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a New Career in  
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**Specialists  
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**Driving into  
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Growth of the online retail sector has opened up a number of job opportunities

**Your  
New Career  
Starts Here**

A career in systems, software and IT can offer a natural progression when transitioning to civilian work

**RESETTLEMENT**

**Arm Yourself  
with Cyber  
Intelligence Skills**

As the internet grows so does Cyber Crime



**SECURITY CLEARED JOBS**

Bringing you hundreds of employment opportunities from many of the UK's leading forces employers. **P8**

**GAME CHANGER**

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**GET FOCUSED**

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**ELC SCHEME**

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# How does the new 2015 Armed Forces Pension Scheme affect you and your family?

**The Forces Pension Society can tell you and will help you get the most from your pension.**



FIGHTING FOR THE FORCES  
AND THEIR FAMILIES



## HOW WE CAN HELP

Armed Forces Pensions are complex and we can help ensure you **get the most from your pension** by advising on **when to leave** (and when not to), commutation, how to deal with **pension troughs**, the implications of **redundancy, divorce**, how you might be able to top up your pension, the **impact of AFPS2015** and if you are a reservist, what the new pension rules mean for you. Help is available from our acknowledged **Pension Advisory Service** experts.

## YOUR INDEPENDENT PENSION WATCHDOG

No other organisation **campaigns for fairness in Armed Forces Pensions**; no-one else has the interests of its Members at heart. FPS is an independent not-for-profit company that **holds government to account on behalf of the whole military community**.

## VALUABLE MEMBERSHIP SERVICES

Our Members also have access to **valuable through-life services** with **significant discounts** from trusted affiliates in Travel, Legal & Financial, Healthcare and Motoring.



## NOW IS THE TIME TO JOIN

April 2015 saw the introduction of the new Armed Forces Pension Scheme and you need to know how it affects you and your family. And if

you **join us online now** (membership for you and your partner costs just £35 p.a.), we'll send you a **City Break voucher worth £100**

(Ts & Cs apply); just visit our website at **[www.forcespensionsociety.org](http://www.forcespensionsociety.org)**, quoting Promo Code **EAS2015**.



**JOIN US AND GET THE MOST FROM YOUR PENSION**

## Forces Pension Society

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

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# Welcome...

Welcome to the Summer issue of Easy Resettlement magazine.



We recently attended the CTP Employment Fair in Lincoln

as well as the Security Cleared Jobs Expo in Bristol at the UWE (University of the West of England). This allowed us the opportunity to speak with many service leavers face to face and take on board your comments about your resettlement process and what can be done further to make the transition an easier one!

Many of you who attended the events liked the style and content of our magazine and have been taking up the chance of winning our free training courses. For your chance of winning a completely free training course simply email any of the companies whose course is attractive to you, inform them of when you joined the armed forces, when you left or your expected leaving date and you will then be notified if you are selected as a winner.

We would like to thank flying fish who have signed up to our £100,000 training give away. We are now able to offer an 11 week intensive yacht master course worth around £12,000 that will be given to one lucky reader. You can find details of all of our £100,000 training

partners in the centre pages as well as online at [www.easyresettlement.com](http://www.easyresettlement.com).

This issue we have teamed up with SCJ (SecurityClearedJobs) to bring you a new jobs board feature on our website. Over the next few months we will be including many more partner companies who are looking to employ service leavers as they recognise the transferable skills and assets you have to offer. XMR is another company we will soon be working alongside as they specialise in the ever popular fields of logistics, engineering and telecommunications.

There are many companies that are actively looking to become forces friendly employers and we are featuring many of them who have already, or are intending to sign up to The Corporate Military Covenant. We are also working with Defence Relationship Management to highlight these organisations and this issue features AO and ATOS.

Our sponsors, Morson will be posting various employment opportunities that we will be informing you about via our E-mail blasts and through our social media groups and partners. To keep updated with these please subscribe to our magazine for free [www.easyresettlement.com/subscription/](http://www.easyresettlement.com/subscription/) to have the latest issue of each magazine and latest opportunities emailed to you.

As always we include information from The CTP (Career Transition Partnership) and elcas about your entitlements and how to apply. Our aim is to make your resettlement an easy one. To help us to continue this please inform friends and colleagues about our new features and employment opportunities and please be sure to mention Easy Resettlement magazine when speaking with any of our advertisers/partner companies.

We hope you enjoy the summer issue and always look forward to hearing from you. ●

# Your *New* Career Starts Here

A career in systems, software and IT can offer service leavers the natural progression they are seeking when transitioning to civilian work.

**E**xpert technical and engineering recruiter, Morson International, has a dedicated aerospace and defence systems and software division, and is supported by the company's IT operation. The company recruits engineers for projects across the UK and overseas for projects that range from

complex missile system contracts, to the integration of sophisticated avionics systems in aircraft and helicopters. The IT division has opportunities in the defence, public sector and cyber security industries.

Recruitment directors, Mark Aizlewood and Steven Byrne share their advice, and we also speak to two ex-service personnel about their job seeking experience.

Gavin Latimer and Richard Edwards served in the Army and RAF respectively, and now enjoy success in their civilian roles in the systems and software, and IT industries.

