruction and learning in order to give Service Leavers the means to quickly acquire the knowledge and skills to convert their many years of management experience to suit the demands of the non-military world. Our instructors are all highly experienced practitioners drawn from the top levels of management, who can give you real-life insights into things you really want to know about. This means that you hit the ground running when it comes to job interviews, as well as when you start in your new appointment. In addition you will acquire qualifications which will act as neon lights on your CV and, of course, qualify you to use ELCs to the best advantage. We are also a CTP Approved Provider which means that we can offer you a wide range of fantastic value packages which neatly fit the funding you have available. For further details, see our website or for your chance to win a free course through Easy Resettlement magazine's £100,000 training give away, simply send us an email with when you joined service along with your expected exit date and please state which course you would like to win. We will be selecting winners throughout this campaign and will contact winners via email.

All Level 7 courses are residential. Residential costs are not included in the prices quoted here. All courses are offered in ELC-friendly combine packages.

There are no examinations as such in the core Programme, but during their attendance at BMC, delegates are able to complete the assignments for the course and thus achieve a Master's Level qualification.

Bristol Management Centre is accredited to deliver qualifications on the UK Qualifications & Credit Framework (QCF) at Level 7 (MBA level) which thus makes the Executive Management Programme eligible Enhanced Learning Credit support. ●

- Other Courses run by BMC
- PRINCE2 - Project Management
 - MSP - Programme Management
 - MoR - Managing Risk
 - Managing Change
 - APMP - Project Management

CONTACT

Email: training@bmc.ac.uk or call 0117 949 1500



Flying Fish

Flying Fish trains commercial maritime professionals and instructors of water sports and mountain sports. We are very proud to be part of Easy Resettlement magazine's £100,000 training give away.

At Flying Fish you can become a Yachtmaster, learn to crew on Superyachts, become an Instructor in Water sports and/or Snow sports. With over 20 years' experience in the UK, Australia, Canada and Greece, Flying Fish offers expert coaching and real adventure opportunities. Our most prestigious course and part of Easy Resettlement Magazine's £100,000 training give away, is our Yachtmaster Traineeship. We are operating this course from our UK base in Cowes, on the Isle of Wight in the challenging environment that the Solent offers.

Our yachtmaster course is an 11 week, intensive, zero-to-hero course. You need no experience to join just a passion for travel and life at sea. We strongly believe this course is the best value intensive yachtmaster course to be found.

The first section delivers nine weeks of practical and theoretical yacht training. Practical training includes: Sail trimming / Boat handling under sail and power / Passage planning / Navigation and pilotage / Passage making and watch keeping / Safety and emergency drills. The theory syllabus covers: Passage planning / Yacht and crew preparation /

Navigation and chartwork / GPS and electronic aids / Meteorology / Tidal heights and streams/ Vessel stability / Safety equipment and procedures / Collision Regulations (IRPCS).

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Flying Fish is approved by the UK Ministry of Defence Career Transition Partnership (CTP) as a preferred supplier of training to service leavers from the United Kingdom's Armed Forces.

FUNDING FOR TRAINING

If you are entitled to MOD Resettlement funding as part of the transition to civilian life, you can use it towards any vocational training course with Flying Fish.

CAREERS ADVICE

At Flying Fish we are always happy to give personal advice on training opportunities and career planning for civilian life.

STANDARD LEARNING CREDITS (SLC)

Make the most of your available SLC funding by discussing the application process face to face with your Resettlement Officer.

ENHANCED LEARNING CREDITS (ELC)

If you are entitled to ELC funding you should check which Flying Fish courses are eligible in our Enhanced Learning Credits section.

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CONTACT

Visit our website www.flyingfishonline.com, email us mail@flyingfishonline.com or better, call us for a chat on +44 1983 280641



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Develop your unique knowledge and experience and graduate ready to inspire the next generation.

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troopstoteachers@brighton.ac.uk
 01273 987790

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PQMS are now a ELCAS Approved Training Provider for MOD leavers

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for details of our programmes delivered at the Defence Academy of the United Kingdom

Project Firefly

Seamless Transfer from Regular to Maritime Reserves

There is a real Buzz around Project FIREFLY, which is aimed at offering the service leaver the opportunity to remain associated with the Naval Service and its unique way of life, through a Seamless process into the Maritime Reserves (MR), either Royal Naval Reserve (RNR) or Royal Marine Reserve RMR).

Since its launch in April 2013 Project FIREFLY a Naval Personnel Team (Reserves) led Initiative has attracted over 400 highly-skilled personnel to transfer. Personnel who are making a valuable contribution to the Future Reserves Whole Force concept and enjoying the added benefits for their spare time commitment. ●

BENEFITS

For a commitment of just 24 days RNR and 26 days RMR benefits include:

- Extra money, pension and an annual bounty (currently upto £1,725). All in addition to any service pension accrued or civilian benefits secured.
- It provides opportunities for continued professional development and promotion.
- A two year harmony period safe in the knowledge you will not be compulsory mobilised
- Remain a part of the Naval Service and its unique way of life.

MORE INFORMATION

For those still serving you can find out more in 2014DIN01-130 "Entry into the Maritime Reserves (MR) for all Tri-Service Serving Personnel," alternatively get in touch by calling 023 92625534 or Email: navypers-restpa@mod.uk the team look forward to hearing from you. Ex-Regular personnel should contact their local Armed Forces Careers Office or the 24hr Contact Centre on 0345 607 5555. Further details are also available at: www.royalnavy.mod.uk/careers



THE SEAMLESS TRANSFER FROM REGULAR TO MARITIME RESERVES

You could apply to transfer from Regular to Maritime Reserves by using PROJECT FIREFLY's 'Seamless Transfer Scheme'

For more information: call 02392 628 677 or e-mail navypers-restpa@mod.uk

Further details can also be found in 2014DIN 01 - 130

THE JOURNEY DOES NOT HAVE TO END!

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Forces Recruiting offers FREE membership

Forces Recruiting Limited is a web based company providing service leavers with a wealth of information and opportunities for those undertaking their resettlement process. We speak with David Hale the business development manager about their opportunities and how they see the resettlement process for service leavers.

David states that "the resettlement process, although still daunting, is getting better each year with many more companies working together to provide all the information required for those about to leave the armed forces." He said: "Initially we offered recruitment and training opportunities on a CD Rom around 10-12 years ago. This was sent out free of charge and included advertisements and information with web and email links to show what was available to the service leaver."

"Since then things have changed and we now produce the Soldier 2 Civilian DVD which allows video footage to be seen from recruitment and training companies as well as franchises offering more information than just magazine style static advertising. The videos are hosted on our website and allow companies to show their premises and workshops or classrooms, they also allow for case studies to be heard from people who may work for the company or that have attended their training courses. This enables viewers to gain more information before making enquiries with those companies, meaning they are aware of what's on offer to them."

In addition to the Soldier 2 Civilian DVD the website includes a list of current and active ELC providers. This allows service personnel to search for companies by name or by key words to search for a certain trade or industry. The companies have their name and address listed along with

their contact telephone numbers, email and website address and a list of ELC courses they offer. There are currently around 200 to search from making Forces Recruiting one of the most visited forces websites.

As well as the list of elcas providers you will see recruitment, resettlement, education and franchise sections that have full page adverts and editorials from companies looking to provide you with that extra bit of information. They will also appear within the Soldier 2 Civilian yearly handbook which is published in the spring as a handy A5 booklet. It will contain the full page advertisements and editorials as well as case

studies. David explained: "This is due to many of our advertisers not having the video clips for the DVD but still wishing to inform you of their offers, course dates and employment opportunities."

"We work alongside various governing bodies and organisations such as the British Franchise Association, known as the BFA, who give the essential information on what makes a good franchise. Included is information from various forces charities and we are proud to have previously raised £5000 for Combat Stress, which is our chosen charity. Combat Stress provide a great care plan and support network for those who suffer from PTSD

and we feel this is a charity that deserves our continued support as they are helping those who have protected us by serving their country and may be suffering from the after effects of doing this."

"We are now in the process of offering free membership to all service personnel and will be able to send them the Soldier 2 Civilian DVDs as well as the yearly handbook by post or by email, also keep them informed of all the latest forces news, employment opportunities, training courses and offers, pension news, and much more."

There is no sign up fee or annual subscription fee as it really is a completely free service to

anyone who is leaving the armed forces in addition to those who may have left many years ago and want to keep an eye on new vacancies and opportunities. You will be able to submit your CV which Forces Recruiting will keep on file and send to its affiliated companies who are looking to recruit Ex-forces personnel.

David continued: "The best advice I can give for those about to leave or that have already left the armed forces is as follows:

"Consider what you want from your next career, for some people it may be job satisfaction, others it may be a monetary requirement, you may be looking for a completely new challenge and change of career or feel more comfortable doing what you know best.

"Be sure not to under sell yourself, all too often we hear of people not having the confidence to properly put their self forward or being able to translate their true value. The key skills you have gained whilst serving in the armed forces will stand you in good stead with future employers.

"When applying for positions tailor your CV for each vacancy rather than sending out standard CV's. Highlight why you are

suitable for consideration, focus on your skills gained whilst serving and include them in civilian language and terminology, try to avoid abbreviations and keep it simple.

"Research and be pro active, although we are here to assist you by offering numerous opportunities it is down to you to research the industries and gain the information you need before taking the next step. Make sure you are prepared well in advance and know the history of the company, look at what it offers its clients, how it values its staff, what the role entails and the chance of future career progression.

"Network. Many opportunities arrive from friends or family knowing the right person. This is often a chance of having a foot in the door. With so many vacancies having dozens and even hundreds of applicants applying for the same positions, a friendly and positive word in the right person's ear may gain the chance of an interview at the very least. Join groups that offer free information as our website does. Also use social media groups such as LinkedIn.

