

# ER

Autumn 2016, £Free

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

# magazine

HELP FOR HEROES

## Megavalanche Challenge

Wounded, injured and sick servicemen,  
women and veterans



### RECRUITMENT

# Pertemps Network the face of recruitment

The Pertemps network offers a range of staffing solutions across a variety of sectors, and has achieved MOD GOLD status.



#### MORSON VITAL TRAINING

Morson Group has invested in the set up of MVT. It focuses on depth of delivery and customer service, combined with sound technical knowledge and expertise. **P44**

#### CAREER TRANSITION PARTNERSHIP

Even if you have a job to go to on leaving the Armed Forces, you are still strongly advised to attend the CTP Career Transition Workshop. **P20**

#### RESETTLEMENT

Is your future up in the air? People working in an airport must be trustworthy and reliable. **P58**

#### ELC SCHEME

The MoD's Enhanced Learning Credits Scheme is an initiative to promote lifelong learning amongst members of the Armed Forces. **P74**



*"I received my tax-free lump sum last week and my first monthly pension payment. I wanted to thank you for your support and diligence to the plight I went through."*

Charlie Neve, FPS Member



FIGHTING FOR THE FORCES  
AND THEIR FAMILIES

**Charlie had an issue over recognition of his acting rank. Happily we were able to help him obtain a satisfactory resolution.**

**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 46,000 Members.**

### VALUABLE MEMBERSHIP SERVICES

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



### JOIN ONLINE NOW AND RECEIVE A FREE £100 CITY BREAK VOUCHER

Visit our website at [www.forcespensionsociety.org](http://www.forcespensionsociety.org) quoting Promo Code **EAR2016** (T's & C's apply). **Membership for you and your partner** costs just **£37 per annum.**



### INDEPENDENT, NOT-FOR-PROFIT

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

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# Competitive home cover

## Protecting what matters

All home and contents cover is the same, isn't it? You may think so but, if you're serving or have a military connection, you'll find a real difference with The Military Mutual.

### Is The Military Mutual home cover right for you?

Our cover is designed for the whole military community, including veterans, reservists and all those who care about our Armed Forces.

And because The Military Mutual is owned by our members, all surpluses are re-invested to benefit our members and improve our services.

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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](http://themilitarymutual.com/magazine) Tel: 0800 088 22 83



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Thousands join new monthly draw as Britain vows to support veterans in need.

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As a service leaver you are entitled to use your enhanced learning credits to provide you with higher education.



66

## FIT FOR A NEW CAREER YMCA FIT

A career in fitness is a popular and exciting option for service leavers and ex-military personnel.

70

## A WARM WELCOME AWAITS IN THE HOSPITALITY BUSINESS

If you've served in the Armed Forces, you will be well used to meeting people, managing personnel and no doubt be organised and sociable.



18

## NORTH WEST BUSINESSES RECOGNISED BY GOVERNMENT'S ARMED FORCES AWARD

Businesses from across the north west of England have received Silver Awards under the government's Employer Recognition Scheme for their support to the Armed Forces Community.



## COVER IMAGE CREDITS

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# Welcome...

Welcome to the Autumn issue of Easy Resettlement magazine.



providers we feature and you will be able to find information at the back of the magazine on what you are entitled to and how to apply.

We will also be attending the Security Cleared Jobs Expo on the 27th October at the QE11 Building in Westminster London. This is a great event with lots of companies looking to recruit personnel from the armed forces and other areas with security clearance. If you wish to attend the event please visit [www.securityclearedexpo.com/visiting](http://www.securityclearedexpo.com/visiting)

We are proud to announce that we are again able to offer hundreds of vacancies with the East of England Ambulance service. They have a constant requirement for Paramedics and Technicians as well as many other vacancies that will specifically suit service leavers. They recognise your calm and positive attitude to working under immense pressure and teamwork which is why they actively look to recruit you. Even if you have no previous experience, they will take you on a training programme where you will still earn while you learn.

This issue has some great features on Franchising, Education courses for armed forces, engineering, fitness, facilities management, cyber security and lots more. We always try to cover areas of interest that will offer employment opportunities when leaving service. The next issue will feature the Rail Industry as there are hundreds of companies looking to recruit to fill the void in this ever growing area. Please feel free to call or email us with any stories you may have or any topics that you would like us to cover. Please mention Easy Resettlement when contacting our advertisers as their support is what allows this magazine to remain freely available to you all.

**COL MARTIN NEWMAN**  
EDITOR



# Ex-Armed Forces In Engineering

Jaguar Land Rover has a long history of supporting the British Military.

In particular, the company committed to helping ex-armed forces personnel reintegrate into successful civilian careers. It is proud to have signed the British Armed Forces military covenant and, as official partners of the inaugural Invictus Games, is encouraging other organisations to do the same.

A company spokesman explained: "One reason we feel such a connection with current and ex-Service personnel is that we admire so many of their attributes and skills. Discipline. Precision. Pride. Determination. The ability to stay calm under intense pressure. All these qualities, which are essential in the military, are also highly sought-after within our manufacturing facilities.

"Another reason is our culture. The team is a big part of life here, just as it is in the armed forces. Everyone is expected to look out for each other and we all work together to get the job done.

"We believe Jaguar Land Rover

is an ideal destination for anyone looking to move back into civilian life. We also work closely with the Career Transition Partnership to ensure everyone making the move is fully supported."

Surmounting operational challenges. Delivering results with precision. Working under pressure. Being part of a large team. This is what it means to a Jaguar Land Rover Production Operatives. Unsurprisingly, it's a role in which ex-Servicemen and women thrive.

Qualities the company looks for include discipline, tenacity and great team-working skills all of which you will have honed during your time in the forces. Transfer those skills to our state-of-the-art production environments, and you can build a successful civilian career working on some of the most iconic vehicles in the world. Services offered include resettlement support, career transition advice and training opportunities.

## THE BRANDS

Jaguar Land Rover have been automotive industry pioneers for more than six decades. Jaguar debuted in 1935. Land Rover made its celebrated entrance in 1948.

From then until now, the company has been at the forefront of technical innovation in all areas of vehicle development. Through its revolutionary technologies, performance and craftsmanship, it has pushed the boundaries of what the industry considers possible over and over again. These efforts have led to some of the most iconic nameplates ever to grace the road.

## THE MISSION

The Jaguar Land Rover mission is to deliver more great products,

faster than it has ever done before. It wants to be a leader in the field of environmental innovation. It wants to be sure that its customers always come first. These are the three great passions everyone shares. Together, they form the mission.

## THE PEOPLE

One of the things that makes the business truly special is its employees. You will be surrounded by engaged and passionate people who genuinely care about the work they do and about the products they help to create. As Jaguar Land Rover continues to expand its global footprint, it believes it is this working culture that will give the company the edge.



## BT IS RECRUITING ENGINEERS

BT has been conducting a major recruitment drive across the UK, with 1,600 new engineering jobs being created at Openreach, BT's local access network business.

Now Openreach has supplied more than 19 million homes and businesses with fibre broadband, the new recruits will help to bring the technology to even more people.

Openreach expects a large number of the engineering roles to be taken up by ex-service men and women - continuing the company's long-standing relationship with the UK Armed Forces. Over the last few years, Openreach has recruited in excess of 1600 former servicemen and women.

Openreach is also particularly keen to recruit more female engineers and has launched a campaign encouraging women to enter the world of engineering.

Joe Garner, CEO, Openreach, said: "Millions of customers depend on broadband and they rely on us to keep them connected, whatever the weather. Our engineers do an incredible job. They have been rolling out fibre broadband faster than anywhere else in the world, and at the same time completing hundreds

of thousands of jobs each week to keep people connected throughout the UK - an amazing achievement.

"These new recruits will be a welcome boost to that effort, joining an already world class team. We are also keen to recruit women - as I'm keen to dispel the myth that being an engineer is an exclusively male vocation. Being an Openreach engineer is a terrific job and a rewarding career, regardless of your background, or gender."

There are vacancies for engineering staff throughout the country. As well as attractive salaries other benefits include 22 days' holiday plus bank holidays; At least five weeks comprehensive initial training, followed ongoing training to help your skills development and career progression. BT provides all your tools, mobile computing and communication devices, your clothing and a van (for use when you're at work). Additionally you have access to the BT pension scheme with employer contribution; special offers on BT products such as Broadband, Infinity and BT TV, including the exciting BT Sport package.

If this appeals to you then visit the BT website [www.btplc.com/Careercentre](http://www.btplc.com/Careercentre) for details of careers with BT's Openreach Engineering. You will find an easy-to-use application form with detailed descriptions of vacancies and the different training schemes and options available. ●



## NETWORK RAIL

If you're Ex-Service, a self-motivated team player with good communication skills and a great work ethic, you'll fit right in at Network Rail

The skills and experience you'll have picked up in the Forces are easily transferable to the kind of work done by Network Rail. The big connection is safety. You'll know that keeping yourself and your colleagues safe is top priority in the Forces. And it is for Network Rail too. After all, millions of people depend on the organisation everyday to get them to their destination, safely.

You may be used to a field-based environment working with big kit in all weathers. Or you may have been desk-based involved in planning and analysis, strategic design, systems, or electrical engineering. Dependent on your skills and experience, you may be suited to one of the many engineering functions:

- Maintenance
- Asset Information

- Track
- Buildings and Civils
- Construction
- Signalling, Power and Communication

Just like the Forces, Network Rail relies on a number of support functions. If you don't feel engineering is for you, there are plenty of other areas that you may be better suited to, like:

- Commercial management
- Finance
- HR
- Legal
- Project management

Join Network Rail and they will give you every opportunity to develop a highly rewarding and long-term career, offering training and development that will make the most of your potential.

To find out more about careers with Network Rail have a look at the website [www.networkrail.co.uk/careers](http://www.networkrail.co.uk/careers) where you will be directed to lists of vacancies and opportunities in the organisation.



## ABOUT JAGUAR LAND ROVER

Innovative. Trusted. Pioneering. These three qualities have always summed up Jaguar Land Rover. They have been encapsulated within the performance, luxury and excellence of all the company's products. They are what every person working for the company lives and breathes.

To find out about careers at Jaguar Land Rover, visit website [www.jaguarlandrovercareers.com](http://www.jaguarlandrovercareers.com) where you will find an easy to use link for ex-service personnel to apply for vacancies. There are opportunities in engineering and manufacturing and commercial with schemes including graduates, undergraduates and apprentices.







## 1000 UK employers are making a difference through the Armed Forces Covenant

The UK's largest catering and support services company, Compass Group UK & Ireland, is the 1000th UK employer to sign the Armed Forces Covenant, - marking a significant milestone in Defence's efforts to build relationships with companies to increase business support for the Armed Forces community.

The Covenant aims to ensure fairness and equal opportunity for Service and ex-Service personnel, Reservists and their families when accessing goods and Services. The 1000th signing shows that the Covenant is helping to build an extensive network of support across a wide range of industry sectors.

Compass Group's signing took place today at a ceremony on board HMS Belfast attended by Defence Secretary Michael Fallon, Managing Director of Compass Group UK & Ireland Dennis Hogan and senior Defence and Compass Group representatives.

Defence Secretary Michael Fallon said: "Companies such as

Compass Group UK & Ireland are helping to ensure those who serve or have served our country, get the treatment and recognition they deserve. Their support is hugely valued.

"In turn, these companies benefit from the skills, experience, professionalism and dedication that that these men and women bring to their organisation."

Since 2013 the Covenant has helped to deliver these key improvements for the Armed Forces community:

- Fairer mobile phone contracts, freezing the accounts of Armed Forces personnel and their families posted overseas and removing cancellation fees
- Better deals in motor insurance, allowing personnel to keep their no claims bonuses and avoid cancellation fees when posted overseas at short notice
- Employer networks in a wide range of sectors to support Service leavers through their transition to new careers
- Better access to banking, such as savings accounts to Service families posted overseas

opportunities for personnel leaving the Services

- Increased funding and sponsorship of military charities and sports events such as the Invictus Games
- Flexible paid or unpaid leave for mobilised Reservists
- Employment support for Veterans, Reservists, Service spouses and partners, as well as support for Cadets
- Discounts and special deals for individuals and their families

The Armed Forces Covenant delivery partners 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. ●



## Compass Group UK and Ireland signs Armed Forces Covenant

Compass Group UK and Ireland, the UK's largest food and support services provider, has today signed the Armed Forces Covenant, at a ceremony hosted by Secretary of State for Defence, Rt Hon Michael Fallon MP, on HMS Belfast, in London.

The Covenant includes pledges by Compass Group to ensure no member of the Armed Forces Community should face disadvantage in the provision of services compared to any other citizen and in some circumstances special treatment may be appropriate especially for the injured or bereaved.

ESS, the support services provider for defence, offshore and government, part of Compass Group, signed the Covenant in 2013. However, Compass Group recognised that more could be done to support those in the Armed Forces Community who work in other areas of the business. As one of the UK's largest private sector employers, with 60,000 staff, the Covenant, will now cover those who work in its education; sports, leisure and hospitality; healthcare; and business and industry sectors.

Set out in the Covenant are a series of pledges which sees the company agree to:

- promote to employees within Compass Group that it is an armed forces-friendly organisation
- seek to support the employment of veterans young and old as well as the Wounded, Injured and Sick (WIS) by working with the Career Transition Partnership (CTP), in order to establish a tailored employment pathway for Service Leavers into Compass Group Business Units;
- striving to support our employees who choose to be members of the Reserve forces by empowering line managers to provide an additional 10 days paid leave; to support their training and deployment
- seek to provide service leavers with Offshore work placement experience with the intention of assisting them in gaining future employment within Compass Group at the end of their work placement,

or when a vacancy becomes available;

- deliver the Armed Forces Employability Pathways (AFEP) – which will see a degree of flexibility in granting leave for service spouses and partners, during and after deployment.
- actively participate in relevant events e.g. Armed Forces Day;
- maintain the company's working relationships and fund raising initiatives with major forces charities; SAFFA, Combat Stress;
- Continue to support and engage with Service spouses, partners and families by offering flexible employment and career opportunities

Commenting on the signing of the Covenant, Rt Hon Michael Fallon MP, Secretary of State for Defence said:

"With the signing of the Armed Forces Covenant Compass Group UK & Ireland becomes the 1000th employer to take proactive steps to support our Armed Forces."

"Compass Group's robust commitment to provide Service leavers, military spouses, Reservists and the wounded, injured and sick with career opportunities and flexible policies is truly appreciated. Our Armed Forces do a challenging job and deserve recognition. Support from businesses such as Compass Group is much valued and needed to give servicemen and women a fair chance when they leave the services."

Dennis Hogan, Managing Director, Compass Group UK & Ireland added:

"We recognise the sacrifice made by those who serve, or have served in the armed forces, and also understand the essential support their spouses and families provide. Therefore it is only right that we seek to do what we can for our employees who are part of the Armed Forces community, by creating a more flexible and understanding work environment in which to operate. While we have a great track record of supporting members of the Armed Forces community through our ESS business, I am delighted to now be widening this out across the company." ●

## Doncaster Council receives Gold Award for support of Armed Forces



Doncaster Council is one of twenty-two employers to receive a Gold Award in this year's Employer Recognition Scheme (ERS), Defence Secretary, Michael Fallon, announced today.

The scheme is designed to recognise and thank employers who are supporting Armed Forces personnel and their families.

Congratulating the winners, Mr Fallon said: "Every year the level of support from companies across Britain for the armed forces continues to grow. This commitment is making a real difference to everyone who serves and their families – whether giving Reservists more time to train or supporting veterans or spouses, they embody what the Armed Forces Covenant is about".

To qualify for a Gold Award, employers must not

only pledge their support but become advocates, encouraging others to do likewise.

Doncaster Council Armed Forces Champion, Councillor Paul Wray said: "Doncaster Council and its partners are incredibly proud of our Armed Forces Community including veterans and their families, who make sacrifices on our behalf to ensure our continued freedom."

"Mayor Ros Jones made a commitment to do all she can to help our Armed Forces and Veterans and created the role of Armed Forces Champion. This good work has meant we won silver last year and this year we have received the prestigious gold award." ●





# Tapping into the talents of former Armed Forces personnel

AECOM is involved in some of the UK's most high-profile infrastructure projects

**Military training equips individuals with a breadth of skills that can be applied to civilian sectors. Recognising the valuable capabilities and experience they bring to the workplace, AECOM actively recruits people as they leave the Armed Forces.**

As an ex-Royal Engineer Officer myself, I have seen first-hand the highly transferable skills servicemen and women can bring into their civilian careers. From early experience of leadership to skills in areas such as decision-making in the face of ambiguity and safe operation in high-risk environments, services personnel possess many capabilities directly applicable to AECOM's business operations. A positive mindset and can-do attitude earned by overcoming formidable challenges in training and operations are also among their most desirable attributes.

AECOM is committed to equal opportunities and the value of diversity, with our ability to draw from a wealth of different backgrounds and experiences key to achieving this. We recognise what services personnel can add to our rich talent pool.

## Helping service leavers find the right fit

In the past year AECOM has introduced a bespoke placement service in the UK for recruiting military personnel looking to leave the Armed Forces. The service is focused on the individual and what they want from their civilian career. "Understanding each service leaver's skillset is key to finding them the right civilian role," explains senior talent acquisition consultant at AECOM Linda Cawley.

Military personnel are equipped with a breadth of highly-transferable skills and the placement service is designed to help them realise how these skills

could be applied to a role at AECOM. "We match their skills with specific job openings to help them find the right fit," continues Linda.

Location is often a priority for service leavers, as wanting a consistent base is a key reason for choosing to leave the Armed Forces. "Determining where they want to be and how far they would be prepared to travel is discussed first," says Linda. With offices across the UK and operations in more than 150 countries, AECOM will likely have openings in a range of locations and opportunities for travel and working abroad are also available.

One aspect of the placement service that has been particularly successful is work experience. AECOM's work experience programme offers ex-military and Armed Forces members a structured taste

Although ex-military people tend to be highly adaptable, leaving the Armed Forces can be quite daunting. We provide support to service leavers in their transition to civilian life, and have introduced a number of initiatives such as open days, workshops and training forums to help them develop transferable skills.

Last year we promised to intensify our efforts to support the Armed Forces and I am proud of the collective effort that has been made across our UK business. Our achievements were recognised recently by the Ministry of Defence with a Gold Award in its Employer Recognition Scheme (ERS).

We remain committed to recruiting servicemen and women looking to leave the military and providing them with a rewarding second career.

**Steve Morriss,**  
Chief Executive, Europe, Middle East,  
India and Africa, AECOM



of civilian working life that can lead to permanent work.

Through its placement service, AECOM continues to accelerate the recruitment of ex-servicemen and women to join its operations in a range of roles at all levels, in disciplines such as engineering, construction, project management and support roles including HR, legal and finance.

With a large number of open vacancies that would be attractive to people from a military background, AECOM's placement service continues to grow. "Since introducing the service we have successfully placed a number of ex-military personnel," says Linda. "It has proved beneficial for both the individuals and the company and we have ambitious plans to develop the service further."

**AECOM employees and ex-military personnel Aaron Redfern and Zoe Haynes talk about their experiences of transitioning into civilian careers.**

**Aaron Redfern**  
Operations Manager,  
Nottingham

**Aaron explains how his work experience placement with AECOM led to a fulfilling second career.**



**How did your job with AECOM come about?**

After nine and a half years in the Army I was ready to leave as I wanted to settle in one place. Working close to my home in Nottingham was key, so I looked at a number of firms in the local area. AECOM offered me a one week work experience placement, which I undertook while still serving as part of my resettlement programme. At the end of my placement I had an interview with the team I had been working with and was offered a permanent job. I started at AECOM just three weeks after I left the military.

**Did you find the work experience helpful?**

Yes — extremely helpful. The civilian office environment is very different to the military and the placement gave me a useful insight into this new way of working. The placement also reassured me about my decision to leave the Armed Forces.

**How did you find the transition into a civilian career?**

As soon as I started at AECOM I was assigned a mentor who was on hand to give advice and support. My line manager is hugely supportive too, which was a great help during my first few months. I am also lucky that there are a number of other ex-military personnel working in the same office who understood what I was going through.

**What military skills have you brought to your civilian role?**

My military career was in the search and bomb disposal unit, which is very different to operations management. However, my leadership experience and organisational skills continue to help me in my role at AECOM. A military career equips individuals with a range of skills they can bring into civilian life.

**Zoe Haynes**  
Project Manager, Swindon

**Former Royal Navy Warfare Officer Zoe Haynes used AECOM's placement service to kick-start her civilian career.**



**How did you find your role with AECOM?**

I was in the Royal Navy for six years and when I left worked as a windsurf instructor and destination events manager based in Chamonix in the French Alps. After three years I wanted to return to the UK and find a more stable job with longer term career opportunities, so I got in touch with the Career Transition Partnership (CTP).

**AECOM**  
Built to deliver a better world

Through the CTP I was introduced to AECOM and worked with their HR team to look at potential roles. My current line manager spotted some transferrable skills on my CV and invited me for interview. The role sounded really exciting so I was delighted when he offered me the job. I now work as a project manager in AECOM's rail team.

**Do you use any of your military skills in your civilian role?**

I learnt a lot of valuable skills in the Royal Navy that are applicable to my current role. As a project manager I am required to coordinate teams from different technical disciplines so my leadership experience gained as an Officer is very relevant. Organisational skills, planning and an ability to solve problems are also key, as a large part of my job is to make sure project delivery remains on track.

As an Officer of the Watch, I was required to gain a good understanding of warships' complex equipment and systems to fulfil the role, so I am accustomed to rapidly learning technical detail and working with engineers. I really enjoy learning how things work, which is required to deliver the rail projects I am managing.

**How do you see your career progressing?**

I look forward to progressing in my career at AECOM, which gives me the opportunity to work on some of the UK's most exciting infrastructure projects. I also plan to study for my association for project management (APM) chartership, which is an important qualification for the project management profession. AECOM is extremely supportive of my goals to develop and gain accreditation, affording me the time, training and financial opportunities to reach my professional goals.

**aecom.com**



# Pertemps Network

the face of recruitment



The Pertemps Network Group (PNG) which offers a range of staffing solutions across a variety of sectors was selected among hundreds of businesses to win the highest MOD ranking for the proactive work it does to find employment for current and ex servicemen.

## Pertemps achieves MOD GOLD status

Pertemps Network Group (PNG) has been officially recognised for its outstanding commitment to the Armed Forces by achieving Gold Award status from the Ministry of Defence (MOD).

The Defence Covenant Employer Recognition Scheme (ERS), set up by former Prime Minister David Cameron in 2014 to recognise exemplary supporters, highlights employers such as PNG who are acting as advocates to the Armed Forces Community.

PNG is one of approx. 800 signatories of the Armed Forces Covenant, who have made individual pledges in support of the MOD.

The forward thinking family run, award-winning recruitment experts have carefully developed schemes and policies in place to offer bespoke employment solutions for people associated with the Armed Forces.

“

As the only business to form an employment partnership with the Army, it is an absolute honour and privilege for the Pertemps Network Group to be officially acknowledged for the work that we do to ensure that we are providing solutions to the needs of thousands of ex and current military staff, as well as to their families. Transitioning to life in civvy street can be extremely challenging to people in the Armed Forces and seeking employment and upskilling is one of the main areas where our help is required.

KENT, Pertemps Joint Managing Director

## Pertemps Driving Academy

### Pertemps Driving Academy

The Pertemps Driving Academy has been crucial in the development of our relationship with the Armed Forces, FTA and RHA.

It also enables Pertemps Driving to offer driver training solutions to clients.

The Pertemps Driving Academy also enables us to deliver the Pertemps Training & Assessment to provide DNI cover to newly passed LGV drivers – increasing the number of drivers available to the business.

The Pertemps assessment also doubles up as a Commercial LGV Familiarisation training package for Military drivers that enables them to meet our DNI requirements and has driven our success in Military Driver Recruitment.

### Traineeships & Apprenticeships

Almost all current LGV Driver training funding has been withdrawn under government direction.

Pertemps Driving has investigated all the options to deliver funded LGV driver training and have held multiple meetings with potential providers, as well as examination and funding bodies.

Pertemps LGV Licence Acquisition Training via our Training Academy gives a much faster and lower cost training option and is better suited to our business.

