

# ER

Winter 2016, £Free

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

# magazine

## READER OFFER

Enjoy a break  
in Gibraltar

A special offer in conjunction  
with the Rock Hotel.

## RESETTLEMENT

Are you on  
the right track?

Infrastructure opportunities for careers  
in the rail industry is rapidly increasing.

## NEWS

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Armed Forces presented with  
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### EAST MIDLANDS AMBULANCE SERVICE

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*"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.

## 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.

## VALUABLE MEMBERSHIP SERVICES

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

FPS HEALTH



FPS TRAVEL



FPS MOTORING



FPS LEGAL  
& FINANCIAL



FPS PERSONAL  
& HOME



## 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 **ESR2016** (T's & C's apply). **Membership for you and your partner costs just £37 per annum.**



# JOIN US AND GET MORE FROM YOUR PENSION

## Forces Pension Society

68 South Lambeth Road, Vauxhall, London, SW8 1RL

Tel: 020 7820 9988 - email: [memsec@forpen.co.uk](mailto:memsec@forpen.co.uk) - [www.forcespensionsociety.org](http://www.forcespensionsociety.org)





## Preparing for life after the Services or have you just left?

The Union Jack Club can continue to be your base in London for networking, meetings, training, accommodation and just relaxing. If you are in the process of leaving HM Armed Forces or have done so within the last two years the Union Jack Club is offering you free membership.

With 290 bedrooms, 10 meeting/training rooms, Restaurant, Espresso and Main Bar, free Wi-Fi and excellent transport links it is well worth you popping in or going online at [www.ujclub.co.uk/membership](http://www.ujclub.co.uk/membership) and taking full advantage of this offer.



[www.ujclub.co.uk](http://www.ujclub.co.uk)



**The Union Jack Club offers free membership for a year to all non-commissioned personnel who are in the process of leaving or within two years of leaving HM Armed Forces.**

Whilst serving in the Armed Forces you are automatic members of the Union Jack Club. During your resettlement & career transition period the Union Jack Club is here to continue to offer you membership and a safe haven in London.

Becoming a veteran member of the Union Jack Club gives you access to the Club 24 hours a day 365 days a year, whether for accommodation, networking, meeting colleagues or clients, seeing family and friends for a casual drink or just to put your feet up for an hour before travelling on.

A unique venue with relaxed comfortable up-to-date facilities, offering over 290 bedrooms including singles, doubles, suites, family rooms and wheelchair friendly rooms it really

has a lot to offer. The Union Jack Club also provides members with meeting rooms, bars, restaurant and private dining and reception facilities with superfast free Wi-Fi throughout.

If you have left or are in the process of resettlement & leaving HM Armed Forces' soon then its simple.



**JOIN NOW!**



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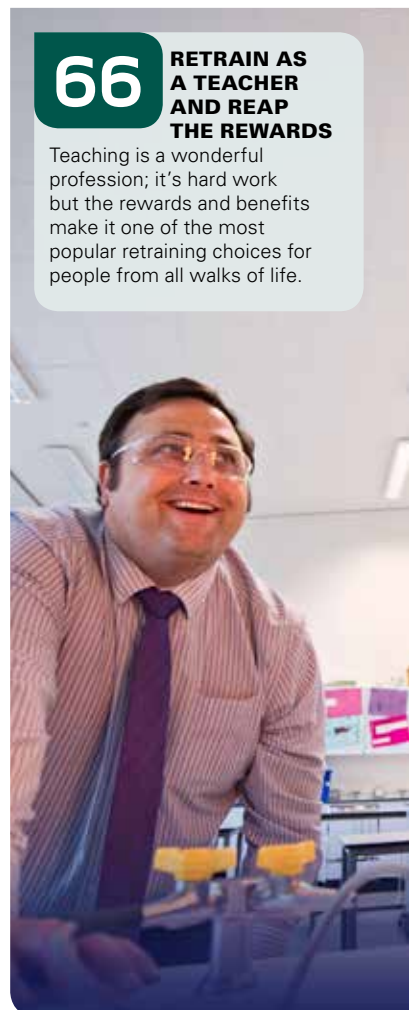
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Maritime Transport is one of the largest transport companies in the UK.





#### COVER IMAGE CREDITS

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# Welcome...

Welcome to the Winter Issue of Easy Resettlement magazine...



In this issue, we look at a few of the companies that have been awarded the highest recognition from the Ministry of Defence, known as the Employer Recognition Scheme Gold Award (ERS). Twenty-two winning companies received their awards from Prince William, The Duke of Cambridge at the Royal Hospital Chelsea, the acclaimed retirement home for hundreds of army veterans. The scheme is designed to recognise and thank employers who support the Armed Forces community and their families and to inspire others to do the same.

We always aim to deliver as many new employment opportunities as possible. This issue includes the AA, East of England Ambulance service, FCO, GB Rail Freight, Maritime Transport, Navy Reserves, NFU Mutual, Project Fortis and Sea Cadets, all looking to recruit you in the various roles they are looking to fill.

We are proud to be able to promote the Education courses for Armed Forces feature with

Leeds Beckett, University of Derby Online and the University of Brighton who run the 'Troops to Teachers' campaign which was introduced in 2012 and runs again through 2017. It is an opportunity to earn a salary while you train.

We look at Franchising for Veterans with the British Franchise Association (BFA) which has various training opportunities with information from the CTP and ELCAS about your ELC entitlements. The enhanced learning credits information has recently been updated which you will see towards the back of this issue.

We will be attending various employment events next year including the CTP and SCJ and always enjoy meeting our readers face to face. We have taken your comments on board and will have a new website with everything accessible on the home page. This will include the latest magazine, the jobs board and all the links to the companies we are proud to work with.

This magazine is free and available in many places including resettlement and education centres CTP, RFEA and Officers Association offices, messes, HIVES as well as being promoted online. If you wish to have each issue sent to your email you can subscribe for free at [www.easyresettlement.com](http://www.easyresettlement.com) then click the subscribe tab.

Please mention Easy Resettlement magazine to our advertisers. Without them we would not be able to provide you with the vast opportunities highlighted in each issue. If you have a story that you think we would be interested in, please email James@[easyresettlement.co.uk](mailto:easyresettlement.co.uk)

We look forward to working on our Spring and following issues through 2017.

**COL MARTIN NEWMAN**  
EDITOR



# Protecting globally with FCO Services

## Who we are

As part of the Foreign and Commonwealth Office (FCO), we are a trusted, global supplier of secure products and services to the UK and international governments. We have come far, our roots date back to the Diplomatic Wireless Service during World War II and now, since 2008, we have operated commercially as a government trading fund, delivering more than £1bn of secure products and services to our UK government customers. We also provide services to foreign governments and international organisations closely linked to the UK.

Operating worldwide, our security cleared people design and deliver secure services in more than 250 embassies, high commissions and other critical government facilities across 160 countries. We design and build government facilities, including diplomatic premises, servicing their technological and logistical needs anywhere in the world. The services we provide include protective security, estates and construction, cloud computing, communications and monitoring, logistics translation and interpreting. We are also the UK National Authority for Counter Eavesdropping (UK NACE), helping protect UK assets from physical, electronic and cyber attack.

## What we do

Security is at the heart of all that we do. Our expert teams handle everything from installing secure communication systems and IT infrastructure to upgrading customers' sites and building entire embassies. These are the

kinds of projects you could be delivering seamlessly across the UK and around the world.

Your work will matter because people, assets and information matter to our customers. You'll be giving them the assurance that they, and their people, are safe from technical and physical threats, wherever in the world they work. And, as such, you'll be providing one of our most valuable services.

### Perimeter and Protective Security:

Drawing upon unrivalled experience, we design and install highly secure perimeter and protective systems. Our solutions include CCTV, Access Control Systems, Incident Alarms and Intruder Detection.

### Radio and Satellite:

Our teams enable our customers to communicate on a global scale. They design, build and deploy bespoke radio, satellite and internet communication systems – often in remote or hazardous locations.

### Secure Telephony and Video Conferencing:

We enable our customers to communicate securely on a global scale – often in remote and hostile locations. Our services range from telephone infrastructure design and integration to data encryption and the installation of secure rooms for video conferencing.

### Secure Cabling and Installation:

Our security-cleared staff install secure communication systems around the world. They draw on their specialist knowledge of secure data,

network, electrical, voice and audiovisual installations to deliver robust and bespoke solutions.

## Technical and Building Security:

We integrate security into the fabric of buildings. Our teams design, project manage and install security measures ranging from secure conference rooms and bespoke doors and walls to secure air conditioning and alarm systems – protecting assets from both technical and physical attack.

## Why work for us?

Because our work is of extraordinary importance, we can offer roles of remarkable impact. Join our diverse and accomplished team and you'll find careers with unparalleled variety and a rare blend of governmental stability and commercial drive, which allows us to be dynamic and competitive within our markets. But more than this, you'll find a job to be proud of. Whatever your role, whatever your level, you'll support and deliver complex work that just matters more. Your contribution will help keep people safe, protect critical information and safeguard the UK's interests overseas. As such, your work will have greater significance. And the impact you make will reach further. We give our people greater responsibility, we support their development, and we listen to their ideas. What's more, ours is an inclusive environment where people from all disciplines and backgrounds work as one. We have a keen focus on the work/life balance of everyone here. And we offer the satisfaction that comes with supporting and

delivering work of immense importance around the world. The result? We're a place where people stay and grow – developing rewarding careers that last. FCO services are fortunate enough to have many ex military staff working for us, from our security installations teams, to our UK teams such as our project managers. We'll do all we can to build on your strengths, provide training for qualifications, and create opportunities for lasting career progression. Many ex forces staff find our technical installer roles a good transition when leaving the forces, due to our culture, the nature of our work, the non standard hours of work and the travel opportunities. Visit our web site to find out more about us [www.fcosservices.gov.uk](http://www.fcosservices.gov.uk) or our careers web site to find out more joining our team [www.fcoscareers.co.uk](http://www.fcoscareers.co.uk) We have a number of vacancies at the moment, including technical installers. If we don't have anything available that matches your needs when you are looking to apply, register with us for email alerts and we'll contact you when a suitable role comes up.







# Technical Installer

## Job summary

<b>Salary</b>	£22,725 - £30,093 plus benefits
<b>Location</b>	Hanslope Park, with UK and Overseas travel
<b>Closing date</b>	30 April 2017 at midnight
<b>Reference</b>	2362

**A**t FCO Services, we protect information, assets and people for governments worldwide. Working in some of the most challenging and hostile locations across the globe, our Secure Global Services department ensures that we consistently meet the specific needs of our customers. As a proactive member of the Technical Services Centre, you'll play a pivotal role in setting up equipment that's vital to government properties, as well as to the overall success of our business.

### Deliver installations as a matter of national security

Supporting our Senior Installers, your work will have you operating on large-scale, diplomatic missions overseas. You'll engage with all kinds of projects and locations, installing technology ranging from satellite and radio communications to CCTV and structured cabling. The technical duties you'll carry out will be varied and extensive. When not overseas you could be handling the preparation for upcoming trips, working in our workshops, supporting other departments within FCO Services, or undertaking installations at UK government locations. In everything you do, you'll see that the projects delivered matter.

### Collaborate seamlessly wherever your work takes you

You'll be a self-starter, capable of acting on your own initiative, and you'll also be an exceptional communicator. This role will see you liaising with Engineers and Project Managers; so we need someone who can work

well in a team, make effective decisions and deliver at pace. And while you'll be expected to travel abroad - up to 22 weeks a year on average - you'll be based in Hanslope Park and with some travel in the UK.

We're looking for individuals with demonstrable application of your academic knowledge, or with significant relevant practical installation experience. Specifically, we would be very interested to hear from anyone with relevant qualifications or substantial installation experience in: Structured cabling & Containment (Copper/Fibre), Radio, Telecommunications, CCTV, ACS, IA/PA or ID systems.

### And build expertise beyond your current skill set

Our customers look to us to respond with speed, agility and innovation to their ever-changing security challenges. You'll act as a prime example of our professionalism and reliability, not simply because of the knowledge that you already have, but thanks to the skills you'll be constantly building with us as well. With a keen interest in the latest technologies, the expertise you'll gain will enhance not just your progression, but ours too. Join us and you'll see that there's no better place to propel your professional growth.

All our employees have to be security cleared to the highest level, so you will need to undergo a comprehensive vetting process before joining. Hanslope Park based posts attract a Location Allowance of £1,000 per annum.

Please note that this vacancy is rolling recruitment and interviews will take place on a regular basis for suitable candidates. This vacancy may be closed prior to the closing date if enough candidates are successful at interview.

Please apply online [www.fcoscareers.co.uk](http://www.fcoscareers.co.uk)

FCO Services are regulated by the Civil Service Commission.





# Maritime Transport

Maritime Transport is one of the largest transport companies in the UK offering secure and rewarding employment to service leavers across the country.

## WHAT MARITIME OFFER

With 27 depots, spanning from Liverpool to London Gateway and Teesport to Southampton, Maritime pride themselves on the strength of their network and their ability to support service leavers from a number of key locations across the UK.

Maritime currently employ over 2,000 members of staff and drivers, and they recognise the importance of their employees and look to provide industry leading initiatives, facilities and benefit packages to maintain their strong position within the transport sector.

Understanding its business requirements means Maritime recruit strong and capable employees who show potential from the word go. Attending several Barracks close to their depot locations, including Preston and Catterick, Maritime reach out to service leavers to share with them the potential opportunities they can offer ex-service men and women.

Maritime has received praise

for the work that they do with ex-service personnel from Major Mally Birkett MBE, O/C 42 Brigade Personal Readiness Unit at Fullwood Barracks in Preston.

"We were first introduced to Maritime in January 2016 and I have to admit I hadn't heard of them. However since then I can't speak highly enough of them, they've gone out of their way to help wounded and injured service personnel, they've been outstanding. They have really listened, enabled and enhanced our service leavers and have made transition to civilian life a lot easier."

He continues "Nothing is too much and they really want to employ service leavers. A lot of our personnel have the skills and attributes Maritime are looking for, and they're now one of our preferred employers. We've seen six service leavers employed by Maritime and I've recommended them to my opposite number at Catterick Barracks who has

120 people under his command. I wouldn't do this if I didn't truly believe in Maritime."

Several forces personnel have been welcomed to their depots, on personal visits and on open days held at their head office, to raise awareness of the types of career and standard of employment they can expect from the company.

Maritime also have a fantastic working relationship with the Ministry of Defence's official provider of Armed Forces Resettlement, the Career Transition Partnership (CTP). Not only do Maritime list all of their vacancies with 'CTP RightJob' but they also regularly attend recruitment fairs and meet service leavers to offer support and guidance to those considering a career within transport.

John Williams, Group Managing Director – Maritime Transport,

frequently cites the company's employees as the heart of Maritime and in doing so he recognises the skills and capabilities service leavers can offer. As a business, Maritime are benefitting from the skills and strong work ethic already instilled in ex-service men and women. Their ability to learn new skills and have confidence in new and challenging situations makes them desirable in any workplace, particularly one which echoes many of the forces standards.

## TRAINING AND CAREER PROGRESSION

Maritime have always seen the benefit of investing in their staff and have done so through bonuses, pay rises, improved conditions, the very best equipment and more recently, in house training schemes giving employees the ability to learn new skills and excel in their roles within the company.

In October 2015, Maritime launched their Professional Driver Scheme in conjunction with Swedish truck manufacturer Scania.

## DRIVER TESTIMONIAL

Maritime's Professional Driver Scheme has been a huge success with over thirty drivers joining the programme in its first six months, including Iain Taylor.

"I first heard about Maritime when I saw an advert for their Professional Driver Scheme online" said Iain, a driver based at Maritime's Southampton depot. "I left the Army with very little HGV experience so the scheme seemed like the logical choice for me."

One of the factors that makes the scheme so successful is the introduction of Driver Mentors, experienced Maritime drivers who show new starters the ropes and make sure they're confident behind the wheel of all of the company's vehicles.

"Iain took part in our work experience programme for three weeks," said Scott Kerswell, Area Manager - Southampton. "Giving him the chance to try the job before committing meant we could train him to our standards and we also knew that once he'd finished he was serious about starting a career with Maritime."

"I got to work with several Driver Mentors whilst I was learning on the job. Their vast experience meant I was able to learn a great deal very quickly which gave me the confidence I needed to carry out my day to day duties effectively," said Iain. "I was treated as part of the family from day one. The

atmosphere and respect amongst drivers and staff is something that really impressed me."

After their training, new drivers are assessed on everything they've learnt, before they head off onto the open road on their own, and they're always able to call on their mentors if they need any advice.





The scheme looks to help drivers with little or no experience, gain confidence and become professional HGV drivers whilst out on the road and working with a highly reputable company. The scheme has been a huge success in its first year with over 30% of those joining the company through the scheme being service leavers.

Maritime are known for their high standards and have further set themselves apart from other employers by introducing their new DCPC Driver Training Programme. The programme comprises of several courses, some mandatory as a driver, and looks to ensure all of Maritime's drivers are trained to the same high standard whilst learning new skills and gaining important qualifications to help set them apart from other drivers in the industry.

Maritime's commitment to staff training and development doesn't stop there. To help service leavers find a career they're happy with, Maritime offer work experience placements across the business. Ex-service personnel can trial their potential new career for up to two weeks, both out on the road and in the office, before they make any decisions. The transition to civilian life can be daunting, Maritime provides each service leaver with a mentor – someone

they can confide in and learn from.

After gaining their Class 1 licence whilst serving, most service leavers choose to join Maritime as an HGV driver. This is a fantastic way for them to learn all about the business and can often lead to progression within the company, with several now taking on the role of driver administrator or even driver trainer – supporting any new service leavers coming through the training programme or Professional Driver Scheme.

#### **CORPORATE COVENANT SIGNATORIES**

Early in 2016, Maritime made a show of commitment to those that have served our country by signing the Corporate Covenant.

The armed forces covenant is designed to set out the relationship between the nation, the government and the armed forces, and recognises that the nation has a moral obligation to members of the forces and their families.

Maritime have long been an employer of ex-services personnel having found that the skills and mentality instilled by the military make leavers' fantastic assets to the business and signing the Covenant made official Maritime's on-going support.

When the Covenant was

#### **SUPPORTERS OF THE ROYAL BRITISH LEGION**

In 2015 Maritime selected the Royal British Legion as one of their main charities. Due to the commitment the company has seen from all of the service leavers they employ, the decision was made to not only offer them support and employment, but to also publicly share their support for our armed forces by placing a poppy on every single one of the company's trucks throughout the



month of November. Maritime are proud to continue this relationship and show their support for our armed services in 2016.

signed, two ex-servicemen currently employed by Maritime, Dennis Anderson and Les Bates, who both gained their HGV licenses during their time in the forces, were in attendance.

"Leaving the army can be a daunting experience so to start at a company like Maritime, who really value the skills that you've gained and recognise the commitment you can offer, definitely makes the transition to civilian life easier," said Dennis.

John Williams, Group Managing Director, said:

"As a business we are benefiting from the skills and strong work ethic service leavers are bringing to the workplace. They learn the

role fast in an environment where you need to think on your feet and we're proud to be supporting these brilliant individuals."

Particular effort has been made over recent years to help offer stability and security to those who have served in the forces and who are now looking for a smooth transition back into civilian life. With their training programmes and schemes, the signing of the Corporate Covenant, their significant donations to The Royal British Legion and their work experience programme and mentor schemes, Maritime are committed to ensuring service leavers have long and successful careers in the transport sector. ●

# OPPORTUNITIES FOR OUTSTANDING PROFESSIONALS

**Apply now and join the Number 1 team in logistics – we've got careers to suit you:**

- Unrivalled remuneration and benefits packages
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- Industry-leading facilities and equipment

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**JOIN THE BEST**





# Ready for Anything?

**If you're looking for a rewarding career that makes the most of your strengths, skills and character, then the AA is the right choice for you**

Serving the people of the UK since 1905, the AA has an impressive history. They've got exciting prospects for the future too, offering a range of career opportunities to people coming out of the Armed Forces.

With roles in different locations across the UK, these opportunities are in three main areas – Road Operations, Contact Centres and Direct Sales. It's a complex, technical and fast-paced operation that works to provide an outstanding service for its members and customers. Join the AA and, whichever role you're in, you'll be part of a solid team with a strong reputation. You'll be in a role where you can still make a real difference to the people of the UK.

## **The AA and ex-Forces personnel – a great fit**

The AA's Road Operations, Contact Centre and Direct Sales teams are the perfect place to transfer your skills and your mindset. They look for people from all kinds of backgrounds who can think on their feet and take the initiative. Strong interpersonal and listening skills are important too, with a calm, confident approach to problem solving. In Road Operations, they also need people who thrive on working on their own, are happy working outdoors, and are comfortable working long night or day shifts. Direct Sales roles are usually based in service stations and shopping centres.