"Practice. You may not have had much experience in this area and even the best of us can get

tongue tied or nervous when put on the spot. If you have already done your research and have translated your CV to civilian terminology you are already half way there. Anticipate questions that may be thrown at you during the interview. However remember this is not an interrogation. It is a way for employers to get to know you and understand how you could fit within that company or department. Although more companies understand Ex-forces personnel and their roles, it is sometimes still a misconception of a screaming Sgt Major bellowing at the top of their voices. So be sure to speak clearly and calmly and remember to be friendly."

David recommends that you should ask questions. Demonstrate you have an understanding of the company. Engage in conversation, try to avoid the "So when do I start?" "How much do I get paid?" kind of questions and consider more subtle questions about how the role could develop in time and prospects of career progression.

In conclusion David Hale said: "These tips are just part of the way we may be able to point you in the right direction. You will also be able to seek some great advice from your resettlement officer

who will be able to assist you. The Career Transition Partnership is another link that has been providing resettlement information for those about to leave. If you have already been through that process there are still many companies who will be able to provide you with the support networks you need for making a successful transition back to civilian life. At Forces Recruiting we understand that you will always be Ex-forces or a veteran depending on your terminology as opposed to a civilian. We have a good understanding of your road ahead."

If you want Forces Recruiting and other partner companies to help in this process then please sign up for free to membership. You can visit the website

www.forcesrecruiting.com to view elcas providers, the Soldier 2 Civilian DVD and many other areas of interest including recruitment, resettlement training, education and franchises. You can also subscribe for free to Forces Recruiting membership and have all this information sent to you in the post or by email. Please feel free to send an email if you have any enquiries and one of the team will be more than happy to assist you. Email **David@forcesrecruiting.com**





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Looking for training?

Leaving the armed forces?

Forces Recruiting Ltd are producing the first comprehensive guide on forces recruitment and training opportunities on DVD. The DVD will be sent out free to ALL service leavers from within the Army, Navy and RAF. Unlike magazines where all the adverts appear the same, the DVD and website that accompanies it offer a much more insightful look at the companies offering to train or employ you. Companies are invited to showcase their premises, classrooms, workshops and trainers by appearing on the DVD. This will also show testimonials from people who have actually been on the course.

Copyright: tankist276



Twenty innovative years in franchising: the gas-elec story

Do you ever think about the careers advice your parents gave you and wish you had listened more attentively? Well, John Davidson can cast his mind back with some satisfaction. His father advised him to learn a trade that would provide the basis for a lifelong career, and John followed that counsel to the letter.



At the tender age of 15, the Belfast boy became an apprentice electrician, acquiring the practical skills that would prove vital in setting up one of the country's most successful franchise operations: gas-elec which this year marks its 20th anniversary.

Yes, it was twenty years ago this year, that gas-elec was born with the then revolutionary offer of a combined safety inspection: a testing and inspection service for both gas and electricity that could be performed by one engineer in a single visit, saving landlords, tenants and homeowners time, inconvenience and money.

In fact, the idea was so revolutionary that one year after opening its doors for business, the company still didn't have a single competitor.

At which point, John had what can only be described as a brainwave: in 1996, he decided to turn his thriving business into a franchise operation.

"We split the UK into 20 different regions to allow our engineers to become franchisees. Then we invested heavily in putting it all together" he recalls.

Why was he so confident his plan would work? "Well, getting

people to directly invest in their own futures is a great way to grow a business further still, isn't it?"

It certainly is. Two decades later, gas-elec has 100-plus franchisees across the country and 15 regional offices coordinating their work diaries, sales and marketing. Those franchisees have provided services to more than 1,000,000 customers, and the company has enjoyed year-on-year growth.

But the reasons for this annual growth have changed over the past two decades and that too is testament to its managing director's brainwaves.

At the beginning of the company's life, franchisees spent their working days carrying out gas-elec's pioneering combined safety inspections – mostly in the residential sector which was enjoying growth at the time, providing housing to those unable to obtain mortgages. Before long, its engineers started doing attendant remedial works too, and annual boiler services. Then the company developed inspection reports for homebuyers, started fitting carbon monoxide alarms and carrying out fire risk assessments, often for HMO's landlords. And when it became a requirement for properties, including rented ones, to be sold with an EPC (energy

performance certificate), gas-elec started providing the documents.

Fastforward to 2016 and private renting is not just enjoying growth – it is fast becoming the new norm. In England, the sector is now home to more than 9m people and 1.3m families. For the first time in modern history, more people rent privately than rent their home from the council or a housing association. And nearly a third of renters expect to be living in the private sector for the rest of their lives.

With this growing number of renters, many of them young people and foreign nationals, comes an attendant army of private landlords: between 1.3m and 1.5m, according to most sources.

market is growing at a tremendous rate. Put another way, a gas-elec franchise is a failsafe investment of your hard-earned money.

Not that joining the company is a get-rich-quick scheme or an option for just anyone who wants to

run a franchise. First, applicants require the appropriate technical qualifications: minimum CCN1 and appliances on the gas side, or if you want to open an electrical franchise, 17th edition City and Guilds and 2394/5.

But John and franchise director Carol Otway are looking for more than technical know-how from would-be franchisees. "You need to be really hungry for success, to really want to run your business, but equally you need to listen to the franchisor and follow our tried and tested system. After all, we have been in business for 20 years, so we must be doing something right!" says Carol.

Investment fee: £16,500 plus VAT

Training: £1,500 plus VAT

Equipment: from £3,300 plus VAT

Paul Cordingley was a marine engineer in the Navy for 13 years before leaving in 2002, aged 30. Keen to employ the technical skills he had acquired and not suffer a drop in pay, he joined gas-elec the same year.

"Gas-elec was a natural fit after the Navy where I had been trained in things such as gas turbine, diesel generators, electrics and refrigeration hydraulics. In other words, I was already dual qualified in gas and electricity: I had the skill set.

"I was very nervous about the transition from military to civilian life, and what worried me most were the financial implications of not having the Forces structuring my life. But, in the event, the transition was really quite easy. I made money from the first year.

"That is partly, I believe, because the Navy had equipped me with the disciplined attitude to work: you keep going until the job is done, or the ship won't sail. So, even after 14 years, I still don't have a civilian mindset. In fact, since I joined gas-elec I have had three weeks off work for sickness in 14 years – and two of them were last year when I really couldn't move!

"One reason I chose the right franchise for me is, without doubt, the amount of research I did before signing up. Head office gave me some telephone numbers for the company's regional managers and safety engineers, but I phoned more. In the end, I must have spoken to about 15 people. It meant I had a very clear idea of the network before I took the plunge.

"My other advice to would-be franchisees is be prepared to do some of your own marketing. My regional office's marketing is great, but it stands to reason that if you really want to grow your business, you should also learn to promote it. You get what you put in.

"I get a lot out too, though: more than £60,000 a year. And because my wife and I are directors of the limited company I have set up, I pay less tax than I would if I was a sole trader. Plus, I get more time with my wife than I did when I was in the Forces when, depending on where the ship was sailing, I could be away for eight to nine months at a time.

"In terms of the future, I intend to continue working the way I am. The size of my territory – which includes Coventry, Rugby, Nuneaton and the south east of Birmingham – is well marketed, so there's more than enough work for years to come. I'll certainly be renewing my five-year franchise terms next year!"



FINDING NEW PURPOSE AFTER LEAVING THE FORCES

After a life of camaraderie and routine, many ex-members of the forces struggle to settle into civvy life. But for those that discover franchising, the mixture of solid support, guidance and freedom, seems to fit the bill

ANDY DARBY:

One such case is Andy Darby. A former Royal Engineer in the Forces, Andy launched his 'man and a van' business eleven years ago. Today, he enjoys a great lifestyle, drives a top of the range sports car and estimates his net earnings are over three times more than his previous salary!

"I'm really happy with the way my business has developed," Andy enthuses. "I began by doing the initial research, meeting the people involved and taking home the information to mull over. Once I'd decided to commit, I undertook the training, which was excellent. At the end of it, I felt confident and supported to get out into the field and begin work."

Initially, this work included undertaking everything from repairs to minor dents, bumper scuffs, dented alloys etc. Within a couple of months Andy was already earning the same level of income he had as a soldier!

But that was just the beginning.

Andy now admits to making 'serious money' as he heads up a multi-van operation spanning three territories, with a ChipsAway CarCare Centre (fixed-base workshop) and a team of trained technicians providing high-quality automotive paintwork repairs to a growing customer base.

"ChipsAway are a huge organisation with the capability to really support their franchisees well," he says. "They even undertake national TV advertising campaigns, which helps accelerate my business hugely."

"I really enjoyed being a soldier," he says, "but I have no regrets whatsoever about my subsequent career choice. I certainly chose the best franchise and have been very happy with my decision to expand. Being my own boss is great, the rewards are there if you're prepared to work hard and the satisfaction of seeing your business become increasingly successful is absolutely fantastic!"



STEVEN DANIEL

Former Staff Sergeant Steven Daniel would agree with every word too. Steven celebrated 24 years in the Army before leaving the Forces in 2012. He was keen to

be independent, and to continue to make use of the skills he'd gained whilst in the forces. "Franchising seemed ideal for me," Steven says. "Whilst in the forces, I needed self-motivation, planning and time management to juggle my workloads, and it was apparent franchising would too. By the time I'd finished training with ChipsAway, knowing I'd got the opportunity to use these skills, and seeing

the support of the management team, I was confident that I'd made the right choice."

Steven's launch was a huge success, with work lined up for weeks ahead almost from the word go. "Ever since, I've always had a full diary and my reputation has spread by word of mouth," he says. "Recommendations now account for over 30% of all my new business leads."

His quality of life has skyrocketed too. "I've got real flexibility, an excellent income and the freedom to choose my own working hours," he says. "Combined with the autonomy to take the business forward, and the support of such a huge national brand behind me – I'm thrilled. I loved being in the army, but I wouldn't change my life now for the world!"