### MoD Reserve LGV Drivers

The government's strategy to reduce "Regular" Armed Forces by 20,000, and to increase the Reserve Forces by 30,000 by 2020, presents a great opportunity to recruit LGV Drivers who have a need for flexible work. We have:

- Appointed a Reserve Senior Officer - Major Darren Knight - as the Pertemps Armed Forces Liaison Manager.
- Engaged with Royal Logistics Corps HQ (RLC HQ) to develop the "Portfolio Employment Model" (PEM), where a Reserve LGV Driver has a balanced career shared between the RLC and Pertemps Driving's peak periods.
- Worked with RLC HQ on a Collaborative Manning Project, where weekly employment is shared between the Army Reserve & Pertemps Driving's weekly peaks.
- We have been appointed as Logistics Employment Partners on the Army Reserve HQ's AFEP Programme (Armed Forces Employment Pathway) and give speeches on LGV employment and provide work-training placements for successful candidates.
- Worked closely with the Defence School of Transport (DST) Lecon field, to develop a programme of Army provided CPC qualifications to Reserve LGV Drivers.

For more info call **0800 032 0728**

## Case study

**Lloyd Baxter - Working for Pertemps as a Warehouse Operative / Welder and is currently being put through LGV C Licence Acquisition free of charge via Pertemps**

*My experience with Pertemps to date has been excellent*

Pertemps are currently employing me as a warehouse operative/welder whilst putting me through my LGV C Licence Acquisition free of charge and have provided me with all the support I required in joining the Army Reserve. I left the Armed Forces in September 2015. I served with the 2nd Battalion Royal Anglian Regiment for over 4 years as an Infantry Soldier. My military training started with spending 6 months at ITC Catterick I then did tours in Cyprus, Kenya, Croatia and Afghanistan. When I left the Armed Forces I did have the ambition to become an LGV Driver but I was put off, due to the cost attached in obtaining the licence, as I have a wife and child to support.

I am currently working for Pertemps in a warehouse/Welder role and the work fits in with my family and Army Reserve commitments. My local Pertemps Manager fully understands my Army Reserve commitment and what it entails. My Military background has certainly helped me in my current job. I have the discipline, drive and a proactive approach to the tasks I am set in the work place.

Pertemps have not only been a huge help in finding me employment and offering to upgrade my licence to a LGV licence for free. They have listened to my employment needs and have been on hand to answer any questions I have and have walked me through the LGV Cat C Licence Acquisition journey.

I would encourage all service leaver/Army Reservists to contact Pertemps if they are looking for employment. They have explained to me a new initiative that provides flexible employment around a Reserve Career and I could not be anymore happier with this.



# Nottinghamshire Healthcare NHS Foundation Trust is a leading provider of integrated healthcare services in Nottinghamshire

Nottinghamshire Healthcare NHS Foundation Trust



It employs 9,000 people to deliver mental health, intellectual disability and physical healthcare services to around 190,000 people each year.

The Trust has a long-standing commitment to the armed forces. In March 2015, it signed the Armed Forces Covenant, pledging its commitment and support to the armed forces community. The Trust Chair, Dean Fathers, has led on the Reservists' Agenda and is also a members' of the East Midlands Regional Employer Engagement Group.

Nottinghamshire Healthcare also works with the army to provide placements for young people not in education or training (NEET) and has supported a number of initiatives to encourage the recruitment of reservists.

The Trust's support of the armed forces was recognised by the Defence Employers Recognition Scheme earlier this year, when it was awarded the Armed Forces Gold Corporate Covenant. It is just the third NHS Trust to be given the accolade.

Simon Pinnington works for the Trust as a Healthcare Support Worker at HMP Lincoln. He is also part of 504 Squadron at RAF Wittering, based in Peterborough, and knows all-too-well the importance of having a supportive employer.

Simon says: "The Trust and my line manager are very supportive of my reservist duties and understand the positive impact military training can bring to the civilian working environment."

"Being a Healthcare Support

Worker at HMP Lincoln is a varied role that requires me to think on my feet in what can sometimes be challenging situations. On a daily basis I support the needs of the prison's healthcare unit. This includes healthcare promotion to patients, assisting in emergency scenarios, taking blood samples, managing long term illness and generally supporting the unit's multi-disciplinary medical team.

"I am really enjoying my RAF training so far and feel that I am continuing to build my organisational and planning skills through the military that will, of course, help me develop in my civilian career also."

Another reservist within the Trust, Advanced Podiatrist Jane Thompson, echoes Simon's sentiments. Jane has been a reservist with the Army Reserve's 212 Field Hospital for 18 years.

Jane says: "There is a vast amount of training courses available through the army reserve that can have a positive impact on an individual's civilian career,

particularly in the field of medicine.

"Thanks to the extra money I have earned through my Reserve Forces training, I paid for myself to study a master's degree in the Theory of Podiatric Surgery. This then linked to my role within the Trust, as I conducted a research project around the NHS's work across multi-disciplinary teams of which I am a part. In terms of my general military training, I have developed many skills that can be transferred back to the workplace, such as improved leadership and management abilities."

Nottinghamshire Healthcare is an Investors in People organisation. It was named Best Employer in the national Stonewall Workplace Equality Index in 2015 and is currently a Stonewall Star Performer, working with Stonewall on workplace equality initiatives to help shape future best practice.

We reward our staff with various benefits including:

- Generous leave entitlement
- Two weeks' paid leave to undertake annual reserves training
- NHS pension scheme
- Staff recognition scheme
- Flexible working
- Childcare Vouchers
- Cycle to Work Scheme
- Dedicated Occupational Health Service for staff
- Training and development opportunities

We are recruiting to clinical and non-clinical roles. All our vacancies can be found at [www.jobs.nhs.uk](http://www.jobs.nhs.uk)



## White Cliffs tribute marks launch of national Veterans' Lottery

Thousands join new monthly draw as Britain vows to support veterans in need.

An emotional tribute commemorating 100 years since the Battle Of The Somme has marked the launch of the national Veterans' Lottery.

The tribute was projected onto the White Cliffs of Dover and the memorial also included pictures of British veterans, and current service men and women, collected by the Veterans' Foundation through social media.

The night then concluded with a series of hard-hitting images depicting the plight of veterans in need with the projection tackling issues such as homelessness, PTSD and physical disability.

In a matter of weeks since the July campaign, thousands of people have signed up for the lottery which gives away £8,000 a month plus a rollover that can grow as high as £75,000.

The launch of the Veterans' Lottery coincides with new studies into the plight of veterans with a claimed 70 per cent currently living with long term physical and mental problems.

Reports also state many are living in fear of debt and are depressed by their circumstances and lack self-esteem. A high percentage of veterans also believe they have been disadvantaged by their service and feel poorly treated compared to veterans in the USA.

Other data revealed fifty per cent of those surveyed are unemployed, many too sick to gain a job, and four out of ten of those who served in Afghanistan are suffering from PTSD.

Veterans' Foundation patron Hannah Campbell, who lost her left leg in mortar attack in Iraq, believes the lottery will make a huge impact.

"The Dover broadcast seemed a fitting launchpad as we were able to remember those who made the ultimate sacrifice for our freedom and then combine that with the very real issues our veterans face today."

"The Veterans' Lottery is a simple concept that directly supports a wide range of projects. Every player has the chance to win thousands of pounds, but every player also contributes to helping heroes who need urgent support."

"Many small charitable groups who deliver very specialised help to veterans have been starved of funding and the lottery is designed to empower bodies like that."

Hannah added: "There is a real urgency – we need to give our ex-service men and women some support. The recent reports just underpin what we already knew – not enough is being done. Veterans are homeless, considering suicide, or so poor they can't buy the bare essentials. If you are

in a position to help, please sign up and join my mission."

Military mum Karen Whitfield's numbers came up in the July draw after she decided to join the lottery to support veterans.

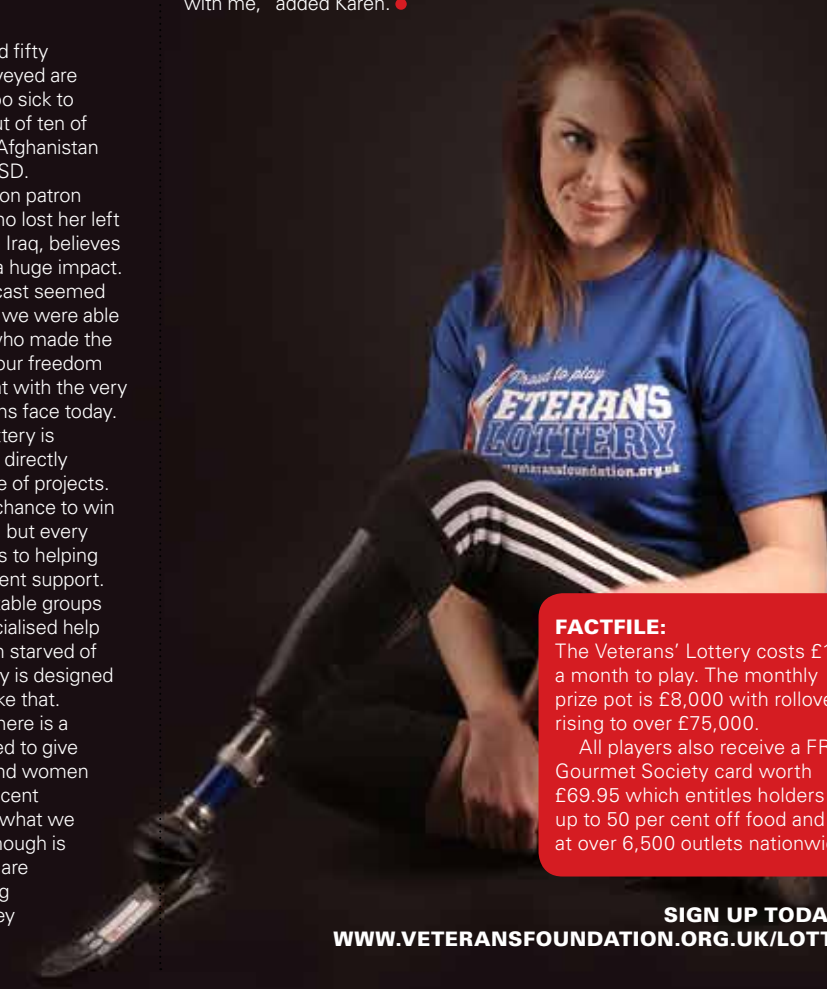
Karen's husband Kingsley is a retired Sergeant Major with the Queen's Lancashire Regiment (now the Duke Of Lancaster's Regiment) and served tours in Afghanistan, Iraq, Bosnia and Northern Ireland, whilst son Chris was in the same regiment as his dad and served two tours of Iraq. He was medically discharged after damaging his hearing.

"I still can't believe I've won! I don't do the National Lottery but I decided to join the Veterans' Lottery because I've got two veterans in the house. The money goes to causes that matter to us and I felt I could afford the £10 a month. Chris battles with PTSD and the military is a very important part of our lives."

Karen (45), an assistant manager at a care home in her home town of Morecambe, has split the money with Kingsley.

Plans are already in place for Kingsley's new workshop in the garden, whilst Karen is still yet to plan how she'll spend her windfall.

"One of the great benefits of the Veterans' Lottery is the free Gourmet Card which gives money off food and drink at restaurants. We can save 25 per cent on the bill at our local place here in Morecambe and the card is always with me," added Karen.



### FACTFILE:

The Veterans' Lottery costs £10 a month to play. The monthly prize pot is £8,000 with rollovers rising to over £75,000.

All players also receive a FREE Gourmet Society card worth £69.95 which entitles holders to up to 50 per cent off food and drink at over 6,500 outlets nationwide.

**SIGN UP TODAY AT**  
[WWW.VETERANSFOUNDATION.ORG.UK/LOTTERY](http://WWW.VETERANSFOUNDATION.ORG.UK/LOTTERY)



# D.J. REES Welsh Business Strikes Gold in Supporting Armed Forces

A small decorating company based in Merthyr Tydfil, South Wales committed to supporting the Armed Forces, is reaping the rewards in more ways than one.



**D J Rees decorating services** established in 1991 by sole director David Rees. Since then the business has grown from a decorating company to a complete building maintenance and refurbishment contractor. DJ Rees carries out a range of work from small contracts through to larger (for the company size) refurbishment works, with contracts of £1,000-£300,000.

Rees directly employs 21 staff covering trades from decorating, carpentry, plastering, tiling, asbestos removal, sharps search and removal, carpet laying, ground works and most other aspects of building

works. Through business contracts the company also indirectly employs electricians, plumbers, suspended ceiling fitters, safety floor layers and scaffolders.

David Rees said: "We have a great team who enjoy their work and their colleagues company. Our staff make the reputation that my business has achieved possible and I am very proud of all of them."

The business first starting working for the Reserve Forces' and Cadets' Association for Wales (RFCA) in 1992 and continues to do so today, carrying out a variety of work across the large and diverse estate the Association manages. DJ Rees enjoys a great working relationship with RFCA for Wales, particularly with the Regional Employer Engagement Director and the Estates staff who Rees and his team regularly liaise with.

This working relationship is how Managing Director David Rees first became aware of the Armed Forces. Long before the current Corporate Covenant and the Employer Recognition Scheme (ERS) Awards were

established. D J Rees has always been an avid supporter of the Cadets, witnessing firsthand the difference a Sea, Air or Army Cadet detachment can make to young people growing up in the South Wales valleys. Rees believes in the discipline, camaraderie, social skills and most importantly fun that the Cadets bring to children all too often growing up in impoverished households across Wales.

Over the years D J Rees has supported Reserves and Cadets events with cash donations or supply of materials depending on the type of event, including sponsorship of a Duke of Edinburgh Award event organised by RFCA for Wales.

The business continued to look for new ways to support the Armed Forces.

Rees Comments: "We employed our first Reservist



would be leaving. Sadly the reason he had not mentioned this on his arrival was that he was afraid I wouldn't employ him. Although D J Rees lost a great asset to the team, I cannot help but feel Aaron went on to a career which I imagine he has made a massive positive impact."

When Rees heard about the Armed Forces Corporate Covenant, a pledge from businesses and charitable organisations who wish to demonstrate their concrete support for the armed forces community. Rees not only signed up to the scheme, but also successfully encouraged many of his supply chain businesses to join.

After attending an Army 'Be The Best' day and hearing what the Army was hoping to achieve with young Reservists, Rees decided to employ all its future apprentices from this scheme only. Rees said: "The discipline and social skills these young men and women learn even on this relatively short course, undoubtedly benefit them in employment, and also benefit the employer."

Early this year, working with the AFEB team, DJ Rees was made aware of Richard, a 27 year old reservist hopeful awaiting selection, wanting to enter the construction industry as an electrician. David Rees comments: "As we use an external electrical company for our business, it was not a suitable match. So I decided to ask our electrical contractor to come along and join us in the interview and Richard was successful in gaining a placement within their company."

"After Richard walked away with my electrical contractor, I was pleased and disappointed; pleased that I had managed to

find a placement for Richard within my supply chain and disappointed that we still did not have a Reservist within our company. Then I heard the story of young Paul Matthews who was living in extremely difficult circumstances. Paul had twice completed the 'Be the Best' course with tremendous ease and was so highly thought of by WO Martin I just had to meet this lad. As Paul was only 15 minutes away WO Martin collected him and brought him along to my office, where after only minutes of talking to him he was given a full time job with us.

"Paul at the time was living with someone who took £170 of his £230 a month to cover "the cost" of him having his spare room. Paul had very little in the terms of possessions, and I agreed with the Army's WO Martin that we had to get him into a place of his own, which Paul desperately wanted. D J Rees has had a long term decorating Partnership with Merthyr Tydfil Housing Association, where we were able to negotiate a one bedroom flat for Paul. Merthyr Tydfil Housing Association was fantastic, in particular Debbie in the housing dept handling Paul's application and the needs he required as potentially a vulnerable young man.

"Prior to Paul joining us I made all my staff aware of his situation and was incredibly proud of how all the staff made him feel more than welcome. When Paul moved into his flat, all my staff turned up with furniture, pots, pans, TV, curtains and more. It truly was overwhelming to see and be part of that. Paul and two of my staff moved the furniture and my wife Taryn and sister Debbie both employed by



DJ Rees dressed the flat. We contacted a Food Bank so Paul could fill his cupboards, and our contracts manager Lee took control of getting his services switched on and direct debits organised. D J Rees did everything to ensure that Paul now had a home life. I can honestly say every one of my staff were over the moon with the help they, their colleagues and the company had given for Paul's new home."

Working for Rees, Paul carries out carpentry and painting tasks and enjoys being part of the D J Rees family. Paul faces his final Army selection course in August 2016, and subject to selection will hopefully achieve his dream of becoming a regular soldier in the British Army. All staff at DJ Rees will be sad to see him go but will know that they along with the company have played a massive part in helping Paul reach his goal in life. Rees, clearly proud of Paul's achievement, is also looking to the future and is working with the Army's team to find a new apprentice.

DJ Rees commitment has not gone unnoticed and the company has recently been recognised by the Ministry of



Defence (MOD) and awarded Gold in the Employers Recognition Scheme (ERS) Awards, which recognises and thanks employers who are supporting Armed Forces personnel and their families. To qualify for a Gold Award, employers must not only pledge their support but become advocates, encouraging others to do likewise. Rees, clearly proud of Paul's achievement, is also looking to the future and is working with the Army's team to find a new apprentice.

Rees said: "We were tremendously happy just to be nominated for a Gold Award, let alone to actually win one. It's such an achievement, and I'm so happy. This is our 25th year of trading and winning this award has to be one of my proudest moments in business."



in 2014; a young man by the name of Aaron came to us as a carpenter. He was clean, efficient, organised with great communication skills which indicated there was more to Aaron than just carpentry. Aaron had already completed two tours of Afghanistan in the Medical Corp, but I was only made aware of this when Aaron's application to become a paramedic for the NHS was accepted and he told us he



# North West businesses recognised by government's Armed Forces award

Businesses from across the north west of England have received Silver Awards under the government's Employer Recognition Scheme for their support to the Armed Forces Community, including Reservists, Service leavers, wounded, injured and sick servicemen and women, the Cadet organisations and service families.

The awards, signed by the Secretary of State for Defence and the Chief of the Defence Staff, are recognised as laudatory honours and aim to encourage employers to support Defence and inspire others to do the same. The certificates were presented by Mr Warren Smith, Her Majesty's Lord-Lieutenant for Greater Manchester, during the annual Armed Forces Business Awards held at the Monastery, Gorton.

Receiving Silver Awards for their support to Reservists, Service leavers, wounded, injured and sick servicemen and women, the Cadet organisations and service families were:

- Alertacall Ltd.
- Commando Joes
- Jigsaw Medical Services Ltd.
- Liverpool City Council
- Mantra Learning Ltd.
- Peel Ports Group
- South Ribble Borough Council
- Sovini Group
- The Maersk Company Ltd.
- Transport Training Academy
- Yodel
- Lieutenant Colonel Steven

Wotherspoon, Regional Employer Engagement Director for Defence in north west England, said: "On behalf of the Ministry of Defence we are honoured to be able to recognise the level of support and commitment given to the Armed Forces by organisations in the region. Each recipient has demonstrated

not only that they value the ethos of the Armed Forces but also that they are prepared to help Reservists, former servicemen and women and Cadet Force Adult Volunteers in the workplace. The experiences gained through service with the Reserve Forces or volunteering with the Cadet organisations equip individuals with invaluable life skills – motivation, self-discipline, confidence, communication, teamwork and leadership – all of which make a positive contribution to any organisation."

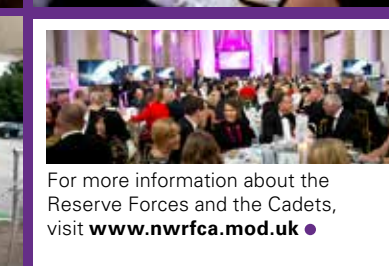
Reservists in the north west of England service in the Royal Naval Reserve, the Royal Marines Reserve, the Army Reserve and the Royal Auxiliary Air Force. They can be mobilized wherever they are needed to work alongside Regular Armed Forces, and are trained to the same high standard as their Regular counterparts. Cadet Force Adult Volunteers give of their own free time to support the Sea Cadets, Army Cadets and Air Cadets, in turn developing experience and gaining qualifications which also help them in their day jobs.



(l-r) Anne Owens, Head of Councillor Liaison Sovini Group; Mr Warren Smith, Her Majesty's Lord-Lieutenant for Greater Manchester; and, Ian Fazakerley, Group Executive Director Sovini Group.



(l-r) Mr Warren Smith, Her Majesty's Lord-Lieutenant for Greater Manchester; Cllr Linda Woollard, Mayor South Ribble Borough Council, and Alistair Woollard.



For more information about the Reserve Forces and the Cadets, visit [www.nwrfca.mod.uk](http://www.nwrfca.mod.uk)





## 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:



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 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.

# Resettlement Support from CTP



### 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.



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

If CTP does not offer the course you are interested in then you 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](http://www.ctp.org.uk)





## Resettlement Success

### Transferring military skills to the legal sector

Ex-LH Weapons Engineer Natasha Mason served for just under 19 years in the Royal Navy before leaving in June 2013. Here, she speaks about her resettlement and how she is now pursuing a new career in Law.



### Natasha Mason

#### TELL US ABOUT YOUR SERVICE CAREER.

"I served for 18 years and 11 months as a Weapons Engineer in the Royal Navy and enjoyed many aspects of service life, including the structure and job security, as well as the social life that comes alongside serving in the military."

"During my time in the Navy, I developed strong leadership skills which I have found particularly useful in civilian life. I also held the role of Equality and Diversity Advisor, which provided me with some excellent transferrable skills".

#### HOW WAS YOUR RESETTLEMENT?

"With just under a year until discharge, I attended a Career Transition Workshop at the Resettlement Centre in Plymouth, which was really helpful. I also attended a range of other CTP workshops and events, including Financial Aspects of Resettlement, Employment Fair and Business Start Up workshop."

"As I had always planned to enter the legal sector, I used my resettlement training grant to gain Legal Secretary and Executive PA diplomas, and also completed a training course in Sage Accounts".

#### WHAT ARE YOU DOING NOW?

"Since June 2015 I have worked as a Paralegal for the Armed Forces Team at Wolferstans Solicitors in Plymouth, having initially sent a speculative CV to the Firm. I started the role from scratch and have developed the armed forces community role by liaising with veteran charities, attending corporate covenant meetings and helping to organise community events and handling initial enquiries from members of our armed forces community."

"The only obstacle I faced during the transition to the civilian workplace was adjusting to the 9-5, Monday – Friday working week. I also have to remember that colleagues do not want me outside their door five minutes before the stated meeting time!"

"Since leaving the Royal Navy, I have also completed a three year law degree at Plymouth University, which I part funded using my Enhanced Learning Credits. I was able to reduce my job to part-time flexible hours to suit the third year of my degree, and graduated this year with a 2:1 Honours. I will be continuing my studies this September with a postgraduate Legal Practice Course at the University of Law".

#### WHAT IS YOUR ADVICE TO OTHER SERVICE LEAVERS?

"Give it time to get your CV right; don't apply for a job with a half-hearted CV. Be yourself and don't be afraid to aim high. Prepare for interview and look smart but dress appropriately – don't overdo the makeup or aftershave! When going for an interview, know your own CV and take examples of your work if appropriate."

## CV tips from the people who matter: employers



The current job market is constantly changing and very competitive, and preparing your CV is a task you should take as seriously as looking for vacancies.

**W**hilst your CV alone will not get you a job, it can open the door to an interview.

So, what makes a good CV? Is there anything you should pay particular attention to as an ex-military job seeker? What are employers looking for? What are the most common pitfalls? CTP works with hundreds of employers who are committed to recruiting from the ex-military talent pool; below, we highlight key themes and specific tips and advice from those directly involved in the sifting process. Read more at [www.ctp.org.uk/job-finding/directory](http://www.ctp.org.uk/job-finding/directory)

#### BE RELEVANT

There is no such thing as one CV for all applications. You should have a good basic CV which you then rearrange or rewrite to target your CV to meet the needs of each job you apply for.