## **Going the extra mile for you**

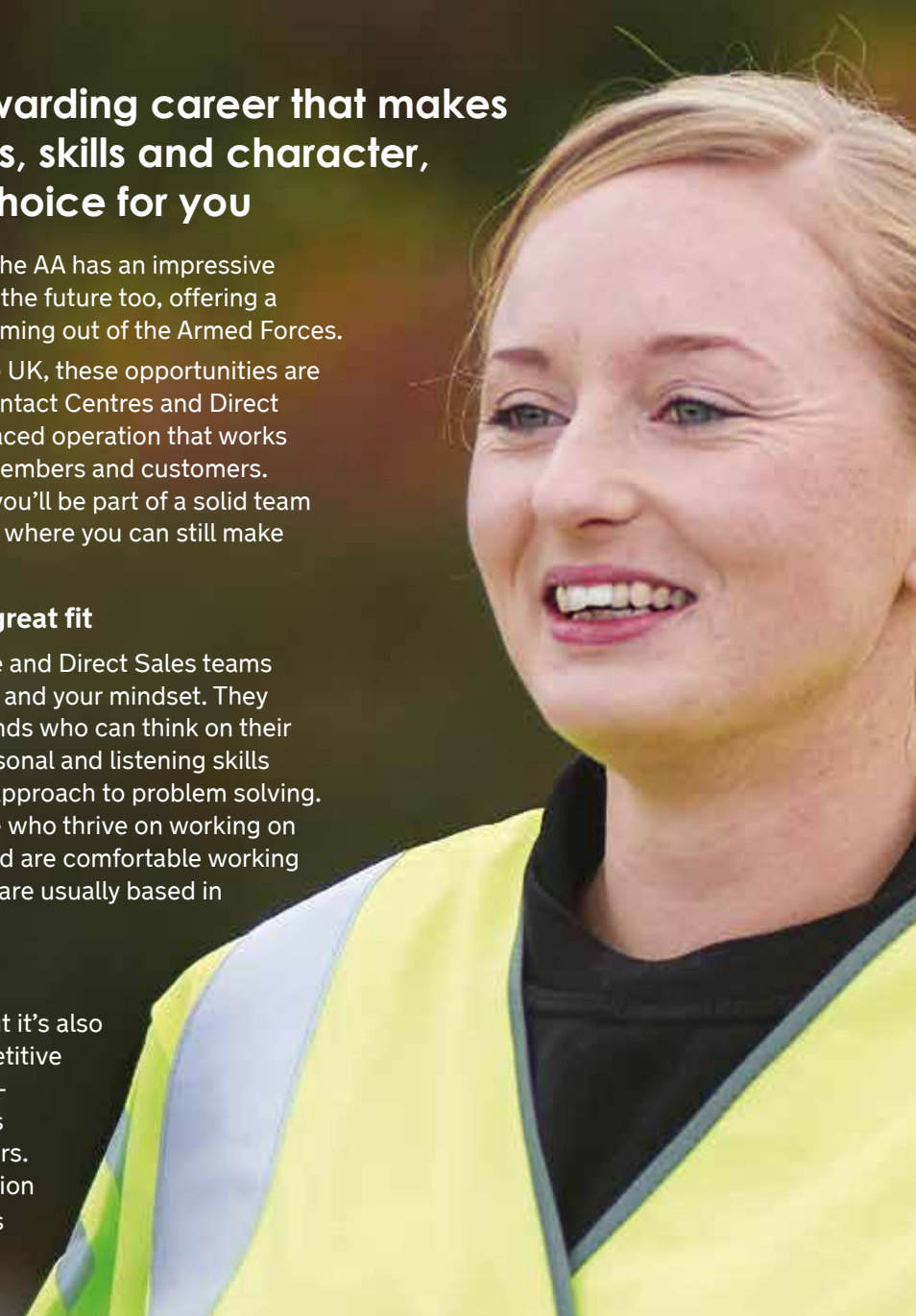
The AA is always there for its members, but it's also there for its people. So, as well as a competitive salary, they offer a wide range of benefits – including discounts in restaurants, on trips abroad and with selected car manufacturers. They also provide a comprehensive induction course, ongoing training and opportunities for career development.

“It's a steady job. And it's a good job. You're not stuck in an office day in, day out. You're never in the same place and you're always meeting different people, so there's a lot of variety.”

**Ian Bostock, Recovery Patrol**

“We have many ex-Forces and reserve people at all levels in our teams and find their skills and values are a strong fit with ours. We're always on the lookout for bright, motivated problem solvers.”

**David Brambell, Head of Outdoor Operations**



# At the frontline of our business

Mo was in the Army from 1979 to 1995. He joined the AA in 2010, and was awarded the title of AA Recovery Patrol of the Year in 2015.

## Why did you choose to join the AA?

I got my HGV licence in the Royal Corps of Transport, and when I first got out, I was working for a general haulage company driving an articulated truck. My brother was ex-Forces, and he was in the AA and he told me about it. It was something I fancied doing anyway. I like working by myself, and I like working outdoors. It was the perfect opportunity.

## How does it compare to being in the Army?

There are lots of similarities. It's uniform to uniform for a start! In the Army, you're taught to think on your feet. You've got to make a decision there and then – which is what you do here, too. When you get to a breakdown situation, you've got to take control of the situation. You're thinking about the state of the traffic, the safety of the customers, getting the vehicle loaded and getting them away.

You'll never meet people like the ones you meet in the Forces, but there are a lot of ex-Forces in the AA, especially in Patrol. You share that same banter and camaraderie, and sense of humour.

## What kind of support you do get?

The training is good here - you're taught everything, and you're taught well. There's always someone you can call, 24/7 if you need technical advice. And you've got your area manager to talk to if you've got any issues. You do feel part of a bigger team.



**“If you like working outdoors, working by yourself and using your own initiative, what more do you need?”**

**Michael ('Mo') Moran, Recovery Patrol**

## What do you enjoy most about being a Recovery Patrol driver?

You're working by yourself but you're never on your own because, 9 times out of 10, you've got members with you in your truck – people from all walks of life. The best thing about the job is at the end of the day, you know that you've helped somebody. And when they say thank you for what I've done, I'm more than happy.

It's the structure and discipline of it, as well. I like being in uniform, looking smart and belonging to something great. With the AA, you've served in the Forces, you've served your country, and now you're still serving the people of the UK.

# Keep the UK moving

**Opportunities for ex-Forces Personnel  
Road Operations, Customer Service and Direct Sales  
Locations across the UK**

Be where you're always needed. Getting millions of people where they need to be.

**Find out more at [www.theaacareers.co.uk](http://www.theaacareers.co.uk)**







## Supplying opportunities for the Ex-Forces

If you've served in the Armed Forces you will have some experience, at some level of logistics.

**M**oving people and equipment to the right place at the right time is something that everyone is involved in, even at a rudimentary level. Most logistics companies recognise this and actively seek to recruit service leavers in a range of roles from drivers, warehouse staff all the way up to planners and senior managers. Because of the nature of the business they share many of the standards and values that servicemen and women would instantly recognise.

This is endorsed by the Freight Transport Association. Speaking to service leavers alongside FTA members DHL and Pertemps at an event at Catterick Barracks, James Hookham, the FTA's deputy CEO, said personnel leaving the Armed Forces were ideally suited to a career in the logistics industry.

"The logistics industry is looking for qualified, experienced and highly skilled people and it makes perfect sense to engage with service leavers, who can bring a wealth of skills to an organisation," said Hookham. "There are attractive and

fulfilling careers in logistics across all business sectors and modes – including haulage, retail, construction, rail freight, shipping, air cargo, storage and warehousing, journey planning, supply chain management."

The logistics industry has 1.5 million employers, employs eight per cent of the UK workforce, and expects to recruit 1.2 million additional employees by 2022.

### DHL

DHL is proud to have signed the Armed Forces Covenant which shows a commitment to those who serve (Regular and Reservists) or who have served in the Armed Forces, and their families. In 2014, the company was awarded the Defence Employer Recognition Scheme Silver Award.

This commitment means it will actively seek to find the right position for the right person. DHL is Armed Forces friendly and understands that the experience you gained and

honed in the Forces is what sets you up for an exciting future within the organisation.

Its core values are closely aligned to those of HM Forces, which puts them in a unique position before you even start to look for possible employment with in DHL. They believe that a combination of these core values will see a partnership which can deliver excellence. DHL works with the Career Transition Partnership to enable people who are leaving the forces successfully reintegrate into the world of work.

Carl Ritson, an Assistant Fleet manager for DHL Supply Chain, served in the Royal Logistic Corps. and Royal Engineers for 22 years before he joined the team at DHL. Whilst in the army, he worked in the logistics team and was responsible for the delivery of sensitive mail. After fulfilling his contract of 22 years of service, he was unsure where to go next.

His resettlement team supported him by providing work experience in the IT industry, however at the time there were no appropriate roles available. With a Class One driver qualification, gained whilst in service, Carl turned to the logistics industry following the recommendation of a friend. After 13-weeks as an agency employee, Carl was taken on full time by DHL.

Carl began his career at DHL as a driver and soon progressed in the business. Due to the IT skills developed on his resettlement course he was asked to support on the administrative side of the business. As a result he was soon promoted to his current role as Assistant Fleet Manager. Typically, Carl carries





out a range of activities each day, from data creation to ensuring drivers remain compliant with regulations. Carl believes that DHL has helped him through his career, by enabling him to try a lot of different roles, from driving through to office based roles.

Whilst there are of course challenges in his role, Carl gets great satisfaction from his career and believes it would be a suitable career for others who have served in the military. The close-knit community of the military is similar to that of DHL and the ability that many service leavers have to 'get on' with a diverse range of people is useful in the workplace. In particular, Carl offers two pieces of advice to other ex-service people who are looking to start a civilian career, in particular with DHL.

Firstly, Carl says it is important to listen to what others have to say and take on board feedback. Secondly, he advises that you should be prepared to be told 'no'. In the military officers follow orders and whilst there can be more freedom in a civilian profession, it is important that you do not expect to get everything you ask for.

"When I'm asked what skills are important for my role I would say that you need to be a good leader who respects the team and gets on with colleagues," Carl suggests. "It's a different culture to the military but I have found that the discipline and punctuality that was instilled in me during my time of service has been of great benefit at DHL too. I also believe that the instructing

skills I gained when in the army have helped me to become a more confident presenter in classroom environments at DHL.

Carl concluded: "I can honestly say that I enjoy my job. At DHL, you can get on with things – I'm not micromanaged and my colleagues are very supportive. I would definitely recommend DHL to others, particularly ex-military people. It's a structured organization that provides plenty of opportunities to gain new skills and move up the career ladder."

To find out more about DHL and careers in logistics and supply chain management visit website [www.dhl.co.uk/en/careers/opportunities\\_for\\_ex\\_Forces.html](http://www.dhl.co.uk/en/careers/opportunities_for_ex_Forces.html). There is an easy-to-use online information form to enable you to express interest or seek further information.

## PERTEMPS

Pertemps is a great place to work according to The Sunday Times which has recognised it for the last four years, putting in their Top 100 Companies To Work For in 2007, 2008, 2009, 2010, 2011, 2012 and 2013.

Pertemps directly employs over 500 people within its Head Office in Meriden and its network of over 100 branches within the UK. In addition it employs over 18,000 flexible workers each week. Although one of the biggest in the business it is still independently owned and proud of it.

If you work hard for Pertemps you'll be rewarded, not only financially but also because the company really tries to add some fun to what it does. And you'll be working with people, people who want a new job and people who want new staff, there's real job satisfaction in finding the right match, making a difference.

Pertemps has carefully developed schemes and policies that offer bespoke employment solutions for people associated with the Armed Forces including the Portfolio Employment Model (PEM) designed to provide flexible, civilian driving careers to Army Reserves.

PEM gives Reservists joining the Royal Logistics Corps as drivers, the opportunity to top-up their skills, gain a civilian driving certificate (Driver CPC) and find guaranteed work that fits around their duties. Prince William, The Duke of Cambridge presented Pertemps with the Ministry of Defence's highest recognition for employer support to the Armed Forces.

The Employer Recognition

Scheme (ERS) awards ceremony was hosted by Defence Secretary Michael Fallon at the Royal Hospital Chelsea.

The Duke of Cambridge thanked Pertemps for their proactive work in finding employment for current and ex-service men and women by handing them a Gold award.

The scheme is designed to recognise and thank employers who support the Armed Forces community and their families, and to inspire others to do the same.

Defence Secretary Michael Fallon said: "Employers across the country are ensuring our military get a fair deal including helping veterans to have successful careers after leaving service. These companies are rightly being recognised for the support they offer under the Armed Forces Covenant and encouraging other firms to go the extra mile."

The company claims: "We are experts in recruitment in a number of sectors. What sets us apart is the fact that we don't just recruit within these sectors, we also know them intricately. We have developed an enviable track record over the years and our staff have achieved impressive results by using their industry knowledge. By understanding the specific business needs of our clients, we can help find the right fit for each vacancy."

To find out more about the logistics and supply chain management opportunities, as well as the many other sectors it supports, with Pertemps go along to website [www.pertemps.co.uk](http://www.pertemps.co.uk). Go to the branch locator or telephone **01676 525 000**.



## Spitfire Heritage Gin and Spitfire Heritage Trust deliver 80th Anniversary Spitfire tribute to Lesotho

Spitfire Heritage Gin and The Spitfire Heritage Trust are celebrating the culmination of the fundraising, build and delivery of a full-size Spitfire replica built as a thank you to the people of Lesotho.

The small African country, which this year celebrates the 50th anniversary of its Commonwealth independence, raised more money per head of population to fund Spitfire construction in WWII than any other – enough to build an entire squadron.

In this, the aircraft's 80th anniversary year, the Spitfire

Heritage Trust - which gin owner Ian Hewitt co-founded - is presenting the replica Spitfire to Lesotho for public display as a thank-you for their outstanding generosity in Britain's time of need.

The Spitfire will arrive in Africa in time for the country's Remembrance Sunday on 13th November 2016. This is the latest in the gin company team's efforts to support the Trust.

The Spitfire Heritage team will fly out to Lesotho to meet the Spitfire as it touches down on African soil for a Remembrance Day presentation to H.M. King Letsie III. The aircraft will

go on permanent display in Lesotho's memorial square.

Thanks to the help of police and volunteers the Spitfire Heritage team is also shipping out more than 150 restored mountain bikes to help youngsters get to school from remote mountain villages.

Since its late Spring launch Ian Hewitt and gin business partner, Denise France, put their efforts behind a careful growth strategy for Spitfire Heritage Gin, which has seen it stocked by a variety of high-end bars and pubs and luxury retailers.

The company will announce a new expression of its

Spitfire Heritage Gin, created exclusively for one of Britain's iconic luxury goods retailers, early in the new year.

The company's gin is produced



## 15.7 million Remembrance Centre opens

The National Memorial Arboretum, part of The Royal British Legion, has taken a giant step forward in the realisation of its Remembrance vision.

Following a successful fundraising campaign and a final generous contribution from The Royal British Legion to close the appeal, the doors have opened on the Arboretum's £15.7 million Remembrance Centre and visitors will be able to embark on an emotional journey of discovery.

The iconic new building was designed by the prestigious Glenn Howells Architects,

and brought into reality by Stepnell, the main construction contractor for the project.

At the heart of the Remembrance Centre is a fascinating, interactive exhibition providing a preview of the Arboretum and an introduction to the concept of Remembrance, which was made possible by a £2.85 million grant from the Heritage Lottery Fund (HLF). The Timeline allows people to explore how the practice of Remembrance has evolved over time – from historic rituals associated with burial mounds, to modern day services on key dates throughout the year.

There are also a wide variety of high quality, interactive activities, which engage audiences of all ages. Visitors will experience an immersive film experience, projected onto multiple screens inside 'The Drum'. The film follows the seasons and will explore why remembering is an important human need that spans the millennia. Visitors' footsteps

will cause digital leaves to be swept aside to reveal swathes of poppies, and people will have the opportunity to record and upload their own stories to a new national archive through a unique Memory Booth.

Enhanced learning facilities are a fundamental part of the new centre; new spaces will allow school visitors to grow from 15,000 to 25,000. The learning team is harnessing the Arboretum's assets – the memorials, the local area and wildlife – to generate a greater understanding of Remembrance in a relevant and engaging way.

The Remembrance Centre is also host to new exhibition galleries, a large restaurant and shop, and separate coffee shop. Many thousands of additional visitors each year can be accommodated thanks to these enhanced and enlarged visitor facilities.

Adjacent to the centre is a new landscaped area to explore, Heroes' Square, featuring commemorative paviers, engraved with cap badges or crests of the Royal Navy, the British Army, the Royal Air Force and City Livery Companies. A new sensory play garden, full of textures, scented foliage, and natural materials, offers another way to engage younger visitors, and will be opening on 22nd October to coincide

with half term for local schools.

As they explore the 330 memorials on site, visitors will be accompanied by an audio guide, and can learn from upgraded shelters across the Arboretum that have been equipped with new interpretation – featuring content from the new exhibitions.

The Remembrance Centre received support from a wide range of institutional donors, individuals, and groups, including The Royal British Legion, the Heritage Lottery Fund and Staffordshire County Council. The Arboretum aims to become financially self-sufficient, and the income-generating elements of the centre are a crucial step towards that goal.

Lt Col David Whimpeny, Chairman of the National Memorial Arboretum board, said: "Opening the doors of our new Remembrance Centre to the public marks the culmination of years of hard work and it is fantastic to see our compelling vision become a reality. We look forward to welcoming the many thousands of visitors that we are now capable of accommodating, thanks to the new facilities."

Major General Patrick Cordingley DSO, Chair of the Appeal Council, said: "Nine years ago we launched our appeal, and have been fortunate to have the patronage of HRH The Duke of Cambridge. It was not an easy fundraising task but due to the immensely generous individuals, charitable trusts, companies and organisations who have supported our campaign, we now have a Remembrance Centre of which the Nation can be proud. It is a fitting memorial to all those who have given their lives in the service of this country."

Vanessa Harbar, Head of the Heritage Lottery Fund West Midlands, said: "With HLF support the National Memorial Arboretum has been able to utilise state of the art interpretation to offer an

in Cambridge as a single estate, small batch botanical gins by multi award winning distiller Dr John Walters. [www.spitfireheritagegin.com](http://www.spitfireheritagegin.com) ●



enhanced educational experience for its growing number of visitors. Thanks to National Lottery Players, more people will be able to understand and appreciate the heritage of conflict and sacrifice, as represented so movingly at the new Remembrance Centre."

Philip Atkins, Leader of Staffordshire County Council said: "We are incredibly proud to have the National Memorial Arboretum in Staffordshire and it's wonderful to see the new Remembrance Centre and facilities now open. The Arboretum is truly a world class centre of Remembrance and we look forward to welcoming many more visitors to our great county. With the National Memorial Arboretum, Commonwealth War Cemetery and German Military Cemetery on Cannock Chase, Staffordshire has become a focus for the nation's commemorations."

The National Memorial Arboretum in Staffordshire is the UK's year-round Centre for Remembrance; a spiritually uplifting place which honours the fallen, recognises service and sacrifice, and fosters pride in our country.

The Arboretum is part of The Royal British Legion and has 30,000 maturing trees and 330 memorials. In October 2016, it opened a £15.7m Remembrance Centre, following a major fundraising campaign supported by numerous individuals and organisations, including the Heritage Lottery Fund and Staffordshire County Council.

Situated on land gifted by Tarmac, the Arboretum is also home to the striking Armed Forces Memorial\* which commemorates those who have been killed on duty or as a result of terrorism from the end of the Second World War to the present time.

For more information on the Arboretum, log on to [www.thenma.org.uk](http://www.thenma.org.uk) ●

## Employers supporting Armed Forces presented with Gold Award by Prince William

Prince William, The Duke of Cambridge, presented twenty-two companies with the Ministry of Defence's highest recognition for employer support to the Armed Forces at a ceremony on Wednesday 12 October.

**T**he Employer Recognition Scheme (ERS) awards ceremony was hosted by Defence Secretary Michael Fallon at the Royal Hospital Chelsea - a retirement home for hundreds of army veterans.

The Duke of Cambridge thanked twenty-two companies for their work in the area by handing them a Gold award. Recipients included firms from a wide range of sectors, ranging from large corporate companies to small and medium-sized enterprises.

The scheme is designed to recognise and thank employers who support the Armed Forces community and their families, and to inspire others to do the same.

Defence Secretary Michael Fallon said:

"Employers across the country are ensuring our military get a fair deal including by helping veterans to have successful careers after

leaving service. These companies are rightly being recognised for the support they offer under the Armed Forces Covenant and encouraging other firms to go the extra mile."

Engineering firm AECOM, one of the winners of the gold award, has doubled the number of Reservists it employs in the last 12 months through new hires and its own employees joining. It allows 15 extra days' leave for them, as well as Cadet Instructors.

Additionally, it has invested in a specific service for recruiting those leaving the service, which has increased the number of veterans it employs from 40 to 70 spanning all ranks and services.

Steve Morriss, Chief Executive of AECOM and former Officer, said:

"As a former Officer myself, I have seen first-hand the breadth of highly transferable skills our Armed Forces can bring to a company like AECOM. We remain committed to recruiting servicemen

and women looking to leave the military and providing them with a rewarding second career."

DJ Rees, a small decorating company with 21 staff based in South Wales, has worked with Reservists for a number of years. The company recruits apprentices into its team exclusively from the Armed Forces Employability Pathway scheme, helping improve employment prospects for young, unemployed people.

DJ Rees employee Paul Matthews was homeless until DJ Rees gave him a job and training, which gave him the transferable skills he needed to fulfil his dream of joining the Army.

Welcoming the award, Managing Director Mr David 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."

"As an employer I believe in supporting the Armed Forces. It's important to be flexible and understanding with my staff who are committed to their service. It's a priority to me and will continue to be so in the future" ●





# Employment opportunity to work for a Welsh Business that Strikes Gold in Supporting Armed Forces...

The last issue featured D.J.Rees decorating achieving the prestigious and coveted **Gold Award** as part of the Employer Recognition scheme.



**D.J.Rees decorating services** established in 1991 by sole director David Rees is a small decorating company based in Merthyr Tydfil, South Wales committed to supporting the Armed Forces.

Having grown from a small 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-£500,000.

David 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.

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 David and his team regularly liaise with.

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. David 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."

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. David, is working with the Army's team to find a new apprentice as well as a replacement for Paul (who featured in the last issue) who has now left us to join the Royal Logistics regular unit.

As a continuation of our commitment to the armed forces we are now actively seeking a veteran or reservist to join our decorating arm. Please call us on **01685 359159** or email us with your CV to **reesdecorating@btconnect.com**



# Duke of Cambridge presents Gold Award to Hampshire County Council for Armed Forces support

**H**ampshire County Council's commitment to supporting the Armed Forces has been recognised with a Gold Award presented by His Royal Highness the Duke of Cambridge.

The Local Authority was one of only 22 organisations across the country to receive the award last night (12 Oct) from HRH Prince William and Defence Secretary Michael Fallon at the MOD Employer Recognition Scheme Gold Awards Ceremony at the Royal Hospital Chelsea in London.

The award was accepted by the Chief Executive, John Coughlan, accompanied by Kate Fryatt, Armed Forces Lead Officer, and Councillor Andrew Joy, Executive Member for Communities, Partnerships & External Affairs and Armed Forces Champion.