PAUL FABIAN

Former Engineering Officer, Paul Fabian, spent thirteen years in the Forces before taking voluntary redundancy from the RAF. Like Andy, Paul started as a 'man and a van' franchise in 1999, and has since grown and grown the business.

"I could see the potential of the franchise from the outset," he says. "Even back then, being an owner-operator with one van, I could visualise my future path. It was very clear I'd develop things into a management franchise and make a lot of money – and that's exactly what I've done!"

Today, Paul has not one, but two thriving ChipsAway CarCare Centres (fixed base workshops) on adjacent territories, plus a fleet of mobile units and a team of six employees. Busier than ever, they see an average of sixteen cars a day.

Paul agrees that the 'planning side of things' is vital and very similar to being in the Forces: "The realisation

that spending ten minutes at the start of each day planning and briefing staff can save you hours of wasted time later on, is very much an old RAF habit!" he says. His salary, however, is nothing like the RAF.

"It's vastly different," he says. "I now earn at least six times more than I did in the RAF – even allowing for indexation – and my business keeps going from strength to strength! This year was my busiest yet, and I'm looking forward to an increase in turnover again next year."

"ChipsAway is a great franchise," Paul confirms. "I love being my own boss. If I want to earn more, I can set my own targets and work to achieve them, rather than waiting for someone to promote me. Or, if I want to take eight or ten week's holiday in a year, I can, knowing the business carries on without me! I have no regrets about taking this route – there are amazing results waiting to be achieved if you work hard enough."



With over 300 specialists nationwide, ChipsAway is the UK's leading automotive paintwork repair brand with franchisees benefiting from extensive support in the successful launch and ongoing development of their business. The franchise package not only includes comprehensive practical training, but also business mentoring from an experienced franchisee, ongoing franchise development from a dedicated team and full marketing and advertising support including national TV campaigns.

We support, you succeed.

With unrivalled training and ongoing support, together with regular national television advertising, extensive marketing campaigns and a UK-based Call Centre passing on £32 million worth of repair leads last year alone, brand leader ChipsAway provides a proven business opportunity and the potential to turnover £80,000+pa and generate a great living from day one!

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- Full training & ongoing support
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- Potential to turnover £80,000+pa
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*Guaranteed funding is subject to availability and available to candidates approved by ChipsAway International with a minimum personal investment of £15,000. Total Franchise Investment £29,995+VAT.

Supplier recognition awards: Recruitment case studies

1. Case study: Kier Strategic Highways and First Military Recruitment, Special award

Striking up a partnership with First Military Recruitment, which specialises in helping former armed-forces candidates into employment, Kier has been able to successfully access a pool of highly trained people who bring initiative, great team working skills and flexibility to the business. Following a rigorous recruitment process Kier was successful in recruiting 11 new workers. All are ex-military personnel from the Army, Royal Navy and Royal Air Force and have been placed in Kier's Area 3 contract in the south, which includes Surrey, Hampshire, Berkshire and Oxfordshire.

Kier works closely with Highways England to promote diversity and inclusion in the highways industry and proactively engages in recruiting talent with backgrounds in different sectors.

One of the recruits had been blinded in one eye and deaf in one ear when he was shot while on active duty in Afghanistan. He had submitted 173 job applications without a hint of success before being offered an

interview – his first since leaving service. His skills and potential were quickly identified by Kier and he was offered a position as a soft estate operative, which involves horticultural duties around the road network.

Additionally Kier has shared and promoted this recruitment partnership to its sub-contractors, one of which is now also working with First Military.

Nicky Ensart, Diversity manager for Highways England, said:

"Diversity and inclusion is important to us. We're working closely with our supply chain to ensure we bring through the next generation of highways specialists by tapping into diverse resource pools.

"Kier stands out because they are exploring all sorts of talent pools, sharing good commercial recruitment practice with their supply chain and are finding talent that others have missed.

"In this instance, Kier were clearly judging on ability, saw beyond the disability and recruited a talented individual who is adding value to the business."

Kevin Cotterell, Asset



delivery manager for Kier, said:

"We value our relationship with the armed forces on many levels, and were proud to be one of the first companies to sign the Armed Forces Corporate Covenant.

"Over and above the moral commitment to support those that have done so much for their country, the key synergies in employment terms are also very apparent. The type of expertise that ex-forces personnel develop in the military mirrors what we are looking for in our teams working with Highways England, and our partnership with First Military Recruitment has opened up an experienced talent pool of highly skilled professionals."

Joanne Lyons of First Military

Recruitment, added:

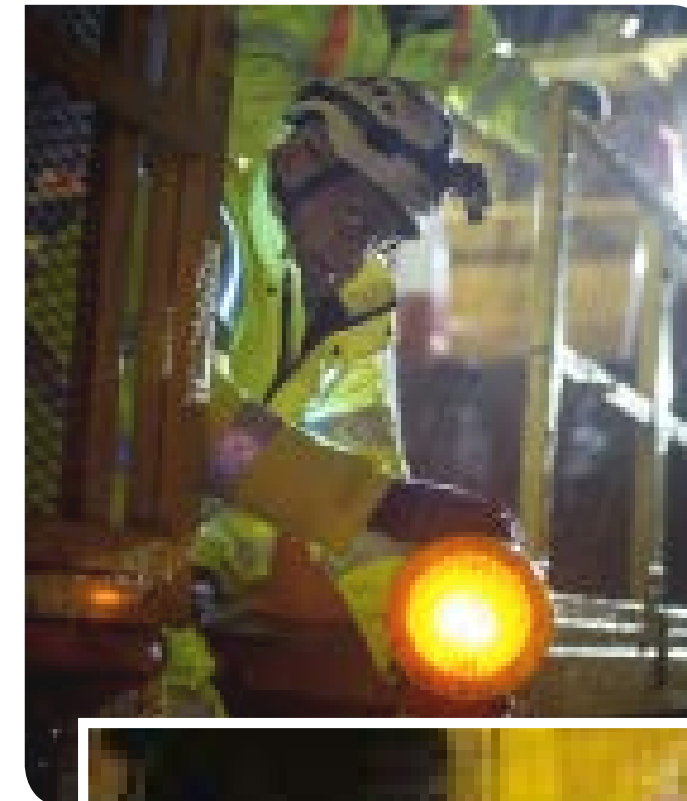
"We are proud of the recruitment support we have been able to provide to Kier which has resulted in this award.

"Kier have recognised the qualities that ex-military personnel can bring to any workplace, namely; tenacity, professionalism, discipline, decisiveness and a 'can do' attitude. Through our relationship with Kier we have been able to introduce our candidates to other supply chain partners within Area 3 and hope to be able to further expand that support across other regions."

"Diversity and inclusion is important to us. We're working closely with our supply chain to ensure we bring through the next generation of highways specialists by tapping into diverse resource pools.

- Nicky Ensart

2. Case Study: Chevron Traffic Management –Building capacity and capability award



As part of various initiatives to bolster their workforce for the future by providing opportunities to people from a range of backgrounds, Chevron Traffic Management is working with British Forces Resettlement Services (BFRS) to recruit Ex-Armed forces personnel. This has already resulted in 15 new recruits joining their business, which makes up 3 per cent of the company's total workforce.

Highways England believes no one should be harmed when using or working on its motorways and A-roads, and the company is finding that the majority of the ex-servicemen already join with a good understanding of health and safety and often possess a professional safety qualification. They also bring other transferable and technical skills from their service – including HGV driving – and unrivalled experience of working in pressurised situations.

As well as providing the recruits with further training for their jobs and opportunities to gain qualifications, Chevron has been promoting this initiative, alongside others, at regular recruitment roadshows around the country and has had further interest from servicemen who are due to leave the military.

Karen Mills, Commercial and procurement manager for Highways England, said:

"We're committed to working with our suppliers to recruit the right people with the right skills and developing those skills for the future."

"This is a part of a series of initiatives where the supplier has tapped into a diverse demographic to find and add to talent."

"I'm thrilled that we are able to benefit from the skills of these individuals and give them new career opportunities."



"We're committed to working with our suppliers to recruit the right people with the right skills and developing those skills for the future."

- Karen Mills



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The Edexcel First Person on Scene (FPOS) is a Level 2 BTEC Award IHCD. The purpose of the First Person on Scene (FPOS) qualifications is to provide immediate life support to the patient pending the arrival of definitive pre-hospital care. Our course delivery is a combination of classroom and appropriate practical scenario based content. This course is suitable for and delivery is dependent to recipient:

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- Community First Responders
- Emergency Services; Fire and Police
- Organisations where an advanced level of first aid is required

Our instructors have first hand, extensive, current and relevant experience across all aspects of all subjects.

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IN SUPPORT OF
THE ELC SCHEME



PROVIDER NUMBER
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An introduction to Backline Logistics

BACKLINE DRIVING, TRANSPORT & LOGISTICS

Backline's core recruitment business focuses on providing drivers (from van drivers to HGV class 1, with multiple skill variations), driver's mates and forklift operatives to companies on both a temporary and permanent basis.

The scope in of clients that Backline work with is impressive, from blue-chip multi-nationals such as Tesco, M&S and Halfords, through to independent local businesses with only a handful of employees. The same level of variation can be found with the type of work available too, with a host of specialities covered including HIAB (lorry mounted crane), ADR (hazardous goods), Skip, RoRo Container and Dray work to name just a few.

Many of the staff registered with Backline for temporary placements enjoy 'guarantee' status, whereby they are offered a minimum weekly income subject to being available for work. The amount on offer varies on a candidate by candidate basis, dependent upon experience, but can be as much as £500 for some contracts. The retention of staff in this way may be seen in the current climate as bold, however the benefits of providing continuity to their clients offers Backline a privileged position within the marketplace and results in increased client satisfaction and retention levels.

Backline Logistics are a regional recruitment business, training provider and logistics operator that started life in Exeter in the late 1990s.

The company now directly employs 60 staff and in excess of 800 temporary staff, which in peak season can reach 1,000.