"Your CV is not a National Record of Experience. It is a tool to show your next employer why you are suitable for their role and how you can add value. Your CV must

maintain its relevance to the role that you are applying for and should leave the reader in no doubt that you are suitable for that role. Your CV should have synergy with the role and organisation you are approaching. Make your buzz words exactly the same as theirs". Jaguar Land Rover



Your CV needs to emphasise the facts relevant to the position you are applying for. To do this effectively, research the role and list the skills, experiences and aspects of your background that are most relevant.

During your military service you may have gathered various qualifications and decorations but make sure you don't confuse a potential employer by listing them out of context. Certain things will not have any relevance on a civilian CV.

#### BE CONCISE

Employers do not want to know your whole life story - just

enough to decide whether they should interview you or not.

"Keep it short. Most recruiters will only look at your CV for 30 seconds, so you don't have long to impress them! By making sure that you keep your CV simple and to the point, they will be able to process more of the key information in this time". Anglian Water



#### KEEP IT SIMPLE

Your CV is a potential employer's first impression of you, and it's important to make it as easy to read as possible. When scanning a CV, employers don't have time to search amongst graphics, complicated fonts or cluttered paragraphs for the information that they are looking for, so make sure you use a simple font and layout, highlight key information in bullet points and keep sentences short.

"Choose a clear structure and layout. Your CV needs to be clutter-free and easy to read. When reading

through your CV, we want the information we need to jump out at us and don't want to have to search high and low! Keep it brief, be concise and to the point". Eddie Stobart



#### CHECK FOR ERRORS

Employers receive high volumes of applications and it's easy to reject those CVs that don't show the applicant paid attention to what they were doing.

Spelling mistakes and grammatical errors on your CV reflect poorly on you and what's worse, employers DO notice. If you are applying for a role that calls for 'attention to detail' or 'good written communication skills', a CV with spelling mistakes



will not do you any favours.

"Show it to a friend – it's well worth getting a second opinion on your CV so ask someone you trust (someone who will be honest but constructive) to take a look and give you their feedback. Double and triple check it – make sure that everything is correct, especially your spelling". Mitie Group



#### BE PROFESSIONAL

As well as the look and layout of your CV, you need to ensure that the content is professional. You should also use this opportunity to demonstrate the effort and research you have conducted into the company. Additionally, avoid using acronyms – write the words out in full – and make sure you civilianise any military jargon.

"Professionalise it - use a professional email address and contact details for your job search, not something personal like maddog456@gmail.com as this could offend some audiences. Pick a style and font that suits you but that is also professional". Siemens



#### BE HONEST

Every detail in your CV will be thoroughly checked, if not at interview stage then certainly once a job offer has been made. By falsifying information relating to qualifications or experience, you will jeopardise any offer of employment.

"Be honest – if you're not right for the job based on your real achievements, then it's very unlikely that the job is right for you". Nuffield Health



The CTP is here to help you with the transition to civilian life from up to two years pre-discharge to two years post-discharge – visit [www.ctp.org.uk](http://www.ctp.org.uk) to find out more.



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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.

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**THE JOURNEY DOES NOT HAVE TO END!**



# Wounded Heroes

## first team to complete Megavalanche Challenge

**W**ounded, injured and sick Servicemen, women and veterans complete epic Alpe d'Huez

Megavalanche – recognised as the most challenging downhill mountain biking marathon event ever staged.

Challenge provides them with a purpose and improves self-confidence as part of recovery.

A Help for Heroes team of eight wounded, injured and sick military personnel and veterans has successfully taken on Megavalanche – one of mountain biking's toughest challenges.

In so doing, the group became the first disabled team to complete the epic event - one of the longest downhill races in the world. In addition, one of them – Lance Corporal Rachel Kipling – became the first female to compete alongside the men as usually there is a separate women's race. Rachel is still serving but receiving support for mental ill health.

The team was led and trained by Colour Sergeant Roger Coates, who runs the Battle Back programme at Help for Heroes Recovery Centre, Phoenix House, in Catterick. Help for Heroes is a founding patron of Battle Back - an MOD initiative that uses adaptive adventure training and sports rehabilitation to help seriously wounded service personnel gain independence and confidence.

The Alpe d'Huez Megavalanche takes 1,400 participants from 20 countries through four days of training and racing from Le Pic Blanc to Allemont.

As part of the Charity's extensive Sports Recovery programme, the Help for Heroes cyclists began training in January, beginning with a weekend in Hamsterley Forest and finding progressively more difficult venues to practice, ending up at Fort William on the slopes of Ben Nevis.

"We tried to find as much variety on our training weekends to really challenge our team and give them as much experience as possible," said Colour Sgt Coates. "But what we couldn't replicate from Megavalanche was snow and the very thin mountain air that you get at high altitude, so it was essential that we arrived in the French Alps early enough to practice in these conditions before we undertook the real thing."

Having personally entered Megavalanche twice, CSgt Coates knew exactly what training, equipment, commitment and motivation was needed to take part.

"Sport provides optimism, self-belief and confidence in what can be achieved, and this is proven to be of particular importance to this group," he said.

"All of these benefits can be translated outside of sport and into day to day life. Sport helps with coping strategies and resilience – which is so important on an individual's recovery journey."

The race saw riders hit speeds of up to 60kph down a black diamond ski run, among some of the world's top downhill bikers. To avoid injury, the Help for Heroes riders didn't take part in the infamous mass start but held back to ensure their safety. They then worked as a team, rather than as individuals, helping each other as they crossed the 2km frozen glacier - pushing, pulling, dragging and lifting each other from one icy plateau to another.

The next 20km saw them twisting and turning through a dense mountainside forest with a couple of short but tortuous climbs thrown in for good measure. Finally they descended along a steep forest track at high speed, across the finish line and into the history books!

"It went 100pc to plan," said Roger. "We had such a robust



plan in place that, even when one of the team members misjudged a jump, fell off and broke his wrist, we were able to immediately get him to Grenoble hospital where they treated him like a king while our reserve rider easily slotted into his place as he had trained with us throughout, was able to take his place.

"The French authorities welcomed us, as did the other participants and the locals with invitations to barbecues and free beers at the local bar, all of which made our guys feel special – like the heroes that they are!"

Simon Taylor was one of the veterans who took part in Megavalanche. The former sergeant with the Light Dragoons served in Bosnia and Iraq before being deployed to Afghanistan. While on a routine patrol in 2009, his vehicle hit an improvised explosive device. He suffered a multitude of broken bones, a traumatic brain injury, a collapsed lung, spinal fractures and a shattered ankle.

As a result of the injuries, in 2011 Simon's right leg was amputated below the knee, a cage fitted around his spine, his shoulder pinned and arm plated. He also suffers from post-traumatic stress disorder stemming from feelings of guilt for his comrade who died in the incident.

Simon had always been active in the army, with running his favoured sport: his 'escape'. But, post-injury, that was no longer an option. Someone suggested mountain biking and Help for Heroes funded him a bike.

"On my first time out on it, I went further in a 15 minute ride than I'd been in the last two years. I became addicted. It's my way of helping with the psychological side of things, getting out and about in nature. It gives me the space to get my head together," said Simon.

"Megavalanche was an amazing experience but it was hard and, if I'm brutally honest, scary at the top, looking down the snow-covered black diamond ski slope. I did wonder for a moment why, having broken everything and lost a leg, I was doing it!"

"But we all enjoyed it and I feel like it was a 'coming of age' for me. I have been fighting to prove that, even with my injuries, I can do mountain biking but people thought it was too dangerous. But now I have done megavalanche, I feel I have proved my point!"

Help for Heroes has been involved with Sports Recovery since 2008 and offers 300 events across 50 different sports enabling over wounded, injured and sick service personnel and veterans to take part in adaptive sports from grassroots through to performance level.

Sports Recovery works in conjunction with the DSATC as part of the Battle Back programme. Serving Men and Women are engaged as part of the Defence Recovery Capability programme which ensures that they have access to the key services and resources to enable their return to duty or a smooth transition to civilian life.

For more information about how Help for Heroes can support you if you're wounded, injured or sick, visit: [www.helpforheroes.org.uk](http://www.helpforheroes.org.uk)



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# PASS ON YOUR SKILLS TO THE NEXT GENERATION

Across the UK 14,000 young people are challenging themselves and learning new skills based on the customs and traditions of the Royal Navy to give them the best possible head start in life – all supported by 9,000 volunteers.

We are looking for people like you who are happy to roll up their sleeves and get stuck in! We hope you will pass on the skills that you have learnt in the Armed Forces to the younger generation.

You can share your skills in drill, seamanship, sailing, cooking or even drumming!

Sea Cadets is a national youth charity working with 14,000 young people in 400 communities. The nautical activities we offer have a positive impact on young people, including those that struggle academically and from disadvantaged backgrounds. While all of our cadets benefit from the progressive training programme and inspiring activities, it is often those cadets that can least afford it that stand to gain the most. With 31% of Sea Cadets units working in the poorest quartile of locations in the UK we are in a privileged position to be able to help them grab a better future.

## **Tony Thurgood, Lieutenant, Institute of Naval Medicine**

"I've always wanted to give something back to Sea Cadets as they had given me so much as a teenager. I joined my local unit when I was 11 years old and had a wonderful time getting out on the water but a real highlight for me was being appointed the Deputy Lord Lieutenant Cadet. This early experience with Sea Cadets helped form who I am today.

I've been volunteering for seven years at my local Sea Cadet unit and the skills I have learnt in the Royal Navy, like problem solving, leadership and strong work ethics, are vital life skills that I pass on to the next generation.

You can do this too!

As a volunteer with a former or current career in the Royal Navy you have a unique skill set to offer Sea Cadets. With 400 units across the UK there will be a unit near you that could use your skills, experience and time."

**Join our Sea Cadet family now!**  
**Find your local unit here:**  
[sea-cadets.org/units](https://sea-cadets.org/units)



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# INSPIRE

Volunteer at Sea Cadets to inspire young people in your community with the skills you learnt in the Armed Forces.

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### Have you considered working for the East of England Ambulance Service NHS Trust?

We cover the six counties of Essex, Hertfordshire,  
Bedfordshire, Suffolk, Norfolk and Cambridgeshire.  
We value care, teamwork, quality, respect and  
honesty in order to transform the care we deliver  
to our communities.

### What is an intermediate ambulance practitioner (IAP)?

It is more than providing a transport service; you  
will be providing support where it's most needed  
to our patients, in emergency or urgent situations.  
You could be called to a road traffic collision, a  
cardiac arrest, or any scenario which requires an  
emergency response, driving our vehicles in any  
conditions.

### What criteria do I need to apply?

A general education in reading, writing and  
arithmetic, and two years' experience of driving  
on a full UK manual licence (you will need to  
achieve full C1 category on your licence before  
starting your training). Experience of dealing  
with a range of people and able to demonstrate  
a caring, sensitive and compassionate nature is  
essential.



East of England Ambulance Service **NHS**  
NHS Trust



### WORKING FOR YOUR AMBULANCE SERVICE



### Intermediate ambulance practitioners

- Joining the ambulance  
service
- Who we're looking for
- Your next steps



### How do I become an IAP?

You can apply to an advert on [www.jobs.nhs.uk](http://www.jobs.nhs.uk)  
and participate in our recruitment and selection  
process. If successful, you will complete a 10-week  
training course (six weeks clinical training and four  
weeks emergency driving course) before starting  
your operational duties working alongside other  
clinicians responding to whatever job requires  
your help.

### What will I earn?

You will join EEA on salary band 3 (£16,800  
- £19,655). We also pay a salary enhancement  
dependent upon your shift allocation. We offer  
excellent paid holiday entitlement, entry to  
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opportunities, friendly colleagues and the  
ability to make a difference to people in the  
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### 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.



# An exciting career opportunity to commence training with The Ambulance Service

## 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 part of an Ambulance Team 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 and associate practitioners; last year we recruited over 400 new staff, and we are looking to recruit another 400 new staff in this financial year. The chance to join our Student Associate Ambulance Practitioner and Intermediate Ambulance Practitioner programmes is the start of a new career. This opportunity will mean you

receive a salary and training throughout the duration of your development. The Associate Ambulance Practitioner (AAP) role with the East of England Ambulance Service NHS Trust is an exciting new role that is clinically-lead and patient-focused to deliver clinical excellence, improve clinical outcomes, ensure patient safety and provide a positive patient experience. Becoming an Intermediate Ambulance Practitioner (IAP) with EEAST is about more than providing a transport service; it's about providing support where it's most needed to our patients and our communities. Naturally caring and level-headed, you will instil trust, share our values, and provide a calming presence in whatever situation you find yourself in - from helping patients requiring urgent care get to hospital, to assisting in emergency

situations. Although you won't need a medical background, you will need to undertake the associated and required training in patient care as well as training in assisting other clinical colleagues. 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. Becoming an Intermediate Ambulance Practitioner with EEAST is about more than providing a transport service; it's about providing support where it's most needed to our patients and our communities. Naturally caring and level-headed, you will instill trust, share our values, and provide a calming presence in whatever situation you find yourself in - from helping patients requiring urgent care get to hospital,

to assisting in emergency situations. Although you won't need a medical background, or any formal qualifications, you will need to undertake the associated and required training in patient care as well as training in assisting other clinical colleagues.



A full clean UK manual driving licence with full **Category C1** and a minimum of 2 years' driving experience on a full licence is required. Consideration will be given to applicants who have a maximum of 3 penalty points on their licence for minor motoring offences only). **Applicants without Provisional or Full C1 who are successful in the recruitment and selection process will be required to obtain Provisional C1 before being allocated to a training course, and must achieve FULL C1 on your licence. Priority consideration will be given to those who hold full C1 category.**

Successful applicants will be required to complete a 10 week training programme, which incorporates a four week advanced driving course, and will result in an accredited Level 3 award for those who successfully complete the course. This qualification can be used against career development pathways, should applicants wish to apply for Associate Ambulance Practitioner opportunities in the future.

The recruitment and selection process will consist 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 are expected to undertake and pass all elements of the selection process. The East of England Ambulance Service NHS Trust (EEAST) provides emergency, urgent and primary care services throughout Bedfordshire, Cambridgeshire, Hertfordshire, Essex, Norfolk and Suffolk since 1st July, 2006. Our dedicated and skilled staff work 365 days a year, 24 hours a day to make sure patients receive the best possible care.

We have more than 4,000 staff operating from 140 sites and a fleet of 1,000 vehicles. We are supported by more than 1,500 volunteers who provide community first responder and volunteer ambulance car services.

The eastern region is made up of both urban and rural areas with a population of nearly six million, as well as several thousand more tourists who enjoy visiting the area in peak seasons. It includes major airports and docks which increase the number of people in our region on a daily basis. Whilst we are looking to recruit across all areas of the trust, we are particularly looking for staff to work in the following areas;

- Most of Essex (but not currently North Essex)
- Hertfordshire
- Suffolk
- South Cambridgeshire
- Waveney
- West Norfolk

### The Training Programme

Successful individuals for the AAP programme will undertake up to 18 weeks of initial training and supervision in front line Ambulance Operations. This will include a four week emergency driving course. The course will include time spent attending classroom based learning, self-study, online learning, and practical simulation. You will be expected to undertake a range of written and practical assessments and will include completion of a portfolio of evidence, as well as dedicated clinical placement time with EEAST. It is anticipated that the full course will be completed in 12 – 18 months from start date of employment. Following successful completion of the full course, a portfolio, and operational duties, candidates will be awarded a Level 4 qualification against the Qualifications Credit Framework (QCF). Upon successful completion of the AAP programme, this qualification can be used against career development pathways, should applicants wish to apply for student paramedic in the future. Applicants must:

- Be highly motivated with excellent communication and numeracy skills with a minimum of 5 GCSEs of grade C or above of which two must be Maths, English or Science (alternative equivalent qualifications may be accepted).
- Be able to demonstrate a high degree of physical fitness by successfully meeting our fitness assessment standards and work health assessment check.
- Have their own transport, and a full UK manual driving licence (manual vehicle) with two years driving experience, (please note that the person specification states that 'a maximum of 3 points will be considered for a minor motoring offence only'). If you have more than three penalty points on your driving licence, there will be no exceptions to this rule and you will not progress through the recruitment and selection process.



- **Category C1 (manual vehicle) on your driving licence is essential in order to start on our Student Paramedic programme. Applicants without Provisional or Full C1 who are successful in the recruitment and selection process will be required to obtain Provisional C1 before being allocated to a training course, and achieve the FULL C1 on your licence before you begin a training course.**
- Demonstrate real drive, motivation and enthusiasm to pursue this challenging and demanding career throughout the recruitment and selection process and beyond.



### 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](http://www.jobs.nhs.uk). Use the job search 'Ambulance' 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 College of Policing Direct Entry police superintendent and inspector training programmes

Change more than  
your career path



**T**he College of Policing's Direct Entry inspector and superintendent training schemes are exceptional development programmes

that will equip you to make the transition from civilian leader to police leader for you to forge a new career in the police service.

In 2015, the College of Policing, the professional body of policing who set standards of practice and supports the development of those working in policing, carried out a review of leadership in policing. The review took a look at future police leadership needs, identifying the challenges and opportunities that policing will face in the coming decades. A number of recommendations were proposed in order to meet

these challenges including new entry points into policing, which would allow those with no prior experience of policing to enter the service at the ranks of inspector and superintendent via the Direct Entry training programmes.

The College of Policing developed the Direct Entry programmes to allow civilian leaders to join policing directly at the ranks of inspector and superintendent. Programme members are trained over 18 months by the College and their chosen police force, and are equipped with the necessary policing skills required to perform as an inspector or superintendent who inspires confidence in officers, staff and the public.

Policing has not traditionally

recognised the value added by those with outside experience therefore the introduction of the Direct Entry training programmes is a fundamental and crucial change to equip the police service with the right leadership, business skills and knowledge to be able to deliver policing which is professional, efficient and capable of dealing with the growing pressures of today and beyond. Direct Entry supports the development of police leadership and change within the service by introducing new cohorts of trained officers with diverse backgrounds, experience, thinking and perspectives, all playing a positive part in effecting change.

Superintendent Adam Thomson, North Yorkshire Police, joined the police service via the Direct

Entry Superintendent programme from the Royal Air Force, where his most recent role was working in operational resourcing for the Ministry of Defence. During his 20 years' experience in the military, his operational deployments included Kosovo, Afghanistan and the Democratic Republic of Congo. He has been responsible for operations in chemical, biological, radiological and nuclear (CBRN) units, the protection of airbases and was a staff officer in the United Nations' Mission in Sudan.

Adam says 'the superintendent role is an ideal position to come in and make change to the police service'. His military role had him leading teams all over the world, and now, as a Direct Entry Superintendent, he has the chance to lead in a different but equally challenging environment. Adam had reached a point in his career where he was reasonably stable and happy, but he saw the Direct Entry programme as a new opportunity for an exciting role in which he could 'still have the opportunity to lead, and make a difference to the local community'.

Adam has brought in useful skills from his past military roles, leadership and strategy. During his training with the College and upon settling into his new position, he has given others in the service the opportunity to learn from him while he learns from their own styles. The largest benefit of joining the programme and the police service has been to continue his career in 'something that I feel I can make a difference, can influence inside the organisation, influence communities, take that forward, and progress my learning and leadership style in a new environment.'

The Direct Entry programmes target professionals outside policing with several years' industry experience. While there are no specific academic or educational qualifications, you will need to demonstrate high-level leadership qualities, business skills, impressive ideas and the determination to make tangible differences in modern policing. To apply you will need to be ambitious, resilient, determined and realistic about what is required of you. Being a police officer is not a nine-to-five job, you will be expected to manage dangerous and difficult situations.

The hours are unpredictable and the shifts can be long. You will have to justify and account for every action to ensure that you are working ethically and to the high standards that the public expect.

Now in its third year, the Direct Entry Superintendent programme attract senior managers, executives and directors who have excelled in their careers to date at executive level and are considering a career change. Programme members have entered the police from a wide variety of professions including academia, legal, marketing, banking, military and social services to name but a few.

Working with his team of police officers and staff, who understand police perspective and who help advise and guide has shown Adam that 'the superintendent level is the best point you can come into the service with enough leadership understanding, and enough structural, management and business understanding to make a difference internally.' As an operational superintendent, Adam is a senior manager who is responsible for setting the strategy, establishing standards, operational policy and putting a force's strategic plan into action. His priority is to determine the key concerns of communities in relation to safety, social inclusion and the prevention (and reduction) of crime and antisocial behaviour. By joining and completing the Direct Entry Superintendent scheme, Adam is now within the top one per cent of officers in the police service.

The Direct Entry Inspector programme specifically recruits for middle managers to apply their leadership and operational skills to policing, those who graduated five to ten years ago and whom demonstrate strong leadership skills with management experience in their chosen field. An inspector is an operational leader generally responsible for planning and directing the work of a team of police officers and staff in a diverse range of policing activities. As an inspector you will be managing policing operations, leading briefings and reviewing incidents as they come in, allocating resources as well as responding immediately to critical situations. You will need to assimilate complex information quickly, make sound decisions and direct your team in response to numerous demands.

Candidates entering the Direct Entry programmes will hold the rank of inspector or superintendent from the start and will undergo operational rotations at the rank of constable, sergeant and finally inspector. The programmes combine classroom learning with operational training at your local force. You will be given everything that you need to progress and shown how to put that learning

into practice. Your selected force will take responsibility for most of your training but the College of Policing will be on hand at various stages to support you. You will be given a mentor, a tailored personal development plan, leadership coaching and media training. Importantly, you will benefit from immersive learning that simulates real-life police operations. The programmes are designed to get the very best out of your skills and experience and equip you with what you need to become a high-performing police officer.

Adam has enjoyed the College of Policing's training and spending a lot of time within his force, in particular the rotations from PC to inspector: 'at each stage there were different things to learn, a huge opportunity to get out and do things as a PC, sergeant and inspector.' His career to date has given him strategic vision and he sees one of the benefits of his new role as being able to 'increase opportunity to look internally at the business and make a difference in a structured way that applies to policing ethics' as well as being able to run operations and make a positive impact on his local community.

The Direct Entry programmes are an excellent opportunity to join the police at senior and prestigious ranks and contribute to cultural change within the police. The issues faced by today's police service call for fresh ideas and new ways of working so if you are looking for a new career challenge, find out more and consider applying for 2017.

You will need to draw upon your transferable skills and use your resilience and outstanding leadership in the intensive training and your role. You will need a proven track record in improving organisation performance, managing budgets and resources, and to use your strategic experience, bringing fresh ideas and thinking to a

role where you can have a real impact on people's lives and your community. Anyone with a fresh perspective, sense of belief in public service, different way of thinking or background is welcome to apply.

The Direct Entry programmes open for recruitment annually. The next application window for both superintendents and inspectors opens in early 2017. Assessment and selection will begin in July/Aug 2017 and successful candidates will commence training from November 2017. To find out more about the programmes, the application process and to check application dates, visit [www.leadbeyond.police.uk](http://www.leadbeyond.police.uk).







## Continue to serve in the Civil Service

If you're leaving the service but the idea of still working within a government institutional environment appeals to you, you might well consider a career in the Civil Service.

**T**he opportunities are vast and there are possibilities of continuing to work within the military and defence.

A career in the Civil Service offers you the opportunity to make a difference to people's lives in the UK, learning on the job and good career development opportunities and flexible working hours with comprehensive benefits.

There are many different routes into the Civil Service and you would be well advised to visit the website [www.gov.uk/government/organisations/civil-service/about/recruitment](http://www.gov.uk/government/organisations/civil-service/about/recruitment) where you will find all the information you will need. You will also be able to view all the Civil Service jobs available and you can search by job type, salary range or geographical location. There is a Fast Track apprenticeship scheme and some service leavers might qualify. These cover a number of areas:

### COMMERCIAL

Commercial professionals work on some of the most challenging and interesting projects in government.

There's a wide range of experience available in the different posts, from procuring prisons for the Ministry of Justice to buying battleships for the Ministry of Defence. The entry requirements are the same as above.

### GRADUATE ENTRY

The Civil Service Fast Stream is the organisation's graduate entry scheme.

It offers talented graduates an accelerated route to leadership in the Civil Service. There is an informative short video on the website which gives more information about the Civil Service and the type of applicants the Fast Stream is looking for.