The County Council has proudly supported Hampshire's Armed Forces communities for many years and was one of the first local authorities to sign the Armed Forces Covenant and establish

a strategic Civilian Military Partnership to ensure those who serve or have served, and their families, are treated fairly.

The Local Authority employs a number of ex-service personnel and reservists from the Royal Navy, the Army and Royal Air Force, with reservists entitled to

two weeks additional paid leave for training and other duties. The County Council also recently built the 'Poppy Pod' camping village at Tile Barn Outdoor Centre in the New Forest to offer free respite for military families.

Councillor Roy Perry, the Leader of Hampshire County Council, said: "We place enormous value on our long and close relationship with the Armed Forces, with more than 85,000 military personnel, veterans, reservists and MOD civilian employees across Hampshire. The Poppy Pods and support for reservists are just two of many examples highlighting our commitment to give something back to those who have already given so much

for this country. Receiving a Gold Award is also recognition that we go beyond pledging support as an employer and local authority, by becoming advocates and encouraging others to do likewise."

Councillor Joy added: "It was an honour to represent the County Council and receive the Gold Award from the Duke of Cambridge. Few organisations across the country have received such recognition, and we are particularly proud of our ongoing commitment to employees linked to the Armed Forces. We enjoy a close working relationship with our Army colleagues of 11 Brigade and with RAF Odiham. We have established an excellent and rewarding partnership with HMS King Alfred in Portsmouth, helping one of the largest naval reserve training centres in the country to exceed its recruitment targets and revitalise the Naval Reserve Forces. We will continue to do as much as we can to support them all."

Councillors and officers have championed a number of other military supporting projects and policies including promotion of civil events such as Armed Forces Day and free or discounted entry for serving or ex service members to the Council's attractions. On 21 November, the County Council will also host an event for service leavers and their partners/spouses to make them aware of career opportunities at the local authority. ●



For more details on the County Council's strong links with the Armed Forces visit [www.hants.gov.uk/armed-forces](http://www.hants.gov.uk/armed-forces). ●





The Ministry of Defence  
partnering with Right Management®

## Enhanced Resettlement Provision from CTP

### INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS



The Ministry of Defence  
partnering with Right Management®

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

Essentially it is business as usual and any changes will be in addition to the wide range of services and support we have delivered since 1998 as the MOD's official provider of Armed Forces resettlement.

The most obvious change you may notice is that we have unveiled our new brand image and logo as shown on this page. We are also excited to announce some other online tools such as an interview simulator and Plotr, a game to match skills and interests to civilian careers.

Under the new contract we are delighted to now deliver integrated support to all Service leavers, regardless of time served or reason for leaving. This includes support for Wounded, Injured and Sick service personnel via CTP Assist (formerly the Recovery Career Services) and support for Early Service Leavers via CTP Future Horizons (formerly the Future Horizons Programme).

CTP will also be delivering two trial programmes, which will support spouses and partners of RAF personnel and one for eligible Reservists. Further details of the spouse trial can be found on the CTP website and the reservist trial will commence in 2016.

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

### WHERE DO I START WITH RESETTLEMENT?

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

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

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

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

### WHAT SUPPORT AM I ENTITLED TO?

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



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

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

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

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

Verity Bartlett left the REME in April 2016, following over 25 years' service; here she talks about her new role with Westbury Town Council.

Verity Bartlett left the Army in April 2016, having served for 25 and a half years in the Royal Electrical and Mechanical Engineers (REME). Verity left in the rank of Warrant Officer Class 1 and during her time in service, gained a Level 6 Diploma in Management from the Chartered Management Institute, and a Level 3 City and Guilds qualification in Computer Aided Design.

Prior to leaving the Army, Verity attended a Career Transition Workshop (CTW) at RRC Tidworth, which she says, "is a very worthwhile tool, and should be used to its fullest extent. The CTW was really helpful in teaching me the translation of military qualifications and military terminology into those a prospective civilian employer would understand."

**Top tip: register for resettlement and book a Career Transition Workshop as soon as you're within two years of your discharge date – visit [www.ctp.org.uk](http://www.ctp.org.uk) for more info and to check your eligibility.**

Verity also attended an Employment Fair where she met a wide range of employers looking for Service leavers to join their companies. As part of her resettlement, having gained experience in both work and Mess aspects of events organisation and delivery, Verity planned to seek work within the events management field. She therefore used her resettlement time and IRTC grant to complete a PRINCE2 Practitioner qualification and a Management of Risk Practitioner course, and also attended a Business Start-Up workshop.

During her resettlement, Verity made use of the CTP job-

finding site, RightJob, in order to explore the range of jobs available to her, but ultimately found her current job as Events Co-ordinator at Westbury Town Council via a Civilian Work Attachment (CWA).

**Top tip: you can access CTP RightJob from two years pre-discharge, for the rest of your working life – find out more at [www.ctp.org.uk/job-finding](http://www.ctp.org.uk/job-finding).**

Having completed the CWA, Verity initially begun working one day a week, before progressing to a full time role. Her daily roles are to plan, source, book and coordinate all elements for the Council's summer and Christmas street events, including a bi-annual concert. In addition, the job includes producing agendas and running events - related meetings, tailoring the event to a budget, and liaising with the local authority for licenses and permissions.

Verity has been in the role since April 2015 and has settled in well; she uses her military experience in events and time management on a daily basis.

Verity's advice to other Service leavers currently going through the resettlement process is:

"For those with families of school age, focus as early as possible (even before the 2-year point if you can) on finding a location to settle; many Service leavers get to the end of their military career and find themselves still undecided about where they want to live, yet have a family to support. Whilst it's a bit of a cliché, it is never too early to plan for when you leave; it will arrive quicker than you think".

**Top tip: view useful links to help you with all aspects of resettlement at [www.ctp.org.uk/resettlement-guides](http://www.ctp.org.uk/resettlement-guides).**

Choose the right training for your next career from CTP's brand new site



We are delighted to launch our brand new training courses website, designed to help you choose the right training for your next career.

**A**ccess the site at [www.ctp.org.uk/resettlement-training](http://www.ctp.org.uk/resettlement-training). The new site makes it easy for you to view the wealth of training on offer from CTP – training courses designed especially with you, the Service leaver, in mind.

### **FIND THE RIGHT TRAINING FOR YOU:**

Browse and filter courses by duration, cost and location – as well as funding options such as Contract Funded, Non-Contract Funded and ELCAS eligible.

View course availability to ensure you don't miss out on a place.

Save courses to your wishlist, and compare courses based upon cost, location,



qualification, duration and date.

Access the site via mobile, tablet or desktop.

### CTP TRAINING IS DESIGNED SPECIFICALLY FOR SERVICE LEAVERS

Don't miss out on your entitlement – ensure you use your resettlement training grant to complete training that will benefit you post-discharge; whether it's vocational training to help you enter a new industry, an industry-recognised qualification to back-up your military experience, a universal certificate to boost your CV, or simply a new skill to use in your own time.

The CTP has delivered training to many thousands of Service leavers for the past 20 years and, as the MOD's official provider of resettlement, we

are uniquely placed to understand your needs. Our training takes into account the transferrable skills and personal qualities of Service leavers, and is designed to give you the best possible chance at interview.

### ELIGIBILITY: ACCESS CTP TRAINING FOR UP TO TWO YEARS POST-DISCHARGE

#### **Contract Funded Training**

The CTP offers a range of 'Contract Funded' training which is available to all Full Programme pre-discharge Service leavers. Contract Funded Training has been 'pre-paid' by the MOD. You 'pay' for this training from your IRTC Grant which is deducted by £26.70 for every day that you attend on the course. No money actually changes hands, it is deducted at source by your Service.

If you're post-discharge, or registered with the Employment Support Programme, you are eligible for a standby place on Contract Funded Courses, at a daily rate of £26.70 per day which you will pay. You will be put on a Standby list and notified 10 days prior to the course start date if a place becomes available.

#### **Non Contract Funded Training**

The CTP also has a programme of Non-Contract Funded training delivered by Right Management, that you can pay for yourself or by using your ELC grant (for courses at Level 3 or above); it is closely monitored for quality and is very competitively priced. Courses are delivered at the CTP's flagship training centre in Aldershot and in the Regional Resettlement Centres across the

UK. This training can be accessed up to two years post-discharge.

Take a look at the new site today, and if you have any questions about your choice of training, your CTP Career Consultant will be happy to advise. To book, or enquire about any CTP training course, please fill out the online enquiry form or contact the Course Booking and Information Centre on 02894 456 200.

**Visit the new site today at [www.ctp.org.uk/resettlement-training](http://www.ctp.org.uk/resettlement-training)**



# GB Railfreight's Driving Force

GB Railfreight (GBRf) is one of the UK's leading and fastest growing rail freight hauliers and has undoubtedly become one of the railway industry's biggest success stories over the past decade.

**S**ince its formation in 1999, GBRf has always stood out from the crowd with its unique culture and focus on innovation and outstanding customer delivery.

With a workforce of over 600 staff, GBRf operates over 1,000 trains a week moving 15% of Britain's rail freight. GBRf have a fleet of over 130 locomotives and 1,100 wagons transporting goods for customers such as Drax, Network Rail, EDF Energy, MSC UK, Aggregate Industries and Tarmac, its teams are spread all over the UK and truly do make the business the success it is today.

GBRf fundamentally believe that moving goods for our customers means we are a critical cog in the wheel of our national economy. We therefore pride ourselves in providing high satisfaction levels and a reliability level which has not fallen below 99% since 2009. GB Railfreight's success has been recognised with many accolades within the industry since its founding and features as a regular finalist and winner

at the RAILs National Awards and National Rail Awards.

The success of GBRf is very much down to the dedication and hard work of its people. As a team, they are led by the company's five core principles of Safety, Professionalism, Empowerment, Trust and Enjoyment and these values are embedded in everything GBRf does.

This year GBRf were sold to EQT Infrastructure II, a company which owns numerous other businesses including a Swedish Railfreight business called Hector Rail. GB Railfreight will operate under the Hector Rail umbrella and the move has been welcomed by GBRf Managing Director John Smith who believes EQT's business model is very much aligned with GB Railfreight's and supports the continued growth ambitions for the business.

The business has a commitment to give back to society and every year sponsors a nominated Charity. GBRf have previously supported the likes of 'Help for Hero's, Bloodwise and Age UK and this year GBRf have already raised a staggering £125,000 for the British Heart Foundation, Woking homes and the Ripple project through regular fundraising events organised throughout the business.

GBRf strive to be different and are committed to ensuring its employees work within an environment which is rewarding, positive, inclusive and enjoyable for all. This is reflected in the many initiatives and company benefits offered to support staff and their wellbeing both in and out of work.





GBRf realise our employees make the difference and they are the reason our business has continued to thrive. We want to expand upon this success and are excited to announce we are currently seeking front line railway professionals for various roles across the business in the UK.

#### **What we are looking for/Criteria:**

We believe the experience and skills you will have obtained in the Forces are transferable to the type of operations we undertake at GBRf. If you are safety conscious and adhere to rules and regulations, have a professional attitude and are highly motivated we would like to hear from you.

- Candidates must have a full clean driver licence
- Must pass full medical and D&A test.
- Excellent communication skills
- Ability to remain calm under pressure
- Work to rules and instructions protecting the safety of yourself and others at all times.

#### **What GBRf offer**

We offer attractive remuneration packages and a range of fantastic company benefits including a medical healthcare plan that entitles you to coverage of dental, optical, consultations, physio, counselling support up to set values per year. Our healthcare benefits are available to staff and partners residing at the same address as you as well as children up to the age of 18 years old.

We also offer retail discounts, gym concessions, car lease scheme, childcare vouchers, denplan option, cycle to work and regular social events for staff and their families.

#### **How to contact us**

We welcome contact from individuals who are looking to develop their careers within all areas of the rail freight industry, so if you would like an opportunity to discuss a railway career with a representative from our HR team please email [gb.recruitment@gbraillfreight.com](mailto:gb.recruitment@gbraillfreight.com) and schedule a call with an advisor.

#### **Apply now and come and join our driving force**

GBRf are currently seeking **Frontline Railway Professionals**

**Location:** Nationwide

**Role Details:** GBRf are committed to training drivers of the future within the business and these roles of provide the perfect platform to meet that ambition. We currently seek experienced Rail Operators/ ground staff to drive and operate locomotives on private infrastructure.

**Criteria:** Applicants should have previous experience working in a safety focused role, be professional and have an excellent safety record. You must be over the age of 18 and have the desire to be aligned to GBRf's core values, as well as being highly customer focussed and safety conscious. The successful candidate will earn circa £26,000 basic per annum for an average 40 hour week.





Tom Carlin

#### Case Study

*Tom Carlin joined GBRf in 2014 following 12 years service as a C3S Signal operator.*

'Whilst in the army I was responsible for audits and maintenance of armoury stores ensuring weapons were inspected, calibrated and in date. Having served 12 enjoyable years in the Army I came home to seek a new career in an Safety environment. Having known people who worked in The Railway Industry, it seemed like

a good fit for my skills and experience. The Railway had always had a great reputation for looking after staff and seemed to offer security and steady employment choices.

I was instantly attracted to GBRf as it seemed to offer the best options to develop my skills and interests in Safety practices. I was seeking a career which challenged me and allowed me the flexibility to work steady shifts to balance my home life commitments. (NB he mentioned this as opposed to working tours and not knowing from one day to the next what I would be working). Having been offered so many fantastic benefits with the army, the benefits and pension scheme that any perspective employer would offer were also very important to me and I found GBRf offered the right balance which largely extended to cover my family members.

I joined GBRf in 2014 and was initially appointed to the role of Rail Operator which had responsibility for shunting and operating locomotives

off network within Cottam power station. I enjoyed the role very much and it gave me the fundamental operational knowledge I knew I needed to apply in a Safety management role on the railway. Whilst in the role I used my army credits to enhance my career and interests and I successfully completed my NEBOSH in 2015. The skills attained then allowed me to embark on a secondment into Safety and having proved myself I was offered a role as a Safety Analyst this year. Since joining the Safety team I have worked on many safety projects and initiatives and they have supported me to complete my PTS, and Groundstaff competence. The future certainly looks bright too as I am about to use my remaining army credits to embark on my lead auditor course which will allow me to get involved in more activity. Ultimately I would like to go as far as I can into Safety Management and believe with the start and opportunity I have had within GBRf has put me in a good position to meet that end goal.

**SSAFA FORCESLINE**

**NEED TO  
TALK?**



**FREEPHONE  
0800 731 4880**

Lines open 9.00 to 17.30 weekdays

**Or contact us online  
[ssafa.org.uk/forcesline](https://ssafa.org.uk/forcesline)**

**SSAFA's Forcesline** is a free and confidential helpline providing advice and guidance for serving personnel, reserves, veterans and their families. It is completely independent of the chain of command.

**ssafa** | the  
**Armed Forces**  
charity

Lifelong support for our Forces and their families

Registered charity No.210760 and SCO38056. Established 1885.  
Job ref: S094.0416



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1885



# 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 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.





Your new career

# Are you on the right track?



## With growing investment in the railways infrastructure opportunities for careers in the industry is rapidly increasing.

**T**he industry is constantly on the look out for skilled workers and former members of the armed forces are welcomed by many of the companies involved in all aspects of our railways, from drivers to technicians and managers.

According to Network Rail the skills and experience you'll have picked up in the Forces are easily transferable to the kind of work they do there. 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 company everyday to get them to their destination, safely.

### INFRASAFE

You cannot work on the railway infrastructure without gaining the entry-level Personal Track Safety (PTS) qualification. Infrasaft, a Preferred Supplier of rail safety training to the Career Transition Partnership, providing full support to service can help you on your way.

Infrasaft provides a flexible, multi-disciplined approach to servicing key infrastructure sectors, including rail and road. The Company was formed as Railsafe in 1996, quickly becoming a leading service provider in rail safety and operations management. Railsafe specialised in rail possession management and planning, the supply of safety critical staff and safety training. In 2005, it expanded into road services including traffic management and surface line marking.

In February 2010, the Company was re-launched as Infrasaft, to promote its extensive services to private and public sector clients. Infrasaft recruits and trains construction personnel to work on safety critical projects and provides a range of environmental, cleaning and building services, from graffiti removal to 'making good' work. Clients include leading transport, construction, utilities and local authority organisations.

All its employees are qualified to work on track, road, construction or general works projects in any sector, providing a 24/7 service and one-stop shop solution for our clients' needs. Infrasaft's Managing Director is Peter Scott, a highly respected senior safety professional with over 30 years' experience in rail, road and infrastructure operations. He said: "Throughout our history, our core principles have remained unchanged.

"We recruit only the highest quality people, who are trained, project briefed and provided with full PPE, equipment and

transport. Where services are subcontracted we have a strict supplier accreditation procedure and the project is managed by senior Infrasaft management. We inspire confidence, based on an exemplary track record and unrivalled reputation for meeting our clients' needs. Whatever your

### NETWORK RAIL

Network Rail offers a full range of opportunities with development programmes specifically tailored to suit the needs of everyone from school leavers through graduates to experienced engineers. All of its development programmes lead to nationally recognised qualifications. If you are looking for a rewarding and challenging career, this is the industry for you.

A spokesman for Network Rail said: "We want a dedicated workforce, with the right education, knowledge, skills and commitment to join us in giving Britain a world class railway system. Our investment in people is second to none and, in joining any of our programmes, your future career opportunities are excellent. Indeed, some of our most senior engineers and managers have come through these programmes in past years."

If you want to find out more about Network Rail and its training propositions visit [www.networkrail.co.uk](http://www.networkrail.co.uk) where all its current courses and schemes are outlined.

In a recent statement to Easy Resettlement Magazine, Graham Coombes, the communications director of the Railways Industry Association (RIA), the professional body representing UK based suppliers to the world's railways, explained: "With demand continuing to grow, investment in the UK railway network is at its highest ever level, which drives similar needs to increase and upskill the rail industry workforce. People with technical and managerial skills are in particular demand as the industry gears up for massive projects such as High Speed 2 and Crossrail 2, and many ex-service personnel are already making a substantial contribution."

RIA is actively involved in initiatives seeking to address the considerable skills needs, arising from the continuing growth in the UK rail programme and much overseas activity.

RIA was the lead promoter on behalf of the rail industry for the National Skills Academy for Railway Engineering (NSAR), which has now been restructured as the National Skills Academy

requirements, we'll be happy to discuss them with you."

Network Rail sets out the requirements to attend PTS training. All candidates need sponsorship by a RISQS\* approved employer or organisation with a Sentinel Site I.D., Industry specification PPE, which covers high visibility and safety clothing, a valid original Medical Certificate (to Network Rail Specification NR/L2/OHS/00124) and a valid Drugs & Alcohol Certificate (to Railway GE/RT 8070 Standard).



for Rail. For further information visit [www.nsar.co.uk](http://www.nsar.co.uk)

With a membership comprising railway companies, private sector training companies, Further Education Colleges, Universities, Qualification Development and Awarding Organisations, NSAR is the epitome of collaboration. It has been developed by the industry for the industry to fulfil the strategic role of developing and implementing the skills strategy, which supports the industry's vision to create an engineering workforce with the necessary skills to support the maintenance, development and expansion of a first-class, cost effective 21st Century railway.

NSAR doesn't deliver training — it works with employers to understand their skills needs, with training providers to ensure they are delivering what the industry needs and with other stakeholders, such as sector skills bodies and Government, to make sure that the industry has the right qualifications to support its vision.

Visit the Employees section of the NSAR website. Here you can glean much information on the training and career opportunities available in the railway industry, as well as the training on offer in your region.

Whether you want to develop your skills by studying for a professional qualification in your locality, or access advice on progressing your career, NSAR can provide you with the information you need.

Continued on page 30



Continued from page 29

**Infrasafe Support to Service Leavers...**

Infrasafe is a national course provider based in Blaydon, Tyne and Wear. Its comprehensive support to service leavers includes:

- **Training** – They are Link Up\* approved to deliver rail safety courses, register your results with Sentinel and arrange Sentinel Card issue.
- **Recruitment** – Infrasafe supplies labour to Network Rail and major rail contractors and recruits quality staff on an ongoing basis.
- **Sponsorship** – In its dual role as a trainer and employer, Infrasafe is able to sponsor candidates (for the course duration) when this is a requirement. It can also advise on where to source Medical, Drugs & Alcohol testing centres and PPE.
- **Advice & Guidance** – Infrasafe talks to candidates and offer advice on which companies are recruiting, the best industry websites and how to move your career forward.
- **Years of Railway Industry Experience** – Infrasafe's management team and trainers have vast rail sector experience to share with training candidates.

**TRAIN DRIVER? FIRST GROUP CAN HELP YOU ON YOUR WAY**

If your childhood dream was to become a train driver then you can make it come true. To many people it's a dream job. But the role of Train Driver comes with huge responsibilities, as it will be up to you to make sure everyone on-board arrives safely and on time.

If you want to earn your place in this seat, you'll need dedication and strong safety awareness. Disciplined and customer focused with a healthy respect for the rules and a strong commitment to providing punctual and reliable services, you must also be willing to make big sacrifices. After all,

being a Train Driver isn't your average nine till five job. But the rewards are well worth it. You'll enjoy a career that is very different. And the training is out of this world.

As well as continuous professional development for experienced drivers, all new drivers will take part in a yearlong training programme that involves practical training and learning in the classroom and our simulators. If you're willing to learn, have high levels of concentration and can keep calm under pressure, you'll enjoy driving a diverse range of trains across the First network. And you'll soon discover that driving a train is more than a job - it's a way of life.

As these are safety critical roles, you must be aged over 21 and be able to pass a medical examination that involves eyesight, hearing and colour vision tests.

The company wants to make sure that joining the First family is right for you and that you've the skills and qualities they are looking for. They've designed a recruitment process, so they can get to know more about each other and ensure you are a good match.

If you want to know more about careers with First you can start by going to website [uk.firstgroupcareers.com](http://uk.firstgroupcareers.com) where the recruitment and selection process is explained in full. You will also be able to view all current vacancies in the group. ●

**RT TRAINING SOLUTIONS**

Another company providing training for careers in the railways is RT Training Solutions. An approved service provider to CTP, RT Training Solutions has developed a training package specifically for the service leaver.