From its humble beginnings in Blackboy Road (Exeter), it now operates two Exeter branches, one in Marsh Barton and the other at Hill Barton Business Park, with a further six branches plus a head office location, covering six South/South Western counties from Avonmouth to Southampton and everywhere South West thereof.

Over the last four years the company has rolled out four new openings and, thanks to continued linear growth and numerous contractual awards, there are plans to expand the offering with an additional two branches earmarked for 2016.

TRAINING DIVISION & THE RESETTLEMENT JOURNEY

Since our article in the 2015 Summer edition of Easy Resettlement, Backline's Career Transition Partnership (CTP) approved Training Division has enjoyed significant growth, delivering courses for a range of transport and logistics based disciplines including Driver CPC, ADR (hazardous goods), Forklift Truck and HIAB (lorry mounted crane) across the South West.

A key to Backline's resettlement package success is the tying in of the recruitment side of the business with the training side. For example,

a service leaver will register with one of the training packages that Backline offers and, once the training has been completed (or before if appropriate), they are able to register with their local branch of Backline's recruitment business.

To make life even easier, many of the recruitment branches are in the same location as the delivery of the training! This means that Backline's highly skilled recruitment consultants can begin searching straight away for either permanent or temporary placements, as appropriate, to get you working.

From gaining CTP approval in

August 2015, Backline has seen a number of service leavers through a variety of training packages, the most popular option being the Full ADR & 35hours Driver CPC package. One such candidate who completed this package went on to gain a full-time permanent position with one of their clients as an HGV Class 1 ADR trunk driver – making full use of the resettlement training within a matter of weeks post-completion.

To see a full list of the resettlement training options, visit www.backlinelogistics.co.uk/resettlement-packages



www.backlinelogistics.co.uk/resettlement-packages



Last chance to book!

Call **01752 348835**

ADR

20-24 Jun (Plymouth)

15-19 Aug (Avonmouth)

19-23 Sep (Yeovil)

CPC

17-21 May (So'ton)

31 May - 4 Jun (Yeovil)

14-18 Jun (Exeter)



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- BTEC Level 3 Close Protection
(Required for SIA Licence)
- STCW10 (Formerly STCW95)
Covering all four STCW10
modules plus FREE Online Proficiency in
Security Awareness course worth £50
- First Person on Scene, Intermediate (FPOSi)
- NVQ Level 3 First Aid at Work
(ELCAS approved)
- Company Security Officer (CSO)
- Ship Security Officer (SSO)

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TOP TIPS FROM THE MILITARY MUTUAL

How to Maintain a Good Credit Record When You're In the Military

Are you a good or a poor credit risk? You may not know until you submit an application for a loan or credit. The result can sometimes be surprising. Moving around with the Armed Forces doesn't always help your credit score, so here are some useful tips to help maintain a healthy credit score regardless of your location.

How does a credit rating score work?

Your credit score measures you as a financial risk. A poor credit score can make it difficult to borrow money. This can affect your application for credit cards, motor finance, a mortgage and other services such as mobile phone contracts.

How is your credit risk measured?

All lenders want different things and have their own ways of scoring but are likely to take into account details such as occupation, address history, length of employment and annual income.

How to help your application for credit when on the move

- State you are a member of the Armed Forces when applying for credit
- Provide a full postal address including postcode
- Register to vote in the UK, which will put you on the Electoral Register
- Manage your debts and pay your bills on time
- Check your credit report before you apply for any credit

What is likely to make you a poor credit risk?

- Excessive debt with no spare income to support more credit
- Too many credit searches within a rolling two-year period
- Poor credit history such as missed or late payments

For the full article go to: themilitarymutual.com/magazine Tel: 0800 088 22 83



Founded in 1987, Securewest is a leading international security company providing complete global risk management and training solutions, with offices in the UK, USA, Singapore and Nigeria.

Through their experience, knowledge and understanding of the threats exposed to businesses and individuals, Securewest offer a wide range of national and international land, maritime and corporate security training courses. They are an approved adult learning centre, accredited by Pearson and City & Guilds to deliver BTEC and NVQ qualifications **STANDARDS AND ACCREDITATIONS**

The Securewest team is dedicated to ensuring all courses meet international training standards and pride themselves on their quality management systems and are certified to ISO 9001:2008. All Securewest courses are compliant with International Land and Maritime Law and Conventions including the International Voluntary Code of Conduct for Private Security Service Providers, ISPS, SOLAS, SUA and UNCLOS.

The approved learning centre is accredited by the following bodies (where applicable):

- Pearson (Edexcel)
- City & Guilds
- Maritime Coastguard Agency (MCA)
- Department for Transport

THE TRAINING TEAM

All Securewest courses are delivered by highly experienced trainers with considerable, practical land and maritime regulatory environmental knowledge from military and security backgrounds. A key feature is their ability to design and deliver courses to each client's requirements both on and offshore, utilising both a theoretical and practical approach to training.

The Securewest training centre in Plymouth, UK has been tailored to cater for large numbers of students attending the variety of courses. The Training Manager, Paul Symons, formerly of 29 Commando Regiment Royal Artillery commented "We are thrilled to see so many successful candidates pass through our training centre here in Plymouth - we also have the flexibility to deliver the courses at the clients workplace when a group of employees require training."

The Securewest training portfolio is growing year on year and we are delighted to be one of the top training providers in the South West of England."

COURSES

Securewest International continues to develop their ongoing portfolio of wide-ranging training courses - following the successful launch of the Securewest Maritime Firearms Competency course (MFCC), First Person on Scene Intermediate course (FPOSi) and Online Proficiency in Security Awareness course the company is now delighted to announce the launch of their STCW10 course for sea farers and Close Protection (Level 3) to add to their 20 strong course portfolio. STCW10 (PREVIOUSLY STCW95)

All individuals who work offshore whether for commercial vessels, superyachts or on offshore platforms are required to hold the International STCW10 certificate as per the Manila Amendments 2010.

The course covers all four STCW10 modules (Paragraph 2.1.1, 2.1.2, 2.1.3, 2.1.4) and can be booked as a package or individual models and includes a free online Proficiency in Security Awareness course.

The course modules consist of:

1. Personal Sea Survival Techniques
2. Fire Prevention and Fire Fighting
3. Elementary First Aid
4. Personal Safety and Social Responsibilities

Securewest also offer a range of Maritime Security courses to comply with ISPS code, including:

- Maritime Security Officer (ELCAS approved)
- Ship Security Officer
- Company Security Officer
- Port Facility Security Officer

CLOSE PROTECTION LEVEL 3

Securewest is delighted to exclusively announce the launch of their Level 3 Close Protection course with various bundles available, which will allow the students to apply for an SIA licence, courses include:

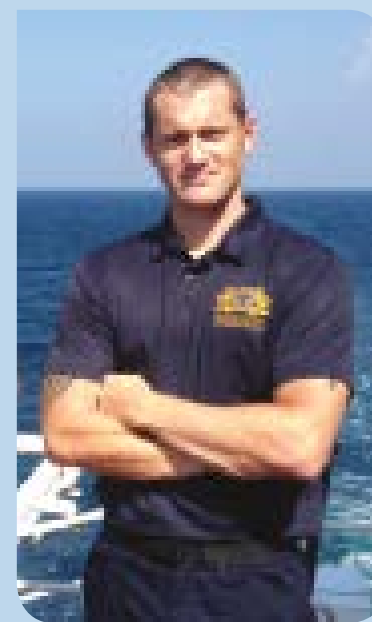
- Close Protection with First Aid at Work
- Close Protection with First Person on Scene (Intermediate)
- Close Protection, First Person on Scene (Intermediate) & Maritime Security Officer

Securewest will also be offering a full security operator course which will encompass Close Protection, First Person on Scene (Intermediate) and Maritime Security Officer courses for a complete package to all land and maritime operational security requirements.

The courses range from 13 -20 working days with the Close Protection modules covering a full spectrum of topics from roles and responsibilities of the close protection to conflict management.

THE YEAR AHEAD

2016 looks to be another exciting year for Securewest with an ever expanding team and more courses currently being development to add to the already extensive range of courses being offered. The team thrive on not just



Kevin Fay Case Study

"Having served 7 years in 29 Commando Regiment RA, I decided to pursue a career in civilian street. After a few low level security and driving jobs I decided I needed to do something more lucrative and something that better uses my particular skill set. After a lot of research, I decided on a career in Maritime Security and in particular in an Anti-Piracy role."

After more research I decided to attend the Maritime Security Officers course run by Securewest International in Plymouth.

With over 28 years' experience, I learned, Securewest were a leading employer within the industry. They offered a comprehensive course, approved by the UK

Maritime and Coastguard Agency and City & Guilds which is run by experienced former Team Leaders, well respected within the industry. Vitrally they offered the opportunity to gain employment with the company given the successful completion of the course.

The course instructor was Paul Symons, Securewest's Training

& Compliance Manager & also a former Close Protection Officer and Maritime Security Team Leader. His experience was evident from the start. Paul's knowledge of the industry was passed on to the students with enthusiasm and his ground knowledge was exceptional and always found time to talk to the students to share his

experiences. I left the course not only fully qualified but with the confidence to carry out the role of a Maritime Security Officer with all the relevant tools and knowledge to do the job well and to the best of my ability. After completing the MSO course and after a successful interview with the company I was offered a position as an MSO with an immediate start.

Eighteen months later and after a vast amount of experience accumulated from working with outstanding individuals and the confidence that only comes from numerous successful transits in an Anti-Piracy role, I was offered the role of a Team Leader.

Thanks to Securewest and working within the frameworks of a highly professional and respected company and its experienced personnel, I have been able to enjoy a job where I get to travel to locations such as Dubai, Egypt and Sri Lanka, meet and work alongside varied and interesting characters, carried out tasks that interests and challenges me and kept not only the long haired general at home happy, but also bank manager. I am also home frequently enough that I never miss out on the little things in life that a serving member of the armed forces knows only too well."