Developing civil servants' skills to help them fulfil their potential is crucial to the future of the Civil Service.

It wants to develop a strong and diverse pipeline of inspiring, confident and empowering leaders to shape the future of the Civil Service. Effective talent management will help to achieve this.

In his Talent Management Review, Lord Browne said: "Good talent management leads to greater efficiency. It delivers a diverse and

### DIGITAL & TECHNOLOGY

This Fast Track apprenticeship offers an excellent opportunity to learn valuable digital and technical skills. The roles vary from development and service management to testing and support.

You will need two A levels A\* to C Science and Technology STEM subjects and five GCSEs A\* to C including English language and maths.

### BUSINESS

The business role as an apprentice is often to support collaboration and help bring teams together. For example, you could be organising meetings or managing communications. A significant number of the business apprenticeship roles are also dynamic and customer-facing.

The requirement is 5 GCSEs A\* to C including English language and maths or equivalent.

### FINANCE

This programme offers a unique opportunity to make a difference, to contribute to strong financial management within government and to help make sure that Government delivers value for money for the taxpayers.

### PROJECT DELIVERY

The project delivery apprenticeship gives you the opportunity to work on some of the most fast-paced and exciting projects being undertaken in the UK today.

This course requires two A levels A\* to D in any subject and five GCSEs A\* to C including English language and maths or equivalent.

inclusive organisation in which the best people thrive, whoever they are. It is a key leadership issue and a critical part of any senior role."

The Civil Service High Potential Stream is a corporate talent pool managed across the organisation with the aim of creating a succession pipeline of exceptional leaders for the most senior roles.

Participants are selected for their aspiration to progress, their engagement in the Civil Service and their ability to deliver in a variety of different environments.

The role model behaviours that reflect the Civil Service's culture and values, and Leadership Statement, and they show a strong capacity to grow and succeed throughout their careers. Those with senior leadership experience within the Armed Forces could be obvious potential prospects for this stream.

Of course, a career in the Civil Service could be an extension of your military service as many jobs previously undertaken by uniformed personnel become civilianised. There are also many opportunities to continue to use those skills gained during service in many roles and departments, including Defence Equipment and Support and many of those other MoD agencies who employ large numbers of civilian staff.

The name of the game is to keep your eyes and ears open for local opportunities and log in to the Government website regularly. Use the search engine to check out vacancies in your preferred salary range, location or job discipline. You will find all the information you need to get you started on a new career in the Civil Service.●

LEEDS BUSINESS SCHOOL

## Levelling the Playing Field - Making Your Experience Count

### MSc Executive Leadership

Our MSc Executive Leadership is one of the few programmes that recognises the outstanding professional development attained by military personnel by offering the equivalent of one third of a Masters degree (60 level 7 credits) to those holding the minimum rank of Lieutenant (RN), Captain (Army), Flight Lieutenant (RAF) or W02.

This enables you to access an accelerated learning route by entering the programme at PG Diploma level, requiring you to attend four short taught blocks (two-four days each) and complete four assignments and a dissertation to gain a full Masters award. All assessments can be applied to your current workplace or address future professional aspirations.

The MSc is accredited by the CMI so you can independently apply for two additional management qualifications - the level 7 Diploma in Professional Consulting and level 8 Certificate in Strategic Direction.

For those holding a CMI Extended Diploma further exemptions can be gained.

Discover more at [www.leedsbeckett.ac.uk/military](http://www.leedsbeckett.ac.uk/military) or call 0113 812 7550.

**CMI**  
HE Partner

**LEEDS  
BECKETT  
UNIVERSITY**



# Have the Armed Forces got Talent?

The right people, in the right place, at the right time

There's a great deal of interest in talent.

That's because, according to the Economist, 'no one country or company grows enough.' For over 20 years the 'War for Talent' has spanned the globe because employers have difficulties recruiting the right number of people. Amongst the hard-to-fill jobs are engineering, sales, IT, marketing and media. There are shortages of medical staff (worldwide); and in roles as varied as railway signalling and computer gaming; oil and gas extraction, aerospace manufacturing and optical engineering.

It should be no surprise that the attraction, development and retention of the right people, in the right place, at the right time, and with the right skills, have become priorities for all organisations. Talent has rarely been such an important topic.

## BUT WHAT DO WE MEAN BY 'TALENT'?

There are variations on what is understood by the term 'talent'. The UK Chartered Institute of Personnel and Development (CIPD), for example, defined talent as 'those individuals who can make a difference to organisational performance, either through their immediate contribution or in the longer term, by demonstrating the highest levels of potential.' But this has been open to interpretation.

Traditionally, talent and talent management are terms that have applied to those in 'key' roles such as executives and senior managers, those who are being developed to take

on senior positions through succession planning, or those who are deemed to have high potential through assessment or qualification. This is often referred to as an 'exclusive' approach. But more recently it has been recognised that this definition is too limiting and doesn't take account of the wider range of skills and potential that exist at all levels in organisations. And so a more 'inclusive' perspective on talent is being adopted by organisations whereby all employees are considered to have talent and are encouraged to 'go the extra mile' to progress to new opportunities.

Most organisations will have a mixture of the

two approaches to make sure they have enough people lined up for senior leadership roles, but they also have processes in place to give everyone the opportunity to develop.

## WHAT SHOULD COMPANIES DO TO MAXIMISE THEIR TALENTED PEOPLE?

'It's no use having business plans if the people with the knowledge and skills to deliver them aren't available, don't want to join the organisation or aren't prepared to remain.' That's why there is so

much effort being put into talent management. Some organisations believe that they should treat their employees like customers.

Recent advice suggests that, to get the most out of their talent at all levels, organisations should:

- **Create an Employee Value Proposition** that has career development and progression as part of the terms of employment.
- **Include all employees in talent management** so that everyone has the chance to make their full contribution whilst at the same time achieving their career goals.
- **Create a community of talent** so that talented people fully participate in, and share knowledge about, the organisation and what can be done to deliver creativity

and innovation.

- **Make sure that there are enlightened leaders and empowering managers** who allow the contribution of talented people to rise to the surface.
- **Give people or talent strategy the same emphasis as other strategies such as finance or technology.**

Employees and potential employees look beyond pay and reward in their decisions about whether to join or stay with an organisation. The opportunity to develop a career is, for many, a critical factor. The employer's 'brand' should emphasise this important point.

## WHAT SHOULD INDIVIDUALS DO TO MAKE THE MOST OF THEIR TALENT?

Many skills are in short supply in addition to those that might be deemed technical or professional. The World Economic Forum suggested that there weren't enough people with combined technical and business expertise, with the ability to develop and lead others, with creativity and innovativeness, or with the courage to challenge. They also stated that there was a need for people who could adjust to change quickly and were able to collaborate effectively with others.

This shows that talent can be viewed in two complementary ways. First there is the ability that comes from being trained in a profession or for specific skills. But there's also the critical factor of the attitude and behaviour of people towards the job or the organisation. It is easy to emphasise the first because there is clear evidence - a certificate or qualification. But it might be the second that will be a critical factor (into a new organisation or within an existing one).

Anyone who wants to maximise their own talent and build their career will look to develop in both of these areas by:

- Having clarity about career direction, goals or objectives.

- Understanding what is needed to achieve these - what are the expectations of organisations and are there clearly defined career paths, which people can advise on? (internal or external).
- Ensuring that professional or technical strengths/qualifications are developed and up-to-date to contribute to the achievement of these objectives.
- Spending an equal amount of time building a profile that shows behavioural strengths such as a willingness to change and adapt, leadership or managerial skills, collaborative skills, initiative and innovation.
- Keeping the door open to new opportunities.

By the way, the answer to the question is 'yes': the Armed Forces have got talent in abundance.

Paul Turner is Professor of Management Practice at Leeds Business School, Leeds Beckett University. He was previously Group HR Business Director for Lloyds TSB and has held Executive positions in FTSE and Fortune Companies and was Vice President of the CIPD. His most recent book about global talent management is 'Make Your People Before You Make Your Products' and is published by Wiley.



Professor Paul Turner at Leeds Business School





# Higher Education is an investment for the future



As a service leaver you are entitled to use your Enhanced Learning Credits to provide you with higher education and the scheme is supported by a number of universities.

The University of Lincoln is an ELCAS provider and is highly supportive and enthusiastic about encouraging service leavers. Its Military programmes are designed to allow 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. Ex-serving members of the three Services may also be entitled to enrol through the military programme route provided their enrolment date on the degree is within six months of their last day of service.

As 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 its 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 in certain circumstances, other ranks. Typically, students take 18 to 24 months to complete their studies. However, flexibility is a key feature and students may formally interrupt their studies for a period of up to two years in light of operational activity or other commitments.

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 further/higher education 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.

The University of Lincoln's Work Based Distance Learning opportunities for Military and MoD 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 MoD Civil Service.

## LOGISTICS AND HUMANITARIAN SUPPLY CHAIN

### MSc Logistic Management

The MSc Logistics Management degree is delivered in a distinct way through collaboration with subject matter experts from the MOD, Defence Equipment and Support (DE&S), the Defence College of Logistics, Policing and Administration (DCLPA) and the defence industry.

Logistics underpins the ability to project military force. This capability must always ensure battle winning effectiveness but it has also to remain affordable in resource terms. This route to the MSc Logistics Management degree is offered to officers of the armed forces and their civil service equivalents on a part-time basis and is primarily aimed at those already in or about to enter senior logistics appointments.

The Director of the Joint Support Chain (DJSC), the military and civilian Skills Champion for logistics, has stated that: "The provision of effective logistics training and education to practitioners and operational commanders is vital to the continued operational success of the Armed Forces."

### BSc (Hons) Logistics Management

BSc (Hons) Logistics Management is a Work Based Distance Learning (WBDL) degree which aims to bridge the gap between learning at work and learning at university. The programme takes into account the high level of skills and learning which are demonstrated every day in the workplace and provides a degree framework to support and accredit this learning.

Logistics underpins the ability to project military force. This capability must always ensure battle winning effectiveness but



### BUSINESS, RETAIL AND HRM BA (Hons) Business Management

An effective military force cannot function without an underpinning Business and Human Resource acumen. Personnel are at the heart of any organisation and to ensure operational success effective management of those personnel and associated resources is key. The University of Lincoln acknowledges the wide variety of challenges that military administrative specialists are faced with and the associated level of academic expertise that is required. Hence, the BA (Hons) Business Management degree is a final year 'top-up' course which presents military administrative

it has also to remain affordable in resource terms. The University of Lincoln acknowledges that these requirements call for a high level of managerial underpinning and an associated level of academic expertise. Hence, the BSc (Hons) Logistics Management degree is a final year 'top-up' course which presents military logistics specialists at all levels with the opportunity to enhance managerial and academic skills within their particular area of operational expertise. The first and second years of the degree are accredited through previous

specialists at all levels with the opportunity to enhance managerial and academic skills within their particular area of operational expertise. The first and second years of the degree are accredited through previous academic qualifications and/or relevant professional experience.

### BSc (Hons) Human Resource Management

The effectiveness of any military force depends on its people. In today's constantly changing environment Human Resource Management sits at the heart of the complex array of organisational and operational changes that are taking place across the Armed Forces. This means that military HR professionals must be equipped with the knowledge and skills necessary to allow them to contribute directly to organisational efficiency and operational effectiveness. The University of Lincoln recognises that this requirement calls for a high level of managerial and professional competence. The BSc (Hons) Human Resource Management degree, a final year 'top up' course, is designed to build on HR military professionals' skills, linking practical experience with

academic qualifications and/or relevant professional experience.

### Foundation Degree (FdSc) Logistics Management

The Foundation Degree Logistics Management is a Work Based Distance Learning (WBDL) degree and aims to break down the barriers between learning at work and learning at university. The programme takes into account the high levels of skills and learning that are demonstrated every day in the workplace and provides a degree framework to support and accredit this learning.

academic theory to provide them with the opportunity to enhance their knowledge and expertise in Human Resource Management. The first and second years of the degree are accredited through previous academic qualifications and/or relevant professional experience.

Applying for a place on one of the University's Military Programmes couldn't be easier. Follow the simple steps explained on the website [www.lincoln.ac.uk/home/lbs/militaryprogrammes](http://www.lincoln.ac.uk/home/lbs/militaryprogrammes) to ensure a simple and straightforward process when making your application.

For post-graduate (MSc) courses all applicants will be initially screened and selected by their parent service. They will be experienced logisticians and will be in or have the ability to enter a senior logistics related appointment.

Prospective students will normally have had at least five years of relevant work experience and may have an honours degree or equivalent; although this is not a prerequisite to acceptance.

The University of Lincoln will ensure that prospective students satisfy the University entry requirements for post-graduate study.

### ENGINEERING AND COMMUNICATION BSc (Hons) Engineering Management

The BSc (Hons) Engineering Management degree is a Work Based Distance Learning (WBDL) degree which aims to break down the barriers between learning at work and learning at university. The programme takes into account the high levels of skills and learning that are demonstrated every day in the workplace and provides a degree framework to support and accredit this learning.

### BSc (Hons) Communications Engineering Management

Effective communications are at the heart of any successful military force and reliable communication links play a vital role in the success of air operations. Moreover, information systems are a vital asset in ensuring that up-to-the-minute information is always available to military decision makers. The speed of technological advance within communications and information technology calls for a support chain that is highly skilled and motivated. The University of Lincoln acknowledges that these requirements call for a high level of managerial underpinning and an associated level of academic expertise. Hence, the BSc (Hons) Communications Engineering Management degree is a final year 'top-up' course which presents graduates of the RAF Engineer Officer Foundation Training (Communications Electronics) (EOFT (CE)) course with an opportunity to enhance their managerial and academic skills within their area of operational expertise. The programme is open to all suitably qualified candidates and offers an opportunity to transfer academic qualifications and work experience to achieve a degree in Communications Engineering Management. This is also a work based distance learning course.

The management of Aerosystems resources and the associated airworthiness challenges is at the heart of RAF aircraft operations. RAF Aerosystems engineer officers are expected to manage the cutting edge technology, resources and highly skilled workforce that is required to maintain and support its fleet of aircraft and associated weapons systems. The University of Lincoln acknowledges that these requirements call for a high level of managerial underpinning and an associated level of academic expertise. Hence, the BSc (Hons) Aerospace Engineering and Airworthiness Management degree is a final year 'top-up' course which presents graduates of the RAF Engineer Officer Foundation Training (Aerosystems) (EOFT (AS)) course with an opportunity to enhance

their managerial and academic skills within their area of operational expertise. The programme is open to all suitably qualified candidates and offers an opportunity to transfer academic qualifications and work experience to achieve a degree in Aerospace Engineering and Airworthiness Management.

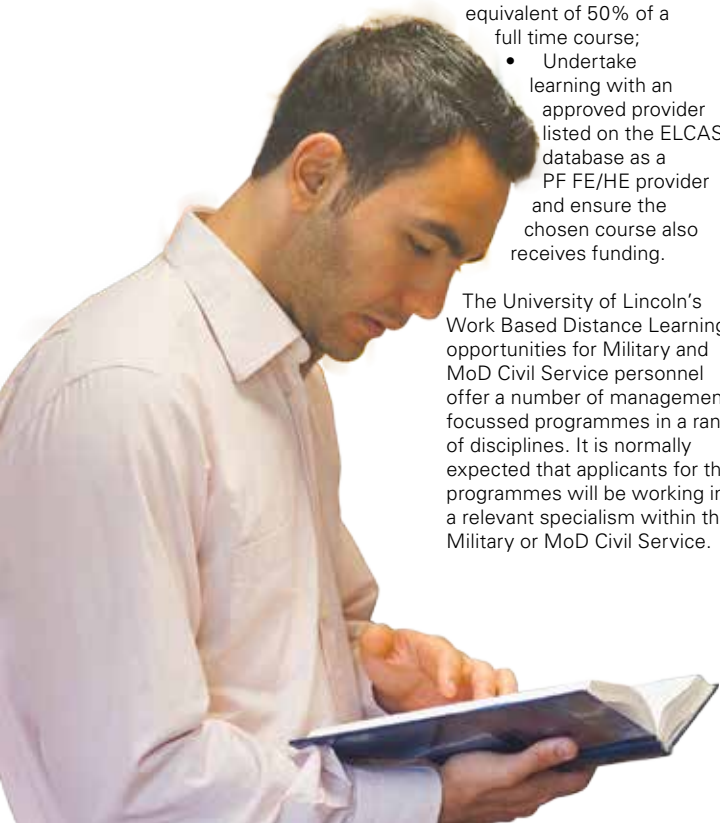
### BSc (Hons) Communications Management

As technologies advance and equipment becomes more complex, personnel must be prepared to address the managerial challenges that modern military technology present. Effective communications are at the heart of any successful military force and reliable communication links play a vital role in the success of associated operations. Moreover, information systems are a vital asset in ensuring that up-to-the-minute information is always available to military decision makers. The speed of technological advance within communications and information technology calls for a support chain that is highly skilled and motivated. The University of Lincoln acknowledges that these requirements call for a high level of managerial underpinning and an associated level of academic expertise. Hence, the BSc (Hons) Communications Management degree is a final year 'top-up' course which presents graduates of Royal Corps of Signals (RSignals) Troop Commanders', Yeoman (EW) and Yeoman of Signals courses with an opportunity to enhance their managerial and academic skills within their area of operational expertise. The programme is open to all suitably qualified candidates and offers an opportunity to transfer academic qualifications and work experience to achieve a degree in Communications Management.



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For more information contact the Military Programmes group on [MPG@lincoln.ac.uk](mailto:MPG@lincoln.ac.uk) ●





## 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.

**O**ur 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](http://www.easyresettlement.com) has a section where you will be able to view these courses all through 2016. 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.

**W**e 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)

### CITY & GUILDS CONFINED SPACES

- Working in Low Risk Confined Spaces
- 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 Occupation and Industry Standards. ●

### CONTACT

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](http://pqms.training/welcome/about_pqms_training)



## 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.

**A**t 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 eleven 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).

The second section in an intensive two week live-aboard course. During the live-aboard section you recap all the skills needed to enter your yachtmaster exam with confidence.

Your immediate job prospects include Flotilla Skipper in the Mediterranean, Charter Skipper in Australia, Europe and the USA, Superyacht Deckhand or delivery crew anywhere in the world.

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.

At Flying Fish we promise you professional training and international adventure. ●

### CONTACT

Visit our website [www.flyingfishonline.com](http://www.flyingfishonline.com), email us [mail@flyingfishonline.com](mailto:mail@flyingfishonline.com) or better, call us for a chat on +44 1983 280641



# Morson Vital Training

Morson Vital Training (MVT) was set up in 2014 to fill the ever growing need for quality training and assessment provision. MVT focuses on depth of delivery and customer service combined with sound technical knowledge and expertise.

**W**ith a clear commitment to quality and sustainability Morson Group invested in the setup of MVT, building a lead training academy in Manchester. Now in its 3rd year of operation MVT delivers training throughout the UK, with a large pool of highly qualified and experienced assessors at its helm.

Working within the UK rail sector MVT delivers a high standard of safety critical, vocational and plant based training and assessments, using the latest in technology while promoting best practice.

Whether you are looking to make your way into technical engineering or considering an entry level role within the UK rail

industry, Morson Vital Training can offer the training you need to help you progress. As part of the UK's No.1 Technical Recruitment agency (Morson Group), MVT have access to a wide database of employment opportunities allowing you to take the training delivered and apply for employment straight away.

Morson Vital Rail has an experienced management team which has worked on some of the UK's most high-profile projects. We sponsor more than 2,000 staff supported by 300 vehicles under the supervision of our dedicated HSQE and support services teams.

We offer many different programmes from progress

higher grade skills to entry level site access competencies. Whatever your level MVT are the gateway to the rail industry. Our programmes include:

## **TRACK ONE ENTRY LEVEL SKILLS. Pre-employment screening and testing**

Medical screening with drug and alcohol tests, as mandated by Network Rail and TFL

**Industry Common Induction**  
The Industry Common Induction (ICI) provides staff with a health and safety induction for working in construction sites, rail depots and station maintenance. It has been developed by Network Rail, in partnership

with ISLG (Infrastructure Safety Liaison Group) and RIAG (Rail Infrastructure Assurance Group). It covers the safety procedures and risks that are common across the rail industry, whatever the role and type of site.

## **Personal Track Safety, PTS**

This is the entry level requirement for those wishing to access the UK rail infrastructure, training takes place over two days and will provide you with the skills, knowledge and understanding of how to protect yourself, others and the network while working in this diverse and complex environment. It opens the door to all other operational roles that will at times require further training.

## **Track Induction**

Track induction, TIC is a 7 day course that is designed to teach you the engineering principles behind maintaining and securing the rail network.

This course is mandatory if the role you are looking to undertake will have any effect on the safety, or geometry of the network.

A blend of online, practical and theory sessions will allow you to get to grips with the differing approaches and safe working procedures that cover a wide range of roles and tasks.

This course gives you all the tools to take your next step and begin to find your way in the industry while earning at the same time.

Included in this course is

## **APPRENTICESHIPS**

We offer fully funded training opportunities, working in partnership with some of the best colleges throughout the UK. Our apprenticeship programme focuses on quality of delivery and integration of modern technology and has been very well received by employers and awarding bodies.

Morson Group and MVT are dedicated to the values that they are founded by, which are commitments to Safety, Knowledge, Integrity, Delivery, Innovation and Charity.

For further information please Telephone **01618367065**  
Email **morsonvitaltraining@vital.uk.com**  
**www.morson.com/mvt**

manual handling, fire awareness and first aid. All of which is delivered by our specialist technical training team.

## **Small Tools Training**

Depending on your intended route, we have put together packages of tools training that are best suited to the wider ranging roles. These tools will give you a good base knowledge and a step up when looking for employment. All tools are rail specific with rail based applications. Some however will have similarities to tools used in other industry. Despite any similarity, while working on the rail infrastructure you must hold certification for any task you undertake.

The above programme of training is packaged together to get you through the door and on your journey within rail. This package along with the knowledge of the training team at MVT will set you up for what could be a very prosperous career.

## **TRACK TWO PROGRESSIVE LEVEL**

If you want to get a jump start on your career and take a more in-depth look at what engineering in the rail industry means, our Level 2 Rail Engineering Track Maintenance NVQ could be the ideal approach.

Covering all the mandatory training featured in the above programme. This scheme leaves you with a nationally recognised vocational award, accredited by city and guilds.

Throughout the programme you will drill further down in to the subject covered within the track induction. Spending far more time on our simulated track layout and learning from the vast experience within the MVT

training team.

Undertaking practical and written assessments to ensure you are not only aware of the engineering practices, but also have a sound knowledge of the reasoning behind why it is that we do what we do.

The added benefits of this programme are that you get a much greater knowledge base and also a higher level of experience, all of which will show through when it comes to using all that you have learned out on site.

In addition, with many employers now recognising the benefits of the recognised vocational training and experience.

We have dedicated training academies across the UK with a head office in Manchester. We also offer a mobile facility for skills such as PTS E learning and ICI LU, all delivered by fully accredited Network Rail, TFL and NSARE approved trainers.

The onsite division of assessors can assess competences ranging from possession support to senior picop. They also have a national presence facilitated by a fleet of modern vehicles and technology.

We invest heavily in trainer development and progression. We have up to four new and advancing trainer assessors at any one time taking part in our training progression programme.

All of our programmes are delivered in partnership with our chosen colleges.





# 'I did it my way'

## ...the franchise way!

By John Davidson,  
Managing Director, gas-elec

**J**ohn Davidson, founder and managing director of gas-elec, a company which provides gas and electrical safety checks, boiler services, smoke and COs and Legionella testing, for over 80,000 UK properties, is an M&E entrepreneur.

When you first thought about starting your own business did franchising spring to mind? As the top 10 franchises in Europe and the USA are dominated by fast/convenience food companies, and you're reading this magazine, chances are you didn't. It's possible that you might have heard 'franchising' and 'heating and ventilation' mentioned in the same sentence if you watched last year's The Apprentice. The winner, Joseph Valente, wanted to create a nationwide heating and plumbing franchise, competing with the largest franchisor in the industry, gas-elec, which happens to be my company. In the end Lord Sugar persuaded him to take a different route, which is a shame, because not only is competition good for every industry, it would have given publicity to an alternative method of making money that plays to every mechanical and electrical and heating and ventilation engineer's strengths.