RT Training Solutions is a City & Guilds approved training organisation focused on delivering competent and diverse training to a wide range of sector groups. The Assistant Installer Package allows anyone to become qualified as an Assistant Signalling Installer, with no technical or rail experience necessary. The package is an intensive six week course, packed with all the safety critical, signalling, technical and electrical knowledge needed to pursue a career within the Rail Industry.

Every training module included is mapped to Industry, NVQ Level 3 and IRSE Standards. and above all, technic

A number of individual training models are also available covering most aspects of the rail industry. These short courses are designed to give an insight into the Rail Industry on a safety and technical level. You can choose to attend as many or as few as you like, all modules are mapped to industry or nationally recognised standard and certificates are awarded upon completion.

You can find out more about RT Training Solutions by visiting [www.rtrainingsolutions.co.uk/mod-courses](http://www.rtrainingsolutions.co.uk/mod-courses) where you can make use of the easy to use on-line form to request further details.





## From the British Army to Network Rail's Orange Army

To celebrate Armed Forces Day, Network Rail has been talking to one of its military veterans about switching from the British Army to the Network Rail's Orange Army of engineers. Each year, around 20,000 people leave the UK Armed Forces, 80 per cent of which are under 40 and 50 per cent of which are under 25.

Network Rail recognises the skills that veterans bring to the industry and regards those with a military background highly – they tend to be disciplined, tenacious, good team players and loyal.

Previously a Lance Corporal in the Royal Engineers, Andy Wheeler now works in Brighton as a technician on conductor rail engineering, bringing with him the skills and experience gained from his military career.

### BATTLEFIELD ENGINEERING

"After leaving school at 16 with mediocre GCSEs, I decided to join the army," said Andy. "After basic training, I felt drawn towards specialising in battlefield engineering and trained at Gibraltar Barracks, Camberley, eventually passing out as a Royal Engineer.

"After additional training at the Royal School of Military Engineering in Chatham, I was posted to 26 Engineer Regiment Ludgershall, part of the Persham Down Garrison near Andover.

"I worked all over the world – Canada, Kenya, Norway and served in Afghanistan in 2007 as part of Operation Herrick Six."

### CONDUCTOR RAIL ENGINEERING

"The experience I gained was valuable and shaped me into the man I am today.

"I've always had an interest in electronics, building and engineering, so when I left the army I joined the business as an apprentice at the age of 24.

"After completing my apprenticeship, I went into a technician's role in conductor rail engineering and I'm proud to be a part of the Orange Army."

### CHALLENGES

"The army and Network Rail have plenty of similarities – the challenges, pressure, a professional can-do attitude, where every day is different and a strong teamwork ethos.

"But undoubtedly, the biggest connection is safety – those with a military background will know keeping yourself and your colleagues safe is a top priority in the Forces and it obviously is for us too.

"I would definitely encourage anybody who is leaving the Forces to consider Network Rail – the skills and experience they have will be much appreciated and the whole team working and practical skills means it's a great fit."

You can find out more about careers for ex-military personnel in Network Rail at: [www.networkrail.co.uk/careers/ex-forces-personnel](http://www.networkrail.co.uk/careers/ex-forces-personnel)

## General calls for strategic leadership to help veterans into work

By Col M Newman DL FCIPR

Writing in The Times General Sir Nick Parker, chairman of social enterprise SaluteMyJob, and former commander of the UK's Land Army discussed in depth the enduring problem of veterans' employment. He called for strategic leadership, to bring direction, coherence and clarity to the confusion facing veterans and employers, stressing the need for a new nationwide veterans' employment service.

The Ministry of Defence spends £10 million of tax payers' money annually on helping our servicemen and women transition to civilian life. Some employers, such as Jaguar Landrover, Deloitte and BT have long supported and employed ex-military personnel and according to General Parker others are 'putting their shoulders to the wheel'. He names Land Securities, Virgin Money and Saint-Gobain, but there are others and the number is increasing. A Business in the Community summit has now been held to encourage others to do more.

It is estimated that there are 120,000 former servicemen and women unemployed and General Parker welcomed this initiative. He said: "I welcome this discussion, not least because I see employers as the key to success." The General believes that we have historically pushed veterans out of the military, supporting futures with training and access to the jobs market. He says: "However by working more closely with employers, developing a concept that pulls our people into jobs for which they have been prepared, and where they can realise their potential, there is a chance that we could revolutionise transition."

General Parker believes that historically employers were seen as a threat to the retention of qualified personnel that the armed forces had worked so hard to train. However he sees servicemen and women confident on their ability to transition easily into fulfilling employment, will serve for longer.

The inception of the Armed Forces Covenant has seen more than 900 employers pledge to 'support the employment of veterans young and old'. He asks though why the employment problems endure? "I sense that the goodwill and intent is not

being turned into actionable programmes." He puts this down in part to the navigation of a complex military landscape which makes it difficult to access the full breadth of the ex-military talent pool.

In The Times article General Parker states that this is compounded by MoD's failure to hold companies accountable for their pledges. This is currently being addressed by a new all-party parliamentary group. He offers a three-point plan. "First we must develop a common approach which provides clarity. Veterans are not helped by an increasing number of isolated activities by government, employers and other agencies," he said, calling for clarity, direction and strategic leadership to overcome the confusion.

He continued: "Second, we need to understand better what is going on in order to remove the barriers faced by employers and veterans." The quality of data is, he believes, impeding the full understanding and will impact on the future collective effort.

Third, he states: "employers still need to do more to actively support veterans into employment. I propose a new, nationwide veterans' employment support service to match them to suitably qualified jobseekers."

In conclusion, General Parker points to the Scottish Veterans' Employment and Training Service. "This has brought together a wide range of agencies in an impressively collaborative forum.

"This is the best way to generate the demand pull that former servicemen and women so clearly need. We owe it to them to understand and recognise them as the assets they are to businesses across the UK. I look forward to working with employers to do so." ●

*Footnote: General Parker's article appeared in The Times on 26 October 2016. SaluteMyJob is a social enterprise delivering professional services to employers and supporting veterans into employment.*



# Want a career path as a railway signalling engineer?

It is well known and acknowledged that the UK is facing a real skills shortage in the railway sector, particularly in relation to the number of qualified signalling engineers that can undertake installation, testing and maintenance duties over the network.

Over the next 5 years the government has committed to over £35 billion to improve all aspects of the UK's railways and the future of the railway sector is increasingly strong. At RT Training Solutions we are committed to working with companies and individuals who are looking to become competent IRSE licenced signalling engineers. As an NSARE (National Skills Academy for Rail Engineers) accredited 'outstanding' signalling training provider, RT Training Solutions deliver the right courses for those new into the industry. We have vast experience in

working with individuals with a MOD background that have transferable skills.

Signalling engineers predominantly work within small teams undertaking signalling installation and maintenance activities on the UK's railway network. Their core responsibilities are to ensure that they install and maintain both old and new equipment to the recognised industry standard, and to undertake this in a safe and efficient manner.

By attending our 'Assistant Signalling Installer' training program, you will be able to gain the qualifications needed in order to join this booming

industry sector, and contribute to its upward evolution.

All delegates will not only become technically qualified as a result of successful assessment, but will also acquire full Sentinel Sponsorship and PTS personal track safety training which enables you to work on the rail infrastructure.

By gaining the training and skills with us, you will become completely employable. On the completion of your course, our sister company RT Infrastructure Solutions can also offer you viable employment opportunities in the railway signalling, safety and power sectors which will set you on your way into a challenging and rewarding working career.

All of our Assistant Installer courses are delivered in Ipswich (Suffolk). For further information or to book a space, please contact: [info@rtingsolutions.co.uk](mailto:info@rtingsolutions.co.uk) or call (01473)242344 and quote 'EASY RESETTLEMENT'.







Venue: 91 Dales Road, Ipswich, IP14JR

## Railway Signal Installer Training

Based in Ipswich (Suffolk), our training services have been fundamentally recognised as being pro-active, effective and, above all, technically competent. This program gives the candidate the required competencies to become a railway Signalling Installer. The training is an intensive 6 week course, filled with all the safety critical, signalling, technical and electrical knowledge needed to pursue a career within the rail industry.

Consisting of 9 qualifications, this program is delivered in accordance with the IRSE (Institute of Rail Signal Engineers) licensing scheme conditions. As such, the program satisfies the knowledge requirements that enable delegates to apply for licensing after the appropriate experience criteria has been met. This program is mapped towards achieving IRSE category 1.2.110 (Installation). It is also mapped towards category 1.4.100 and includes the competences required for registration with the Engineering Council at the grade of EngTech. (The Engineering Council stipulates a minimum education requirement Equivalent to BTECL3 or NVQL3).

**We are a Professional & Career Development Loans registered Learning Provider:**

Registration number: [21474]. A Professional and Career Development Loan is a commercial bank loan that you can use to help pay for work-related learning. For further information on financial assistance to support your learning, please visit: [tinyurl.com/huj2c6d](http://tinyurl.com/huj2c6d) or contact the National Careers Service on 0800 100 900.

APPROVED BY MoD  
IN SUPPORT OF  
THE ELC SCHEME



**01473 242344**  
**info@rttsolutions.co.uk**



Registered Office: 91 Dales Road, Ipswich, Suffolk IP14JR – Company registration No: 8171597. Registered in England and Wales



### 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.

**T**he 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 before you begin a training course. You will not start your employment with the Trust without 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 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**. 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**.





# 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)**



# SEA CADETS



# INSPIRE

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

**[sea-cadets.org](http://sea-cadets.org)   [volunteer@ms-sc.org](mailto:volunteer@ms-sc.org)**

Supported by Community Covenant Fund

**SEA  
CADETS**



Patron: HM The Queen  
Marine Society & Sea Cadets, a charity  
registered in England and Wales 313013,  
Scotland SC037808





Army Soldier to  
Private Security  
Contractor

## A natural transition The “only” 28-day Close Protection Course on the circuit

**Y**ou have or have nearly made your mind up about a career in the armed private security sector and may be wondering about work and employment opportunities, well, this must be the biggest question asked to us by candidates.

For any former Soldier the ability to transverse over the skill learned from your past or present career puts you at the top of the pecking order when it comes to selection/employment.

*“Little wonder this is your industry”*

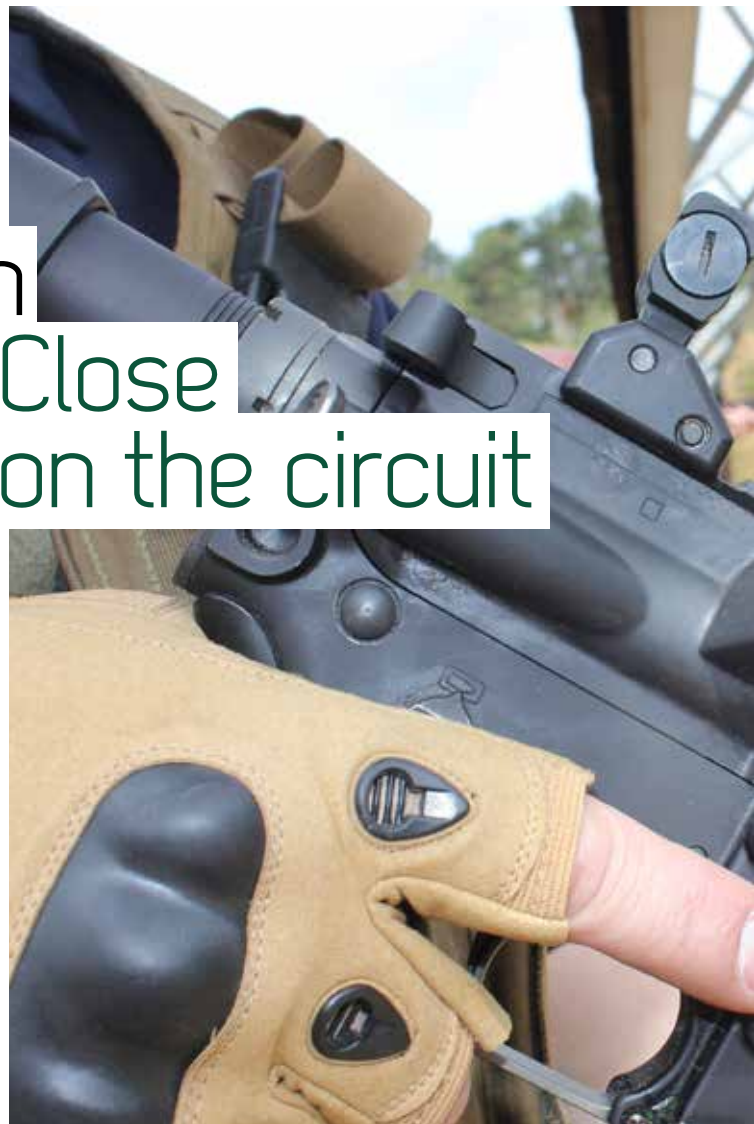
With a daily pay rate between £175-£400, and more R&R than when you were in the army, its little wonder that many British military personnel go on to become PSC's (private security contractors)

By completing the 28-day CPO training you would have covered the following:

1. Executive Close Protection.
2. Hostile Environment Close Protection.
3. Team Leadership.
4. Threat and Risk Assessments.
5. Unarmed Combat.
6. Private Security Contractor.
7. Tactical Field Fire “Live Firearms” full bore Training.
8. Surveillance.
9. Security Driver.
10. IED Awareness.
11. Counter Terrorism.
12. Medic.

### HERE ARE 11 GOOD REASONS TO START YOUR TRAINING WITH (UCP) UP CLOSE AND PERSONAL GROUP

1. Fantastic work opportunities for former British Military personnel.
2. Vast instructional experience within the executive and hostile environment close protection training and operations industry.
3. One of the most established and certainly “the” original London and Kent based Training centre of Excellence for Close Protection Training. **2003 – present day.**
4. Member of CTP (Career Transition Partnership) and very proud of this.
5. Preferred Learning Provider for ELCAS (Enhanced Learning Credit Administrations Services) number 5011.
6. Instructed and trained over 2000 individuals to pass their level 3 CPO training and then to go on to gain their SIA licence and now subsequently working within this same remit.
7. Delivered over 300 Close Protection courses worldwide.
8. Government approved training company, training many of the overseas Special Security Forces including Presidential Protection Units.
9. Highfield Direct centre status.
10. Best reviews on social media.
11. Following policy to enhance and better each training course.



Visit our Facebook page: UCP  
UK Training for reviews and  
testimonies and videos.

Email our support team:  
**Training@ucpuk.co.uk**  
Visit our website: **www.ucpgroup.co.uk**  
and **www.ucpuk.co.uk**  
Phone us: **01474 823032** or  
**08001951644** or **07966176129**.





We won't bore you with words, see for yourself that UCP have and always will be the best source of specialist training for Police and Army.





*Workplace conflict management  
experts since 1989*

We have been the MOD's sole mediation training provider since 2007 and under this agreement trained over 500 service and civilian personnel in workplace mediation.

**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:

[ERgiveaway@cmpresolutions.co.uk](mailto:ERgiveaway@cmpresolutions.co.uk)

**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.



Graham with Bill Turnbull and Liz Orange.

## Flying high with national service leaver award

Former RAF Chief Technician turned franchise owner, Graham Orange, has scooped a national award for his successful transition from the services to civvy street.

In the last year, Graham has faced the unknown but regardless of its bumpy start, Graham loves his new career and lifestyle. Being self-employed through ActionCOACH brings Graham great job satisfaction.

Now Graham has been honoured with the Nationwide Resettlement Award for Service Leaver Franchisee of the Year 2016, beating two other worthy category finalists. He was presented with his award at a glittering black tie event held at Hotel Football in Manchester by Bill Turnbull, journalist and TV presenter.

With retirement from the RAF in sight, Graham spent years researching options available to him as the possible owner of a franchise. It wasn't until January 2015, when working as Chief Technician in the structures bay at RAF Marham, that Graham spotted an advertisement for ActionCOACH, the world's number one business coaching franchise.

Run by Pathfinder International, the organisation which helps military resettlement with careers and training, and Nationwide,

the awards recognise the achievements of service leavers who have successfully progressed to life as a civilian. Bryce Glover, Divisional Director at Nationwide, commented, "Nationwide is proud to sponsor these awards for the second year running as we believe celebrating the achievements of service personnel who have left the Armed Forces and overcome the challenges that transitioning into civilian life can often pose is the right thing to do. We also want to support the work being carried out by organisations who demonstrate real commitment to levelling the playing field for our former service men and women."

Graham is thrilled by the award win, "It was suggested to me by a colleague that I enter the awards and, not having done so previously, I was a little nervous. Once I had completed the application form, with some fantastic help from my wife, Liz, I felt that it was definitely the right thing to do and that my family, friends and the franchise deserved recognition for their support."

"I felt honoured to be nominated as a finalist in the Service Leavers Franchisee of the Year award and felt very excited about attending the dinner to celebrate the winners' accomplishments. Little did I know that I would be walking away with the trophy and the biggest smile ever!"

"I am truly grateful to those who supported me over the last 18 months and enabled me to receive this prestigious award. Thank you all."

This is the second year that an ActionCOACH franchise owner has won this title with former Army captain, Steve Gaskell, taking the trophy in 2015. ●



## PQMS Training Ltd

Accredited  
training provider  
Established in 1999.

We deliver apprenticeships and vocational qualifications to a diverse range of industries including Construction and Utilities, particularly Power, Gas, Water and Telecoms. We offer training internationally and nationwide as well as from any of our EUSR gold approved training centres located in the UK and Ireland.

Each year we offer and deliver thousands of training courses including bespoke courses tailored to your company's needs, all are fully accredited by City and Guilds, SQA, IOSH, Lantra, EUSR, CIEH and CITB to name a few!

Last year we taught over 4,800 students including ex-service personnel and fresh starters with a 94 % pass rate, all of whom are now working in their qualified profession.

We are the leading provider of BT accredited courses and offer the best training facilities and course rates in the UK. We really are a unique one stop training solution.

Contact our customer services before the 1st of April 2016 to find out how you could win 3 weeks of training costing £2250 in one of the following areas:

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

### 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)





Your success  
is our success

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!

- ↪ City & Guilds level 3 Fibre Telecoms Inc BT Network accreditations
- ↪ 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)



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

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

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

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

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



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

[elcas@totaltrainingsupport.com](mailto:elcas@totaltrainingsupport.com) or visit <http://club66pro.com/elcas.php>







# PROJECT FIREFLY

## Transfer from Regular and Ex-Regular Entry into the Maritime Reserves

**THE MARITIME RESERVES** – are a force of highly trained civilian volunteers who are readily available to support any of the Royal Navy's wide ranging operational commitments.

**The rewards** for completing the minimum commitment which is either 24 days RNR or 26 days RMR include:

- Excellent rates of pay
- A generous tax free bounty
- Pension
- The added benefit of a 2 year harmony period
- Remain part of Naval Family with its special camaraderie



### FOR MORE INFORMATION

call: 023 92628677

e-mail: [Navypers-resfftpa@mod.uk](mailto:Navypers-resfftpa@mod.uk)

access: 2015DIN 01 – 213



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



# Figuring out your career path in the big unknown...

The transition to civilian life upon leaving the forces can present many challenges, and the one that may seem the biggest minefield is what do I do next with my career?

If you're looking for something that challenges you more than the regular 9 to 5 where you get to be your own boss, one option to look at is franchising. It offers a wealth of opportunities in a multitude of industries.

Running your own franchise not only provides the backup and support that you might need to plug any gaps in your skills in a business sense; it is a sector that actively seeks and encourages those leaving the military to become involved. With strong links between the skills you built up in the forces and the desired traits that many brands look for in their franchisees, it could be the answer you're looking for.

The bfa website ([www.thebfa.org](http://www.thebfa.org)) is a great place to start when you are looking for information on what franchising involves. It has a wealth of knowledge on what franchising is, the role of a franchisee and a franchisor, and what you may need to know when considering buying a franchise. The Prospect Franchisee Certificate is also a great resource to gain an insight into the elements involved in setting up a franchise, and show a prospective franchisor that you have given the time and dedication to understand what this future business partnership may entail.

Having left the forces however, there may be many barriers that you come across on your journey into franchising, such as lack of funding. The Franchise Trust was established in 2012 to help those who face those barriers overcome them and develop their careers. Through training programmes and information streams, the Franchise Trust aims to make franchising a viable option to all those who show the dedication to pursue it.

Pam Bader, chairman of the Franchise Trust, comments, "The Franchise Trust has been set up to help certain members of the public that want to start their own business, but have problems raising the finance.

"This could be for a variety of reasons, from disability to

disadvantaged backgrounds, youth being another area, and also people leaving the armed forces.

"I am a very new trust chairman and although the trust has now been set up, there is a lot of work to do to get the trust up and running, and most importantly, raising money. Also selecting franchisors businesses that can become a very important part of the operational side of the trust.

"I have sat on many different boards over my lifetime, and as past chairman of the British Franchise Association I am very interested in people starting their own business and working with them to achieve success.

"For the past 4 years, I have been involved with another trust that operates in my local area, concentrating on supporting

our aging population and supporting local teenagers on the way to school with bacon butties and hot chocolate.

"Our first challenge over the coming year is to raise the awareness of the Franchise Trust and start raising funds. Watch this space."

Many of our bfa members are supportive of ex-services personnel joining the world of franchising. We spoke to Mark Harvey of VIP Bin Cleaning to get his views on why ex-services personnel make great franchisees, and how they help to support them through their business journey. This highlights many areas for consideration when approaching franchisors, such as ensuring that business models seem achievable, and not getting carried away in the excitement of the journey.

Founded in 1997, VIP Bin Cleaning originally focused on cleaning domestic wheelie bins. As their business became more established and their expertise developed, they have grown to be able to clean any type and size of waste container in both the residential and business sectors.

VIP Bin Cleaning have previously advertised their franchise opportunities in ex forces/services magazines as they have always felt strongly about the fact that ex forces and services personnel are ideally suited to be franchisee candidates. Their mentality is well suited for following processes and systems and being highly organised.