Kevin Fay
Team Leader
Securewest
International.



Forces Pension Society

For the past 70 years, the Forces Pension Society has served the interests of the Armed Forces and their families as their independent pension watchdog. With four schemes now operating, Armed Forces Pensions have never been more complex, so our Pension Advisory Service is busier than ever, dealing with enquiries from our Members.

In this article, Mary Petley from the Forces Pension Society, writes about a form which really matters.

As you head towards your exit date, it can seem that you are bombarded with advice, processes and paperwork. As part of this bombardment you can expect to be required to complete and return is an **AFPS Pens Form 1** – either electronically on JPA or in hardcopy as part of your Leaver's Pack. It is a lengthy form which many people fill in without truly appreciating its importance. This article aims to walk you through the form in order that your intentions are clear and considered, and your understanding of what you are signing up to is sound.

Part A of the form is all about you and there is nothing complicated about it. Part B is really just an instruction panel.

If you are leaving before your Immediate Pension Point (AFPS 75), your Early Departure Payment (EDP) Point or age 55 (AFPS 05) or 60 (AFPS 15), you tick the box and go straight to Part L. About six months before you are ready to receive your preserved or deferred pension(s) you will need to claim on an AFPS Form 8 which will take you through much of the information contained in the Pens Form 1. If you are entitled to receive your pension or EDP straightaway, you simply indicate which scheme or schemes these benefits flow from and complete the Parts indicated alongside your indication. So far so good.

Part C and D are aimed at AFPS 75 members only and are all about Commutation. It

is surprising how many people fill the form in before attending a Financial Aspects of Resettlement (FAR) briefing and then want to revisit what they have indicated in Part D.

Part C simply asks whether you wish to commute – that means do you wish to give up some of your pension to buy a second lump sum. Resettlement Commutation (RC) means that you give up some of your pension until age 55 when it is restored to its original level and increases in line with the Consumer Prices Index (CPI) rises (on the original amount) which have occurred since you left the Service. Life Commutation (LC) means that your pension is reduced for life and, at age 55, CPI increases are applied to the reduced pension. LC is only available to those who were in pensionable service on or before 1 April 1978 and it is only available in respect of pension earned up to 5 April 1980. As the availability of LC is so limited, I will concentrate on RC – the form does, however, sign-post where you can

find out more about both types of commutation should you wish to read up about it.

Part D aims to determine how much you want to commute. The maximum that RC rules allow you to generate as a second lump sum is the difference between the lump sum for your rank and length of service and the lump sum for someone of your rank who has served a full career (37 years from age 18 for an Other Rank and 34 years from age 21 for an officer). You do not have to take the maximum. You can ask for a proportion of it. The lump sum you get is tax free but it is not insurance free and it is not interest free. This means that you will pay back more than the lump sum you have received but, as the repayments are taken from your pension before tax, it is more often than not a very attractive proposition.

The reason that some people want to revisit Part D is that they had not appreciated that, because they were going to a job in the Full Time Reserve Service and their pension would be abated, they would not have enough pension remaining

in payment to pay back the monthly sums required. If there is not enough pension remaining, the repayments come from pay after tax and that removes the tax advantage of commutation.

Part E is aimed at AFPS 05 members and asks about Inverse Commutation, nomination of somebody to receive your lump sum in the event of your death and allocation. Part F covers Inverse Commutation too but includes RFPS members. Inverse Commutation means that you give up some (multiples of £100) or all of your tax free pension lump sum in order to improve your taxable pension – but will you live long enough to break even? Allocation means that you give up some of your pension during your life-time in order that, after your death, someone else can receive a pension for the rest of their life – but what if they die first? Your pension will not be restored to its former level! If you are considering opting for Inverse Commutation or Allocation we strongly advise that you have a chat with a financial advisor before you do so.

A financial advisor may well be able to suggest a way to generate the income you want whilst keeping your capital relatively available to you.

It is always a good idea to nominate the recipient or recipients of any lump sum which may be due. To do so avoids delays in paying the lump sum and provides absolute clarity about your wishes and intentions. It is particularly important if you are living with a partner but are not married. In this event Veterans UK will need evidence of your financial dependence or interdependence with your partner in order that they should qualify for a pension and a nomination to receive your lump sum is very good evidence indeed of your intention that your partner should be provided for.

Part G and H are for AFPS 15 members. Part G gives the opportunity to give up all of the tax-free

EDP lump sum to improve the taxable pension and to give up some pension during your life-time so that someone else can receive a pension after your death. It also invites you to nominate recipients for any lump sum that is due from the scheme. The same advice as given in relation to Part E (above) applies here – make your wishes clear! There is a further option contained in Part G and that is to defer the payment of your pension beyond your State Pension Age (age 67+ for most of you). It is most unlikely that most people will be able to make this judgement with any certainty. It is true that, if you defer receiving your pension, it will be increased but most of us are unable to say what their financial position will be at State Pension Age in order predict whether they might be able to do without their pension for a given time.

Part H gives the opportunity to opt to give up some of the AFPS 15 pension to generate a tax-free lump sum. Rule of thumb is that £1 surrendered generates £12 tax-free, with the maximum lump sum available being worth 25% of the value of the pension pot.

This is not a straight 25% of the pension quoted and, if you are a Forces Pension Society member, we can work out the exact figure for you. Again, many people may feel that they are not in a position to make this decision so far in advance of State Pension Age. Further, the AFPS Form 8 will give you the opportunity to decide whether you want income or a lump sum when you are ready to claim your deferred benefits.

Part J asks for information about pensions which may be in payment from other sources or due from other sources in the future. For most of us the answer will be 'No' but Veterans UK are obliged to ask and it is a question they will ask

again when you come to claim your pension(s). This is all to do with the Life Time Allowance (LTA) and the questions are aimed at establishing whether your total pension savings breach HMRC's LTA. The limit with effect from 6 April 2016 is £1M which would mean that pensions totalling £50K-£55K per year could trigger a tax charge – again, Forces Pension Society Members can come to us for help with establishing whether they have liability and advice on the protections which exist.

Part K requires you to give your bank or building society details. The term 'Roll Number' relates to building society accounts only, so if you are asking for your payments to go into a bank, you ignore that line of the form. Do remember that payments are made using BACS, and BACS is compatible with cheque accounts not deposit accounts. We also advise that you double-check the figures you put in this part of the form as, should you get a digit wrong, unwanted delays tend to occur.

The final part, **Part L**, is about how you intend to use your tax-free lump sum.

Basically, HMRC rules place limits on how much of the lump sum may be used to generate a further tax free lump sum. Again, it is fair to say that those of us with AFPS 05 pensions due at age 65 or AFPS 15 pensions due at State Pension Age will have no idea at all what our wishes regarding investment or otherwise of the lump sum might be 20+ years hence and the answers in the immediate term are probably going to be 'No' to each of the three questions in this part. You will be asked again when you claim your preserved or deferred benefits – at that point you will be much clearer about what you are going to do with your money.

If you are a Member of the Forces Pension Society and would like to ask for further help on completing the AFPS Pens Form 1 or any of the issues raised by it, please contact our pension advisory staff at pensionenquiries@forpen.co.uk.

If you are not a Member but would like to know more about us, please visit www.forcespensionsociety.org.



FIGHTING FOR THE FORCES
AND THEIR FAMILIES

Step on the health and safety ladder

Health and Safety has arguably become an industry in its own right.

Every employer is compelled to have a Health and Safety at Work policy prominently displayed in its premises with an individual designated to have overall responsibility for its implementation.

The Armed Forces have not been exempted and few officers and NCOs will not have some experience of health and safety and the production of related risk assessments. In larger organisations Health and Safety will be the specific task of a manager or indeed a whole department.

With current legislation and the government's desire to improve safety and environmental condition in the workplace, employers are paying increasing attention to providing a safe place to work.

Penalties for non-compliance and failure can be crippling and employers are seeking the best possible people to take on the H&S roles. Most recognise that service personnel make the ideal candidates and a service leaver with the right experience and qualifications could well consider this as a possible career route. There are numerous vacancies for practitioners, consultants and assessors.

You might already have the right experience and appropriate qualifications or you may need to undertake some form of formalised training. There are a number of organisations who provide this service and have identified the suitability of former service men and women for the numerous roles that are becoming available.



Another organisation worth researching is Leicestershire based OMS. The company provides a wide variety of resettlement training courses, for forces personnel, from its centre in Leicester, at heavily discounted rates. All of its resettlement courses offer service/military personnel with the opportunity to obtain professional qualifications in Health and Safety and the Environment. Funding support is available through ELCAS and CTP. The discounted packages include: NEBOSH, NVQ and PTLLS courses.

OMS offers you 15 discounted packages, all tailored specifically for service leavers with internationally recognised qualifications. All are at Level 3 and above, allowing eligibility for funding. OMS course are flexible courses throughout the year, so we can fit around your timescales and other commitments. As all of the packages are modular, you can split these up any way you wish,

either sitting them all in one block, or spreading them out over a 12 month period.

Many of the OMS trainers are ex-service personnel themselves, so they understand the challenges

you are facing and can explain things to be relevant to you.

The ELCAS and CTP packages are designed to provide candidates with professional qualifications in Health and Safety and Environmental Management, with funding support through our accreditations with ELCAS, CTP and IEROC.

Funding Guidance is also provided if needed. OMS staff have a vast amount of experience of guiding forces personnel through the funding process and can offer you support, information and practical advice on where you need to go. The training team will take you through the process step-by-step to ensure that you achieve your maximum level of funding, when you need it.

Barry Wall enlisted in January 1994 and left in April 2009, as a Lance Corporal. He served for 12 years in the Coldstream Guards,

where he was a Guardsman and then a Lance Corporal in the Regimental Police. He served with the Military Working Dog Unit in Iraq, as a Coldstreamer, in 2004 and transferred in 2006. He then served for 3 years in the Royal Army Veterinary Corps, where he was a Phase II Training Instructor and Class II Dog Trainer.