As a former M&E engineer myself, I know that being excellent at what you're trained to do is only half the story. If you're a sole trader or a small business,

then you also have to be a great marketer. Larger companies can afford to engage specialist support to keep their brand visible and the new business pipeline filled; this leaves engineers free to do what they do best – design, install and maintain heating systems. However as 95% of all UK businesses are micro-businesses, employing 0-9 people, most M&E and H&V engineers have to do the marketing themselves, and that's usually relegated to whenever there's some spare time. So evenings and weekends are often lost to covering the basics, like ensuring an on and offline presence in the relevant directories, and that's once you've taken care of the invoicing of course. You may have extraordinarily good testimonials, and word-of-mouth is one of the best marketing tools any company can ever have, but it too needs to be managed if you want to truly realise its potential. So it's tough if you're a busy engineer, even tougher if marketing isn't your thing. That's why, over 20 years ago, I saw the business opportunity in creating a franchising organisation that would minimise marketing headaches, increase opportunities to earn good money with realistic profit margins and make a positive difference to the work/life balance. For those of you who don't know about franchising

and, specifically, about being a franchisee, here's how it works in a nutshell: you have all the freedom of self-employment, with the structure and convenience of a ready-made support system, working in an industry where there is a proven track record of success. While all franchisors have their own way of operating in terms of training, advertising, workwear, sales areas etc. some, like gas-elec, supply the business

leads, issue the invoices and collect payment and put in place the credit control procedures on your behalf too, leaving you, as I mentioned earlier, to do what you do best. While there's a scale of income you can expect to achieve with Gas-elec, it can be surpassed as there is a very direct correlation between what you earn and the energy you invest in your business. In fact, 45% of our franchisees earn between £65-70,000 in year one, which is actually what they would typically expect to.

Also a constrained supply of social housing has led to the exponential growth of the private rented sector, and this will continue to provide an opportunity for you to grow your franchising business rapidly.

and equipment.

New business and work flow is generated through the 15 gas-elec regional offices and the company Bureau takes care of all invoicing, payment collection and credit control from its head office in West Drayton.

From 2018 it will be illegal to let a property which has an EPC rating below E. This increased pressure on compliance will continue to fuel gas-elec's franchise business.

gas-elec have a team of people supporting their franchisees including the Bureau facility, I.T. experts electrical and gas trainers and auditors, administrators work is provided for the engineers meaning they are free to use their skills and get on with what they are good at.

To find out if franchising is the way forward for you, please contact Carol Otway, Franchise Director, gas-elec, on 01895 422 999. Ask for our info pack and attend one of our regular open days, we have opportunities in areas throughout the UK.

**Investment:**  
**Franchise fee £16,500 + vat**  
**Training: from £1,500 + vat**  
**Equipment package: £1,500 + vat**



### A day in the life of a franchisee

#### David McVicker

My day really begins the night before when I check the on-line bookings system to see what jobs the office have arranged for me. I know exactly how many appointments, where and what time, in advance which is a great help. I can also check the specifics of each job before I start my day, on line or with a quick call to the office.

I tend to leave the house around seven in the morning. Sometimes I deal directly with residents in rented properties, although often I work with lettings agents or landlords regards gaining access and logistics of getting each job done. I also have customers who own their properties (i.e. no letting agents involved), which means the range of clients I work with is quite varied.

I have been a gas elec engineer for over ten years now and am happy to say that I have built up a strong, loyal client base who trust my advice and ability.

I could be coming back each year to check gas meters, cookers or boilers and it is dealing with the client that makes the job enjoyable. Every day is different and I can honestly say I still find my work exciting.

I prepare paperwork for any follow up repairs that might need to take place. I send these to my local office who then liaise with the relevant suppliers and issue quotes direct to the customer. I can honestly say that my level of paperwork and administration would be far greater without the support I get from my local office, as well as the head office.

At the end of each day the first thing I do, after making a much needed cup of coffee, is to log onto my computer to input data collected from my visits. As long as everything I have inspected meets current safety legislation then I can issue certificates.

These are then made

instantly available for customers to download, a god send for busy landlords.

I then ring the office for a quick chat about how my day went and then it's almost time to see what's been booked for me for the next day and the process starts over again.



## The future's bright - the future is... A **gas-elec** franchise!

- ☺ Run your own business, with support but without the hassle
- ☺ Gas-elec regional offices carry out all sales & marketing and provide the work for you, leaving you free to focus on your core skills
- ☺ If you are gas and/or electrically qualified then our franchise opportunity may be just what you are looking for
- ☺ Some of our national network of safety inspection franchisees are earning year 3 figures of £65,000, in year 1
- ☺ We offer a bespoke service and renewal reminders to our clients
- ☺ Gas-elec have opportunities throughout the UK
- ☺ Gas-elec can offer gas and electrical inspections, remedial work and installations and can finance home improvements
- ☺ Brought to you by a company that has been in business and franchising for 20 years



**Celebrating 20 years in franchising**  
**www.gas-elec.co.uk/franchise**

**0800 015 2030**







**"IF YOU WANT SUCCESS, OVENCLEAN IS THE BRAND TO GO WITH." BERNARD CORRIGAN, OVENCLEAN FRANCHISEE**

### Introduction

Ovenclean provides a unique opportunity to create a profitable and successful business within a large and virtually untapped marketplace.

Since its launch in 1992, Ovenclean has grown to become the most recognised brand within its market, providing specialist oven cleaning services to thousands of households nationwide. Ovenclean's bespoke and innovative cleaning system effectively removes grease, fat and burnt on carbon deposits from a range of cooking appliances including ovens and hobs, Agas, Ranges, microwaves and barbecues, restoring them to pristine condition in around two hours. This unique and caustic-soda-free system is not only extremely efficient and effective, but also ensures an environment that is safe and fume-free for our franchisees and customers alike.

The proven Ovenclean franchise model has been developed to suit individual lifestyles and business aspirations. It is easy to learn,

straightforward to manage and can deliver high profitability from offering a service with high repeat custom and great job satisfaction.

With low overheads and the flexibility to dictate working hours to suit your lifestyle and business aspirations. Our partners benefit from retaining control over their work/life balance, whilst also delivering the potential to earn over £1,000 per week, with expansion options to develop into management franchise operations.

### Benefits

An Ovenclean franchise can be a hugely satisfying business which not only provides attractive earnings potential but also a flexible lifestyle. Ovenclean franchisees benefit from:

- Unlimited earnings – potential to earn more than £1,000pw
- Proven demand – from a massive, virtually untapped marketplace
- Regular, repeat business from a loyal customer base
- Instant cashflow and job satisfaction from a customer facing business
- Flexible working hours to

### The Marketplace

Recent research has confirmed that Ovenclean is the leading brand within its sector. With over 26 million households in the UK alone, our franchisees enjoy a massive domestic marketplace worth a potential £1billion, as well as growing demand from emerging commercial markets.

As a franchisee you will have your own dedicated and protected territory providing you access to thousands of households. Selected areas are pre-agreed with new franchisees using your local knowledge, the expertise of our launch team and socio-economic profiling.

What's more, the Ovenclean product range and innovative cleaning system, is exclusive to Ovenclean franchisees. The strength of this cleaning system engenders tremendous customer satisfaction. In fact, market research has confirmed that 100% of those people who have experienced a professional oven clean would use the service again.

It is this customer loyalty that invariably generates high levels of recommendations - so much so, that word of mouth referrals become a strategic part of the Ovenclean operation, resulting in a rapidly growing and satisfying business.



suit your ambitions and lifestyle

- Unique cleaning system and products exclusive to Ovenclean
- Comprehensive training course and business mentor
- Professional and organised launch to help you earn money from day one
- Ongoing franchise, marketing and development support from a dedicated team
- National marketing campaigns including extensive online marketing and support
- Flexibility to expand to multi-van management operation
- Recognised member of the British Franchise Association.

### Training

You can be certain of the best possible start to your Ovenclean business with all the support and skills you need. Our intensive training course and tried and tested business format offers you the best route to profitable business success. Ovenclean's

comprehensive and personalised training package ensures you understand and feel comfortable with all elements of our innovative Ovenclean system. The two week training programme encompasses in-depth practical, business and marketing courses both in our bespoke Training Centre and in the field with established Ovenclean Business Mentors.

The Ovenclean Franchise Package includes a Launch Programme, comprising of an integrated marketing campaign to ensure maximum awareness and exposure of your new Ovenclean business in your local community. Starting during your training, advertisements in local papers, accompanied by targeted press releases and dedicated leaflet drops, all work together to boost business in your area - helping to kick-start an instant cashflow and generate word of mouth recommendation.

The dedicated and experienced Ovenclean support team has a long and successful history in franchising, and will be there for you every step of the

way. From technical support to marketing advice, we will ensure that you have all the resources you need to make your business a success.

The opportunities for hard working franchisees are unlimited and the proven Ovenclean business model can be adapted to suit your lifestyle and aspirations. Low operating costs and the flexibility to dictate working hours, benefits franchisees wishing to retain control over their work/life balance.

Although happy to start off as a single-van operation, some franchisees have the ambition to build a management franchise, with a fleet of vehicles and a team of well trained staff. The domestic oven cleaning marketplace lends itself well to such ambitions and the Ovenclean network includes a number of multi-vehicle management operations.

### Hear from existing franchise partners...

With over twenty years' experience of successfully franchising in the UK, its franchise model is proven,

tried and tested. Over the years Ovenclean has trained, developed and supported franchise partners from all walks of life, with varying backgrounds, work histories and business ambitions.

**"Demand for oven cleaning has been high from the start and business is really good."**

After leaving his job in highway maintenance, **Owen Rowlands** decided he wanted to run his own business and ultimately chose an Ovenclean franchise. Two years on, he can hardly believe the success he has achieved and says it's been an amazing experience.

"Demand for oven cleaning has been high from the start and business is really good," he confirms. "Every month turnover gets better and better, which is exactly as Ovenclean told me it would be."

Owen continues, "Although I'm really busy in my original territory, the response has been so positive that I have taken the plunge and invested in an adjacent, second territory - now I'm rushed off my feet!"

Less than two years in, Owen has completed well over 1,000 cleans, but that's just

the beginning according to ambitious Owen. With a diary full of appointments, and some big plans in prospect, he is looking forward to another year of growth. "It's been a wonderful two years, I've been thrilled by how well it's gone - I can't wait to see what this year brings!"

**"I wanted a complete change of direction; I wouldn't change my life now for the world."**

After twice being made redundant, former purchaser for an automotive company, **John Hicks**, launched his Ovenclean business in October 2012 and confirms his life has been transformed by Ovenclean and says he's not looked back since.

"I love the flexibility and independence of being my own boss, I've never been short of work and, without a shadow of a doubt, I'm much happier than before. I no longer felt secure in my job, so took matters into my own hands and regained control over my life."

"I looked at different opportunities with an open mind," he explains. "All I knew was that I wanted a complete change of direction. When I met the Ovenclean team I found

them to be highly professional and very friendly, and the business model was compelling too - after all, everyone has an oven and nobody likes the chore of cleaning it!"

**"The advice and support I get from head office really is invaluable - I can't praise them enough."**

After taking voluntary redundancy, former Prison Officer **Graham Kerridge**, took the opportunity to change career with Ovenclean and hasn't looked back since! With his wife also setting up a new business, Ovenclean has given him the flexibility to plan his diary around his needs. "Not only do I have a thriving business with great rewards, but it also allows me to have a great quality of life."

### Want to find out more?

Whether you are looking to try something new, fancy a career change or just want to take control of your life by becoming your own boss, Ovenclean's proven business model and unrivalled support structure could help you on your way.

[www.ovenclean.com/franchise](http://www.ovenclean.com/franchise)



**JOIN THE RANKS OF SUCCESSFUL FRANCHISEES**

**27 million houses worldwide**  
Virtually untapped marketplace

**Earn over £1000 per week**  
Excellent earning potential

**Opportunities to expand**  
Multi-van options

**Support and Training**  
Unlimited business support and training

**Flexible working hours**  
Work around your lifestyle

Requiring a minimum personal investment of £10,000, Ovenclean is a simple to manage franchise with low overheads and a massive marketplace.

**Call Today to Request Your FREE Franchise Pack**

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**OVENCLEAN**  
Part of the Franchise Brands PLC Group



# ChipsAway

Scratches and scuffs won't dent your pocket



## On the road to a better future

The world's leading automotive franchise ChipsAway is actively recruiting to satisfy growing demand

### From Forces to Franchising with ChipsAway

The transition from a military to civilian career can seem daunting, but with the right support structure, training and business development, it needn't be. Former Staff Sergeant Steven Daniel celebrated 24 years in the Army before leaving the Forces in 2012. Keen to be independent and use the skills he had gained, Steven identified the perfect opportunity in ChipsAway, the UK's original and market leading automotive paintwork repair franchise.

By the time he finished training, Steven was confident that choosing ChipsAway was the right decision. "After

a very successful launch, I had work lined up for weeks ahead," he recalls. "Ever since, I've always had a full diary; my reputation has spread by word of mouth and although I've been trading for less than three years, recommendations account for over 30% of all my new business leads."

Even in the early stages of launching his business, Steven quickly built a very successful operation. He puts this down to the skills he gained through the Forces, together with the business development support he has received from head office, which he says has been invaluable. "From the outset the support from ChipsAway

has been, and continues to be excellent - from choosing my area of operation through to the training and the organisation of my business launch, and now developing and growing the business going forward."

According to Steve,



although previously he'd spent twenty-four years serving in the Royal Engineers, becoming a ChipsAway franchisee has had its similarities. "Self-motivation, planning and time management to juggle workloads are all skills that have helped me in running the business day to day," he confirms. His quality of life, however, is "vastly different," bringing him real flexibility and an excellent income. "I now have the freedom to choose my own working hours and the independence to take the business forward and grow how I want it to, with the support of a national brand behind me. I loved being in the army, but I wouldn't change my life now for the world!"

### Introduction

Since it was launched in the early 1990's, ChipsAway has provided an essential service to millions of customers around the world, both inside and outside the motor trade. The magic of a ChipsAway repair, is that it enables everyday minor damage to car bodywork to be repaired as new, quickly (in around 2 hours), conveniently, professionally and at a fraction of the cost of traditional body shop methods.

With over 20 years experience, ChipsAway is the world's leading automotive paintwork repairer. No wonder hundreds of thousands of motorists and dealers each year, turn to the trusted and well known ChipsAway service. Already the largest franchised operator of its type in the world, ChipsAway continues to seek committed, hardworking individuals who relish the independence of running their own business in this lucrative market.

With latest research showing two in three of the UK's 34 million vehicles



require a ChipsAway repair, we estimate the potential marketplace to be worth over £3.6 billion and ChipsAway is actively recruiting to satisfy growing demand.

### The Package

The franchise package includes ongoing consumer advertising, marketing and business development support, and much more:

- Exclusive Sales and Marketing territory
- Comprehensive technical training and Sales and Marketing courses at our bespoke IMI accredited training facility
- Complete ChipsAway system enabling you to complete a full range of repairs
- Extensive marketing launch programme
- Business Mentoring from a successful and experienced franchisee
- Dedicated Franchise Support Team
- Ongoing business development, franchise support and technical assistance as required
- All the essentials you need to start a ChipsAway franchise including; stationery, marketing materials, branded workwear, notebook & software.
- Each franchisee has their own dedicated and protected territory providing them exclusive use

### The Training

With over 20 years of experience, the ChipsAway training and franchisee launch programme has the benefit of being tried and tested. We provide four weeks initial technical training at our bespoke IMI accredited facility, including Sales and Marketing modules. This is followed by further advanced courses during your first six months.

Our comprehensive training programme is backed up by a hands-on, highly targeted launch, using

the resources of experienced staff and franchisees. The result is a business quickly up and running with immediate cash flow.

### The Support

ChipsAway does everything possible to support new franchisees in the successful launch and ongoing development of their business. The franchise package not only includes Business Mentoring from an experienced franchisee and ongoing franchise development from a dedicated team, but also full marketing and advertising support.

As market leaders, ChipsAway is the only franchise of its kind that includes substantial National Marketing activity, spanning: TV advertising, online and offline campaigns and a growing bluechip National Account network, which together have grown demand by a staggering +350% over recent years!

### The Rewards

The rewards for hardworking franchisees are unlimited. ChipsAway's proven business model, renowned support

structure and rising demand has enabled our franchise partners to grow successful and profitable businesses to suit their ambitions.

Earnings levels and lifestyle options are within direct control of the individual. Depending on your business aspirations, it is possible to expand from a single operator by taking on staff, developing into a multi-van and multi-unit operation and growing into multiple territories. ChipsAway franchisees are self-employed and success cannot be guaranteed – the input of the individual is always the deciding factor.

"Franchisees are thriving, repair leads are up +350% since the start of the recession, worth over £184m to the network"

### How much can you earn?

ChipsAway will supply you with a Business Plan template which enables you to project future profit levels, depending on your needs and ambitions. The ChipsAway franchise model is flexible and easily scalable in line with your business aspirations. Many of our franchisees turn over £80,000 per year as a single-operator, but with rising demand, many have also grown their businesses by taking on staff, developing into multi-van and multi-unit operations and growing into multiple territories, with some of our most successful franchisees turning over in excess of £750,000.

### The opportunity of a lifetime

What's more, with the various pricing options that we offer, you only need £15,000 + VAT

of your own funds to get on the road with a ChipsAway franchise and become your own boss. Together, we can help you realise your potential.

### Don't take it from us – hear from our franchisees

"I have no regrets whatsoever about becoming a ChipsAway franchisee. You really can achieve amazing results."

Franchisee – Paul Fabian, Former Engineering Officer, RAF

"The rewards are brilliant and I simply love what I do now – I wouldn't change my life for the world!"

Franchisee – Ian Whitlock, Former Finance Executive

"I've left behind the stress, long hours and travelling from my job, and instead am enjoying the satisfaction of growing a great business of my own!"

Neil Dobson, franchisee since 2013

ChipsAway hold regular, free, find-out-more Open Days at our West Midlands based HQ. Open Days are very informal and require no presentation or input from you – we simply allow you to make your own evaluation.

You will get to see and try out one of our repairs first hand and have the chance to meet a number of franchisees – both new and experienced. Please call 0800 731 6914 to book your place, or visit [www.chipsaway.co.uk/franchise](http://www.chipsaway.co.uk/franchise)





## Like cars? Like the idea of running your own business? You'll love this opportunity.

Become your own boss and take control with the UK's leading automotive paintwork repair franchise.

Fantastic earnings potential with full support including training, lead generation and advertising.



Earn up to  
**£80k**  
per year

Flexible working  
hours

High demand

Get started from **£15,000 +VAT**

### ChipsAway

Scratches and scuffs won't dent your pocket

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## RESETTLEMENT IT TRAINING

### CYBER SECURITY FACTS AND FIGURES

**29%** 51% OF BUSINESSES HAVE UNDERTAKEN 5 OR MORE OF THE GOVERNMENT'S 10 STEPS TO CYBER SECURITY

**£3M** £3M THE MOST COSTLY BREACH IDENTIFIED IN A RECENT SURVEY

**£36.5K** AVERAGE COST OF A BREACH TO LARGE BUSINESSES = £36,500.00

**65%** 65% OF LARGE FIRMS DETECTED A CYBER SECURITY BREACH OR ATTACK IN THE PAST YEAR

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## Branch out

It's not every day that you get the opportunity to lead and develop your own business branch. And it's rarely the case that you'll have a canopy of support from a well-known and established organisation like NFU Mutual. But that's exactly what we can offer. Once you're up and running (with our help, of course), you'll work as an NFU Mutual Agent, serving the financial needs of local members, promoting and selling our award-winning range of insurance and financial products. In some roles, you'll also work with our farming union partners, championing British farming in your region.

If you thrive on responsibility, have a flair for sales and an affinity with the countryside, we can offer you an insurance career with a difference. Find out more and see our films on a day in the life of an Agent at [www.nfumutual-agencies.co.uk](http://www.nfumutual-agencies.co.uk)

[www.nfumutual-agencies.co.uk](http://www.nfumutual-agencies.co.uk)

**NFU Mutual**  
INSURANCE | PENSIONS | INVESTMENTS

As you'll be working on a self-employed basis, you won't be directly employed by NFU Mutual.



# Keeping essential information safe

If you've been in the services its odds on that you're going to be computer literate, and furthermore you will understand the need for information security. Subversive organisations are increasingly using computer technology as an effective weapon for espionage and to breach government information and defence systems.

Computer security, also known as cybersecurity or IT security, is the protection of information systems from theft or damage to the hardware, the software, and to the information on them, as well as from disruption or misdirection of the services they provide.

It includes controlling physical access to the hardware, as well as protecting against harm that may come via network access, data and code injection, and due to malpractice by operators, whether intentional, accidental, or due to them being tricked into deviating from secure procedures.

The field is of growing importance due to the increasing reliance on computer systems in most societies

and the growth of "smart" devices, including smartphones, televisions and tiny devices as part of the Internet of Things – and of the Internet and wireless network such as Bluetooth and Wi-Fi.

Commercial organisations with a need to keep their business plans, manufacturing processes, formulas and staff data are also vulnerable to cyber-attack. Infiltration by security has become a way of life – in all walks of life. Consequently there is an increasing demand for trained people to counter these cyber-crimes.

If you have a military background and you like the idea of a career in cyber security then you have a big advantage. You will understand the critical importance of security and the need for vigilance and you will have been through security clearances. In short you start from a position of trust.

## THE SANS ACADEMY

Training in cyber security is available through a number of reputable organisations with many with government recognition and approval.

SANS Institute has launched the UK Cyber Academy and is offering fully-funded training scholarships,

including accommodation, to Service leavers.

The Cyber Academy is an intensive eight week, residential, cyber security training programme hosted by certified SANS Instructors. Through the duration of the training, students are educated in the latest techniques, skills and methods needed to protect an organisation from cyber attack using content drawn from across the SANS curriculum and enhanced with additional hands-on, technical lab work.

Demand from enterprises and governments for skilled cyber security professionals is incredibly high and Service leavers with suitable training behind them are often fast tracked into employment.

SANS Institute is the world's largest cyber security training provider and invites applications for full scholarships to attend Cyber Academy. The first step will be to take an Aptitude Assessment, specifically designed to measure the suitability of each individual for a career in cyber security.

Those considered most suitable based on their initial Aptitude Assessment will be invited to complete the application procedure, following which the scholarship awards – valued at £30,000 – will be made.

James Lyne, lead instructor and Director of Education, said:

The Academy will teach tonnes of practical skills. It provides a safe environment to play with malicious code most people will never get their hands on. This is a radical new way of developing cyber skills and absolutely the best mechanism to accelerate the development of raw talent.

The SANS Institute was established in 1989 as a cooperative research and education organization. With a deep rooted trust position and known for providing the highest quality information, SANS is revered as the global leader in cyber security training, certification and research. Security professionals are the foundation of the SANS community, sharing lessons and information and jointly finding solutions to the challenges they face.

With a community of over 300,000 security professionals, SANS provides opportunities for information security vendors to

position their products directly in the sight of technology focused decision makers and influencers with purchasing power.

The company provides a range of course for organisations and individuals and you can find out more by visiting the website [www.sans.org](http://www.sans.org).

## UNIVERSITY OF CHESTER

The security of the internet and of the information stored thereon is of paramount importance to all nations. In response to security dangers, The University of Chester has developed a BSc course will give you knowledge of these threats, and the skills and expertise to investigate, police, and react accordingly, and to protect systems and organisations.

Cybersecurity is an emerging subject combining all the skills required to understand and react to this threat. It aims to produce well-rounded professionals with a broad range of cybersecurity skills, including the investigative mindset, as this has been identified as an important and often overlooked aspect of cybersecurity.

The University has worked hard to establish an expert capability in cybersecurity in order for students to fully benefit from this course. This includes several experts actively engaged in the field, who are able to provide expertise in investigation and cybercrime; in the practice of and theory behind exploitation

and protection (security) measures; and in the application of cybersecurity aspects to business and organisations.