This mentality continues into the financial aspect of franchising, from applying for bank funding to managing the on-going finances for the franchise.

Mark believes strongly that when they are first meeting prospective franchisees and discuss the business model with them, it is important that they have a firm understanding of the franchise fees, costs to get the business up and running and then the ongoing costs for the day-to-day running of the business.

The perceived benefit from someone coming from a forces background is that it would be safe to assume that they are used to following rules and regulations, and this would easily transfer to following a financial plan.

Mark says, "It is all about the model with franchising. You bring in x amount of customers, who will bring in z amount of business and will require y amount of resources. By following this, it will ensure success, but straying from this would mean that they could potentially get into financial problems."





When applying for bank funding, the most important first step is making sure that the combination of the franchisor and potential franchisee is right for one another. Mark says, "The person could be the best person in the world, but if they choose the wrong company to work with, it won't go anywhere and vice versa. Make sure they have done their homework, picked the right franchise to suit their skillset and have created a good relationship."

"The relationship is something VIP focus on heavily and is crucial in business. You need to be sure that the potential franchisee is going to do this with you. The franchisee needs to make sure that the processes, systems and business models are in place, and both sides are aware of their obligations. You need to know where you stand and



even if you're part of the best business in the world, there are responsibilities on both sides. It is also important to make sure that you get along. You'll be working with them for the foreseeable future and it's much easier to ask for help and guidance from someone you like and trust.

"Make sure that you understand where the company is now and where the franchisor expects the company to be in the future. You need to make sure you are willing and happy to grow together, and the franchisee is happy with any potential developments that are in the pipeline."

"Once you can tick these boxes, you can be comfortable that you have an all-round understanding of what is expected of you and the best knowledge to be able to pitch correctly to the bank."

"When this happens and the prospective franchisee feels they have all the information that they need, and have a clear understanding, it is then time to look at approaching the bank. VIP will initially assume that some prospective franchisors have had very little or no experience when it comes to banking, so we try to help and make the process as painless as possible. We will make the introductions to the bank, give the bank our opinions on the franchisee and why we want to be able to take them on as a new prospect. We will make it clear that they have been approved by us and that the prospective franchisee has spent time with us including attending the Discovery Day at our head office in Norfolk. We also help them to put together the business

plans and cash flows that will be specific to their business."

VIP Bin Cleaning believe that although they will help the prospective franchisee as much as possible, the franchisee needs to be able to stand on their own two feet when it comes to the business pitch itself.

Mark believes that some of the common mistakes that can arise during the application process include where there is not a true appreciation from the franchisee of the cost involved or a realistic expectation of the sales income. Mark says, "In our case, you need to make sure they understand the costs of the licence fee, cleaning machines, vehicles, working capital, etc. We go into detail on what our franchisees expected income should be and how they can attain it. If they have a realistic view of outgoings and when they will happen, and if they then follow the model for the sales, their business will have fewer problems. However, due to excitement, naivety or reluctance for full disclosure, they are sometimes not aware of the full costs, or don't follow the model on the sales, so they could find problems. We make sure that we have given all the information and make sure we do not exaggerate potential incomes or underestimate potential costs, so we are not giving unrealistic expectations."

If a franchisee comes from a services background, they may not have strong business knowledge, so a franchisor needs to make sure that they are helping their franchisees to understand this as best as possible.

Some of Marks top tips for success include:

- Spend time with the franchisor and get to know them so you can ensure that the franchise you choose meets your principles and ethics.
- Be someone who will fully commit themselves to the business.
- Do your homework, is it the industry you want to be involved in?
- Know your obligations, what will the franchisor do for you, know the costs and what you're expected to put in.
- Know how important the sales are and are you comfortable that you can obtain and service them?
- Ensure that you feel you can build a good relationship with the franchise support team.
- Do you have a clear understanding of where the franchisor's business is now and where they expect it to be in 5-10 years' time? If they expect it to expand and develop then you need to understand and agree with their plans.

The most important thing is that honesty, trust and respect are needed both ways. Without that, the partnership has more chance to fail. ●





## A day in the life of a franchisee

David McVicker

**M**y 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.



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“In June 2013 I started my own business by taking on an ActionCOACH franchise. I am now helping business owners all over Devon to realise their dreams & visions which is the reason why I went into business in the first place.”

Ex. Army Capt. Steve Gaskell won the Award for Service Leaver Franchisee of the Year, 2015.

# ActionCOACH wins Service Leaver of the Year again!



## RESETTLEMENT AWARDS 2016

“I feel I’ve found my niche with ActionCOACH. It’s a great opportunity to use the training, mentoring & leadership skills I gained in my RAF career. I never cease to be amazed by the fantastic people I am privileged to work with every day. No day is the same & it’s always very exciting!”

Ex. RAF Chief Tech. Graham Orange won the Award for Service Leaver Franchisee of the Year, 2016.



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- ✓ 1st to achieve 5-Star Franchisee Satisfaction Status.
- ✓ Best UK Business Opportunity according to CompareTheFinancialMarkets.
- ✓ Award for continuous improvement 2014 & 2015.

- ✓ Ranked No.1 Business Services Global Franchise by Franchise Direct in 2016.
- ✓ Personal investment can be as low as £10k.
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- ✓ Guaranteed £8,333 per month by month 7 for the best applicants. (Ask us about Ts & Cs.)

## 5 Star, 4 Times

Rated higher than industry standards for all 29 questions

ActionCOACH has taken part in an independent survey, conducted by Smith & Henderson, which assesses franchisee satisfaction across over 100 brands, since 2011.

In 2012, Smith & Henderson joined forces with RBS to recognise the top franchises for franchisee satisfaction in the UK and ActionCOACH became the first franchise to be certified as 5-Star.

### What does that mean?

It's how the people who matter, the people who have invested in a franchise, anonymously rate the franchise and to attain 5-Star, a franchise needs to be rated above average in all 29 categories of questions.

ActionCOACH is now one of only five franchises to achieve 5

Star Franchisee Satisfaction status an impressive four times.

As well as being awarded the UK's Best Mid-priced Franchise at RBS's Best Franchise Awards for the last two years, ActionCOACH has been recognised as the best UK Business Opportunity by Compare The Financial Markets out of all business opportunities, not just franchised ones.

The training, systems and ongoing support are so strong that previous business experience is not required, but applicants must have a track record of success in their profession, sport or the military, and must possess strong attitudinal and leadership qualities.

More information is available at  
**actioncoach.co.uk**



Ian Christelow & Julie Wagstaff head up the ActionCOACH UK 60-Strong Support Team





# Former soldier goes from action man to ActionCOACH

Former army captain Steve Gaskell has successfully transitioned from the services to civvy street through franchising.

Steve is now a franchise owner with ActionCOACH, the world's number one business service franchise\*.

The 47-year-old, from Newton Abbot, left his army career with the hope that he could spend more quality time with his family. Steve joined the army in 1985 and 22 years later became the Regimental Sergeant Major of the Princess of Wales's Royal Regiment, ending his career as a commissioned captain.

## EXTENSIVE RESEARCH

In the run up to leaving the army, Steve carried out 18 months of extensive research into what to do and kept coming back to ActionCOACH. Steve explains: "I went to The Franchise Show at ExCel and met the ActionCOACH team and things fell into place. I left the army in August 2013 and began training with ActionCOACH in September. I had done some really cool courses in the military, attempting SAS selection was the hardest, most challenging and best. ActionCOACH training came a close second – it was life changing!"

The business, very quickly, allowed Steve to become part of the hub of his business community. He not only directs his local Business Network International Chapter but he also became the Chairman of the Chamber of Commerce committee. Through discipline and focus, Steve now owns a successful business with great growth aspirations for the future. Whilst he has autonomy in the delivery of his coaching, he has the support of a national and global support team. "Being a franchise owner has been a fantastic way to get underway in business and master your own destiny. It has given me the freedom and flexibility to live my life in a truly abundant way with my family, friends and great clients."

## FULFILLING AND REWARDING

"Having no time and being the busiest person in a business is not an unusual initial insight when I first talk to a new client. Indeed, it was the case with a manufacturing company I work with. With the prospect of a young family looming, it was going to be a tough transition to parenthood with the knowledge of having no time. Today, with a General Manager appointed and an overseas client coordinator, they now have the time to focus on growing a profitable business and having quality family time. What's really fantastic is the 2016 nomination as finalists for a manufacturing award for its people and skills. They go from strength to strength."

"It can often feel challenging to grow a business, let alone set specific goals regarding turnover. So, when I help a client develop a focused business plan with

significant growth aspirations, it's rewarding to see the bottom line grow on a monthly basis of 30%; on track for massive growth. What's marvelous is along the way, the real passion has been unleashed and the business culture being created is nothing short of inspirational.

"For me, what's also been a great opportunity has been to help my son, Quinn, develop. So, once he'd completed his degree, and after some contemplation, he was employed by us and trained as our business development manager. Twelve months on, he has been able to relocate to Sydney with one of our ActionCOACH firms as a BDM and Head of Media." Whilst all of this business success is great news, the most important thing for Steve was to spend more quality time with his family after so many years of active duty with the Army. "It sounds like a cliché but none of this would have been possible without my wife's unbelievable support. Sam has been my rock, looking after our family during my absence on deployment, always placing her needs second and being there for me and the kids. My office is now very close to home and I don't have to miss out on family events. My son has learned and developed a career thanks to the business and my daughter has plans to follow my footsteps into the armed forces."

#### HIGH ACHIEVER

Steve won the inaugural Nationwide Resettlement Awards as Franchisee of the Year for 2015, beating off many other entrants and two other worthy finalists. The business that he initially started from home has moved into spacious offices where he can offer one-to-one coaching or group sessions. "The business has just gone from strength to strength. Sometimes I have to pinch myself. It's been hard work but I am proud of what has been achieved and we have some exciting plans for the future."

"I have a very clear vision of where my business will be in five years. On a daily basis I have one

*My office is now  
very close to  
home and I don't  
have to miss out  
on family events*

simple rule: always be working on the most valuable and profitable activity at that point in time."

It's not surprising to hear that Steve has a very regimented approach to operating and growing his business! He now employs a Business Manager and a Business Development Manager, who have helped him to leverage his time dramatically and allows him to add real value when coaching his clients. In fact, Steve expects his business to grow to the level where he will need to employ an additional business coach too.

#### THE ACTIONCOACH TEAM

ActionCOACH is the world's number one business services franchise, with 1,000 offices in 60 countries. With over 150 offices in the UK and, since founding the business coaching profession, ActionCOACH has become the UK's Best Mid-Priced Franchise at RBS's Best Franchise Awards and is the Best UK Business Opportunity according to CompareTheFinancialMarkets.

ActionCOACH is proud to say that their franchise owners are some of the most satisfied in any UK franchise system. In 2013 ActionCOACH became the first recipient of Smith & Henderson's coveted Five Star Franchisee Satisfaction Award with record-breaking satisfaction scores. In 2016, ActionCOACH became one of just five franchisors to receive 5 Star Franchisee Satisfaction rating 4 times! Smith & Henderson's Franchise Satisfaction Survey has been adopted by over 100 franchisors since it started in

2011 and all ActionCOACH franchise owners are invited to anonymously rate their franchisor, its products and services and its infrastructure every year.

By becoming an Action Coach, you'll be invited to a world of knowledge, experience and guaranteed returns on investment. You only need five customers to make it a profitable business and ActionCOACH helps you get those clients via its exclusive lead and client generation centre.

You receive world class training, an intensive 10-day induction training and 5-day UK MasterCLASS. You have access to a library of resources and the ongoing support of their global and national Support Teams through group coaching webinars, individual coaching calls, quarterly conferences, quarterly team meeting and training days, and an extensive global intranet system - in fact, there are around 70 days a year of professional development opportunities for its franchise owners. With over 3,500 strategies and tactics, guaranteed to make businesses successful, including your own, ActionCOACH helps business owners in several areas, including teaching them how to increase their profits, develop powerful systems and build a strong team.

#### NEXT STEPS

ActionCOACH's franchise owners come from all walks of life from soldiers to teachers. To join this rapidly growing team of over 150 business growth coaches in the UK, you'll need to raise a personal contribution to your investment of at least £10k (banks can lend up to £30k unsecured) and impress the ActionCOACH directors with your past successes, desire to help others and appetite for learning and growth. The basic entry level investment for an ActionCOACH franchise is £21k and some of the UK coaches have already achieved revenues in excess of half a million pounds a year.

If you're inspired by ActionCOACH's success stories and the feedback from the people who matter most, the franchise owners, and you:

- A)** get a buzz from helping others succeed;
- B)** love learning and developing yourself; and
- C)** have enjoyed success in your career or sport

Then find out more by watching the 6 minute overview video at [actioncoach.co.uk](http://actioncoach.co.uk) •

\* According to Franchise Direct's Top 100 Global Franchises 2016.



Capt. Steve Gaskell sharing his knowledge and experience with his ActionCOACH team mates



Steve's 'office' is a little closer to home these days!





interview

# Benjamin Anyan

## CURRENT ROLE:

Internal Auditor, BNY Mellon  
(since February 2016)

## PREVIOUS MILITARY ROLE:

Technical Support Specialist,  
British Army (February  
2008 – February 2016)  
When Benjamin Anyan decided to  
leave the British Army in 2015 he  
did so with a year's notice. Here,  
Benjamin shares how he landed  
a role as an Internal Auditor by  
working through BNY Mellon's  
Returning Military Programme.

## HOW DID YOU USE YOUR MILITARY EXPERIENCE TO GET A ROLE IN FINANCIAL SERVICES?

I had a really good experience with the Army. I tried to get the most out of it while I was there, and I feel I developed leadership management skills and confidence. I joined up in 2008 after earning my bachelor of Commerce (Accounting) in my home country of Ghana, because I knew I could find interesting work and develop lifelong skills in a world-class organization.

During my Army service, I was able to complete a master's degree in forensic accounting at the University of Portsmouth. In the midst of my studies, I was deployed to Afghanistan for eight months, and during that time, I was working seven days a week as a technical support specialist, while writing my dissertation. My job was providing logistical support to the electrical and

mechanical engineers within the regiment. I had to make sure they had the materials to do their job wherever they found themselves.

Writing my dissertation under those circumstances was quite challenging, and I had to use every free minute wisely. For one thing, internet download speed was so poor that I really couldn't do much in terms of research. I would get a title of an article I wanted to read and send it to my research supervisor or my brother, James, and he would send it on to me. And most importantly, we had a big job to do in Afghanistan, with many lives on the line. There is really no time off, but experiencing other cultures and having to stay focused would stay with me forever.

## HOW DID YOUR INTERNSHIP AT BNY MELLON WORK?

When I decided to leave the British Army in 2015, it was with a year's notice. I had time to focus on possible career options, and a mentor urged me to look at internship opportunities for veterans before launching into any full-time role. My research led me to BNY Mellon. It stood out to me because of the quality of the Returning Military Programme, the corporate culture, and the opportunities to work in compliance and audit.

BNY Mellon's Returning Military Programme is a six-week program that's designed to give you exposure to an organization. About 65 ex-military men and

women have come through the program so far. It helped me develop my interviewing skills and build my CV. It was really a great advantage and opportunity.

Once I was accepted, I had some choices about paths I could follow. I knew I wanted to walk away having achieved something, and I decided to go into compliance advisory with Newton Investment Management. I had earned my certified fraud examiner qualification in the Army, and with my financial crime risk management experience, I worked on similar issues at Newton. My projects included a review of the fraud risk assessment to ensure there were no possible control gaps and a review and update to the financial crime training material. The support of the Compliance Advisory team was invaluable, making me feel part of the wider team.

One of the big challenges for any returning military member is to adapt to civilian work life. When you need to get direction or get something done in the Army, you may just walk up to the right person and speak to them and trust that it would be done. Additionally, Newton and BNY Mellon are highly technology based, whereas technology is used to a much more limited extent or in a different way in the military. Also, of course, I had to learn about financial services and about the corporate culture, which I found very positive.

## WHAT HAPPENED AFTER YOUR SIX WEEKS WERE UP?

I was keen to find my next role. My initial idea was to work within compliance, but I was also looking at other opportunities. I met with an audit director here in London, and after our conversation, I was so excited about working in internal audit. I had studied corporate governance and internal controls extensively at university, and I realized from experience that you need the support of top management and the board to achieve excellence. I could see there was tremendous support for the work of internal audit. In February, I became an internal auditor in the EMEA Asset Management group. I've also become involved in the IMPACT and VETNET employee resource groups, which focus on multicultural and veteran employees.

## ARE YOUR MILITARY SKILLS STILL WORKING FOR YOU?

Absolutely! In the military you are trained from day one to work under pressure with limited resources, to work as a team, and to lead and manage. These are the same things that are important in the corporate world.

In hindsight, being self-motivated and having the appetite to learn from others are some of the most important lessons I learned in the Army. These lessons are applicable wherever you find yourself and whatever career stage you are in. ●

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# IHAT credibility is brought into question

The Prime Minister has announced that UK troops will be protected from elements of the European Convention on Human Rights in future conflicts.

It will come as a relief to serving personnel as well as veterans of conflicts in Iraq and Afghanistan that they will be protected from the questionable action of unscrupulous lawyers whose actions are currently under professional investigation.

Defence Secretary Sir Michael Fallon said: "Our legal system has been abused to level false charges against our troops on an industrial scale.

"It has caused significant distress to people who risked their lives to protect us; it has cost the taxpayer millions and there is a real risk it will stop our Armed Forces doing their job.

Talking about the PM's statement he said: "It will help to protect our troops from vexatious claims, ensuring they can confidently take difficult decisions on the battlefield. And it will enable us to spend more of our growing defence budget on equipment rather than fees for lawyers."

He says: "It has been a witch

hunt. And it has been intimidating – not just to our veterans but it has been intimidating to our soldiers today who worry that they too might find themselves being investigated 10 years from now."

Sir Michael was speaking amid growing public anger over troops facing criminal action.

Former Army officer and now an MP, Johnny Mercer described the treatment of our troops as "Britain's dirty little secret." He said: "This betrayal simply has to end. The Prime Minister is a strong advocate for our Armed Forces. In the domestic counter-terrorism world in her previous job as Home Secretary she was deeply admired and respected for her attitude to looking after those doing these difficult jobs.

"But she needs to grasp that our attitude towards looking after this Afghanistan/Iraq generation of Servicemen and women will define this Nation's relationship with its Military for the next fifty years.

"We must not emasculate our Armed Forces on operations

by asking our fighting troops to adhere to European Human rights law, designed in good faith for civilian life in Europe. To continue to ask our troops to do so belies a fundamental, deep and profound misunderstanding of combat; it creates a gaping chasm between those who serve and their political masters. It looks incompetent; and it is.

"We cannot be content with platitudes from the despatch box about looking after our people when the evidence is so strong for the contrary – it again profoundly divides those who serve and their political masters, and looks incompetent.

Instead of endlessly talking about what we are putting into this subject, we need to listen to our people about how it feels for them. Our loyalty should be first and foremost to our people, not our personal reputations.

We are a Sovereign State; we can protect our men and women from these claims. We can establish a Department for Veteran's affairs to co-ordinate services for Veterans, including those going through this process. We can create a Minister's role with an independent budget, a seat at the cabinet table and cross-departmental authority to ensure the Military Covenant is adhered to. In a survey for SSAFA in June, almost half of our Armed Forces hadn't heard of the Covenant, despite it being law for five years."

The behaviour of some of the former policemen retained by Red Snapper, an independent recruitment agency retained by the Government to carry out

the IHAT investigation, has led to compensation payments to former service personnel with accusations of the investigators passing off as police officers and exceeding their authority. Surely they too need to be investigated!

The Prime Minister's intervention is welcomed. The prospects for the future look more promising and hopefully our troops will receive proper legal advice and protection. To date some have been forced to cover their own legal fees. What now needs addressing urgently is those who still remain under investigation because of information provided by suspect legal firms based on already discredited witnesses. Some are still serving, their health has suffered and their careers have at the best been put on hold, at the worst ruined. Others have left the service having served this country only to have their whole futures put in doubt. What price the Covenant? Our troops deserve better.

According to the Daily Telegraph the head of the Army has demanded a review into investigators hounding 'vulnerable' troops in his first intervention in the row over the treatment of war veterans.

In a letter sent to the Ministry of Defence and senior commanders, Gen Sir Nick Carter also branded a "significant number" of allegations made against them as "not credible".

In the letter, seen by the newspaper, he added that his soldiers needed to be spared the "trauma and long term distress" of being questioned by investigators unless absolutely necessary. ●





# The Careers Network for Service Leavers & Veterans

Join Project Fortis to make connections with Armed Forces supporters in industry - who want to help you succeed

Connect directly with a growing network of inspiring people who support the ex-Forces community with 1:1 guidance, work experience, unique job opportunities & industry advice



Connect with industry experts to get the inside track on organisations & jobs



Build your confidence & credibility



Receive personal advice & feedback



Translate your military skills



Help to navigate recruitment processes



FREE to use & immediate access

94%

would recommend the platform to friends & colleagues

83%

of FORTIS connections have a significant impact on career prospects

*"Project Fortis found the perfect Buddy for me, which really helped me get the job I wanted at Openreach. I highly recommend it."*

Mike Harris – Former Sergeant in the Army

*"I'm an ex-serviceman myself – I know about the transition into civilian life and some of the hurdles I had to jump through. I want to help others."*

Dean Bunting – Project Manager, BT

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# PROJECT FORTIS

PROJECT FORTIS IS A WELL-ESTABLISHED AND GROWING ONLINE **CAREERS NETWORK** FOR SERVICE LEAVERS, SET UP 4 YEARS AGO BY A GROUP OF **TECHNOLOGY EXPERTS AND VETERANS.**



Richard Tyrie – Founder of Project Fortis says: “Now that most of us walk around with Smart Phones, we wanted to make it easier to connect people that need advice with others that are keen to give it”

He adds: “Another important aspect of the project is to use our community to provide Forces leavers with access to work placements and unique job opportunities. Employers now fill the majority of job openings without advertising, with up to 70% of jobs being filled through informal networks. Knowing what jobs are coming up, and getting ‘introduced’ to an organisation or hiring manager by an insider can often give you the edge.