When asked about the career transition he went through, Barry claims this was actually quite painless. Barry chose Health and Safety as a career, as he felt this is a profession with structure and it is a disciplined career field. This appealed to him, as attention to detail and carrying out inspections play a big part in the role of both Guardsman and the health and safety professional.

Barry chose to study with OMS through the ELCAS system. Their information stood out to him and "the range of courses on offer were fantastic". He achieved his NEBOSH NGC, Construction & Fire Certificate, though a discounted package. Barry continues: "I was so impressed with my training, I then arranged for my staff to undertake much needed training also. The training was carried out by professional, approachable instructors with a wealth of subject matter knowledge and relevant

experience in the subjects". Since training with OMS, Barry has secured a new role as an Occupational Health and Safety Manager at RAF Lakenheath.

Barry concluded: "The training I received at OMS was invaluable. The courses I took allowed me to achieve my goal of a career in the health and safety career field. In particular, I would like to thank my tutor for his diligence and expert instruction during my courses. His style of instruction allows the students to grow and develop as health and safety professionals, to him I am, and will always be, grateful".

For more information on how OMS can help you get on to the first rung of the ladder visit website <http://oms.uk.com> and you can download the company's latest resettlement brochure.

Alternatively telephone 0845 199 1912.



Woodward SHE Ltd has over 22 years experience and expertise in training in health and safety management and environmental management.

To ensure that the qualifications presented by Woodward SHE Ltd are totally appropriate to all organisations, the legal structure and procedures, as well as Health, Safety and Environmental legislation will be taught and discussed in detail.

This particularly applies to the NEBOSH Fire Safety and Risk Management Certificate.

Woodward aims to use that experience and expertise not only to help you to pass your course and gain your qualification but also to enhance your career. MILITARY RESETTLEMENT PACKAGES

Service Leavers who are currently undergoing their Resettlement

Phase are eligible for one of our Resettlement Package Scheme. Within the scheme you can select from our full range of NEBOSH courses to build your own tailored resettlement package, up to a maximum of 35 days of training. WHY CHOOSE WOODWARD FOR YOUR RESETTLEMENT TRAINING?

Woodwards experienced and expert tutors provide the highest possible level of tuition and guidance while you are training and its residential courses allow you to immerse yourself in the training so you have the best possible learning experience. On all the courses you will mix with commercial delegates, a great source of useful job market intelligence and contacts.

The company can claim excellent pass rates for all its courses, well above the national average. Successful

completion of the Resettlement Package gives you free lifetime membership of the Woodward Alumni.

After successful completion of a resettlement package with Woodward which meets its requirements you to be considered for a position as one of its Woodward Associates.

Woodward has Approved Learning Provider status in the MOD Enhanced Learning Credit (ELC) Scheme.

More information on the ELC Scheme can be found on the ELCAS website. If you require any further details on any of the courses provided or any further details about how the Woodward Resettlement Package is structured, or you want to provisionally book a place telephone 01228 592614 or email info@woodwardgroup.co.uk. In the first instance you can visit website www.woodwardgroup.co.uk.

enhancedlearningcredits.com for more information.

As part of your resettlement process you will be required to submit forms and applications. All of these forms should be provided by your pay office, but they can also be downloaded from here: <https://www.ctp.org.uk/mod-forms>

Sgt Tony Delaney, SNCO Disposals, Logistics Support Squadron, RAF Leuchars was delighted with his course. He said: "I would like to thank you for the service Woodward have provided and through completing the NEBOSH qualifications

"I have received full time employment on leaving the Services. I wish you and your team all the best for the future and have already fully recommended you to my colleagues."

Putting your emergency skill to good use

If you've served in the Armed Forces you will no doubt have some rudimentary knowledge of first aid; you will be able to cope in emergencies and you won't be deterred by difficult and uncomfortable situations. A career as a paramedic or in the ambulance service could be the career option for you.

ORMS

ORMS (Outreach Rescue & Medic Skills) is an HCPC-accredited paramedic training providers that help you to 'learn while you earn'! If you are still serving and unable to enter full-time education to study to

become a paramedic, ORMS offers a modular paramedic training package that enables you to:

- * utilise your learning credits during your studies
- * remain in employment during your studies
- * plan your studies around your own life
- * be better prepared to practise as a paramedic in hazardous environments.

On completion of the ORMS paramedic education package, you will be able to register with the Health and Care Professions Council (HCPC) as a paramedic, enabling you to seek employment within the NHS or in the commercial sector.

The ORMS Hazardous Environment Medicine Paramedic Award meets all of the HCPC's

educational requirements for today's paramedic in domestic healthcare. The company website claims: "We also develop your clinical decision-making skills, enabling effective practice in hazardous environments." ORMS courses are ELCAS approved, helping you reduce – and spread – the cost of study. ORMS's pricing structure ensures you receive value for money for your paramedic education, while its modular programme develops your understanding of the full breadth of knowledge and skills required of the modern paramedic – the blend of attended modules and home study enables you to select module dates better suited to your own life and work patterns. If you do not yet possess the necessary entry requirements, ORMS offers bridging modules to help you commence your clinical education. ORMS has a unique training facility on the slopes of Snowdonia, a pleasant way to start your paramedic education? ORMS was formed out of a collaboration between two established training companies working in the fields of Specialist Rescue (The Outreach Organisation Ltd) and hazardous environment medicine (Medic Skills Ltd). Outreach has been established for over 25 years and is a well respected provider of rescue and incident management training. Health & Care Professions Council. The course is designed to provide you with all of the academic and professional outcomes, underpinned by experience so that you are fully prepared to make an application.

THE PROGRAMMES

The course academic level is equivalent to Higher education level 5 and requires you to develop your relevant knowledge and skills to enable you to apply to register as a paramedic.

You will undertake a course that is designed to meet the following broad outcomes:

A systematic understanding of the key principles associated with working in the pre-hospital emergency care environment with a particular understanding of the impact of hazardous environments on care.

The ability to deploy accurate and established techniques of analysis and enquiry.

Develop concepts that devise, support and sustain arguments, aid problem solving and use ideas and techniques that are current and up to date.

You will develop the ability to manage your own learning and exploit different sources of evidence to support your learning.

ORMS offer a programme of study that is designed to take you from an introduction to paramedic science up to being eligible to apply for registration with the Health & Care Professions Council.



STEPPING OFF QUALIFICATION

There is a stepping off qualification, ORMS Hazardous Environment Medical Technician, which can be completed by leaving the programme after successful completion of the part 1 modules.

The ORMS Hazardous Environment Medicine - Paramedic Award will only be made to a student after successful completion of all modules of the course.

As a student you will have access

to a range of resources to help you with your learning. ORMS aims to provide a blended learning environment that meets the formal instruction requirements as well as supporting on going learning at your normal workplace. With students being distributed across different parts of the UK (and world) the main focus for learning resources is the Moodle on line learning environment.

ON LINE LEARNING ENVIRONMENT MOODLE

Moodle is a widely used Virtual Learning Environment (VLE) and provides a focus for ORMS staff, Tutors and students to exchange information and views. The benefit of an online environment is that it reduces the requirements to attend Tutor lead sessions (although these can be facilitated on moodle if required) and it can allow you to develop your academic knowledge at a pace and time best suited to you.

ACCESSING MOODLE

You should have received a moodle login identity and password shortly after ORMS has made contact with you. If you need to change or update any information to enable you to login then please contact ORMS WHO will work with you to get you online at the earliest opportunity. For further information, visit the ORMS website at www.orms247.co.uk, telephone the office on 01248 601 546, or email haf.thomas@orms247.co.uk.

LONDON AMBULANCE SERVICE

London Ambulance Service employs around 4,500 people, and everyone has a role to play in keeping our service working for the benefit of our patients.

It has more than 3,300 frontline staff based at 70 ambulance stations across the 620 square miles of the Greater London area, and nearly 450 people work in two control rooms in Waterloo and Bow.

The support services departments also play a vital role in our day-to-day work, from managing our finances and keeping the IT systems working to recruiting new staff and keeping them informed.

And wherever you work in the organisation, there are opportunities for you to develop your skills and progress your career.

For all staff, there is the job satisfaction of knowing that what you do makes a difference.

London Ambulance Service offers a range of other benefits as well.

* A minimum 27 days' holiday each year, increasing with service.

* New NHS employees from April 2008 will be eligible to join the Amended NHS Pension Scheme which provides membership to a final salary scheme with pension linked to pay near retirement. Other benefits include life assurance, dependent benefits, voluntary early retirement, ill-health retirement benefits and the option to increase retirement benefits.

* Access to a round-the-clock employee assistance programme.

* Personal and professional development and training opportunities.

* Interest-free travel season ticket loan.

* Childcare voucher scheme.

* Access to occupational health and counselling services.

* Access to NHS discounts, offering NHS employees a range of money-saving deals

To find out more about vacancies for ambulance personnel, control room staff, patient transport service

and support staff visit website <http://www.londonambulance.nhs.uk> and use the easy access email service.

To find an ambulance training advisor in your preferred location you can also visit website <http://firstaid-national.co.uk/> and research further opportunities.

Due to its extensive experience in Emergency Care The National Association of First Aid Training feels it is best placed to provide any organizations' training needs. Who better to train you in emergency care than the people you call in an emergency.

National Ambulance Association of First Aid Training was formulated to ensure best practice for First Aid Training. This means that across all of its members training is standardised so not only will customers who use the ambulance service for their training know what to expect, but they will know it is of the best possible quality. This is further supported by our qualifications being on the OFQUAL QCF framework.

100+ Franchisees can't be wrong!