The teaching material is kept cutting edge, and the techniques are extremely engaging, including real-world examples and practices. While all employment opportunities within computer science continue to grow, those within the cybersecurity domain are growing more quickly. All organisations are realising the need for specialised staff who understand this increasingly complex area and who can help safeguard their online enterprises.

If you enjoy challenges and hacking away at complex problems and have an inquisitive mind, then you may well find this subject is for you.

The course is situated in the Faculty of Science and Engineering at the University's Thornton Science Park, where state-of-the-art facilities for the study of Computer Science, Hacking and Networking exist, often in their own self-contained environments. As well as staff committed to excellence in this subject, we are linked to a panel of organisations and government departments who advise on the content and direction of the course.

For more information visit <http://www.chester.ac.uk/undergraduate/cybersecurity> where you will find full information and all the necessary contact details.

## SBL

SBL was established in 1987 with headquarters are based in York, and is a Value Added IT Reseller, widely recognised as a market leader in Information Security.

SBL offers a comprehensive portfolio of IT software, hardware, services and training. An in-house professional services team enables the delivery of a comprehensive and innovative range of IT solutions to suit a range of goals.

The company's commitment to innovation and agility is core to its philosophy. It claims to embrace the dynamics of the changing market, delivering what its customers need today while anticipating what they will need tomorrow.

Since its foundation SBL has developed and invested in sophisticated and mature business processes which have been purpose built to accommodate customers needs.

SBL runs a range of training courses in IT security which can have a positive effect on performance and

a measurable impact on a company's bottom line.

Regular training and learning opportunities are an investment that will allow employees to prosper and develop their careers while giving your business a highly skilled workforce and a competitive advantage in the market.

SBL specialise in Information Assurance and Quality Standards training which is delivered either at its training facility in York, or on a customer's site. Consultants will design and deliver tailored courses to suit the needs of any organisation. Cyber Security training includes

- Incident Response & Investigation
- Incident Discovery & Initial Actions
- Managers' Guide to Incident Response and Investigation

You can find out more about SBL and training and career opportunities by visiting website [www.softbox.co.uk](http://www.softbox.co.uk) or telephone 01347 812150.

## PGI CYBER ACADEMY

PGI Cyber Academy offers the highest level of cyber security training for business and government professionals, delivering a one-stop training environment to combat the growing cyber threat for all industry sectors. Its training courses have been developed specifically for:

- IT leaders who want to develop business and IT strategies to defend networks and critical data
- IT professionals who need the skills to protect their organisations in real time
- CEOs and Managing Directors who need to ensure the safety of their organisation
- Senior level managers and directors who need to protect the reputation and brand of their organisation against a cyber attack
- Government departments and police forces
- International governments

PGI is a privately owned UK business offering integrated, intelligence-led risk management training solutions to combat the growing cyber threat. PGI specialises globally in the secure protection of its clients' assets: human, physical, legal, intellectual property, financial and operational.

PGI's Cyber Security Division (PGI Strontium) is one of only a few companies to have met the highly stringent criteria for accreditation with the internationally respected Council of Registered Ethical Security Testers (CREST). All its core cyber staff are trained and accredited to a high standard and where necessary have relevant UK government backgrounds and experience.

PGI Cyber Academy has developed advanced cyber training courses and leads the UK market in immersive training methodologies. Its tailored range of courses is aimed specifically at those organisations and individuals who work to protect organisations from the growing threat of cyber-attacks.

The company is also highly committed to staff development and has job opportunities for people with suitable experience, training and qualifications. Visit <http://pgicyberacademy.com> for more information on the company and training and career opportunities. There is and quick enquiry form on line or you can telephone 0845 600 4403.

## THE CYBER SECURITY CHALLENGE

Many IT employers have reported difficulty in recruiting for cyber security positions and 60% have indicated that demand is to increase over the next five years. Military personnel have exactly the skills cyber employers are looking for – problem solving, logical thinking and a thirst for knowledge – and the Cyber Security Challenge UK is an unparalleled opportunity for people with a military background to hone and test their skills and learn more about the rewarding and lucrative careers in the sector.

The Cyber Security Challenge is a series of national competitions, learning programmes, and networking initiatives designed to identify, inspire and enable more EU citizens resident in the UK to become cyber security professionals.

Established to bolster the national pool of cyber skills, it offers a unique programme of activities to introduce sufficient numbers of appropriately skilled individuals to learning and career opportunities in the profession.

The Rt Hon Baroness Pauline Neville-Jones said: "Cyberspace is woven into the fabric of our society; it is integral to our economy, our communities and our security. Defending all of our interests in cyberspace is a relatively small cadre of talented and highly skilled public sector and private sector cyber security professionals. This pool of professionals must grow and the Cyber Security Challenge UK offers an innovative and exciting way of attracting talented individuals to take up rewarding careers in this field."

The Challenge is already helping to find hidden talent across the nation. It provides safe environments in which thousands of people can test and demonstrate their skills and showcases the spread of opportunities for future cyber defenders. It acts as a catalyst for:

- Identifying those with appropriate skills
- Inspiring them to seek learning opportunities and a career in cyber security
- Informing them about available education and training opportunities
- Enabling them through the awarding of prizes as training courses.

The competition is taking place across several countries and the organisers are keen to attract service leavers up to the age of 30 to participate. You can find out more by visiting [www.cybersecuritychallenge.org.uk](http://www.cybersecuritychallenge.org.uk). It could be a spring board into a career in cyber security.



# Facilitate your future

Facilities management is one of the fastest growing professions in the UK.

**F**acilities managers are responsible for many of the buildings and services which support businesses and other types of organisation.

Facility management is an interdisciplinary business function that coordinates space, infrastructure, people and organization. It is often associated with the administration of office blocks, arenas, schools, universities, sporting complexes, convention centers, shopping complexes, hospitals, hotels, manufacturing and shipping. Facilities management

currently represents about five per cent of global GDP. Its relationship to the human resources, real estate and information technology functions of an enterprise has increased.

Within this fast growing professional discipline, facilities managers have extensive responsibilities for providing, maintaining and developing myriad services. These range from property strategy, space management and communications infrastructure to building maintenance, administration and contract management.



## FM TUTOR

FM Tutor is an award winning specialised education business, helping to raise the professional competence of facilities managers. It runs educational programmes for both individuals and clients. Based in Hampshire, the company can provide courses nationwide and across EMEA.

Jane Wiggins, owner and director of FM Tutor, began training and educating people in facilities management in 2004. After a successful career in management of facilities with organisations such as the BBC and BA, Jane established herself as a writer and tutor of FM, offering others the benefit of her extensive knowledge and experience. She worked for educational establishments, such as Newbury College, Malpas Flexible Learning, BPP Professional Education and the Careers Transition Partnership, helping many hundreds of people gain their BIFM Part 1 and Part 2 BIFM qualifications.

She said: "We are a team of associates, offering a wide range of expert tuition, training and education across the full spectrum of FM topics or components, such as space management, FM strategy, hard FM and soft FM, procurement, risk and

sustainability and many more.

"We are a BIFM Recognised Centre, for Levels 3, 4, 5 and 6 qualifications in facilities management. We are working with several educational centres, and clients providing assessment support, tutoring and learning materials."

FM Tutor can help you to maximise your annual grant to support your transition to a new career in Facilities Management.

FM Tutor is an approved provider by both ELCAS and the CTP. In addition, the team of Associates has worked for the RTC at Aldershot since 2004, helping many hundreds of SLs to gain an externally recognised qualification in Facilities Management.

The company claims to understand your needs and can guide you through the qualification maze to optimise your time, money and credits.

FM Tutor recommends a Level 4 Award or Certificate for most Service Leavers, followed by a Level 5 Certificate or Diploma once you have landed the FM job.

The courses in north Hampshire comprise daytime workshops, distance learning or a blended approach to suit the budget and time available. FM Tutor also manages the Potential Facilities Managers course at RTC Aldershot. Each course includes an external site visit and a guest speaker.

It's important to relate the class based sessions to the

reality of a premises and the needs of the occupants and clients. Site visits ensure you get to see FM in action.

Director, Jane Wiggins, wrote an article for the Equipped Magazine, explaining how the FM industry suits the skills, aptitude and experiences of many service leavers. She said: "There are so many service leavers already working in our industry - you could find yourself employed by small or large organisations, in both public, private and the not-for-profit sector. There are opportunities to work for a FM service provider, or for the client or employing organisation. Your leadership, general management, and organisational skills, together with the "can do" attitude are vital to a successful Facilities Management Career.

You can find more information on FM Tutor by visiting the website [www.fmtutor.co.uk](http://www.fmtutor.co.uk). The site contains an easy-to-use enquiry form to enable you to contact the company and ask any questions you might have.



## THE BRITISH INSTITUTE OF FACILITIES MANAGEMENT

The organisational abilities required of facilities managers has made the profession particularly attractive to service leavers because of the transferable skills gained during service in the armed forces. Whether you are just starting out in facilities management or are responsible for managing the facilities for numerous sites, the British Institute of Facilities Management (BIFM) has something for everyone and is a good starting point.

This professional body provides career support, training, events around the country and works to maintain the high standards and values of the profession. Phil Ibbotson is workplace contracts manager at the Central Science Laboratory. He explained, "I enjoyed 26 years in the army

before jumping ship to work for British Airways at Heathrow in World Cargo Operations. I then joined Serco at RAF Fylingdales managing the BMEWS Support Services. Following a brief interim operational post with NCP in York, I moved to The Central Science Laboratory."

He continued: "I act as intelligent client liaison to all our service providers as well as projects managing them in delivering all hard and soft workplace services for the agency. I also get involved with security, environmental management systems, business continuity, disaster recovery, catering and childcare services.

"I joined the BIFM in the mid 1990s. I identified that being part of a recognised professional association would assist me in my career search."

The BIFM can also help you gain the necessary qualifications. Getting ahead in the current economic climate is more challenging than ever. Whether you want to develop your skills in

your current role or work towards a new position, professional qualifications can add considerable value to your skill and knowledge base. With expertise at a premium in this environment, as employers seek ever more efficient ways to meet their objectives, make sure you have the tools to deliver.

As the professional body for facilities management, BIFM has invested in developing clear progression pathways through our range of FM qualifications to support individuals and organisations in developing your FM expertise. This enables you to get ahead and achieve a benchmark of excellence in the FM industry.

The comprehensive suite of facilities management qualifications was developed with the expertise of leading FM employers and stakeholders. Endorsed by the Sector Skills Council, the qualifications are also flexible, accessible and accredited within the Qualifications and Credit Framework (QCF), which means they are recognised nationally.

Also some of the BIFM



## ISS

ISS is an international facilities Management operation that recognises the value that service leavers can bring to the workplace using their service gained transferable skills.

As part of its commitment to the Armed Forces Covenant, it launched The ISS Pathway programme 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 four stages:

- 1) Insight** – Through military talent days and informational days, ISS advises Armed Forces service leavers about the types of careers available with ISS and in Facilities Management generally. Participants are also offered a corporate mentor to help them make a successful transition.
- 2) Training** – After gaining an insight into the Facilities Management 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.
- 3) Preparation** – This stage involves

getting the service leaver 'job ready'. ISS hosts 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 works in partnership with a number of other corporations that are keen to help the Armed Forces community. They 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, ISS stays in touch periodically to see how they are adjusting to their new role. When they have settled in, they ask them to become a mentor in order to help future service leavers make a successful transition into civilian employment.

As a result of its ongoing advocacy for the Defence community, the company holds The Defence Employer Recognition Scheme Gold Award. This scheme recognises organisations that pledge, demonstrate or advocate support to defence and the armed forces community, and align their values with the Armed Forces Covenant.

If you would like to know more about the ISS Pathway programme, please email: [Corporate.Covenant@uk.issworld.com](mailto:Corporate.Covenant@uk.issworld.com).





# Is your future up in the air?

Airports are among the most vulnerable locations in the world so people working in an airport environment must be trustworthy and reliable.

And this is the reason why most airlines and airport authorities value those qualities found in former service personnel.

Aviation is a major UK industry, carrying over 235 million passengers a year and over 2.3 million tonnes of freight.

The routes from the Armed Forces into civil aviation are well established and many Service leavers have found successful second careers through following them. Aviation vacancies currently live on RightJob include Engineers, Mechanics, Technicians and Analysts, from employers including BAE Systems, British Airways, QinetiQ, Babcock, GE Aviation and many more.

Along with technical qualifications, many of the personal qualities and skills possessed by ex-military personnel are sought after by major employers for non-aviation roles within the sector, and so it is entirely possible for many Service leavers to consider this as an area of potential employment.

## WORKING IN THE INDUSTRY

The aviation industry is a large employer in the UK and includes 30 commercial airports, plus numerous private airports and airfields. It includes people employed in:

- highly skilled and technical roles, such as pilots and air traffic control.
- customer service roles,

including passenger check in and support, terminal and airport management and cabin crew.

- ground services undertaking tasks, such as baggage and cargo handling, aircraft preparation and flight planning.

Alongside technical skills such as Airframe Engineers, Avionics technicians, Pilots and flight crew, the aviation industry requires people with good generic skills. Such skills include problem solving, team working, communication, people management, information technology and organisational skills. Other useful skills include health and safety, languages and first aid. Qualifications or experience in travel

and tourism related areas are also valuable. For customer-facing roles, any previous customer service work is also a useful asset. For any roles, the ability to follow instructions, keep to schedules and adhere to regulations is also important.

## KLM

KLM, The Netherlands' national carrier is constantly recruiting new staff and looks for passion, energy, drive and brainpower which it describes as common traits of KLM team members.

These qualities are thoroughly reflected in the company culture. KLM boasts a wide variety of different business units,

activities, cultural backgrounds, training levels and specialties.

The core activities at KLM consist of passenger transport, cargo transport and technical maintenance. KLM employees are by and large proud of their company and their work. Each and every one of them is valuable, from the platform to the baggage basement staff, from the technical to the cargo employees, and from the office to the operational staff.

Joining the KLM team means becoming a member of the big blue family. KLM team members rely on each other's enthusiasm, flexibility and strength because they know that together they can make a

## TRAINING

The Civil Aviation Authority (CAA) oversees and regulates all aspects of aviation in the UK. This includes:

## PILOTS

A variety of licences for commercial flying are available based on the skills and experience of the pilot and the type of flights that they wish to undertake. All pilots require some form of medical certificate or declaration. Extra ratings can be endorsed and most licences require a certain level of flying over a set period to maintain currency.

## AIR TRAFFIC PERSONNEL

There are two levels of Air Traffic Service provided in the UK, Air

Traffic Control service (ATC) and Flight Information Service (FIS). Before providing either an Air Traffic Control (ATC) service or Flight Information Service (FIS), an individual must be appropriately qualified and licensed.

## ENGINEERS

Licences are issued under Part-66, which provides a common and mutually acceptable standard across EASA member states.

To find out about all current licensing requirements in detail, please contact the CAA direct.

CTP offers a number of courses to supplement careers in the aviation industry; these include Facilities Management

difference. And thanks to the efforts of every single team member, KLM can continue to stay at the forefront of international aviation.

Working for a top airline like KLM has its benefits. KLM is serious about being a good employer. To ensure this, KLM stays abreast of the latest social developments and offers its employees working conditions that are in line with these developments or even anticipate them.

Employees of KLM enjoy attractive employment conditions. In addition to an excellent pension scheme, a fixed monthly salary and eight per cent holiday allowance, you can also count on a year-end

bonus, depending on your salary level, with a fixed and variable rate, or a variable income. The number of holiday days and other leave depends on your age and position. Ground personnel with a 40-hour work week, for example, receive a minimum of 24 holiday days and 5 additional days off.

A lease car is offered to employees in higher salary brackets.

KLM has established conditions that ensure a healthy balance between work and home life. Part-time positions are often possible. KLM also devotes attention to the personal development of its employees.

Employees are encouraged to actively work on their health and this is promoted through a healthy working environment and activity centres for employees in certain positions. KLM also boasts a wide range of sports and other clubs for employees to join and supports employee participation in a variety of sporting events. Attractive discounts and special advantages are also offered to its employees.

The desire to innovate and initiate are common traits of KLM team members, both of which are absolutely essential for an airline to stay ahead of the competition. This requires that employees feel a sense of responsibility for their daily activities and personal development. Joining the KLM team means taking responsibility for your own development. Various opportunities

Level 4 Award (BIFM), various health and safety awards such as NEBOSH General Certificate, Combined NEBOSH Practitioner Health & Safety Suite, Combined NEBOSH Safety, Health, Environmental and Fire Practitioner and Managing Safely (IOSH), along with project management qualifications: APMP (Project Management) and PRINCE 2.

You might also want to visit [www.avjobs.com](http://www.avjobs.com). The company specialises in aviation vacancies and always lists a range of jobs right across the board on its website. Aviation Job Search is also worth a look. Visit [www.aviationjobsearch.com](http://www.aviationjobsearch.com).

## MANCHESTER AIRPORT GROUP

The £650m Manchester airports' 'Airport City' is set to create a total of 21,000 jobs. Manchester Airport's development will be made-up of 1.85m sq ft of hotel, office, retail and advanced manufacturing space, all next to Manchester Airport's existing train station.

The Manchester Airport Group (MAG) itself is always looking for staff in a range of roles in all its locations – East Midlands, Stanstead, and Bournemouth as well as Manchester itself. Join M.A.G and you'll be joining a business that believes in its

people enough to continually focus on promoting from within. Your career path will be well-defined, your imagination will be challenged, and we're working hard to make sure you have everything you need to progress as far - and as fast - as you want.

The company employs people in a range of roles including managerial, technical, commercial, security and operational.

A visit to the website, [jobs.manchesterairport.co.uk/](http://jobs.manchesterairport.co.uk/) will show you the current vacancies and training opportunities and will guide you through the application process. ●

can be seized in a variety of areas, from career paths to study expenses allowances and from internal training courses to an active management development programme.

KLM stimulates the personal development of its employees through a wide range of training courses and programmes offered at various educational institutes. Opportunities are available for every single employee. The management training programmes are often international in character due to KLM's collaboration with Air France, and are often held at locations outside the Netherlands.

KLM offers a number of job opportunities both in the air and on

the ground. It also runs its own training programme at different levels from apprenticeships to its management training scheme. As a management trainee you will spend two years completing four projects in various KLM business units. Each project lasts six months. This allows you to get to know the KLM organisation on the basis of different processes. It also gives you a good understanding of the links between different complex processes. In these projects you have great individual responsibility and will often fulfil the role of project leader. The projects differ with respect to their content: sometimes analytical, sometimes operational; one project may be strategic; the other may be practical; occasionally process-based but more often people-oriented. As your traineeship progresses the level of difficulty of the projects and your responsibilities will increase.

For those with appropriate experience there are also technical job opportunities in the Netherlands and the UK.

The KLM website will tell you more about working for the company and how to apply for vacancies which are also listed. Visit [www.klm.com](http://www.klm.com) for full information about the company, job vacancies and training schemes with full application details.



# Reaching new heights as a UAV pilot

If you've served in the forces or are still serving you probably have a view on drones.

The preferred name in the industry is unmanned air vehicles. If you thought that these, often small and relatively lightweight aircraft simply have a military use, reconnaissance and armament delivery, you couldn't be further from the truth.

Drones are now used in search and rescue, policing, agriculture, surveying, land management and much more. Those amazing aerial shots you see on TV and in films, where the camera reaches the most difficult of locations, sweeping the landscape so you feel you are actually flying, have more than likely been shot remotely by a camera carrying drone. Think of those James Bond films. Online

trading companies such as Amazon are even experimenting using drones for parcel deliveries to remote places and the potential for use is increasing continually.

Some drones now are so lightweight and inexpensive that they have entered the realm of the hobbyist as an alternative to remote controlled aircraft.

All this has opened up a whole new industry creating a demand for drone pilots. While you can indeed go to a local electronics shop, buy a small commercial drone and start flying, it is fraught with danger. In the wrong hands drones can be dangerous and a hazard to people, property and other aircraft. While they created many unexpected opportunities

there was no real legislation and the aviation authorities worldwide are now creating laws to govern the use of these remotely controlled air vehicles.

Military service is a good background for the potential drone pilot, as it is likely that you will have many of the skills and qualities required. But with increasing legislation training is essential.

## THE T ACADEMY

One training option is the UAV Academy based in Kemble in Gloucestershire. The UAV Academy is a CAA approved National Qualified Entity (NQE) for the training and assessment of pilots of Small Unmanned Aircraft Systems (SUAS) up to 20kg. The syllabus for this training is set by the CAA. Successful completion of our CDP-CTM course culminates in recommendation to the CAA for you to be issued with a Permission For Aerial Work (PFAW). The UAV Academy was established to serve the training needs of the rapidly growing unmanned aircraft industry through classroom and flight skills coaching for the professional UAV pilot. The mission is to help drone pilots acquire the knowledge and skills needed to operate effectively, safely and legally.

The UAV Academy claims to lead the way in the world of drone training. With the phenomenal growth in the sale of both recreational and professional drones, the company has created a range of courses to meet the needs of all pilots, from those looking for an introduction to drones through to professional operators looking to improve their skills and broaden their customer base.

The UAV Academy comprehensive course comprises of two days of theory training (Ground School), a review and feedback for your Operations Manual, and a practical Flight Operations Assessment.

The course leads to you gaining both a CAA recognised pilot qualification (Certified Drone

## DRONE PILOT ACADEMY

The Drone Pilot Academy Limited (DPA) is a Civil Aviation Authority authorised training provider for those who wish to use drones for commercial work or simply those hobbyists who would like to gain some professional training prior to being let loose with their expensive new machines. The company offer a number of courses from its basic introductory package for recreational flyers up to gaining your commercial permission from the Civil Aviation Authority to conduct aerial work.

Pilot-Commercial CDP-CTM) and a Permission for Aerial Work (PFAW) from the UK Civil Aviation Authority (CAA).

The academy offers flight training ranging from basic flying skills right through to advanced skills training for professional pilots wanting to be able to deliver exceptional results to their customers. It is also working to establish a network of Accredited Trainers around the UK.

Once you already have your Permission for Aerial Work and your pilot qualification you can take it a stage further. Perhaps you are finding that your existing skills, whilst good enough to have passed the Flight Assessment, are not good enough to be able to consistently deliver the results you need in order to compete in the market. The UAV Academy Flight Instructors can help you improve your skills and judgement through coaching and demonstration. This training will be especially tailored to your needs and may well involve your camera operator as well.

## UAV8 LTD

If you are serious about becoming involved in the Unmanned Aircraft System (UAS) industry or you are already doing aerial work without a valid permission for aerial work from the Civil Aviation Authority you need to become trained and qualified. A good starting point is UAV 8 Ltd, a professional and reliable company which is committed to delivering first class training.

UAV8 Ltd is a leading training provider for the Drone and UAS industry located on the Suffolk and Essex border. The company is authorised, regulated and certified by the UK Civil Aviation Authority as a full National Qualified Entity (NQE).

The company claims an enviable provenance in delivering first class aviation training and is registered with the Information Commissioners Office for Data Protection, an essential requirement when drones gather information.

UAV8 is certified to train and qualify operators /pilots of Small Unmanned Aircraft Systems (SUAS) / Drones up to 20kg in weight. It can also conduct flight assessments as a stand-alone service and its training courses fully comply with the dictates of CAP 722 and the Air Navigation Order.

With unquestionable provenance UAV8 claim that its instructors bring enviable levels of professional instructional ability. Highly qualified and experienced these instructors are former Army Qualified Helicopter

## RESIDENTIAL COURSE

The Drone Pilot Academy's main course is a residential course held at a very convenient location within easy access from all the main transport links. The benefit with this course is that you pay only one fee and the company takes care of everything else. There is no prior reading required for any of our courses as you will be taken from the very basics right up to being ready to sit the examination.

Included in this package

- 2.5 day theoretical course & open book examination
- Practical workshop session so you can complete your operations manual whilst on the course
- Flight Assessment
- Accommodation and meals
- WiFi
- Student Study Guide
- Unlimited hot and cold beverages throughout the course
- Business start-up advice

DPA also offers a unique service where your instructor stays at the venue and is on hand every evening should you require any one to one revision or consolidation on any of the topics or simply want to discuss the industry over dinner. Writing an Operations Manual once you have left the course and have the usual distractions of work and home life can be a time consuming process. Just ask anyone who has written one! The benefit of the DPA course is that once you have sat the theoretical exam they have a practical workshop on writing your operations manual where you will be taken through, step by step, the compilation of your manual. By the time the course is complete, most of you will have completed

your manuals. This is included in the package and you won't be charged for this additional service.