With the advent of social and business networks, most organisations’ approach to recruitment is changing quickly, so you need to keep abreast of these changes. It’s not as simple as reading the local recruitment ads anymore - securing a great job is getting trickier for everyone. We felt that many service leavers were at a disadvantage before they’d even started their transition – so we wanted to fix this and level the playing field by connecting people into organisations - giving them more of a chance to showcase their skills and identify for themselves what career they might want to pursue next.”

**T**heir mission is to provide contacts, support and job opportunities to men and women of all ranks as they leave the Armed Forces, to help them make a successful transition to rewarding civilian careers.

The Social Enterprise was created in 2012 with BT as a founding sponsor, originally as a way of giving BT’s ex-Forces employees an opportunity to provide 1:1 career support to service leavers and veterans.

Now 4 years later, Project Fortis is a thriving community of Armed Forces supporters in industry, representing over 30 top UK employers across a wide range of sectors. The organisations involved recognise the enormous value of the talent on offer by engaging service leavers. They also understand some of the challenges faced when adapting to civilian life and a very different working environment after leaving the Armed Forces.

#### WHY PROJECT FORTIS?

The team behind Project Fortis found a growing number of people – both ex-Forces and civilians - want to give support to the Armed Forces community. There just weren’t many opportunities for individuals to make a difference in direct and practical ways, other than through charitable causes and local initiatives.

Equally service leavers and

veterans often lack contacts in the civilian world to help them navigate the civilian jobs market, and apply their skills and experience.

#### SO WHAT IS PROJECT FORTIS AND HOW DOES IT WORK?

At the heart of Project Fortis is the website: **www.projectfortis.co.uk** - the platform connects service leavers and veterans to ‘Buddies’ from the business community who have pledged to offer personal support.

The Buddies come from a variety of backgrounds and levels of seniority. They’re primed and well positioned to give service leavers the inside track on their organisation, and share their experience of specific roles and job application processes.

Richard, who has helped many thousands of people secure employment over the years, explains that: “To access career advice and 1:1 support you just need to visit the Project Fortis website and sign-up. You create a simple profile – telling us about your Forces background, location and the industries you want to explore, and then we put you in contact with the right people. Our focus is to connect you with people who will understand your situation and are keen to help you succeed. They may well have already done some of the ‘heavy lifting’ having successfully transitioned themselves – they can tell you what worked for them and crucially, what didn’t!

"OUR FOCUS IS TO CONNECT  
YOU WITH PEOPLE WHO WILL  
UNDERSTAND YOUR SITUATION AND  
ARE KEEN TO HELP YOU SUCCEED."

*There are a growing number of people out there from various industries that are willing to give you the advice you need. We already have a few thousand members, and the community is constantly growing as word spreads about some of the excellent employment outcomes.*

#### A NEW APPROACH TO FINDING WORK

*It's still a relatively new approach to finding work, and people are using Project Fortis in different ways. Some have a specific organisation or job role in mind, and just want to connect with,*



### PROJECT FORTIS IN PROFILE

#### MIKE HARRIS

Former Army Sergeant,  
now Telecommunications  
Engineer for Openreach

*"Coming out of the Army, my main concern was my age (41), and not having any real civilian qualifications despite extensive experience in several areas. I also worried about having to start from the bottom of the ladder again. Although I was quite willing to do this, I wanted to ensure that the end wage would allow my wife Wendy, my son Ryan and I to still live a life as we did in the Army. My BT buddy match, Allan was perfect and really helped me get the job I wanted at BT."*

*Allan was in the Territorial Army so even though he hadn't served like I did, he understood military speak and where I was coming from. Although he wasn't doing the job I was applying for, he understood the organisation, how it was structured and the way BT does things.*

*He even organised a day trip for me to come into his office, and speak to him and his colleagues. It was especially useful for me to understand the difference in timescales when applying for a big company like BT. I had assumed that I was doing something wrong because things weren't happening as quickly as I was used to in the Army. I'd highly recommend Project Fortis to anyone leaving the Armed Forces."*

#### MEGAN TYZACK

Lance Corporal in the Royal Artillery

Megan connected with Joe Dunhan through Project Fortis. Joe served in the RAF 18 years and had a very clear idea of the type of civilian career he'd like to pursue – recognising that his responsibilities and skills gained in the RAF were transferrable to the role of a civilian Management Consultant. Now working for Deloitte, Joe's passion for supporting the Armed Forces, and understanding of the challenges faced by people transitioning to civilian life, lead him to join Project Fortis

*"My physical transition was a lot easier than the mental, the real difficulty was getting used to the cultural differences"*

At the time of being matched to Joe, Megan was undertaking a course and had an interview lined up with BT.

*"Joe was brilliant. He was good in being proactive and providing resources."*

Joe provided much-needed insight into Openreach by opening up his network of contacts. He connected Megan to BT's Head of Military Engagement – Mark Arcsott.

Megan was successful in her interview and has since started working as an Openreach Engineer. She shared some advice to others – echoed by many service leavers:

*"Set little milestone goals, work through each one, have a process, have a mindset of who you might want to work for, read about it and do not be afraid to go outside and ask for help and guidance. So much information and resources exists to help you, stick your neck out and get out there."*

*say, telecoms experts because they know that's where they want to end up. Most of the time people are trying to work out which sectors and roles they're suited to, so they connect with several different people at a time to get inspiration and number of different opinions. If only we'd all had this type of careers support!*

*We find that people often need some very practical assistance with CV writing and preparation for interviews. And increasingly, moral support is something that people tell us they*

*value greatly. Going through the recruitment process is a challenge for anyone; someone that can open doors, and give the right amount of support and challenge, can prove invaluable in securing the job you want.*

*84% of people we've worked with tell us the relationships they've formed through Project Fortis have had a significant impact on their job prospects, which is hugely satisfying for us. And we're working continually to get more and more ambassadors on board to broaden the range of employment opportunities."*



"SOMEONE THAT CAN OPEN DOORS, AND  
GIVE THE RIGHT AMOUNT OF SUPPORT  
AND CHALLENGE, CAN PROVE INVALUABLE  
IN SECURING THE JOB YOU WANT."



#### JOIN THE NETWORK

Project Fortis would like to hear from organisations that want to support the Armed Forces community & benefit from the extraordinary talents of their personnel.

Contact Richard Tyrie: info@projectfortis.co.uk / tel: 020 3176 6711

 @project\_fortis  
 /projectfortis

SERVICE LEAVERS - FOR ADVICE & ACCESS TO JOBS GO TO  
**WWW.PROJECTFORTIS.CO.UK/EASYRESETTLEMENT**



# A career in Telecommunications

There is a growing demand for engineers in the telecommunications industry and good operators are at a premium.

*In addition to service leaver resettlement training, CTTS provides commercial training for companies such as Virgin Media, BT Openreach, Fujitsu and many more.*



Most companies in the business are looking for the qualities that are normally associated with those who have served in the armed forces. If you've been in the Royal Corps of Signals or in similar roles in the Royal Navy or Royal Air Force then that's a bonus but it's not essential. Teamwork, work ethic and communications capability are all equally important.

The right training and qualifications is essential and there are a number of organisations who can provide both, for those without experience and for those who want to develop existing skills.

#### **CABLE TELECOMMUNICATIONS TRAINING SERVICES (CTTS) LTD**

Cable Telecommunications Training Services (CTTS) is Europe's largest independent training provider in communications cabling and telecommunications technology. CTTS provide resettlement training, corporate training and individual career progression. With a twenty year history of supplying bespoke telecommunications training packages for major network operators, its internationally renowned, award winning programme design team are fully equipped to provide a rapid response to your training needs.

CTTS run a regular schedule of courses including Fibre to the Home, Fibre Optics, Core, Metropolitan and Access Networks. The CTTS initiative Skills for a Digital Britain provides a range of cutting edge courses for 21st century engineers and technicians. A number of career progression training courses are available to individuals looking for a career change, including men and women leaving the Armed Forces and those looking to improve their skill set.

The company provides 21st Century Telecommunications training and qualifications to allow engineers to work across the whole Telecoms Sector in a wide variety of roles. Whether you wish to work for large blue chip organisations like Virgin Media or BT Openreach or for smaller companies around the UK, Europe or Worldwide, CTTS qualifications ensures its engineers are future proofed and able to work for any company and anywhere in the world.

The courses are designed to teach anyone and there is no need to have any technical or engineering background. During your training the CTTS recruitment team will assist you in CV compilation and arrange a date for you to undertake a two week work placement which will be organised when and where you want it. Most work placements lead to a permanent job offer.

The company claims: "Our aim is to help you into employment and then provide you with our unique 'after care' package of support, advice and recruitment services for as long you wish to remain part of the CTTS Community."

Most of the staff at CTTS comprises ex-military personnel who have worked in the commercial telecoms sector so they understand where you are coming from and what you can expect to find in your new career.

As its ELC evaluations demonstrate, the courses are the first choice for men and women leaving the service. With vast experience providing resettlement training, the courses are constantly refined and up-dated in line with the Government's E-skills Technology Insights Employment Skills Trends Shortages and Skills Gaps. CTTS provides and fulfils industry training for most major employers in the UK and beyond and brings those skills requirements, knowledge and expertise into our resettlement courses to best prepare our service leaver clients for a successful second career. It believes that no other company in the UK is better placed to provide this industry sector training.

In addition to service leaver resettlement training, CTTS provides commercial training for companies such as Virgin Media, BT Openreach, Fujitsu and many more.

CTTS holds free seminars at its National Training Centre to allow you to better understand what it has to offer. The seminars consist of an overview of the Telecoms Sector as a whole and details of current national projects that are being currently undertaken across the UK. A brief description of the courses offered is followed by details about the type of employment available to professionally qualified engineers. The company conducts a tour of the impressive training centre with time to allow you time to speak to the current course of service leavers.

Lastly the company explains how its unique after care package works, providing more information on CV's, work placements, employment opportunities and the thousands of companies that it works closely with to secure work for its engineers.

CTTS is supported by the major equipment vendors and passive optical network component manufacturers and claims to train more service leavers than any other company in any industry.

You can find out more by visiting the CTTS website, [www.cable-training.co.uk](http://www.cable-training.co.uk) where you will find full details of courses, testimonials of other service leavers and how to book courses. You can also email [info@cable-training.co.uk](mailto:info@cable-training.co.uk) or telephone **01522 880900**



**UBI-TECH (3R) LTD**

Ubi-Tech (3R) is a specialist provider of engineering & training services to the telecommunications industry. It is also a preferred supplier to the Ministry of Defence Career Transition Partnership and provide resettlement training courses for those about to leave HM Forces and for those just wishing to enhance their knowledge and qualifications.

Ubi-Tech is in the unique position of being able to offer mast cleansing, RF Surveys and Analysis through to Network Design.

The unique leading edge courses in telecommunications that specialise in radio, wireless, 4th Generation (LTE) and WIMAX technologies are accredited by the University of Wolverhampton. Participants who successfully complete all three courses will be awarded a Postgraduate Certificate in Wireless Communications. The University of Wolverhampton will offer individuals with credits or a Postgraduate Certificate the opportunity to continue onto Postgraduate Diplomas or

Master's courses. The courses are delivered in an informal fashion by industry experts. The company's four principal instructors have accrued in excess of 120 years of experience from within the telecoms industry.

Customers and Clients have included companies such as Vodafone, Orange, T-Mobile, QinetiQ, Cable and Wireless and the Royal Corps of Signals and others, and many former students now hold senior positions within those organisations. The courses are endorsed by the Institute of Telecommunications Professionals.

After completion of our telecommunications training courses, average salaries on moving into the industry are £30,000-£40,000.

Because of its strong links with Wolverhampton University Ubi-Tech (3R) is able to deliver training for those eligible via ELC funding.

If this could be for you go to **[www.ubi-tech.co.uk/resettlement-training](http://www.ubi-tech.co.uk/resettlement-training)**. You can also telephone **01527 529750** or email **info@ubi-tech.co.uk** to find out more. ●

**FIREPLUS**

The telecommunications industry is one of the few that has remained buoyant over recent years and is likely to see continued growth into the future. This is fuelled by the continuous demand for information, transportation, security and renewable energies. Telecommunications and fibre optics is integral to each of these areas. Fibreplus provides a number of training courses for individuals looking to get on the pathway to a new career. It also offers career progression training for those already working in the industry but looking to progress further.

This includes course packages made specifically for those leaving the Armed Forces and preparing for a career outside of the military. As an ELCAS registered training company Fireplus offer several training packages to maximise the funding available to service leavers.

Fibreplus has a range of courses, pre-approved by ELCAS, that have been created to allow a service leaver to gain the qualifications and skills needed

to start a new career in the telecommunications industry. The company has pre-made packages available for those who are looking to start their second career in a new and exciting industry.

Fibreplus provides telecommunication training for companies, individuals and resettlement alike. It runs courses 50 weeks of the year including Fibre to the Home, Fibre Optics, Datacomms, Design and Planning and Advanced Testing. Many lead to accredited qualifications from City & Guilds, BTEC and FOA.

Along with all the accredited courses, Fibreplus also designs bespoke customised courses for clients who have specific training needs.

For further information you can visit website **[fibreplus.co.uk/training](http://fibreplus.co.uk/training)**. The full range of courses and opportunities are listed so you can see just how Fireplus can help you. You can also telephone **01225 636040** to speak to someone who can advise you. ●



# Enjoy a break in Gibraltar



## A special offer for ER readers in conjunction with The Rock Hotel

If you've served in HM Forces it's quite likely you'll have visited Gibraltar. You will certainly have heard of it.

Once a fortress and now a flourishing tourist resort, the City of Gibraltar is an ideal location for anyone with an interest in military history or who simply wants to relax in the Mediterranean climate but in an environment that is truly British with a flavour of its Moorish past.



Gibraltar still maintains its military and strategic role as the gateway to the Mediterranean but it also offers so much to the visitor. Beaches, an excellent choice of dining, tax-free shopping, historical tours, and much more.

Easy Resettlement has teamed up with Gibraltar's famous Rock Hotel to offer you a choice of city breaks in Britain in the sun.

The Rock Hotel is as synonymous with Gibraltar as the famous Barbary Apes themselves. And just like the apes, this British Overseas Territory of Gibraltar wouldn't be the same without the Rock Hotel.

Perched high on the Rock with outstanding views over the Mediterranean, this piece of Gibraltar's history has now been refurbished and restored to its former colonial glory. From its commanding position high on the Rock with its waterfront views the restored brilliant white façade presents a warm Gibraltarian welcome to its guests.

The Rock Hotel has been a magnet for royalty and the rich and famous. As well as Sir



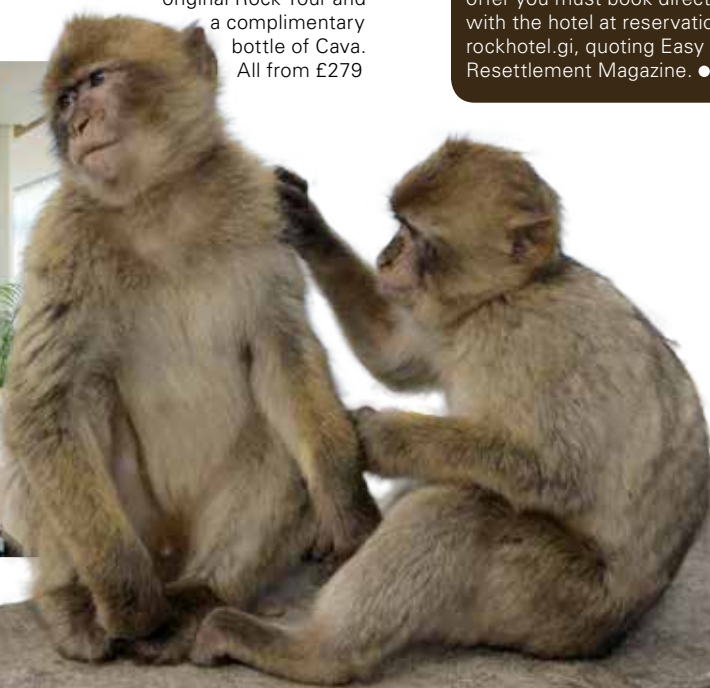
Winston Churchill, Errol Flynn, Alec Guinness and Sean Connery, John Lennon and Yoko Ono visited the hotel when they married in Gibraltar. More recently the Rock Hotel has been the venue for BBC's 'New Tricks' which was shot on the property while the cast stayed in the hotel which remains the preferred choice for visiting celebrities and dignitaries today. These famous visitors are immortalised in the Rock's 'Hall of Fame' gallery.

You can now enjoy a three night break which includes a sea view room with balcony, buffet breakfast, a welcome dinner, the original Rock Tour and a complimentary bottle of Cava. All from £279

per person sharing a double room. If you want a longer stay, the six night package offers the same benefits plus a dolphin watching tour from £518 per person. But if you're a reader of Easy Resettlement Magazine the hotel will give you an extra 10 per cent discount if you book before 31 January 2017. Terms and conditions apply.

**THE ROCK HOTEL**  
GIBRALTAR

To take advantage of this special offer you must book directly with the hotel at [reservations@rockhotel.gi](mailto:reservations@rockhotel.gi), quoting Easy Resettlement Magazine. ●





# Looking back, lessons learned from an ex-Naval Officer working in business

We hear and read a lot about service people as they make the transition into civilian life but what is it like after 26 years working in business



Jane Claire is Programme Director at Novum, a consultancy which specialises in using coaching to develop individuals and organisations. Andrea Stephenson, Client Relationship Manager at Novum interviewed Jane about how her career has developed from Women's Royal Naval Officer and what led her to become the Programme Director at Novum.

Here is Jane's story:

**FIRST OF ALL JANE, TELL ME A BIT ABOUT YOUR BACKGROUND AND HOW YOU CAME TO BE IN YOUR CURRENT ROLE?**

When I left school, my ambition was to be an actor so I took a degree in Performing Arts. As well as teaching me all the skills of performing and theatre, my degree gave me an excellent grounding in communication skills and working with others. Learning to perform also enabled me to develop a presence in any situation that I came across, a skill that became increasingly important in my career. When I graduated in 1985, I realised that I wasn't ready for the uncertainty of the life of a jobbing actor, so I looked for my first career move. I was attracted to the Royal Navy because I liked the sense of community and having a purpose in my work. So I joined up as a Women's Royal Naval Officer, completing my training at Dartmouth and passing out in September 1986.

I had a variety of roles during my time, from Staff Officer in a squadron down in Cornwall to Communications Officer on the Staff of Flag Officer Gibraltar to my final role as a Communication Officer at Northwood Headquarters. My reason for leaving was very common for serving women before 1990, I got pregnant. The rules changed six months after I left!

At first, I was content to be an at home mum, especially whilst my husband was still

serving. However, once he left the service, and our daughter reached two, I was ready to make my way in the world of business.

### WHAT DID YOU LEARN IN THE ROYAL NAVY ABOUT LEADERSHIP AND MANAGEMENT?

I learned a lot about situational leadership in the Navy. Far from being always a command and control approach, a flexible approach to management was encouraged. Some situations require you to be in command, but in others there is an expectation that you will have trained your staff well so that you can delegate control to them. I carried this understanding into my business life. My aim with new staff was to give them direct management, training and support for as long as they needed to take on the role. I gradually reduced the amount of supervision I gave as they built up their skills and knowledge.

In the services, you are praised for the success of the team or the project. Recognition comes from how well your people achieved their objectives, how effectively they delivered the outcome. Individually, you are not considered to be the only reason for success, in fact, if you put yourself forward as the main reason for the success you are frowned upon.

So, in the Navy, I learned to suit my leadership style to the situation we were in and the situation the individual was in, adjusting the way I managed them appropriately.

### HOW DID THIS KNOWLEDGE TRANSFER TO CIVILIAN LIFE?

It was certainly different in business life! I remember being in a board meeting, all phones had to be switched off as our boss was very strict about that, but as soon as there was a break, everyone switched their phones back on. All the other managers were on the phone for the whole break, touching base, checking up on progress, dealing with issues. At one point, one of the managers asked why I was never on the phone. My response was that I didn't need to be. I wasn't showing off. I had staff who were competent to do the job. I had trained them and I trusted them. For me, no phone calls was a sign that everything was going



### IN YOUR VIEW, WHAT ARE THE FIVE KEY ATTRIBUTES THAT SERVICE PEOPLE BRING TO BUSINESS?

Five things that I think well-trained Service people automatically bring to a business situation are:

#### • Problem solving

This is a key skill; a common issue in business is that people are not trained to solve problems in a sufficiently wide variety of situations. Staff come across a situation they have not dealt with before; they don't have a model and they can hesitate. The decision-making tends to escalate upwards, as staff don't have the confidence to make the decisions themselves. Service people are trained to problem solve from the day they join up. They are confronted with problem solving challenges daily and it becomes the norm to break a challenge down into stages and work their way through, allocating resources and

overcoming barriers. Service people don't always recognise this ability, because it becomes instinctive.

#### • Can do attitude

They always say the services recruit for attitude and train in skills. Service people have a willingness to have a go and to give extra to get a job done. This is so valuable in business. This is gold-dust for a Service person who is looking to promote themselves in civilian life.

#### • Self-starter

Service people tend to constantly look for the next thing to do. They are self-sufficient and very willing to use their initiative. However, they often take this for granted and don't realise how valuable this is in supporting busy managers and colleagues in business.

#### • Project management

Officers and NCO's at relatively low levels in the services are given project management responsibilities. They develop the ability to look at objectives and deadlines and break the project down into steps that need to be taken to ensure success. They learn how to communicate

what's expected of people and they are good at sourcing and allocating the necessary resources. I think a lot of Service people would do very well in project management jobs or jobs where project management is required. Ex-Service personnel often look first at uniformed services such as the police, when looking for a civilian job. They don't always realise that all organisations need project management at some level.