- ✓ Payment collections, credit control & invoicing done for you!
- ✓ Work generated and booked by local office
- ✓ Co-ordination & access arrangements for each job
- ✓ No out-of-hours callouts
- ✓ Stable & experienced franchise support structure

In 16 years I've rarely lost a client and the demand for safety inspections in the rental sector has grown enormously, so my income has increased almost year-on-year. When I joined the franchise in 1997 I was told I could be earning £40,000 a year very quickly. In fact, I did that in Year one and I've always earned more than that, so I am a very happy franchisee!

Gerry McGuinness

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- ✓ Part of £7 billion global organisation Stanley Black & Decker
- ✓ The strength of world famous brands like Mac Tools, Facom, Britool Expert & DeWalt
- ✓ Opportunity to earn £50,000 - £75,000 a year
- ✓ Professionally-equipped van stocked with some of our 18,000 strong product line
- ✓ No ongoing royalties so you keep 100% of your profits
- ✓ Head office support & a comprehensive training programme
- ✓ We now offer two options to finance your Mac Tools franchise:
 - With £15,000 liquid capital & a £35,000 bank loan you receive our highest trading terms
 - With £3,750 liquid capital & a £8,750 bank loan you will receive our lower trading terms

POTENTIAL TO EARN OVER **£75,000 pa**



08450 6000 60
www.mactools.co.uk
franchise@mactools.co.uk

“After days out with other franchisees I saw what can be achieved. The rewards, job enjoyment and satisfaction were obvious and lead to an easy decision to pursue the chance of becoming a Mac Man”

Steve Marchant | Mac Tools Northampton



Mac Tools UK

Franchise

Forces to Franchises: Free Seminar for Personnel

The British Franchise Association (bfa) is to host a free seminar in April specifically designed for those who have left or are leaving service to find out more about the self-employment opportunities in franchising.

The British Franchise Association (bfa) is to host a free seminar in April specifically designed for those who have left or are leaving service to find out more about the self-employment opportunities in franchising.

Going from forces to franchising is a well-established route, with ex-military personnel running successful businesses in everything from auto repairs to caring for the elderly, from pubs to consultancy. It's been a very positive way to return to civilian life for many individuals from all levels of service. A franchisee owns and operates their own business under a

larger brand and proven system, with training and support offering back-up every step of the way.

The event will see franchisees and franchisors that formerly served in the forces giving their personal insights and experience of becoming a business owner. They will be joined by legal and financial professionals in the £15bn franchise sector to highlight why the skills learned in the forces are such a strong match with being a franchisee, and to discuss the right way to research the many opportunities on offer.

Organised by registered charity, The Franchise Trust, the seminar

will take place on Tuesday 19 April at the bfa's office near Didcot, Oxfordshire.

Chair of The Franchise Trust, David Corbett, said: "We're very proud of the strong links between the military and franchising and wanted to make sure personnel had access to the right advice, at no cost. The discipline, teamwork and work ethic displayed by members of our armed forces translates extremely well to franchising, which in turn offers them a statistically safer way to start a business."

"Our speakers will discuss their own journey into the sector, the lessons they've

learned and what they wish they'd known when they started – invaluable information for those looking to emulate their success."

Recent research from the bfa and NatWest showed that the franchise sector is currently operating at record levels, responsible for over 600,000 jobs and more than 44,000 businesses across the country in a wide variety of sectors.

Places are limited and strictly first come, first served. Find out more information and book your place at <http://www.thebfa.org/about-bfa/thefranchisetrust/forces-to-franchises>, email mailroom@thebfa.org or call 01235 820470.

How does franchising work?

A franchisee owns their own business. That business is part of a network of companies operating under the same brand, which is owned by the franchisor. So if you walk into a Subway store, while the brand is the same worldwide, the business is actually owned by a local person.

In return for an initial fee and ongoing royalties, a franchisee operates using the brand, support and systems of the franchisor. That means there's a way of running the business, which has been proven to be successful, in which

you will be comprehensively trained. That will include being shown how to grow your business over time.

It also means that if you need help with marketing, with accounts, with an employee...with almost anything, then you can call or email someone with the experience to help. Think of it as self-employment, with support – your business, but with other franchisees and experienced staff to call on when you need them.

Engineering a new path as a business owner

After 12 years in the army, first as a Royal Electrical and Mechanical Engineer and then as part of the Royal Army Physical Training Corps, Jay Belam wanted a new challenge.



He could see his military career mapped out neatly before him and spending the rest of his working life travelling along a predictable path no longer appealed. He decided the time was right to shake things up and take his chances in Civvy Street.

As he had no previous business experience it made sense to look at franchising. After considerable research and given his REME background and love of cars, he chose mobile vehicle paintwork repair franchise Revive! and set up in Guildford in 2011.

Jay's business is now one of the top performing Revive! territories out of over 70 franchisees, repairing damage to vehicle bodywork and alloy wheels for car dealerships and members of the public.

Jay says: "I knew I didn't want to work for anyone else

and had always fancied being my own boss but didn't have the knowledge or experience to set up on my own from scratch, so it made complete sense to follow a proven franchise business model."

Jay's army career took him to Bosnia and Afghanistan. He believes his military background and discipline gives him the confidence to deal with any scenario that comes his way, which has been a great asset for life outside the forces. He explains: "The environment in the army was much harder than anything I have to deal with running my business. I learned how to communicate with people at all levels which makes it easy for me to go into big dealerships and interact with customers.

"Painting cars in the rain, wind and snow is nothing compared to Afghanistan!"

However, it hasn't all been plain sailing. One of Jay's biggest challenges has been employing people and learning how to manage staff in a civilian environment. "I learned very early on that not everybody in the world wants to be treated like a soldier! I had a very military mind-set. I had to realise that whilst even the worst soldiers are extremely disciplined, civilians react completely differently. It took me a while to adapt and change my attitude."

But his new approach clearly paid off; Jay now runs a fleet of five vans and a workshop where vehicles from busy trade customers are repaired. He has grown his turnover each year and has just signed another five-year franchise agreement with Revive!

"Head office could see before I could that my business had taken off so well I needed to expand to keep up the momentum. They

guided me step by step through the whole process of financing a new van and recruiting Adam, my first employee. Their support and confidence in me gave me the impetus I need to take such a big step – and I am really glad I did."

More expansion is planned for Revive! Guildford. Over the next five years Jay wants to double the size of his business to 10 vans. "Three or four months ago I realised that it had got to the point that I'm no longer just an ex-army bloke who paints cars – I've got a business that's going places. That really gave me a confidence boost and spurred me on to adding my fifth van."

"Taking on a franchise has definitely been the right thing for me. Without a doubt the backup and ongoing business support I have received from Revive! head office has enabled me to achieve significant growth and see a very bright future."

Is it for me?

You might be surprised how many skills you've picked up in service that are perfectly suited to running your own business. Discipline, success working in a system, teamwork, ability to solve problems and think quickly, motivation, strong work ethic...these traits are very highly valued in franchising and you're likely to have some or all of them, and many more.

Because good franchising offers you training and support, it's these kinds of transferrable skills that are looked for and desirable in a franchisee. Franchisors have to be very careful about who they take on

as franchisees – they have a brand and reputation to protect and grow – so people with the right mindset and skill set are very much in demand.

That also means that you can do things that suit you, not that you necessarily have experience in. Led a team before? You could start a homecare business, a consultancy franchise, a commercial cleaning company, a catering empire, a property agency...or a huge amount of other options.

Maybe you're more practical and hands-on by nature? There's a host of vehicle franchises from tools and

products to repairs and valeting, or gardening franchises to make use of those skills, alongside pet care businesses, children's sports and activities, engineering and technical opportunities.

You can be taught how to run a business, as daunting as it may seem if you haven't done it before, and that's what a franchisor will help with. But you can't be taught self-motivation or passion, so if you can bring those to the table then running your own franchise business could be your perfect next step.

The seminar won't cost you anything but a little time, so come along and find out.

From Sergeant to Signs

Craig Tiley, ex-logistics specialist Royal Engineering with the British Army, became one of Signs Express's newest franchisees when he began running his own signs and graphics business in Stoke-on-Trent late last year.



He'll discuss his experiences at the bfa seminar in April. After almost 15 years in the British Army, Craig was ready for a new challenge and wanted to create a legacy for his young family. With a background in the signage industry prior to his stint in the army, Craig had encountered Signs Express previously. He was sure that his army experience and his business ideals were a perfect match with the company.

He says: "Franchising ticked all of the boxes with the additional support that a national HQ gives you; a strong brand as well as business support from operations, technical support, accounts, IT, HR and sales & marketing. I had met several franchisees from the Signs Express group when I was researching franchising and they all struck me as being very happy with what the franchisor offered them and after finding out a business was for sale in my local area, I jumped at the chance."

MAKING THE DECISION

"Never undersell yourself!" Craig

advises anyone from the forces looking at franchising. "The leadership skills I gained in the army have been far more valuable to me than my previous sign making skills. After you leave the forces, take time to properly evaluate your options and your goals; I took the option to invest in my future by running my own business and I can already see this decision leading me down the path I want. Most importantly, I have learnt to never give up and never be afraid to believe in myself!"

Making the Transition

"It is a lot of hard work, but it is totally worth it and once I am more established, the rewards are going to be substantial. Once I have grown my business, I will have many more options and will be able to take a step back if I want to."

THE HIGHLIGHTS

Wisely, Craig was adamant when investing in a business that

it had to be in an industry that excites him. He explains: "The signs and graphics industry is so rewarding because you take someone's idea for a business sign – a business they have laboured over and put their all into – and we turn it into an attractive sign that puts their name in lights. It is great to make someone's dreams come to life! I love this industry and when I was looking to invest in a business, I would never have considered investing in something that I did not find interesting."

Craig invested in a resale franchise – taking over an existing business from a previous franchisee, meaning there's already a customer base – and over the past six months has been adding the names of some very well-known brands to his list of clients, including JCB, Dyno Rod, the NHS and Warner Bros.

To facilitate the growth of his centre and its ability to

handle increasingly large customers with greater demands, Craig invested in new equipment, as well as expanding his team. He now leads a team of three who have all of the specialist skills and expertise to complete any type of work.