When you are content that your Operations Manual is at a stage ready to submit to the CAA staff at the DPA will proof read it as many times as required until they are confident it will pass muster when they review it. Once they get to the stage where they think your Operations Manual meets the mark they will then book your flight assessment at a mutually convenient time at one of our flight assessment venues.

On successful completion of all aspects of the training, examination, Operations Manual and flight assessment you will then be awarded with the coveted Drone Pilot Academy – Certification (DPA-C). This tells the CAA that you have been trained and assessed by one of the leading authorised training schools. DPA then takes care of your application to the CAA for your Permission for Aerial Work (PFAW) and compiles everything they require in order to issue you with your permission to operate commercially. Please note you will need to include proof of insurance with your application. The only additional cost at this stage is levied by the CAA for your application and is currently between £112 and £224 depending on the weight category.

DPA also offers bespoke courses for companies and organisations and half day introductory training courses for the hobbyist or for those who want some experience before venturing into the unknown. They are designed to keep you on the right side of the law while you investigate the complexities of piloting drones.

Further information is available by visiting [www.dronepilotacademy.co.uk](http://www.dronepilotacademy.co.uk) where you will find full contact details and a list of course vacancies.

Instructors, pilots and graduates of the world renowned centres of aviation excellence, The Central Flying School and the UK Attack Helicopter Force. All hold current National DBS Vetting Clearances.

The full NQE Modular Two Day Theory Course is fully approved by the CAA. On completion candidates will be given a date for their flight assessment. Then on successful completion of both modules they will be given their PPQ(U) and UAV8 Wings. They are then helped by UAV8 to prepare the application for PFAW and they will submit evidence of qualification to the CAA. The course also helps with the preparation of the

all-important Operations Manual.

The benefits of the UAV8 residential course include breakfast, lunch and refreshments. There is no extra charge for resitting examinations or flight assessment. Progress reports are maintained throughout the course and a full written report is provided at the end of training. A life time of free support and advice is also provided.

UAV8 completely prepares and equips its graduates potential for a future career in the drones/ SUA industry. The company is also committed to the Military Covenant. To find out more visit the website [www.uav8.com](http://www.uav8.com) or telephone Barry Humphries on **07713 740229**.

Have a look at website [www.uavacademy.co.uk](http://www.uavacademy.co.uk) for more information and costs or telephone **01285 610038** to discuss your requirements. ●



# 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.

**Many of you will have joined the Armed Forces from school, college or university, and will never have received a P45 before. In this article Mary Petley of the Forces Pension Society explains what it is and what you should do with it.**

In the months before leaving the Armed Forces it can seem as if you are being swamped in

information you need to digest and forms you need to submit, and one of the final things you will have to deal with in relation to your time in the Services is your P45. The P45 is a form which is prepared by the employer when you leave their employment. It shows details of your tax code, when in the tax year you left the organisation, how much you earned up to that point and how much tax you have paid during that tax year. It also contains your name and National Insurance Number. It will be generated by the pay computer and sent to you after your final pay statement is sent. That means that, if you leave at the beginning

of the month, you will have to wait until the pay run towards the end of the month to receive the P45. Employers are obliged to send you a P45 by law – if you don't receive one, you should ask for it.

The form comes in four parts but you will only receive three. Part 1 will have been sent by the pay authorities directly to your tax office. Parts 1A, 2 and 3 will come to you. Part 1A is for your records, so hang on to it – it may help you when you fill in your Self-Assessment Tax Form. Parts 2 and 3 are for your new employer.

If you are going straight to a new job, you should hand Parts 2 and 3 to your new employer. That will allow him or her to get your tax right from the outset. As I have just acknowledged, some people will not have their P45 until some weeks after leaving the Armed Forces. In this case, your new employer will assume that you have no tax free allowance and may take more tax from you than is necessary. As soon as the relevant parts of the P45 are handed over, your tax will be adjusted in accordance with the tax information that the P45 contains.

Some of you may decide to work during your terminal leave. Again, you will not have your P45 and can expect to be taxed on any earnings you make during this period without any allowances. You should hand over Parts 2 and 3 of the P45 as soon as you receive them in order that your tax can be correctly determined and any necessary adjustment made. Before you get too excited, this will not necessarily mean a tax rebate. This is because you will normally be put on a BR tax code which takes 20% tax on everything you earn in your new employment but some of you will have a tax 40% as your earnings are over £43,000 per annum.

If you have no job lined up but intend working, it is a good idea to sign on at Job Centre Plus and hand them Parts 2 and 3 your P45. Those of you leaving with an AFPS 75 Immediate Pension or an Early Departure Payment Scheme annual income might think there is no point as the level



of your income means that you are not entitled to benefits. However, by signing on and handing in your P45, your National Insurance Contributions (NICs) will be kept up to date by Job Centre Plus and this is particularly important now that you need 35 years' NICs to qualify for the full Single Tier Pension. When you find a job, Job Centre Plus staff will give you an updated P45 for you to hand to your new employer.

If you are not intending to work – maybe you are going back into full time education – you should send Parts 2 and 3 of the P45 to HMRC. It may well be that, once they are aware that you will not be working, they will reassess the tax you have paid and refund any over-payment. If you are going to be self-employed, Parts 2 and 3 of the P45 are of no real use to you, and you will have Part 1A in your records to help you with your Self-Assessment Tax Return. In either of these circumstances you should send Parts 2 and 3 of the P45 to your tax office at the following address:

Public Department 2,  
HMRC  
Ty Glas Road  
Llanishen  
Cardiff  
CF14 5AY

Whatever you do, do NOT put any part of the P45 in the bin. Remember that they contain your personal details and these are very useful to people who would like to misuse them.

If you are a Member of the Forces Pension Society and have any questions on this or any other pensions issue, please contact us at [pensionenquiries@forpen.co.uk](mailto:pensionenquiries@forpen.co.uk).

If you are not a Member but would like to know more about us, visit [www.forcespensionsociety.org](http://www.forcespensionsociety.org).

## Forces in Mind Trust

Forces in Mind Trust (FiMT) awards £57,150 grant, in partnership with the Local Government Association (LGA), to improve the delivery of local covenant pledges.



The Local Government Association (LGA) is a politically-led, cross-party organisation that works on behalf of councils to ensure local government has a strong, credible voice with national government.

Ray Lock, Chief Executive of the Forces in Mind Trust said: "A successful and sustained transition into civilian life after a time in service can require the support of a myriad of agencies. Many provide this support within the framework of the Armed Forces Covenant. We know, however, that there are differences in expectation, perception and delivery of local covenant pledges across Great Britain. By funding an independent study, in partnership with the LGA, we expect to provide policy makers and service deliverers with the tools to improve that delivery, and we are delighted to have awarded the contract to Shared Intelligence, whose experience in this field is extensive. The project will complement our ongoing work with Ulster University, whose study on veterans' support in Northern Ireland we announced in August last year, to provide the first comprehensive overview of the Armed Forces Covenant in the United Kingdom."

Lord Porter, Chairman of the Local Government Association, said: "Local government has a long and lasting relationship with our Armed Forces and we are deeply grateful to our servicemen and women for their commitment, service and sacrifice to our country. The Armed Forces are an integral part of who we are as a nation and an inspiration to us all. All councils across the country have signed up to the Armed Forces Covenant, which demonstrates their commitment to supporting those in service, as well as our veterans and reservists. We're delighted to be working with the Forces in Mind Trust to help councils improve the support they are able to provide our servicemen and women, and their families, when they come into contact with our public services."

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

## New guide published for armed forces personnel to manage their complex tax affairs

The Low Incomes Tax Reform Group (LITRG) has produced a printable guide and website material to assist serving personnel, veterans, their families and advisers to check that they are paying the correct amount of tax.

It is part of a wider HMRC project with LITRG and aims to give better taxation advice to this group of taxpayers.

Due to the nature of their work armed forces personnel are paid special allowances some of which are taxable and some are not. In addition, there are special arrangements between the Ministry of Defence (MoD) and HMRC to ensure that the tax due on certain payments is not paid directly by the personnel but by MoD. This can be very confusing both for the personnel involved and their advisers.

Many personnel are posted overseas for differing lengths of time either by themselves or with accompanying partners and family, resulting in queries on what income is taxable in the UK and the effect on any possible claims to state benefits in the UK.

Some personnel may be able to make claims for extra tax relief where they have used their own vehicles for armed forces business.

Even after leaving the armed forces, there are special arrangements in place with regard to pensions and, in particular, any payments made due to injury or disability.

Anthony Thomas, LITRG chairman, said: "While you are employed in the armed forces you are busy and tax may seem like something your employer takes care of. Unfortunately, this is not the whole story. You are responsible for your own

taxes and need to understand how the tax system works as well as your particular rights and responsibilities.

"Our guide covers all of the above topics as well as showing how to check the amount of income tax paid, how to claim allowances such as the marriage allowance and how to claim tax back from HMRC."

The guide may be viewed here: [www.litr.org.uk/tax-guides/armed-forces-and-tax/litr-guide-armed-forces](http://www.litr.org.uk/tax-guides/armed-forces-and-tax/litr-guide-armed-forces).

In addition to the above LITRG has placed more detailed information on its website: <http://www.litr.org.uk/tax-guides/armed-forces-and-tax>

The LITRG is an initiative of the Chartered Institute of Taxation (CIOT) to give a voice to the unrepresented. Since 1998 LITRG has been working to improve the policy and processes of the tax, tax credits and associated welfare systems for the benefit of those on low incomes.

The CIOT is the leading professional body in the United Kingdom concerned solely with taxation. The CIOT is an educational charity, promoting education and study of the administration and practice of taxation. One of our key aims is to work for a better, more efficient, tax system for all affected by it – taxpayers, their advisers and the authorities. The CIOT's work covers all aspects of taxation, including direct and indirect taxes and duties. The CIOT's 17,600 members have the practising title of 'Chartered Tax Adviser' and the designatory letters 'CTA', to represent the leading tax qualification.





Are you looking forward to retirement or resettlement from the Army, Navy or Royal Air Force, or have you recently left the Armed Services, and looking to start your own consultancy using your specialist skills gleaned during your career?



**The answer:**  
The Training Accreditation Programme (TAP<sup>®</sup>) offers a wide portfolio of opportunities at all levels of L&D that will quickly give resettling service personnel a range of lifelong skills and professional qualifications to better prepare them as they transfer from Service to Civilian life, and qualifications that are awarded by the British Institute for Learning and Development. For those Service personnel that already have subject matter skills, TAP<sup>®</sup> provide a matrix of qualifications that can provide the necessary professional skills, for example, to carry out L&D Consultancy, Coaching, Training Needs Analysis, Facilitation and Training Delivery, Design and Development, all of which will prove useful in any new personal business venture or consultancy.

There are plenty of avenues to take when retiring from such a distinguished career, and frequently Service personnel quite rightly decide it's time to work for themselves and set up a consultancy business. They may also consider joining other private companies who can make the best use of their subject matter expertise garnered whilst serving Queen and country over their lifetime.

Your specialist service-related skills will have developed over your career, they may be wide-ranging, or they may more recently be

specifically focused on one area of your service, making you the best subject matter expert in your field.

Those skills will undoubtedly be attractive to future potential clients, or employers, as they offer much in terms of discipline, structure, expertise, reliability, integrity, confidence, competency and professionalism, all standard trademarks of those immersed in serving their country.

You also may already have the best on-the-job qualifications relating to your subject matter expertise, perfect!

However one area, though, that is often overlooked is the fact that once you become your own boss, and wish to become a specialist consultant, this takes you into the realms of learning and development. In this world you may be asked to identify and validate training needs, you may need the skills to confidently consult with stakeholders, to

coach staff, to win support and produce meaningful arguments that can prove your knowledge and skills can be successfully transferred to the bottom line of someone else's business: in essence, evidencing specific improvements, giving the client a real return on their investment in you. You might, also, need to design a training package.

So, what professional learning and development qualifications have you gained to show prospective clients that you can do this successfully?

And how do you evidence that you have been trained to the best standards possible, not only for your Service skills, but in learning and development? How can you evidence that you have invested in your own personal development, and that you understand that you are delivering what the client really needs, and not just something that you feel you are good at 'delivering'.



David Annets  
(TAP Global Director for Policing)  
D.Annets@trainingfoundation.com

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**The Queen's Award for Enterprise: Innovation in Quality Assurance of Learning and Development.**

The staff here at The Training Foundation are quite rightly delighted and extremely proud that Her Majesty The Queen has conferred upon us a second Queen's Award for Innovation in 2016, on this occasion for 'Innovation in the Quality Assurance of Learning & Development'.

We are the only training provider to have ever won The Queen's Award for Innovation twice, so we are understandably doubly proud!

The Training Foundation are also proud to be recognized as an Approved Learning Provider through ELCAS (Enhanced Learning Credits Administration Services). ELCAS provides financial support in the form of a single up-front payment in each of a maximum of

3 separate financial years, towards nationally recognized qualifications.

In fact, today more than half the FTSE100 and many hundreds of other private and public sector employers, across all industries and the world, are benefiting from TAP<sup>®</sup>. These are the companies that you may be considering joining post resettlement. Please see what our clients say about TAP<sup>®</sup> on our website [www.tap-training.com](http://www.tap-training.com)

If you would like to find out more about TAP<sup>®</sup> and our onsite or public scheduled programmes, please call our dedicated Account Managers on 02476 411288, 'livechat' through our website or write to [info@tap-training.com](mailto:info@tap-training.com).  
Adrian Stokes, Managing Director  
Tel: 02476 411288  
[A.stokes@trainingfoundation.com](mailto:A.stokes@trainingfoundation.com)



left to right, Paul Edmondson, Director of Training; Chris Sutton, Director of Sales; Adrian Stokes, Managing Director

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The Training Foundation



Fit for a new career

# YMCAfit

A career in fitness is a popular and exciting option for service leavers and ex-military personnel.

YMCAfit, is the UK's first and most experienced fitness training provider. It claims to: "understand the support and training you need in your transition to a new career. Whether you are leaving the Air Force, Army or Navy or would like to gain additional skills whilst still serving, we offer an extensive range of courses including."

## PERSONAL TRAINING

A career as a personal trainer can be both financially lucrative and emotionally rewarding. You have the opportunity to run your own business and develop a career that you can build around your life. It offers a break from the mundane cycle of working nine to five and ensures that no two days are the same. The YMCAfit Advanced

Diploma in Personal Training is an internationally recognised qualification which will give you an extensive portfolio of skills and the expertise to ensure that your new career gets off to the best possible start.

## GYM INSTRUCTOR

The gym floor is vibrant, varied, often challenging and most of all, fun. You will have the opportunity to improve customers' overall well-being, enhance their fitness levels, improve their confidence and help them train for specific sports or events. You will be designing tailored gym programmes, encouraging gym users to train effectively and ensuring that they work out safely.

The Gym Instructor course is a fantastic first step into the fitness industry and the foundation for

further progression to becoming a personal trainer. It will make you desirable for employment in any gym across the UK.

You will be taught by our highly qualified tutors who tailor their delivery to suit your individual learning style. You will receive comprehensive learning resources and all the guidance and support needed to pass the course.

There are many career options available to you as a qualified Gym Instructor. You could work full-time or part-time as a gym instructor within a health and fitness club, become a gym supervisor or fitness manager within a health and fitness club or deliver popular group classes (by taking CPD modules) including Strength and Conditioning, Kettlebells or Core Stability.

There are also options in Exercise Nutrition, Strength and Conditioning, Exercise Referral, Stott Pilates and Yoga.

YMCAfit is an approved training provider of ELCAS (the Enhanced Learning Credits Administration Service) and can offer assistance and advice with Enhanced Learning Credit applications. It is also a preferred supplier approved by the Career Transition Partnership (CTP), the official provider of Armed Forces resettlement.

## PREFERENTIAL COURSE FEES

All military personnel and service leavers are eligible for a 10 per cent discount on YMCAfit courses. In addition, resettlement fees can be used towards any of the Level 3 courses, such as the Advanced Diploma in Personal Training, which can cover up to 80 per cent of your training costs.

## ARMED FORCES AND THE YMCA

The YMCA movement (of which YMCAfit is a part) is proud of the close working relationships forged with the armed forces over the past 150 years, from deploying teams of volunteers to support front line troops during the great wars and supporting service leavers as it does today.

YMCAfit enjoys working relationships with a wide range of services and has delivered training to service leavers from the RAF, HMS Temeraire, Royal Britannia Naval College and the Army School of Physical Training at Fox Lines.

For further advice or to book your course please call 0844 346 0036. To receive your discount, please quote your MOD email address on your application form. You can also find more information about fitness training and qualifications included on website [www.ymcafit.org.uk](http://www.ymcafit.org.uk).

## THE EUROPEAN INSTITUTE OF FITNESS

This exclusive School is located at the family run Bryn Tanat Hall set on the Shropshire-Welsh border. The idyllic setting provides the perfect place to feel comfortable and relaxed to master your new chosen profession.

The location offers the perfect setting to eat, sleep and breathe personal training. You have complete and exclusive access to this absolutely beautiful retreat-style facility including private gym solely for our students use so you can immerse yourself in personal training 24 seven.

The European Institute of Fitness has been training students to become Personal Trainers since 2005, with graduates today all around the world, enjoying their new career. The organisation boasts graduates in France, Italy and Spain; in Japan, China, Hong Kong and Singapore. They also have graduates in Canada, the United States, Brazil, Nigeria and South Africa; in Australia, New Zealand, Dubai, Bahrain, Belgium, Saudi Arabia, Jersey and of course throughout the UK. You will gain UK, European and USA endorsed certifications to stand out right from the start.

Founder and owner Darren Tebbenham remains one of the course tutors helping ensure the very best education for a fitness professional possible. Darren has worked around the world as a

## TRAIN FROM HOME WITHOUT THE COMPROMISE NORMALLY ASSOCIATED WITH "DISTANCE" OR "ONLINE" EDUCATION

If the outcome is to graduate ready to earn as a personal trainer, self-paced home study with the occasional weekend assessment day will leave you short-changed. Becoming a gym instructor first is not the best option! This course is tutor led with live, interactive classes. It is not textbook or self-paced online learning left to self-teach yourself a new career. You communicate with teachers and co-learners during live sessions (four hours per week live training). Everything is recorded in case you miss for anytime playback.

It is the same curriculum and attracts the same qualifications and support as a full time course but with more flexibility.

## FOUR WEEK RESIDENTIAL COURSE

You will learn everything you need to know to confidently launch into a new career as a personal trainer in just weeks. You will

Personal Trainer with thousands of hours of experience in a range of different settings including in his own personal training studio in Spain, at Vision Personal Training in Sydney (now one of the largest PT studio chains in the world), on a large GP referral scheme, in cardiac rehabilitation, with athletes and at the Langham Hilton in Regent Street, London. He was previously a University Lecturer at the University of Liverpool, possesses a Masters degree in sport psychology, and is a personal business coach to a number of leading personal trainers in the UK and overseas.

Darren's lead tutors are Lynn Moore, a Yoga master as well as experienced personal trainer, previously lead trainer with David Lloyd and Gareth Connell, owner of Purity Lifestyle Studios, the largest personal training studio in Telford.

The European Institute of Fitness was previously based in Alicante, Spain before relocating to the UK in 2010 where they were first based at Lilleshall National Sports Centre, before establishing their residential school at the five star facility at Bryn Tanat Hall, offering students a luxury venue to feel totally comfortable in whilst they retrain. Students have private and exclusive access to the on-site fitness studio and can fully immerse themselves in the experience whether for four or two weeks depending on course format.

arrive Monday and jump straight into a no-nonsense curriculum designed to help you learn faster.

You will be with like-minded people and will utilise the private studio to learn more practically. You will not be following an off-the-shelf, standard course but a bespoke product to help you stand out from other trainers once you qualify.

Each day starts at 8.30am finishing at 4.30pm. From 5.30pm you will be training paying clients in the EIF's unique PT clinic.

Sunday is your only day off to kick back and relax. You have access to the hot tub, sauna, gym and grounds in this idyllic setting to review the week's content and look forward to the next stage.

Four weeks later you're ready-armed with certifications in hand and insurance in place. You will be able to earn literally the very next day.

Places are limited but call 01743 770600 or visit the website [www.eifpersonaltrainingschool.co.uk/](http://www.eifpersonaltrainingschool.co.uk/) to see how the European Institute of Fitness can help you. ●



How armed forces leavers can help

# construction

If you can build a military camp in the middle of a war zone, you probably have a number of skills that the construction industry can use.

That's the thinking behind New Window BuildForce, a project which has been set up to prove that the end of military service can mark the beginning of a successful career in construction.

## WHAT IS BUILDFORCE?

Over 20,000 individuals leave the Armed Forces each year, ready to bring their considerable skills and experience to the civilian job market. Many of those leaving the Armed Forces are not aware of how their existing skills are transferable to a career in construction. Build Force is an industry initiative that aims to educate, inspire and inform about the wide range of career opportunities in construction.

## DEFUSING THE SKILLS TIMEBOMB

Lorraine continued: "With construction emerging from the downturn, we urgently need more skilled people to meet the demand that growth brings."

"It's a huge challenge for the industry to face - Our latest Construction Skills Network (CSN) report found that an extra 182,000 new workers will be needed over the next five years. BuildForce can help with that mission."

The project is funded by CITB's Growth Fund and we're working with the Construction Youth Trust and employers such as Carillion, Morgan Sindall, Lend Lease, Crossrail, Wilson James and their supply chains."

The Home Builders Federation is also on board, as is the Ministry of Defence which is doing its bit through the New Window Career Transition Partnership, pointing personnel with an interest in construction towards BuildForce.

civil engineering and the built environment sector.

Build Force has been established to deliver Industry Awareness Events and a work placement brokerage to support construction employers to recruit from the Armed Forces, and to promote careers in the sector to Armed Forces leavers.

Build Force is part-funded by the Construction Industry Training Board (CITB) Growth Fund and delivered by the charity Construction Youth Trust, CITB and Circle Three Consulting with the Career Transition Partnership.

## INDUSTRY AWARENESS EVENTS

These events provide Armed Forces leavers with the opportunity to meet potential employers and hear from ex-military personnel who currently work in construction. Each industry event is hosted by an employer partner, with support from its supply chain contractors who offer work placements as well as advice and guidance on careers in construction.

## WORK PLACEMENTS

After registering with BuildForce, Armed Forces leavers are matched to work placements. The Brokerage Coordinator provides ongoing support helping them to develop work placements which that could progress into sustainable jobs. The work placements enable Armed Forces leavers to experience a career in construction and find out how they could use their skills within the sector.

You can get more information and find out how to apply. Email [buildforce@cytrust.org.uk](mailto:buildforce@cytrust.org.uk) or call 0207 467 9540.

The Military Programme is especially created for Service leavers who might be interested in finding out what career opportunities are available in construction and the built environment.

In 2015 the Trust successfully completed coordination of the high-profile BuildForce pathfinder project for ex-forces where we delivered work placements, training and events to a wide range of Service Leavers. During the events the Armed Forces were able to get their CSCS cards, gain insider knowledge from transitioned forces and insight into the industry.

The Trust claims: "We at the Trust wish to educate, inspire and inform about the wide range of career opportunities in construction, civil engineering and the built environment sector."

"Our goal is to offer Armed Forces leavers with the experience necessary to make informed decisions about their ideal career and encourage as many as possible to begin that new career in the construction industry and to reach their potential."

Service leavers can also register through the Career Transition Partnership (CTP), the MOD's official provider of Armed Forces resettlement. The opportunity is posted on RightJob, the CTP's online job finding

service containing vacancies and work placement opportunities."

Lorraine Gregory is Sector Strategy Manager - Careers at the CITB. She said: "We're inviting men and women who are leaving, or have just left, the armed forces to meet with industry employers at an awareness day. The awareness days will be an informal chance for armed forces leavers to meet employers who all value military skills very highly."

"CITB is backing BuildForce because we can see the value in bringing those two groups together - people looking for the next step and businesses who need skilled employees. We know that service men and women leave the armed forces with a clutch of skills that can be used in the construction industry."