#### • Loyalty

Most Service people are hugely loyal to their employer. They stick it out when the going gets tough. If they are treated well, they have an instinct to stay with the group, rather than constantly looking for other opportunities. Willingness to stay for an extra year or two is beneficial to any business, especially when you consider how much the loss of experience and knowledge when people leave and how much it costs to replace people. Service people are also very loyal to their teams. They have their back, they support them and, as a result, engender the team's loyalty.

well. I sensed, however, that lots of the managers were operating on the basis that no phone calls was a sign of real or potential problems. I knew that my staff would be able to handle most situations and that I could trust them to call me if they came across a problem that was beyond their skills.

Another approach that I brought from service life, was how I developed my junior managers. I would encourage them to take on challenges and opportunities outside of their normal roles. My intention was to help them to develop their skills and ensure they were ready to go onto the next role. For example, one of my junior managers took on the challenge of moving a whole warehouse. I adopted an 'ask not tell' approach with my

first question being, "what do you need to make this project a success?" As she told me about what she thought she would need, I asked for further information where I felt it was appropriate, but she produced the plan, she obtained the resources she needed and developed the critical path for successfully delivering the project. I went along and showed my support by being there when she briefed her staff but I stayed in the background. On the day, I was confident with the plan so my role to turn up with chocolate cakes to celebrate their success. Other than that, she was empowered to do job as she saw fit. I still see lots of managers in business being reluctant to 'risk' their staff taking on projects, they seem to want to micro manage everything but I think that really hinders staff development."

### WHAT WAS YOUR FIRST CIVILIAN JOB?

My first job was as an Order Department Manager in a greetings card company in Yorkshire. I was responsible for receiving orders (in paper form), getting them input onto the computer system and releasing work to the warehouse. I didn't realise it as first but I owed this job to my Navy background. The company had a 'difficult' (their word, not mine) team and they thought that I would come in and whip them all into shape. I think they thought I was going to be some sort of female drill sergeant!

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As it turned out, we were both in for a bit of a surprise.

They were surprised when I spent my time talking and getting to know my team, learning about their jobs and what was getting in the way of them being successful and then focusing on overcoming those challenges with them.

I was surprised by how few of my fellow managers had received any training in managing staff. Mostly, they had been promoted to managers because they were good at their job or they were the most senior or had been there the longest but that was it, they were just left to get on with it, to sink or swim. Some were doing really well but could have been amazing with some training and support. Others were not doing so well and, more often than not, it led to their staff becoming disengaged and ultimately leaving the organisation.

I would like to say that over the years I have seen this change dramatically but unfortunately it is not always the case. In many ways, the training I received as an Officer in the Royal Navy is still superior to what most managers receive today. As far as I am aware, the services continue to

train their people well and these are skills which can contribute so much in the world of business.

### WHAT ARE THE THREE KEY THINGS THAT EX-SERVICE PEOPLE SHOULD AVOID IN BUSINESS?

#### Comparing business life to service life

I have noticed the tendency (in others and in myself if I'm not careful) to start a sentence with, "When I was in the services we...." I feel that doing this can create a barrier and put people off listening to what you say, even if it's a legitimate point. You need to find an alternative way of expressing yourself.

#### Treating your staff as if they are Service people

A Service person's overwhelming can-do attitude can cause a problem, putting undue pressure on other members of the team. It's a Catch 22 of extreme loyalty to the business. Service people think nothing of staying the extra hour to get something done. Your staff may not have signed up to this; they may have family commitments that mean they must leave on time. You need to be careful not to be judgemental and not to be inappropriately directive in the way you ask people to do things.

#### Too much adherence to hierarchy

Modern-day management is much less hierarchical and much more "matrix". You may work through more than one reporting line or cross-function. You may be in charge of a project where more senior managers are reporting to you. A Service person's instinct is to follow the hierarchy, so they need to overcome that instinct. They need to understand that they are permitted to challenge more senior people in a constructive way.

#### WHAT PROMPTED YOU TO DEVELOP YOUR COACHING SKILLS FURTHER?

I spent the next 15 years taking on larger and larger teams, each time adopting the same model (get to know the people, listen to them, understand their job and what is getting in the way of being a success, then fix that with them). Gradually, I found myself more interested in what was really making the difference to the people and the teams. I also had the benefit of working with an executive coach to support my own development. Ultimately this led me to explore coaching, which is one of the principle style of Situational Leadership. I realised that I was already using coaching with my staff so it seemed the natural step to go on to study the theory and develop my skills.

Completing the Leeds Beckett University PG Certificate in Business and Executive Coaching with Novum in 2007 was a real turning point for me. I learnt so much and I have continued on this path so that today I work for Novum, running and delivering training to managers so that they can use coaching in their own style of management or if they want to go the whole way and become a qualified coach.

Novum is a consultancy which specialises in using coaching to develop individuals and organisations through delivering:

- Expert coaching services to support individuals and teams
- Specialist accredited coach training to develop organisations' internal coaches
- Market leading, accredited coach education programmes up to Masters Level in conjunction with Leeds Beckett University

#### FOR MORE INFORMATION CONTACT

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e: [enquiries@novum-uk.com](mailto:enquiries@novum-uk.com)  
w: [www.novum-uk.com](http://www.novum-uk.com)  
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or call 0113 812 7550.



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# TRANSFER YOUR MILITARY SKILLS AND DEVELOP A NEW CAREER THROUGH ONLINE LEARNING

## What exactly is online learning?

Also called e-learning or virtual learning, online learning is a method of delivering education online opposed to on campus. Due to the development of technology in recent years, online learning has grown in popularity and sophistication with many universities now offering a small selection of online courses.

There are a variety of courses available online. A popular form of online learning are MOOCs (Massive Open Online Courses) which are short, free courses run by major learning providers to share their knowledge of a particular academic topic. You can also choose to complete higher level qualifications including advanced diplomas, top-up degrees and masters.

The University of Derby Online Learning (UDOL) has a wide range of courses and degree programmes that can be studied 100% online, giving learners the flexibility to study from anywhere in the world, as long as they have access to the internet. This mode of study is becoming increasingly popular with armed forces personnel who are looking to develop their skills and qualifications to further their career either in the military or as part of resettlement.

## University of Derby Online Learning

As the thriving online learning division of the

university, UDOL is dedicated to providing part-time online degree programmes, professional courses and CPD opportunities to people around the world who require more flexible study options.

Online learning has seen a prolific growth in recent years. Based on the changing habits of how we use technology and the need for a flexible approach to quality learning, the University of Derby made a significant investment by creating UDOL. As a department it is growing from strength to strength the interest in this

mode is increasing rapidly. It has already had a positive impact on the lives of learners globally, including military personnel who have achieved degrees in Environmental Health, Environmental Management, Ergonomics and MBA.

UDOL aims to help military personnel enhance their career options within or outside the military setting through accredited programmes delivered entirely online. As an institution, UDOL have a proven track record of supporting military personnel through their resettlement period.

## Is an online degree as good as one from a 'bricks and mortar' university?

An online degree is exactly the same. All UDOL courses are part of the same rigorous quality processes as our on-campus courses. They are the same quality, from the same awarding institution and are recognised in the same way by industry – the only difference is the mode of study. At UDOL our learners are invited to the University's graduation ceremony in Derby to receive their award.

## What courses do UDOL offer?

UDOL offers more than 40 different courses including Environmental Health, Nursing Studies and Engineering, to over 3,000 online distance learners, located all around the world.

The Environmental Health programme is very popular with current and ex-military personnel, as it compliments and enhances their knowledge and key skills that are necessary



## Case study: Oswald Amponsah

Oswald Amponsah, a Sergeant in the Royal Army Medical Corps, studied his MSc Environmental Health degree with UDOL while continuing in his full time job which involves frequent home and overseas training exercises and deployments.

Oswald decided to study for the degree to maximise his employability opportunities, both within the army environmental health unit and in the future, when he retires from the armed forces.

"Studying the programme has enormously enhanced my understanding of the subject as a whole and improved my knowledge of current thinking

and legislation. It was very challenging trying to complete an online degree, particularly due to persistent deployments and the lack of regular access to the internet when working in a war zone - but the University was very helpful in giving me the flexibility to defer my registered modules until I was back home and able to continue my studies.

"I would recommend it to anyone but also remind them that, to be successful in completing the course, especially in the armed forces and with a young family, it will take maximum dedication, commitment and desire."

For more information about UDOL go to:  
[www.derby.ac.uk/military](http://www.derby.ac.uk/military)

to work across the full range of environmental health areas. It also allows them to obtain an overview across the breadth of the subject, so that any interventions taken are evidence based and appropriate to the risk. Moreover, Engineering is also popular for army leavers as their skills are transferable and there is a shortage of engineers in the sector.

#### Points to consider when choosing to study online:

- **Subjects** – what is it you want to go on to do after your time in the armed forces? What subject do you enjoy? What skills can you transfer?
- **Costs** – as a service leaver you will be entitled to ELCAS (Enhanced Learning Credits Administration Services). The University of Derby and UDOL is an accredited ELCAS funding provider.
- **Time** – online learning enables learners to study part-time, from anywhere in the world.
- **Recognition of prior achievements** – does the course provider offer

you the opportunity to recognise prior learning so that you can start at a more advanced stage?

- **Support/customer service** – what types of support will you receive? Do they offer you a dedicated advisor?

#### How can you use online learning to develop your career?

Higher education is a great investment for the future. As a service leaver you are entitled to ELCAS (Enhanced Learning Credits Administration Services) funding which provides financial support in the form of a single, up-front payment in each of a maximum of three separate financial years.

The skills and experience you have built during your time with the military are also of huge benefit when undertaking further study. Transferrable skills such as teamwork, leadership and an eye for detail are all essential to success. The variety of life experience and insights you have obtained will also place you in an interesting position within a student cohort, encouraging discussion and shared learning with other

learners some of which may be ex-military.

#### Can your online learners have a 'social' experience in the way that those on site would?

Students have social spaces where they can talk to each other (virtual cafes); discussion forums for academic discussions and also live webinars with their tutors.

#### How interactive and engaging is online learning?

UDOL prides itself on delivering interactive and engaging learning experiences. Gone are the days of a lone student staring at a computer in isolation. Instead technology provides a gateway to a whole community of students, from around the world, who they can constantly interact with whilst being supported by a professional academic team.

The learning materials provided allow students to engage in different virtual worlds; learn through videos, read the latest publications through the University's e-library and work through bespoke learning materials produced by the academic team.

#### What are the benefits of online learning?

- Online learning opens doors for military personnel to transfer their skills into a new career.
- Learners can study at a time and a place that suits them.
- Learners can take a break from study and then come back onto the course at a later date.
- All students receive academic tuition and guidance from highly qualified academics

#### Is it more expensive to study online?

Studying online can be a more cost effective way to achieve your university degree as there are no additional costs such as travel or accommodation. This saves you money and gives you the flexibility of when and where you choose to study.

For further press information please contact Jenny McNicholas, University of Derby Press Officer, on 01332 592279 or email: J.McNicholas@derby.ac.uk

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# RETRAIN AS A TEACHER AND REAP THE REWARDS

Teaching is a wonderful profession; it's hard work but the rewards and benefits make it one of the most popular retraining choices for people from all walks of life.

**T**here's no such thing as a typical day because no two days are the same – you're unlikely to ever be bored by a lack of variety and there aren't many jobs where you can say that.

As a Services leaver, you can bring your invaluable and unique skills and experiences to inspire in the classroom by training to teach. So how do you retrain as a teacher?

## THE TROOPS TO TEACHERS PROGRAMME

Introduced in 2012, the Troops to Teachers programme offers non-graduate Service leavers who are within five years of their discharge date a fast-track opportunity to becoming an outstanding teacher. The programme operates across England and matches trainees with a delivery school in their home location for two years of

employment-based training supported by dedicated study days and intensive study periods. It leads to an honours degree from the University of Brighton with Qualified Teacher Status (QTS) which enables graduates to teach in maintained schools in England and Wales.

## EARN A SALARY WHILE YOU TRAIN

As a Troops to Teachers trainee you'd be employed by the delivery school as an unqualified teacher at a minimum of 80 per cent of the starting salary for unqualified teachers (currently £13,168.80 with additional allowances for London and London fringes). There are no course fees associated with the programme which makes it a very attractive proposition compared to other routes into teaching.

During the two years of

training you would spend Monday through to Thursday undertaking a range of employment-based activities in school. On 'Study Fridays' you'd engage in degree-level scheduled learning activities from home and periodically participate in intensive residential study periods. The programme draws on advanced distance learning technology combined with face to face teaching and includes learning in large and small groups as well as online, self-directed learning. Throughout the programme you would be professionally supported by school-based mentors and university-based course managers and tutors.

## SUBJECT AREAS

For the next cycle the Troops to Teachers non-graduate programme is offering specialist pathways for those wishing to teach mathematics, biology, chemistry, physics, computing or modern foreign languages in secondary schools. Schools are always looking for great teachers in these priority subject areas.

## A REWARDING CAREER

There are many great reasons to pursue a career in teaching. Teaching offers a competitive starting salary with excellent opportunities for pay rises linked to performance rather than length of service, and you can earn additional enhancements for taking on greater responsibilities. Teaching offers a great work-life



*"I don't know where I would be now if the Troops to Teachers course didn't exist. It has worked out perfectly for me."*  
Mike Parry,  
Troops to Teachers graduate

balance with opportunities to work flexibly and a generous holiday allowance of up to 13 weeks - something you won't find with other careers. Teaching also has the second largest public sector pension scheme in the country.

Envious job security is another benefit that comes with teaching. Nine out of ten newly qualified teachers are employed within six months of completing their training and 70 per cent of them are still in the profession five years later. As Troops to Teachers aims to give schools the opportunity to recruit and select the trainees that best meet their needs, there is every possibility that those teachers will go on to work in the school or group of schools in which they trained.

But perhaps more importantly the job satisfaction that comes with teaching is hard to beat. You'll get the chance to inspire young people on a daily basis and use your skills to help them fulfil their potential. Plus you can indulge your hobbies and interests as part of your work by getting involved in after-school clubs, trips or sport.

#### LOCATION

The programme is led by the University of Brighton but operates across the whole of England with support from

partner universities.

The employment-based training element is provided by a delivery school; as part of the application process applicants are matched with prospective schools in their home location. The delivery school essentially becomes your employer where you'll remain for the duration of your training but with an additional teaching experience gained at another school.

#### ENTRY REQUIREMENTS

The Troops to Teachers non-graduate programme is open to Service leavers who are eligible for resettlement support which usually means at least four years' service. Applications can be accepted within five years of the applicant's discharge date. The programme is only open to those who do not hold a degree but applicants will need to demonstrate the equivalent of a minimum of one year full-time study in higher education.

GCSEs at grade C or above in English language and mathematics are compulsory but equivalency tests are possible if you do not meet this requirement. As with all Initial Teacher Training courses you must also pass the Professional Skills Tests in numeracy and literacy before commencing the course.

Recent work experience with children in a school setting, or in teaching, instructing or mentoring during military service would be a distinct advantage in being accepted on the programme. Full entry requirements can be found at [www.brighton.ac.uk/troops](http://www.brighton.ac.uk/troops). To date the programme has attracted a mixture of male and female trainees who have been located throughout the country. They have come from all ranks and skill sets and include representation from all of the Services. Some have served the minimum of four years where others have had much longer military careers.

#### SUCCESS STORIES

Mike Parry has recently graduated from the programme and was an Army Corporal: "When I left the Army I decided I wanted a solid career and something I enjoyed - I used to teach groups in the Army and it was something I really liked - so this seemed quite a natural step forward.

"When you leave the forces there are a lot of jobs you can go into, but there are very few careers. That's what I was looking for: something that had a long-term future, as well as being something I enjoyed."

Graham Riddle is now a science teacher after graduating from the Troops to Teachers

programme. He said: "If you are thinking about applying - do it. My studies have given me the confidence of knowing I can teach, and that I do know what I am talking about.

"Besides gaining the degree, which is awesome, I proved to myself that I can achieve something if I try hard enough. The University of Brighton made me believe anything is possible."

#### FIND OUT MORE

The Troops to Teachers programme is currently recruiting for a September 2017 start. Applications are made through the Universities and Colleges Admissions Service (UCAS) and you can make your application now.

More about the Troops to Teachers non-graduate programme and available routes can be found on the University of Brighton website: [www.brighton.ac.uk/troops](http://www.brighton.ac.uk/troops). The course team will also be happy to answer any questions you may have; you can contact them by email: [troopstoteachers@brighton.ac.uk](mailto:troopstoteachers@brighton.ac.uk) or by calling them on 01273 643598.

If you already hold a degree there are a number of other options to get into teaching - you can explore the options at [www.getintoteaching.education.gov.uk](http://www.getintoteaching.education.gov.uk).

# GET INTO TEACHING

The **Troops to Teachers** non-graduate programme offers eligible Service leavers the opportunity to become outstanding teachers, gaining a University of Brighton degree and earning a salary whilst training.

This employment-based programme matches you with a school in your home location for two years of training, supporting you through intensive study weeks and weekly web based university studies.

We are currently recruiting Service leavers who want to train to teach as secondary subject specialists in maths, biology, chemistry, physics, computing or modern foreign languages.

Find out how you can develop your unique knowledge and experience and graduate ready to inspire the next generation:

**[www.brighton.ac.uk/troops](http://www.brighton.ac.uk/troops) • [troopstoteachers@brighton.ac.uk](mailto:troopstoteachers@brighton.ac.uk) • 01273 643598**



University of Brighton







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Always community focused. Always patient driven.

## 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 EEA 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.

We offer career progression, excellent training opportunities, friendly colleagues and the ability to make a difference to people in the community.

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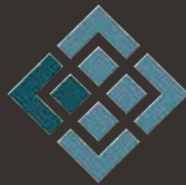
We are an established group of professional financial sales consultants working from offices throughout South America. We have an opportunity to accompany our Sales Director in opening up a new office. The successful candidate will be meeting expatriates on pre arranged appointments, selling a range of financial products from some of the world largest banks.

Some financial sales experience is preferable but not essential as training will be provided, it is more important to have confidence in your own abilities to sell and want to live and work in South America. This is a very exciting opportunity for the right person. Initial travel expenses and accommodation costs will be paid, together with a basic salary.

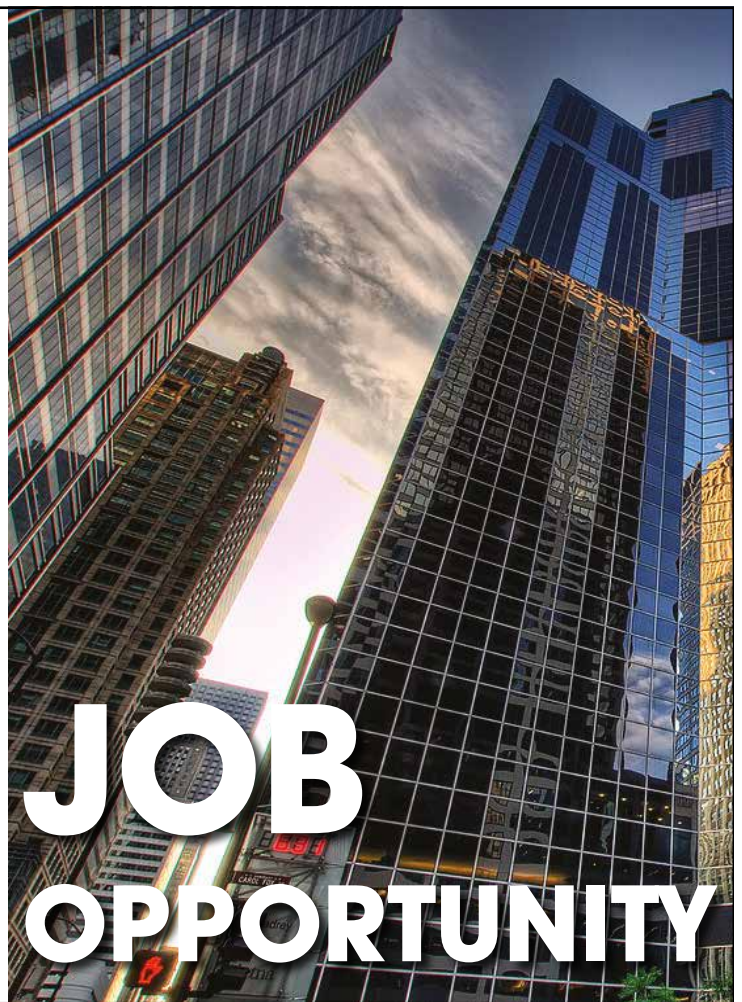
Please in the first instance send your CV to David Clark on [clark.david@ci-associates.com](mailto:clark.david@ci-associates.com).

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# JOB OPPORTUNITY



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**£25K - £75K** EARNINGS CIRCA £25K - £75K. 250,000 JOBS NEEDED BY 2020 IN CYBER!

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# Career Recovery



Leaving the military and finding a new direction can be daunting, especially for those who are living with life-changing injuries and illnesses. But Help for Heroes Career Recovery is here to enable wounded, injured and sick veterans and service personnel identify their future on civvy street.

For Tommy Lowther, the thought of one day launching his own business was a dream far out of reach. For over 15 years he battled Post Traumatic Stress Disorder demons which brought him to the brink of suicide. Having grown up in a small town in County Durham, he described how he felt like “a boy in a man’s world” when he was posted to Northern Ireland at just 18-years-old.

Serving with the Fifth Battalion Light Infantry, Tommy described how every day he lived in relentless fear for his life. He faced a constant stream of petrol bombs, bottles, bricks and burning tyres being thrown.

One moment still lives with him vividly; the day he was set on fire.

*“I was leaning against a crowd control obstacle with my armadillo shield and a petrol bomb came towards me. I was dowsed. I remember opening my eyes and seeing flames lick up underneath my visor. I got pulled into the crowd, stamped on, kicked and punched. It was terrifying.”*

Tommy quickly went from being outgoing and bubbly to being aggressive, moody and suffering flashbacks. Things became so bleak, he felt suicide was his only option.

*“I just went into a shell. PTSD is a way of life and it’s a dark and scary place. You genuinely feel like the world would be a better place without you. I couldn’t see how to get past it. I thought I’d do the world a favour.”*

With his PTSD all-consuming, Tommy lost his first job after leaving the military. However, they persuaded him to get in touch with Help for Heroes which is when things started to change. The real turning point was being placed onto the Pathfinder course, a 3-phase programme which helps veterans through their transition learn more about themselves, develop skills and identify new opportunities.