He comments: "In the army I was in charge of 40 people and in my new role as director of the business I only have three people to look after, but I also have to juggle other responsibilities too. My team help to lessen this burden and because of my trust in their abilities, I have been able to build our client list and I feel very positive for the future. I love the challenge of running my own business!"

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.

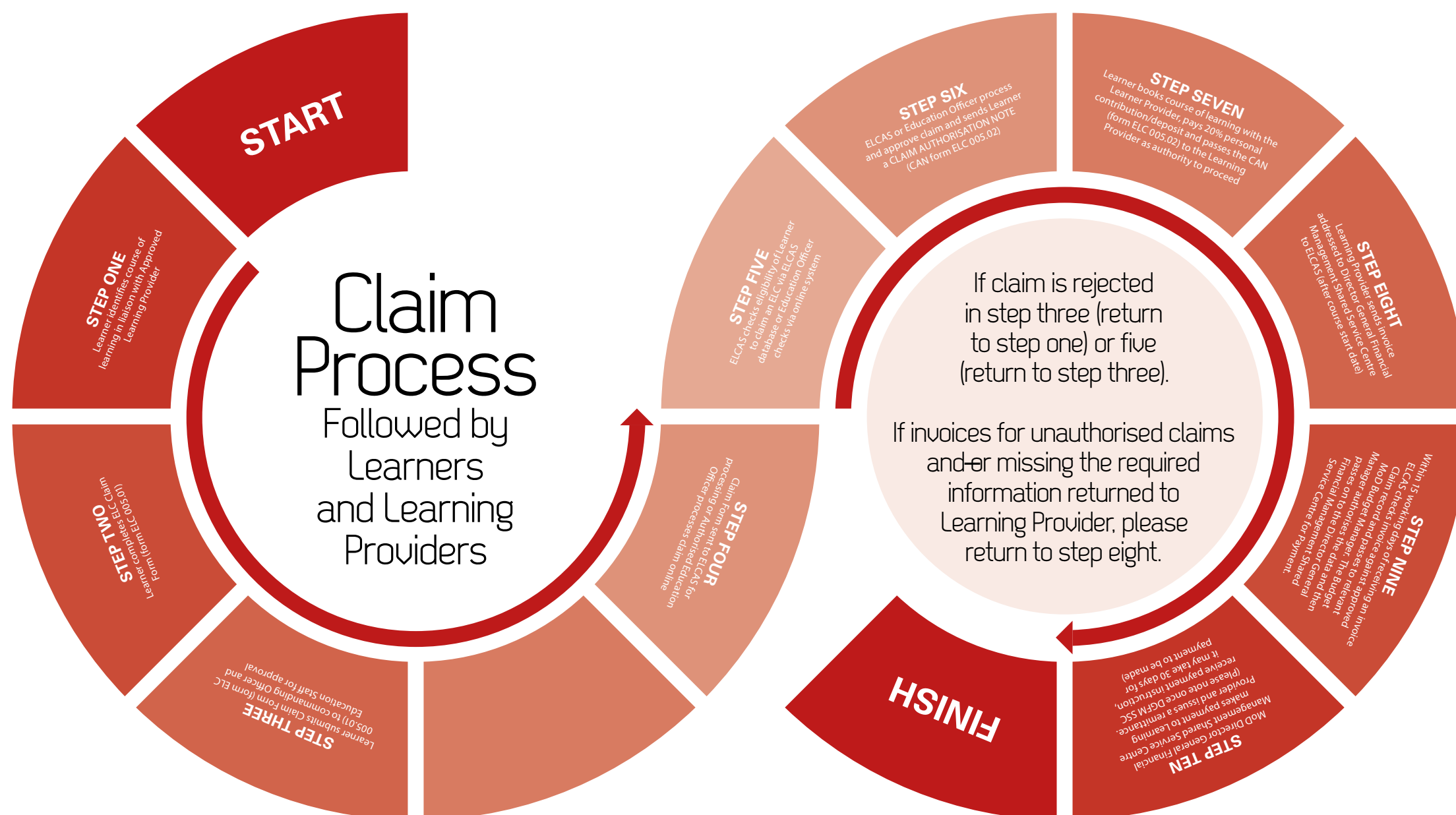
There are several stages to the ELC process. Full information is set out in Joint Service Publications (JSP) 898 Part 4, Chapter 3 - The Enhanced Learning Credit Scheme: The Sponsorship of Service Personnel for Personal Development.

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

- First you must register to become a Scheme Member and accrue a sufficient amount

- of service before you can submit a claim.
- Then you must select a relevant course ensuring that it meets the higher level learning criteria (level three or above) and an Approved ELC Provider.
- Thirdly, you must complete and submit an ELC claim, approved by an authorised Education Staff if you are in service or your Single Service Representative if you are out of service. For further details regarding claiming out of service, ex-service personnel should visit 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. ●



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.

Applications are not permitted at any other time. Application forms must arrive with ELCAS within one calendar month of the end of your chosen registration window. Personnel with interrupted Service must complete and submit a non-continuous service form with their registration.

This may include time spent as Full Time Reserve Service personnel and Non Regular Permanent Staff.

ACCUMULATING ELIGIBLE SERVICE

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

Each eligible claimant may make a total of three claims. These may include claims in both the lower and higher tier but

not exceed three claims in total. Only one claim may be made for learning activities commencing in any one financial year.

Only service accumulated since 1st April 2000 may be counted as eligible service for the purposes of

the ELC scheme. It is worth noting that eligible service must be completed before a claim can be made, i.e. the claim form must be signed after the service is completed.

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



How to 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.

Ex-Service personnel must get authorisation at part five of the claim form from their Single Service Representative (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. ●

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 FAQ page.

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. ●

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.	

Ex Service Personnel

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

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

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

PROCEDURE FOR CLAIMANTS NO LONGER IN SERVICE
Please note that the following information must be submitted via post to your Single

Service Representative a minimum of 25 working days prior to your course start date/registration date:

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

- copy of P45 terminating employment, document stamped by regiment confirming leaving date.
- A copy of your driving licence or passport.
- A copy of a utility bill showing your home address.
- Full information about the course that you wish to undertake to include details of your registration date where applicable.
- A copy of your

Acknowledgment of Scheme Membership.
• A letter explaining how your chosen course of study will contribute towards personal development.
• Completion and submission of course evaluation form for all previous ELC funded courses.
• RAF Personnel can request a copy of their discharge document from the RAF Disclosures team at www.raf.mod.uk/links/contacts.cfm

• 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. ●

Choosing Your Learning Provider

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

Your 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 Providers service provision will be evaluated.

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

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

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



Useful Contacts and Links

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

ELCAS CONTACT DETAILS
ELCAS, Security House, Alexandra Way, Ashchurch, Tewkesbury, Gloucestershire GL20 8NB
Email: elcas@uk.g4s.com

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

YOU MAY ALSO REFER TO:

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

How Do I Make a Claim?

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 from the 'Specific Downloads' section - only this version can be used. Any other replicated form will be rejected.
- Check the ELCAS database of approved PF FE/HE providers - Publicly Funded FE/HE providers for the purpose of this support will be highlighted and ensure the chosen course is designated for student support.
- If you are a service leaver please ensure you send the required documents with your PF FE/HE claim form which can be found on the ex-service page of the website along with your SSR's address.
- If wishing to use a new provider ensure they will be eligible to participate in this scheme (they must deliver Publicly Funded FE/HE) and ask them to apply for approved provider status as per the information on the Providers page of the ELC website.
- As with the current ELC scheme - try not to leave everything to the last minute. Allow time for any new providers to be

accepted onto the scheme. Once accepted you can submit your application. Allow at least eight weeks to go through this process - more if possible. Leaving it too close to the wire may result in your application not being processed in time for the start of your course.

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

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

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



retirement date field is greyed out as you cannot type in the field however to amend the retirement date, you should click on the calendar icon. If you click on the date, eg August 2010, you will be able to bring up the year, eg 2010 and you will be able to choose the month. If you click again on the year it will bring up a range of years. You are able to scroll left and right in order to bring up the correct year. Click on the year that you require, then the month and then the day. • If you refer a claim to ELCAS and you intend to print the CAN once the query is resolved, please confirm this in the referral. • Please be aware that currently the 15 day ruling remains in place for all claims and the online claims system validation reflects this ruling. If you have a valid request for an override it will therefore be necessary to refer to your Single Service Representative in the usual way. • You may access the user guide via the question mark icon in the right hand corner of each page. • Non-continuous service may be added via the claim function however it is essential that the dates are entered correctly to ensure that the system calculates the correctly claiming eligibility. Please contact ELCAS if you have a query in this respect. •

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 you:

- 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 please refer to the website for any future updates.

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TOP TIPS FROM THE MILITARY MUTUAL

How to Maintain a Good Credit Record When You're In the Military

Are you a good or a poor credit risk? You may not know until you submit an application for a loan or credit. The result can sometimes be surprising. Moving around with the Armed Forces doesn't always help your credit score, so here are some useful tips to help maintain a healthy credit score regardless of your location.

How does a credit rating score work?

Your credit score measures you as a financial risk. A poor credit score can make it difficult to borrow money. This can affect your application for credit cards, motor finance, a mortgage and other services such as mobile phone contracts.

How is your credit risk measured?

All lenders want different things and have their own ways of scoring but are likely to take into account details such as occupation, address history, length of employment and annual income.

How to help your application for credit when on the move

- State you are a member of the Armed Forces when applying for credit
- Provide a full postal address including postcode
- Register to vote in the UK, which will put you on the Electoral Register
- Manage your debts and pay your bills on time
- Check your credit report before you apply for any credit

What is likely to make you a poor credit risk?

- Excessive debt with no spare income to support more credit
- Too many credit searches within a rolling two-year period
- Poor credit history such as missed or late payments

For the full article go to: themilitarymutual.com/magazine Tel: 0800 088 22 83

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