"Former Royal Engineers can go on to become bricklayers, plasterers, carpenters, joiners or civil engineers. Royal Logistic Corp leavers also have the skills that could see them working as potential

planners or project managers."

"We've met a number of success stories so far during our work on BuildForce, including Pramod Rai. Previously a Sapper with the Queen's Gurkha Engineers, he took his skills as a surveyor to FSI Europe, where he is now a Racking Installation Team Leader and Site Foreman."

Another good example is Lance Corporal Oliver Turner. He left the Royal Engineers as a skilled carpenter and joiner and became a Construction Manager with Lend Lease.

These transferable skills, including things like teamwork and communication, mean that people like Pramod and Oliver feel very at home working in construction.

Just like the armed forces, our industry recognises and rewards ability and hard work. Ex-service professionals who take their skills into the industry feel valued because bosses appreciate what they can offer.

## RELEVANT ROLES

Training needs are kept to a minimum because people arrive with good technical and practical skills, discipline and a readiness to work hard. They're also used to working under pressure, so offer a fast and cost-effective boost to businesses.

BuildForce will help those people take their skills into an industry that really needs and values them.

You can also get further information from the CITB website, [www.citb.co.uk/](http://www.citb.co.uk/)

You can go direct to a private training provider. **Fullagar Construction Skills Centre provides such a service based in St Helens, Merseyside offering construction courses for the construction industry, and have been trading in this sector since 2006.**

The courses that are on offer range from short courses, bespoke courses to accredited Level 1 City & Guilds courses, Level 2 and Level 3 C Skills accredited courses for trades and apprentices' and Level 3 unit credit awards accredited with OCNWMR for our Forces courses.

**The company runs apprenticeship programmes in partnership with CITB (Construction Industry Training Board).**

**Fullagar Construction Skills Centre is a preferred supplier to the CTP, and in 2013 received approval from ELCAS for learners to use their enhance learning credits.**

The centre is run by a man and wife team with over 33 years

experience within the construction industry and is conveniently placed just off Junction 7 of the M62 with great transport links.

The Centre works with small, medium enterprises within construction to companies working on multi million pound contracts. It is currently working with multiple Housing Associations as its Building Maintenance, Multi Trade Repair and Refurbishment Apprenticeship, is in great demand for their new apprentices' moving forward. A spokesman said: "We are a preferred supplier to the CTP and ELCAS. We work with the armed services and individuals

wanting trades and the reason learners and companies come back, is the knowledge that Maurice, Jeanette and all staff will be given 100% help to the learner, and helping the learner to enjoy their time with us and achieve their potential. Learners will also ask for help after they have completed their training, by contacting the Centre - and advice is on hand for them."

Billy Stott MBE, formerly serving with the Royal Artillery, was delighted with the training he received. He said: "I started the course on 24 March 14 with Fullagar Construction Skills Centre in St Helens. The module covers tiling, plastering and plumbing; on completion a Level 3 certificate is awarded. The centre provides all the tools required and the facilities are excellent, providing the ideal learning environment. The instructors are fully qualified, subject matter experts in their respective fields and techniques are taught at speed to suit each individual student's need, as a student with very little knowledge of DIY, I found this very useful. The staff at the centre are extremely knowledgeable, helpful and take time and care to ensure students learn all aspects of their particular course in order to reach their full potential."

For further information on courses available visit the company's website [www.constructionskillscentre.co.uk](http://www.constructionskillscentre.co.uk)





# A warm welcome awaits in the hospitality business

If you've served in the Armed Forces you will be well used to meeting people, managing personnel and will no doubt be organised and a sociable type of person.

In fact just the sort of person the leisure and hospitality industry needs. A former general manager at the Ramada Renaissance Hotel in Manchester had a preference for employing people either straight from school or from other businesses walks of life where they had an interface with the public.

His philosophy was that they wouldn't be influenced by traditional ideas and influences which often saw this service industry as being subservient. He believed that people new to the business with the right attitude would bring a fresh outlook and values. He also advocated that it was one of the few industries where you could join without any experience or qualifications and still reach the top by virtue of dedication, hard work, enthusiasm and a willingness to learn. All qualities that are part and parcel of daily life to service personnel.

## WELCOME TO ARROCHAR ASSOCIATES

As a leading provider of training and consultancy for the hospitality industry Arrochar Associates feels it is more than just training it offers, "it's the extra support we give that makes the difference".

You are in the right place for your transition from military to hospitality. Arrochar can help you experience a smooth and supported transition into the industry whether it be pub, club, hotel, restaurant, bed and breakfast or nightclub. Before, during and after training, Arrochar Associates will be there to support you.

For service leavers and anyone else embarking on a new career in the licensed hospitality industry Arrochar trainers' enthusiasm and knowledge are renowned ensuring you have the best training experience possible.

If you're looking for suggestions for your future career and want to explore the possibilities Arrochar has extensive contacts in the trade and can point you in the right direction. The company currently has three course ideally suited to service leavers contemplating a career in pub management. An opportunity for many to stand on the other side of the bar!

'High Five' is a packed week with highly experienced trainers who know the industry inside out and will guide you through the sessions ensuring you take away what you need to embark on your new career. You will learn the essentials for entering the hospitality industry, complete five days and some evening practical bar sessions and come away with five certificates.



## BIAB Level 2 Award for Personal Licence Holders (APLH)

- APLH is a must to be in charge of a business serving alcohol
- APLH contains vital information on licensing law and due diligence

## BIAB Level 2 Award in Licensed Hospitality Operations (ALHO)

- Includes finance, catering, employment law, customer service, health & safety legislation, marketing and merchandising
- Packed with topics covering all aspects of the licensed trade

## BIAB Level 2 Award in Licensed Retailing (ALR)

- ALR is an additional qualification awarded on successful completion of the APLH & ALHO

## BIAB Level 2 Award in Beer and Celler Quality (ABCQ)

- ABCQ covers beer and cellar quality, including hands on experience
- Pouring the perfect pint and other drinks for real customers during some evenings

## CIEH Level 2 in Award in Food Safety in Catering

- Food Safety is a crucial qualification for those handling food – this includes ice and lemon.

'Seven Up' is a step up a level. Come back to Arrochar Associates for another week. Three advanced courses on three separate days with study in between. A visit to a local brewery and a look at different styles of hospitality businesses are included in the week.

## BIAB Level 3 Award in Hospitality Business Management (AHBM)

- **Understanding a Business Market** – who and where your customers are, how to attract, interest and keep them

## Motivating a Team in Business

– a happy and motivated team leads to happy customers, a happy boss and a great business

## Profit, Loss and Budget Control

– The more advanced side to running a hospitality business

- Five days, three training days and time for revision, plus brewery tour and time spent 'out & about' looking at different hospitality businesses.

Finally there is 'Nine to Shine'. Eight further advanced one day courses over two weeks, with time for revision. An opportunity to excel, eight units in addition to the AHBM and achieve the: **BIAB Level 3 Certificate in Hospitality Business Management (CHBM)**

## Monday – Business Planning.

Your skills, your plan, your route map to success

## Tuesday – Recruitment & Employment Practice.

People, procedures and policies

## Wednesday – free/revision day

## Thursday – Training Design & Delivery

You have the "know how", now train your staff

## Friday – Customer Service.

Making your customers

welcome, want to return to your business and tell others about it

## Monday – Stock Control.

The importance of stocktaking, how to interpret stock results and how to avoid profit "leakage"

## Tuesday – Sales Promotion & Merchandising.

How to get your business & products noticed & how to maximize profits using effective sales techniques

## Wednesday – free/revision day

## Thursday – Profitable Food Management.

The proof is in the pudding. How to make the most from a food operation

## Friday – Profit through Accommodation.

Don't sleep on it, do it!

## HOTEL INDUSTRY TRAINING (HIT)

Additional qualifications can boost your market value, improve your confidence and kick-start or refresh your career.

Once you have decided on a career in the potential-filled world of hospitality and catering, the way to progress up the ladder to broaden the scope of your job role and enhance your pay is to gain additional qualifications.

HIT is with you throughout your career in the hospitality industry. The company provides a wide range of short courses to provide the specialist skills you might need as well as meeting statutory learning requirements.

Professionally recognised qualifications range from entry level to more advanced, enabling you to reach the next stage of your development and help you move smoothly along your career path.

The range of short courses is sizeable, so there's something to suit everyone. Choose from Health and Safety, Food Hygiene or Customer Service. Or perhaps you're interested in Business Administration, Finance or Sales and Marketing. Or maybe you'd like to learn more about Pubs and Bars, Wine and Spirits, First Aid, Coaching, Mentoring and Training or even Management. Whatever you choose, it's clear that investing in improving your skills and knowledge

## WHY TRAIN WITH ARROCHAR ASSOCIATES?

According to Carolyn McFarlan who started the business in 1992, the courses are run by hospitality professionals who have real life experience in the industry. She said: 'They are not trainers because they can't, they are trainers because they can, are great at what they do and enjoy it. In our team we have those who still run pubs whilst others support major companies operationally.'

Making the difference is the driving force behind the training team. They work on the belief that successful training is much more than just an exam result, it is how the knowledge is used and put into practice. 'That is why we go the extra mile to help you build your personal knowledge base and your business,' said Carolyn.

The courses below are accredited by the BIAB, the leading awarding body for the hospitality trade. Arrochar Associates is recognised as a Grade 1 BIAB training centre.

Can't find the course you are looking for or need further information? Call the course help line on **01869 343640**. You can also visit website **www.arrochar-associates.co** where you will find an easy to use online enquiry form.

is investing in your future.

You can find out more by visiting **https://hittraining.co.uk** or you can speak to an advisor by telephoning **0800 093 9892**.

Most higher education colleges and some universities run courses in catering and hospitality so it's worth spending some time online to see if there is an educational establishment in your preferred area that can meet your needs. Many of these have special facilities and arrangements for service leavers. ●





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East of England Ambulance Service **NHS**  
NHS Trust



## WORKING FOR YOUR AMBULANCE SERVICE

Associate ambulance  
practitioners

- Joining the ambulance service
- Who we're looking for
- Your next steps

## Have you considered working for the East of England Ambulance Service NHS Trust?

We cover the six counties of Essex, Hertfordshire, Bedfordshire, Suffolk, Norfolk and Cambridgeshire. We value care, teamwork, quality, respect and honesty in order to transform the care we deliver to our communities.

### What is an associate ambulance practitioner (AAP)?

It is a clinically-lead, patient-focussed role allowing autonomous practice to deliver clinical excellence, improve outcomes and a positive patient experience. You will provide support where it's most needed to our patients, in emergency or urgent situations. You could be called to a road traffic collision, a cardiac arrest, or any scenario needing an emergency response, driving our emergency vehicles in any conditions.

### What criteria do I need to apply?

Five GCSEs at grade C or above (including English and Maths), and two years' experience of driving on a full UK manual licence (you will need to achieve full C1 category on your licence before starting your training). Experience of dealing with or caring for a range of people, and being able to demonstrate you are motivated, passionate and caring, is essential.

### How do I become an AAP?

You can apply to an advert on [www.jobs.nhs.uk](http://www.jobs.nhs.uk) and participate in our recruitment and selection process. If successful, you will complete a 18-week training course (14-week clinical training and four-week emergency driving course) before starting your operational duties. Fully becoming an AAP takes about 12 – 18 months of reflective practice and working alongside other clinicians responding to whatever job requires your help.

### What will I earn?

You will join EEAST on band 4 (£19,027-£22,236). We also pay a salary enhancement dependent upon your shift allocation. We offer excellent paid holiday entitlement, entry to the NHS pension scheme and other employee benefits.

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**PQMS TRAINING**

PQMS are now a ELCAS Approved Training Provider for MOD leavers

PQMS offers to provide **Level 3** and above end-to-end Training and Accreditation solutions for you!

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- City & Guilds Level 3 Electrical and Gas Energy Suppliers (Inc. Smart Metering)
- City & Guilds Level 5 High Risk Confined Space Rescue

We have also spoken to employers in the above industries who would like to interview you mid training.

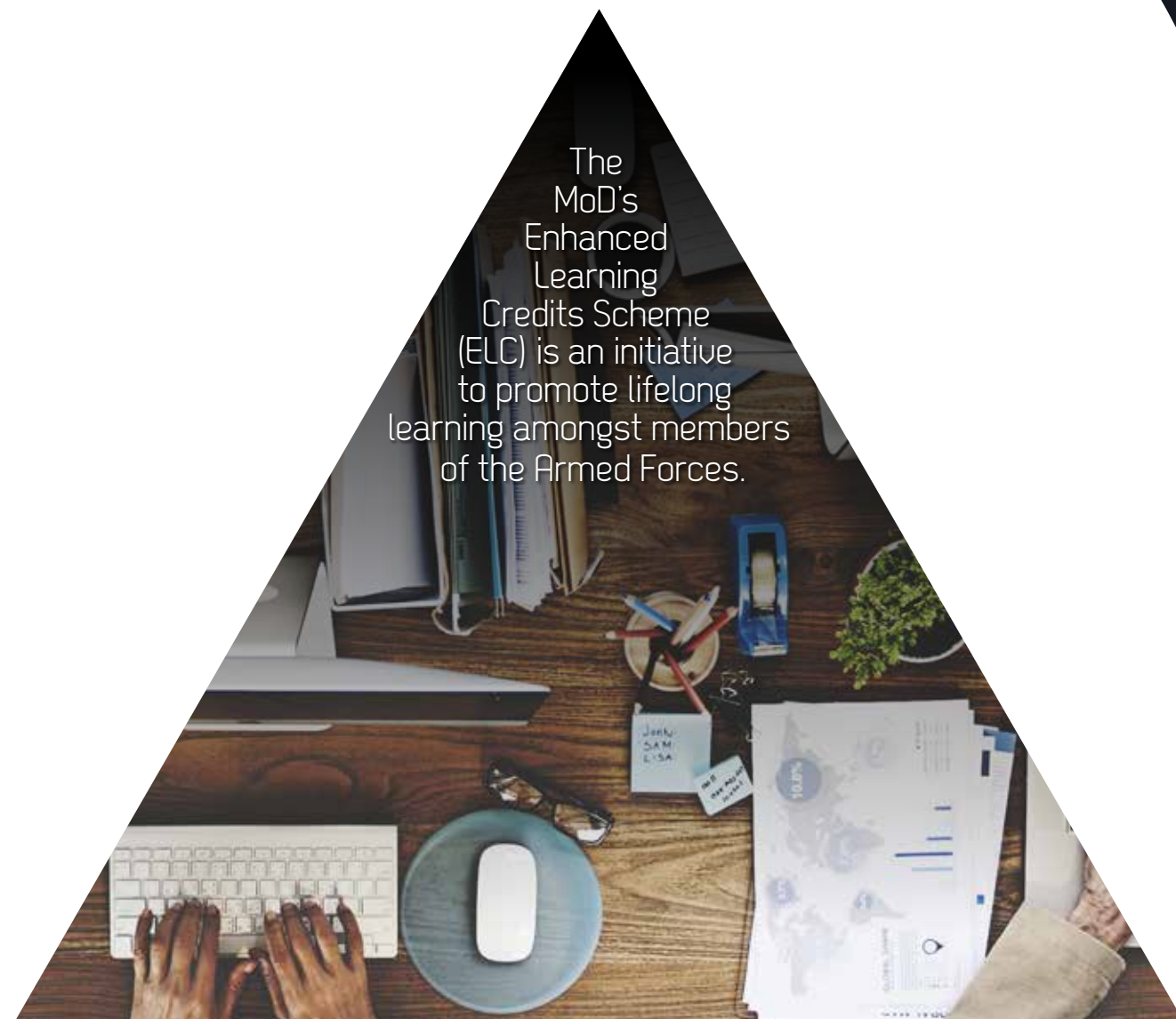
Contact us on 02476316789 or email [karl@pqms.ie](mailto:karl@pqms.ie)

**ELC**  
6339



# 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/](http://www.enhancedlearningcredits.com/claiming/ex-service%20personnel/)

• Finally you must complete your Course Evaluation Form via the website. Please note that further claims cannot be processed until evaluation forms are received for all previous courses (even those still underway)

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

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

10

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

9

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

8

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

7

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

6

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

5

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

4

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

3

Learner completes ELC ClaimForm (form ELC 005.01)

2

Learner identifies course of learning in liaison with Approved Learning Provider

1

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

Claim rejected in steps 3 or 5





## 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)).



1

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.*

2

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.*

3

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.*

# 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](http://www.enhancedlearningcredits.com/Claiming/Ex-service%20Personnel)). There are several factors to consider:

4 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).

5 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).

6 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.*

7 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.*

8 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.

9 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.*

10 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 FAQs 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.*

## 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

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.

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.

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).

## Evaluation Form

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

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

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

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



## Useful Contacts and Links

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

### ELCAS CONTACT DETAILS

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

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

### YOU MAY ALSO REFER TO:

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

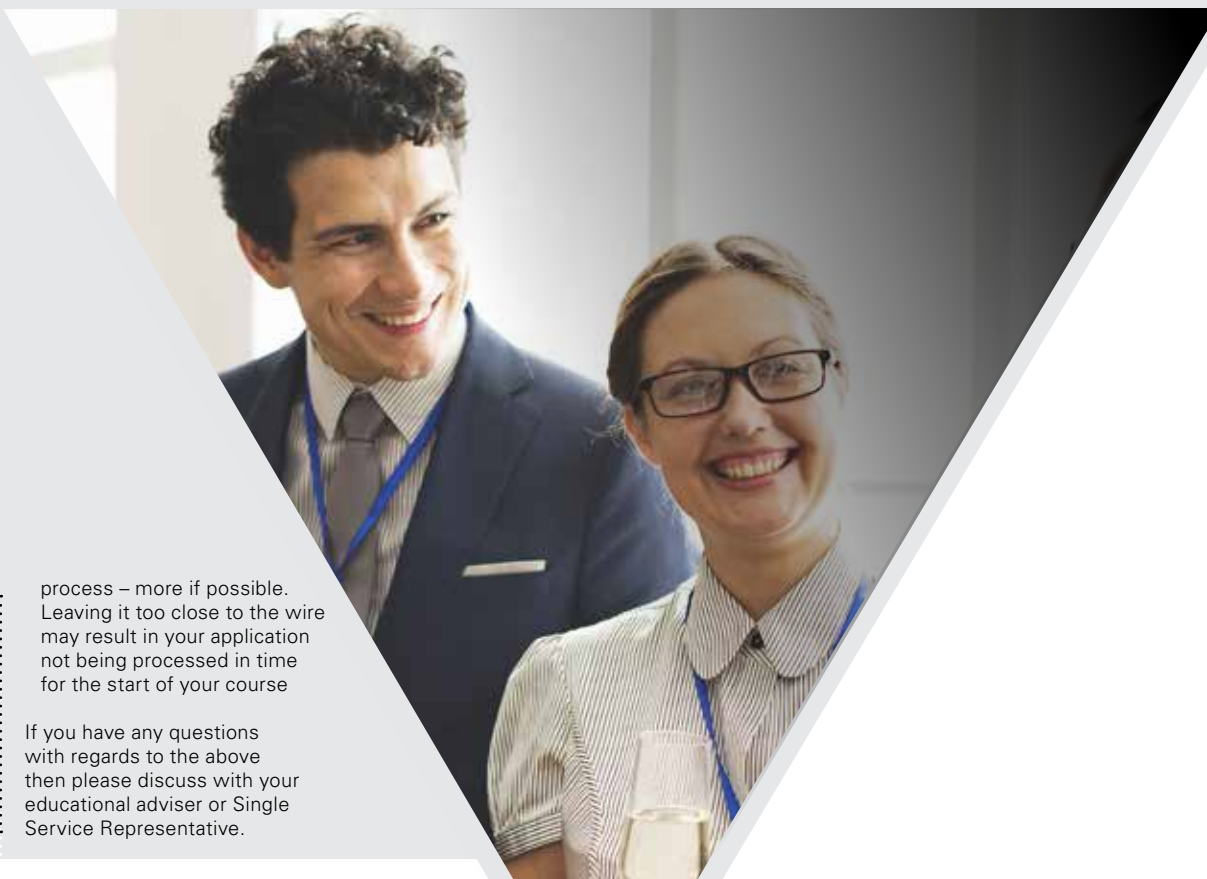
# How Do I Make a Claim?

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. ●

## Ex Service Personnel

Please note this section 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:

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

- 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

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

## Eligibility Rules

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

- Have completed four years full-time service
- Previously joined the Enhanced Learning Credit (ELC) scheme and completed at least four years qualifying scheme membership
- Only apply for a first eligible FE/

- HE qualification at the level for which they are academically qualified to enter learning on leaving the Service
- Have left the Service or entered their qualifying resettlement phase on or after 17th July 2008
- Meet UK's residency requirements to qualify for full state subsidy
- Be undertaking at least

the equivalent of 50% of a full time course

- Undertake learning with an approved provider listed on the ELCAS database as a PF FEHE provider and ensure the chosen course is designated for student support
- Personnel (who have passed out of Phase 2 training into operational service) are not required to meet the four year qualifying time if they are medically discharged from Service. They are still required to have registered for ELC scheme membership.

### QUALIFICATION LEVEL

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

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

- Or a first foundation degree or first full undergraduate degree or national equivalent. Typically to be eligible for this support, the higher education qualifications would be at levels four-six of the Framework for Higher Education and Qualifications in England, Wales and Northern Ireland (FHEQ) eg: a first undergraduate degree (including foundation degree) or Higher National Certificate or Diploma for which the entry qualification is lower than a degree and which normally takes place at a publicly funded institution.

- In Scotland the equivalent qualification is a Higher National Certificate (HNC), Higher National Diploma (HND) or a first undergraduate degree, undertaken at a further education college (FE college) or a higher education institution (HEI). ●

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





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**Our training** - We are ELCAS registered with 10 ILM Endorsed courses approved for ELCAS funding, including:

- Workplace Mediator
- Workplace Investigator
- Mediation Skills and Practice
- Mediation Coordinator
- Mediation Supervisor
- Group Mediation Skills

**Our pricing** - We haven't increased our prices with ELCAS, so our 6 day mediation training (worth £2808) is still only £1450!

**Course information** - To find out more about all of our public courses please visit:

[cmpresolutions.co.uk/our-public-training-courses](http://cmpresolutions.co.uk/our-public-training-courses)

**ER Magazines £100,000 training give away**

Win an ILM Endorsed Award in Mediation worth over £2800, to enter the draw Email:

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**ELCAS Provider ID: 6610**



**Win an ILM Endorsed Award in Mediation worth over £2800, to enter the draw Email: [ERgiveaway@cmpresolutions.co.uk](mailto:ERgiveaway@cmpresolutions.co.uk)**

Any officer or NCO has experience of is dealing with conflicts, probably even more so in the workplace than in combat: Managing people and bringing a successful resolution to work problems is a skill that is much in demand in the wider world of industry and commerce.

So we are offering this great opportunity for you to get a national certificate in mediation that will give you the skills to mediate professionally in the workplace or the community.

CMP Resolutions developed the first workplace mediation programme in the 1980s which has now been adopted and adapted by nearly all of our competitors including ACAS.

As a recognised provider of the Institute of Leadership and Management (ILM), we are externally assessed, which ensures that our training is delivered to the highest possible standards.

And we don't just deliver training, and leave you to it! There is unlimited phone and email support for anyone who learns with us; and everything you need to put your training into practice.

**Our training is:**

- delivered using the principles of adult-learning
- experiential, not just chalk and talk
- delivered to suit a range of learning styles
- tailored to you

All our trainers are expert in their field, with over 10 years' experience. So they bring up to date skills, knowledge and expertise into the training room.

**If you think that mediation could be for you there is much more information at [cmpresolutions.co.uk](http://cmpresolutions.co.uk)**

Course length - 6 Days + Post-course work  
Course delivery- March, June or October 2017.

**How to enter the training giveaway**

To register your interest to win a place on one of our 2017 open courses, please email us at [ERgiveaway@cmpresolutions.co.uk](mailto:ERgiveaway@cmpresolutions.co.uk) with your contact details. The winner will be announced in March 2017. Those who do not win can still attend by self funding or using the ELC process.



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