*“Pathfinder literally saved my life,” he said. “It didn’t pull me out of the hole. It gave me the tools to pull myself out of the hole.”*

*“It flipped from PTSD having a hold of me to me having a hold of PTSD. I wasn’t going to let it control me anymore.”*

Thanks to Pathfinder, Tommy’s own business Sporting Force was born, which receives grant funding from H4H.

*“If it hadn’t been for Help for Heroes and Pathfinder, Sporting Force would never have taken off. It has changed me for the*

*better and brought me much closer to the man I used to be.*

*“I never thought I’d be where I am now. For the first time in a long time, I’m proud of myself.”*

The same can be said for Nick Hendry. Before injury, Nick was on top of his game. He had been promoted to a Sergeant and was excelling as an Army Diving Supervisor with 23 Engineer Regiment, Air Assault, based in Woodbridge, Suffolk. With 19 years’ service under the belt he was well respected amongst his peers and preparing to go on his 6th operation in Afghanistan.

In May 2010, Nick visited Portsmouth to attend the annual diving symposium. He had spent the evening with fellow colleagues in the town and was waiting for a taxi when Nick became aware of a hostile man. Nick doesn’t remember anything more. CCTV footage revealed he was violently assaulted, resulting in a brain bleed and remained in a coma for 30 days.

## WHAT IS HELP FOR HEROES CAREER RECOVERY?

If you have suffered a life-changing injury or illness whilst in service, or you care for someone who has, Help for Heroes are here for you. H4H Career Recovery helps the wounded, injured and sick identify and achieve a future outside of the Armed Forces. The wide range of opportunities includes courses, training, volunteering, education, volunteering and employment. This is delivered through career advisors, mentoring and various courses including Pathfinder, self-employment and coaching.

The road to recovery was long and exhausting; a 30 minute walk on his zimmer frame to the hospital shop meant a 24 hour sleep afterwards just to recuperate.

Nick could see everything that he had held dear to him disappearing through no fault of his own; his career he had worked hard for, his girlfriend, his confidence, self-esteem and pride. All had gone.

In times of isolation, Nick picked up a paint brush and began painting and with the support of Help for Heroes, who had recognised the importance of art in his recovery and funded his art equipment, Nick was able to pursue his passion relentlessly. He began researching possible creative careers for when he left the army and that’s when he signed up for the Pathfinder experience.

*“What I loved about the week was that it considered me as an individual. I was like a sponge just wanting to soak up every nugget of information I could. If it wasn’t for Pathfinder, I’d never have had the confidence to kick start my own business into graphic design and art. I hope anyone who reads this and is feeling anxious of the future will take something from my story and reach out.”*



## Contact Details

Tel: 01980 844257

Email: [career.recovery@](mailto:career.recovery@helpforheroes.org.uk)

[helpforheroes.org.uk](http://helpforheroes.org.uk)

[www.helpforheroes.org.uk](http://www.helpforheroes.org.uk)





# HELP *for* HEROES

*Support For Our Wounded*

## CHANGE IS TOUGH

If you are a Veteran struggling to settle into your new life on Civvy Street, Help for Heroes Career Recovery is here to help you find a new future.



To find out more about getting support and identifying your right path, visit:

**[www.helpforheroes.org.uk/get-support/career-support](http://www.helpforheroes.org.uk/get-support/career-support)**





# A new take on special operations

In the summer of 2014 UK Car manufacturer Jaguar Land Rover reaffirmed its commitment to the armed forces with the signing of the Armed Forces Covenant and support of the inaugural Invictus Games in London.

**T**he firm would later go on to receive Gold 'Employer of Choice Award' for its work in this field. This declaration of support also coincided with the creation of the company's new Special Operations division, a specialist arm of Jaguar Land Rover responsible for halo car products (SVO), Vehicle Personalisation, classic car programmes and an exciting range of Branded Goods.

Little did the company know at the time, but this £20million state-of-the-art facility which created 100 new highly-skilled engineering and operational jobs, would turn out to be a rich source of opportunities for those joining Jaguar Land Rover on its Wounded, Injured and Sick programme (WIS). Jaguar Land Rover has welcomed a total of 29 ex-armed forces personnel on to its WIS programme since 2014. 18 of these have found employment

with the UK's largest automotive manufacturer whilst many others have secured roles within the wider supply base. Two successful recruits who have secured exciting roles within the burgeoning Special Operations team are Mathew Hancox and James Webley who joined the programme in 2015. Mathew Hancox served with the Royal Marines from 2009-2014. During this time he completed 32 weeks at the

Commando training centre to earn his green beret. After this he completed a variety of training exercises at home and overseas in preparation for a summer tour of Afghanistan in 2011 with L-Coy, 42 Commando. Two weeks from the end of the tour Mathew was on a routine foot patrol conducting his duties as point man when he received a gunshot wound to the upper chest. He returned to the Queen Elizabeth hospital and spent 2 weeks in a coma before commencing an intense 12 month rehabilitation period at Headley Court and Hasler Company. After understanding that the injuries he received were life changing and would end his career in the forces Mathew began a Public Health degree in 2012 alongside his rehabilitation. He officially left the Royal Marines in September 2014 and graduated with a First Class BSc (Hons) in 2015. It was during the later stages of his degree, unsure of what to do next, Mathew joined the WIS programme. Mathew said: "As soon as I was injured I knew that my body would never be the



same and to be a member of the Royal Marines your body needs to be in top condition. I was fully aware that after my recovery I would be leaving the Forces. The physiology of my injuries dictated that recovery was always going to be long term, so I decided to combine it with university to improve my chances of a new career.

*"Towards the end of university and about the time I left the Forces I really didn't know where my life would take me next and I found the uncertainty very difficult. A friend of mine put me in touch with the Jaguar Land Rover WIS programme and I am very grateful for the opportunities it has presented me with."*

Matthew is now the Facility Supervisor at the new £20m flagship Technical Centre near Coventry. Inspired by a Formula 1 engineering centre, it covers 20,000 square metres including a manufacturing area, one of the world's most eco-friendly and advanced paint shops, custom-built commissioning suite, technical suite, presentation suite and offices.

Matthew said: "I have been lucky enough to see this new part of the business grow and evolve and have helped ensure that the state-of-the art facilities are worthy of the spectacular cars that are built there. I have no regrets about the past and I am very positive and excited about this new chapter in my life."

James Webley, a self-confessed petrol head, has always had a passion for all things mechanical. His twelve years in the Royal Electrical & Mechanical Engineers as both a light and heavy vehicle technician enabled him to indulge that passion.

A successful and hugely promising military career which saw James serve in Bosnia, Kosovo and Afghanistan was brought to an untimely end when he was medically discharged 18 months ago with early onset arthritis. Upon his discharge James found a role as the workshop manager with The Forces' Motorsport Charity, Mission Motorsport. He very quickly made an extraordinary impact, bringing his military work ethos to bear, transforming the running of the workshop and raising the standard of the overall

preparation and condition of the race cars and logistics fleet.

It was as a Mission Motorsport beneficiary that James secured a WIS placement at Jaguar Land Rover's Powertrain department - his first foray into a civilian workplace environment. This initial placement was followed by a second placement at JLR's Special Vehicle Operations at the beginning of 2016 and on 11th March 2016 James was offered a job as a Producing Supervisor within JLR's Special Vehicle Operations.

Since then James has gone on to become responsible for managing the divisions Technical Centre, the facility that produces bespoke, Royal and Diplomatic and conversion products. James oversees a team of 30 ensuring every product that leaves the Special Operations facility meets the exacting standards of Jaguar Land Rover's most discerning customers.

James said: *"It is a privilege to work in the Special Operations division of the business. The opportunities that are available here really do make the very best of our experience in the armed-forces. Some people really fear the transition to civilian life, but I can honestly say it's been an incredible move for me."*

Iain McArthur, Senior Manufacturing Manager at Special Vehicle Operations said: "Both Mat and James have brought with them skills and experiences that have benefited the team hugely. Discipline,

organisation, precision and team work are essential in a specialist manufacturing environment like ours and we look forward to welcoming more ex-forces personnel as we develop and grow this part of the business".

Jaguar Land Rover has a long and proud history of supporting the military and is set to continue to champion opportunities for ex-service leavers. Earlier this year the company made this a global ambition with the launch of a new programme to train and recruit up to 180 veterans across the company's North American retail network. This initiative has been developed with CALIBRE Systems Inc. and is the first

major military programme for the company outside the UK.

Jaguar Land Rover has also pledged to continue its support as a presenting partner of the Invictus Games as it heads to Canada in 2017. ●

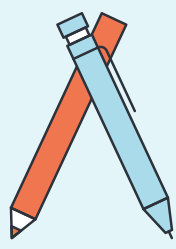




# The MoD Enhanced Learning Credits Scheme

The MOD's Enhanced Learning Credits Scheme (ELC) promotes lifelong learning amongst members of the Armed Forces.

**T**he 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, Northern Ireland and Wales), a Level six or above on the Scottish Credit and Qualifications Framework (SCQF) or, if pursued overseas, an approved international equivalent qualification with an approved learning provider.



## Getting Started: How does it work?

1. There are several stages to the ELC process. Full information is set out in Joint Service Publications (JSP) 898.
2. First you must have already been registered to become a Scheme Member and have accrued a sufficient amount of service before you can submit a claim. If you are still serving speak to your local Education Staff as they will be able to check your entitlement for you. If you have left the forces contact ELCAS as they can make the appropriate checks.
3. Have a look at Service Personnel Claiming ELC or Service Leaver Claiming ELC respectively as these pages will tell you how to make your claim.
4. Finally you must complete your Course Evaluation via the Member's Area. Please note that further claims cannot be processed until the evaluation has been completed.

# Claim Process to be Followed by Learners and Learning Providers

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

**TWO.** Learner completes ELC ClaimForm (form ELC 005.01)

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

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

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

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

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

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

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

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

## FURTHER INFORMATION

*If claim is rejected in step three return to step one and if rejected in step five then please return to step five.*

*Invoices for unauthorised claims and/or missing the required information returned to the learning provider.*



## Claiming

Before being eligible to make an ELC claim, individual scheme members must have completed not less than six years eligible service (lower tier).

If you have completed 4 years qualifying service prior to 1st April 2017, please read JSP 898. The lower tier of funding is up to £1,000 per claim instalment and the higher tier (eight years service) is up to £2,000 per claim instalment. Only service accumulated since 1st April 2000, may be counted as eligible service for the purpose of the ELC Scheme.

You are entitled to make three ELC claims in total. You can only make one claim per financial year (1 April- 31 March), however if you have served between 6 and 8 years you are eligible to aggregate all three claims together. As the expiration date of your claims is dependent upon many factors please read JSP 898. If you are claiming in the last year of scheme eligibility, study must commence before scheme expiry date.

If you are in your qualifying resettlement phase you may be eligible to claim under the Joint Funding Initiative (PF FE/HE Scheme). For the full details and to check the eligibility rules, please view the Serving Personnel/Claiming Publicly Funded FE/HE page.

# Claiming ELC Funding

You are required to read this page if you are in service or ex-service and are looking at claiming on the ELC Scheme.

Before registering for any learning activity serving personnel must get authorisation from their line manager and Education Staff to ensure that their chosen course meets the MOD requirements for ELC funding. Ex-Service personnel must get authorisation from their Single Service Representative



### ONE.

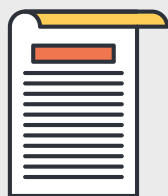
You fully must research both the Provider that you choose and the course that you wish to study.

*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.*

### TWO.

ELC funding is only available for courses that result in a Nationally Recognised Qualification at level three or above on the National Qualification Framework or level six or above on the Scottish Credit and Qualifications Framework. Just because an organisation is listed as an Approved Provider does not mean that all of their courses are of the required level.

*TOP TIP: The course must be listed as an approved course (on the ELCAS website) for your chosen Learning Provider. You can verify this information by viewing the Searching for a Learning Provider page.*



### THREE.

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

### FOUR.

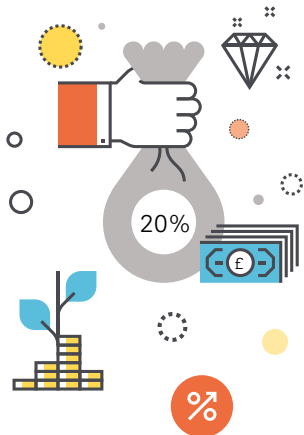
You must ensure that you fully research the course and the requirements prior to submitting a claim for ELC funding. Claimants need to be aware of the implications of cancelling or withdrawing from a course of study funded by ELC. Always consult Education Staff before doing either in the first instance,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



### FIVE.

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).





#### SIX.

You must make a personal contribution of at least 20% from your own resources towards the total course cost. You will also be responsible for any costs associated with food, accommodation, course books, material, travel and subsistence. **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.



#### SEVEN.

If you are making a second or third claim you must first ensure that you have completed the Evaluation Form via the Member's Area for all previous ELC funded courses. You must also provide documentary evidence to demonstrate that you have completed previous courses to your Education Staff. **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.

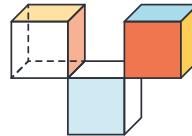


#### EIGHT.

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

#### NINE.

If your course is split into modules, list each module you are claiming for. However, for longer courses of study such as degree level, where the academic year is out of synch with the financial year, it is permissible to use one claim for several modules which count towards a continuous and recognised block of study which may extend into or start in the next financial year. **TOP TIP:** You must refer to the Joint Service Publications (JSP) 898.



#### TEN.

Retrospective ELC claims are not permitted. Claim forms must be received by your Education Staff at least 25 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).





## Service leaver claiming ELC

Once eligible to claim you may submit a claim up to five years after you leave the service. Please note for service leavers who left the forces before the 31st March 2016, please read JSP 898 for the expiration date of your claims. You can only make one claim per financial year (1st April to 31st March), however if you have served between 6 and 8 years you are eligible to aggregate all three claims together. If you are claiming in the last year of scheme eligibility, study must commence before scheme expiry date. Personnel who are still in Service, and/or in their resettlement phase, should refer to their Education Staff and the guidance on the Serving Personnel Claiming ELC 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 view the Service Leaver /Claiming Publicly Funded FE/HE page. ●

## 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 by pressing the button below

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. ●

## 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 designated Education Staff. 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 in JSP 898.

Individuals who give up a course through lack of commitment will not be considered for reinstatement of an ELC

instalment. This also applies if they withdraw because the course did not meet their expectations.

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.	

### 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. Only MoD approved courses will appear on the Provider's course listing on the ELCAS website Learning Provider Search Engine.

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.



## Procedure for Claimants No Longer in Service

Please note that the following information must be submitted with your claim by either post/electronic (Member's Area) to your Single Service Representative (address details below) a minimum of 25 working days prior to your course start date/registration date:

- Fully completed claim form
- 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 (see notes below).
- A copy of a utility bill showing your home address.
- Full information about the course that you wish to undertake and include details of your registration date where applicable.
- Completion and submission of course evaluation form for all previous ELC funded courses via the Member's Area.

RAF Personnel can request a copy of their discharge document from the RAF Disclosures team at [www.raf.mod.uk/links/contacts.cfm](http://www.raf.mod.uk/links/contacts.cfm)  
Army Personnel can request details of discharge dates from the Army Personnel Centre – phone number **0845 6009663**.

**Remember! If you are submitting your second or third claim you must complete your previous claim evaluation form.**

## Publicly Funded Further Education, Higher Education (PF FE, HE)

### BACKGROUND

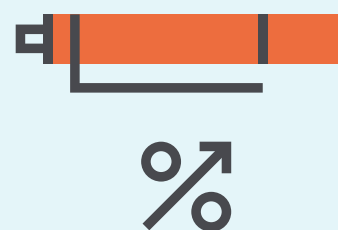
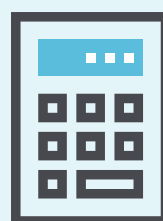
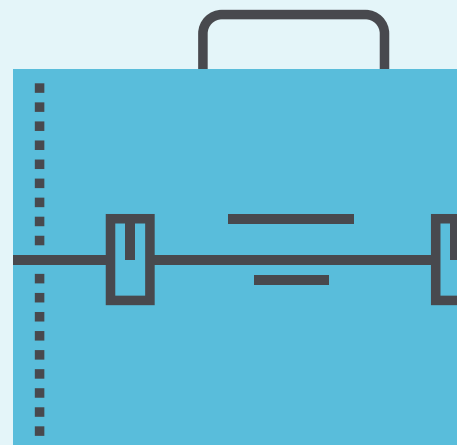
The Publicly Funded Further Education/Higher Education scheme provides Service Leavers and Service Personnel in their qualifying resettlement phase with access to a first full Level three (GCE A level or vocational equivalent), or a first higher education qualification (a foundation degree or a first undergraduate degree or equivalent) free from tuition fees.

If a Service Personnel has obtained 120 credits this would result in a Higher Education qualification and makes them not applicable for this scheme. MOD and the relevant national education authority in England, Scotland, Wales and Northern Ireland pay for the tuition fees in full rather than the individual making a contribution towards the cost.

Before making an application, Service Leavers are advised to first check the national position on existing support with the relevant national education authority (e.g. in England BIS or SFA). There may already be existing 'free' provision by another route e.g. those aged 25 years or under are already entitled to a first level 3 in England; free entitlement for all who fulfil the residency requirements on degree/HND level courses in Scotland; Welsh residents also attract some support for FE and HE provision. It makes sense for

SL to explore alternative routes before considering support and access through the ELC 'top up' scheme, but there are safety measures in place to prevent any possibility of double funding.

**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.**



## Eligibility Rules

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

- Must have previously joined the Enhanced Learning Credit (ELC) scheme and have completed six years eligible service (four years qualifying service prior to the 1st April 2017).
- 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 not already obtained 120 credits.
- Have left the Service or entered their qualifying resettlement phase on or after 17 July 2008.
- Meet UK's residency requirements to qualify for full state subsidy.
- Be undertaking at least the equivalent of 25% of a full time

course.

- Undertake learning with an approved provider listed on the ELCAS website as a PF FE/HE provider and ensure the chosen course is designated for student support.
- Personnel (who have passed out of Phase 2 training into operational service) are not required to meet the first point of the Eligibility criteria, if they are medically discharged from Service. They are still required to have registered for ELC scheme membership. Any injury or illness must be caused or significantly worsened wholly or predominately by the Service

as defined by the Armed Forces Compensation Scheme.

### QUALIFICATION LEVEL

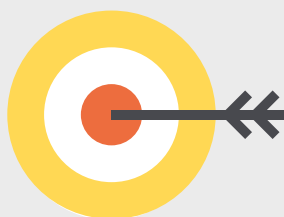
- This commitment will provide access, free from tuition fees, for your: **First Level three or national equivalent**. This refers to a first full Level three i.e. the achievement of two GCE A levels (A2) (passes at A-E) or vocational equivalent as defined by the National Qualifications Framework (NQF) or the Qualifications and Credit Framework (QCF) (England, Northern Ireland and Wales); or in Scotland a Level six qualification (SVQ Level three on the Scottish

## Eligible Service Personnel

### PROCEDURE FOR ELIGIBLE SERVICE PERSONNEL

Please note that the following information must be submitted to your Education Staff (in paper or electronic format) a minimum of 25 working days prior to your course start date/registration date:

- Fully completed claim form.
- Full information about the course that you wish to undertake and include details of your registration date where applicable
- On receipt of your Claim Authorisation Note (CAN), you must present it to your chosen Learning Provider before the course is due to start.



## Single Service Representatives (SSR) Contact Details

### ELC MANAGER

Mailpoint 3.3  
Leach Building, Whale Island  
HMS Excellent  
Portsmouth  
PO2 8BY  
Tel: 02392 625954  
Email: NAVYTRGHQ-EL3RRETSO3C@mod.uk

### ARMY

Learning Credit Scheme (LCS)  
Manager  
Education Branch Zone 4, Floor 2,  
Army Personnel Services Group,  
Home Command  
Ramillies Building, Army HQ  
Monxton Road, Andover  
SP11 8HJ  
Tel: 01264 381580  
Email: elc@detsa.co.uk  
The Army ELC helpline is open  
0930-1230, excluding bank  
holidays.

### ROYAL AIR FORCE

Learning Credits Administrator  
Accreditation and Education Wing  
RAF Central Training School  
HQ 22 TrgGp  
Room 221B  
Trenchard Hall  
RAF College Cranwell  
NG34 8HB  
Tel: 01400 268 183  
Email: 22TrgGp-CTS-AandEWg-LCA@mod.uk  
Please note this office will be  
closed from 19/12/16 up to and  
including 02/01/17

### CONTACT US

If you are out of the services please ensure you send your claim form and required documents to your Single Service Representative and not ELCAS. You can view their details by visiting the Service Leaver Claiming ELC page.

ELCAS Contact Details  
ELCAS  
Challenge House  
International Drive  
Tewkesbury Business Park  
Tewkesbury  
Gloucestershire  
GL20 8UQ

elcas@uk.g4s.com  
UK: 0845 3005179  
Overseas: 0044 1684 277034  
Lines open 09:00 – 17:00  
Monday to Friday excluding bank  
holidays



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).

### CLAIMING

- Please ensure you read this document before submitting a claim to your Education Staff.
- Firstly read the Joint Service Publication (JSP) 898 and ensure you meet the eligibility criteria.
- Complete the PF FE/HE claim form (paper/electronic) and submit it to your Education Staff

a minimum of 25 working days prior to your course start date/registration date.

- Check the ELCAS website 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 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 Learning Provider/Responsibilities 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. This can be a lengthy process. Once accepted you can submit your application.

### ON RECEIPT OF YOUR CLAIM

- Authorisation Note (CAN), you must present it to your chosen Learning Provider before the course is due to start.
- If you are submitting your second or third claim, you must complete your previous claim evaluation form. This is completed online via accessing your Member's Area.





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## WORKING FOR YOUR AMBULANCE SERVICE

Intermediate 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 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.

### 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 EEAST 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 the NHS pension scheme and other employee benefits.

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