## **GAVIN LATIMER**

**What is your job title?**  
*INE Install Engineer*

**What was your position in the Army?**

*Section Commander in the Royal Engineers (Army)*

**How did you approach your job search when your service ended?**

*I started to Network through friends and family, used the internet for job sites, but got my first contract via the CTP website.*

**How does your current job differ from the responsibilities you had when in service?**

*The general work ethos is very different from being in the Army, where I used to have to "work until it's done" now, it's finish at a set time, regardless of completion. My skill set is a lot more streamlined to my trade enabling me to deliver a higher quality end product.*

**What helped you the most when transitioning from service to civilian life?**

*Having a good network of family and friends was the biggest help, knowing that you had someone you could ask questions or ask for help if needed was definitely good to know. Keeping in touch with ex-service friends helps too.*

**How did you hear about Morson?**

*I heard about Morson via the CTP website. I saw a job and had to email my CV to Vicki Lee in the IT division. From that first phone call to now Vicki has helped me so much. She was friendly and very helpful. She was aware that I was ex-forces and that everything was new to me. She guided me through the whole process and made it easy. Within 72 hours of that phone call I was being paid to start my IOSH training.*

**What advice would you give to those approaching the end of their service now, and are struggling with their job search?**

*My advice would be to attend as many courses as possible at your local resettlement centre, get as much information, help and advice from them as you can. Have a well thought out plan and execute it. Don't be disheartened if your plan has to be tweaked. Keep an open mind and never rule anything out. Invest time and effort into health and safety. Embrace change, learn new skills and most importantly enjoy your new chapter.*





**RICHARD EDWARDS****What is your job title?**

*Training consultant involved in aircrew training*

**What was your position in the RAF?**

*Deputy Squadron Commander*

**How did you approach your job search when your service ended?**

*My service didn't end - I terminated my contract. I spoke to the resettlement team, but got a new job by talking to friends who had left the RAF to see what jobs were available.*

**How does your current job differ from the responsibilities you had when in service?**

*There are many similarities, but the major differences are that I am no longer flying and I have to learn some new skills, which I'm enjoying.*

**What helped you the most when transitioning from service to civilian life?**

*Talking to my friends, and others who my friends put me in contact with.*

**What do you like most about your current role?**

*I have more flexibility than I had with my previous work.*

**How has the transition to civilian work impacted your professional life?**

*I have less certainty than I did with the military in terms of job security etc. I regard this job as giving me opportunities for the future by broadening my skill set - if I do need to move on, then hopefully I will be better qualified for a broader range of posts.*

**ADVICE FROM THE EXPERTS**

**MA: MARK AIZLEWOOD**

**SB: STEVEN BYRNE**

**What current career opportunities are there in your sector?**

**MA:** A variety of roles exist for systems engineers from Electronic/Avionic Systems through to Mechanical Systems in various domains such as Aerospace / Naval Marine / Oil & Gas / Rail / Nuclear and Petrochemicals. It's the same story for software engineering we are always looking for suitably qualified software engineers to undertake projects in ADA C++ JAVA.

**SB:** The IT sector has a wide variety of roles, from Helpdesk, Desktop and Network Support, to project based roles, such as developers, Testers, Business Analysts and Project and Programme Managers – the list is endless.

**How can service leavers take the next career step?**

**MA:** Register with Morson to receive regular updates about suitable opportunities with many blue chip and SME organisations.

**SB:** Visit the Morson website [www.morson.com](http://www.morson.com) – all

*our roles are posted on our site. Candidates who are looking to the next phase of their career can then fully understand the opportunities available.*

**What do roles in your industry offer candidates?**

**MA:** Good working environments, interesting projects utilising cutting edge technology, flexible working arrangements, long and short term opportunities, excellent rates of pay and a good work/life balance.

**SB:** Roles in the IT sector offer great career prospects, the chance to develop your skill set and quite often the opportunity to earn a good salary.

**How long have you recruited in this industry?**

**MA:** I have worked in this industry for more than 18 years.

**SB:** I have been involved in IT recruitment for nearly 20 years – during this time the industry has evolved at an alarming pace.

**Why choose Morson?**

**MA:** The aerospace and defence division within Morson is made up of people like me who have been in the industry for many years, know their onions and can offer you sound advice and excellent service presenting you with suitable, qualified opportunities you will be interested in.

**SB:** Morson's IT division is the fastest growing division within the Group. We have skilled and experienced consultants working with some of the country's best technical

*leaders – resulting in excellent opportunities for our candidates.*

**CONTACT THE TEAM:**

Mark Aizlewood, Aerospace and Defence (systems and software) on 0161 707 1516 or [mark.aizlewood@morson.com](mailto:mark.aizlewood@morson.com)  
Steven Byrne, IT and Cyber Security on 0161 707 1516 or [steven.byrne@morson.com](mailto:steven.byrne@morson.com)

**ADVICE****What next? Here are Morson's expert tips for succeeding in your job search:**

- Keep an open mind about roles based on location, skill set and duration. Many companies look for someone who can discharge the job, not the perfect candidate who has everything in the specification
- Follow advances in technology – the IT sector is fast paced and you can be left playing catch up.
- Be honest and open. If there are deal-breakers that you can't consider then explain this up front; it will save you time and energy in the long run, fielding calls for unsuitable roles.
- CV: make sure your CV clearly details your experience. Never assume a potential employer will understand your previous roles.
- Interviews: prepare yourself for interviews by researching the company you are interviewing with. What projects are they currently working on? What technologies are they using? ●

**MORE INFORMATION**

For more information about Morson Group, please visit [www.morson.com](http://www.morson.com)



## Easy Resettlement Launch New Jobs Board

Easy Resettlement magazine is proud to announce that we have teamed up with SecurityClearedJobs.com SCJ, Morson Group and XMR Ex-Military Recruitment to bring you hundreds of employment opportunities from many of the UK's leading forces employers.

**S**ecurityClearedJobs.com is a UK based job board designed and marketed to attract candidates who are Security Cleared or who meet the Security Clearance criteria and are looking for Permanent and Contract opportunities across a wide range of industry sectors.

### THEY SPECIALISE IN VACANCIES WITH THE FOLLOWING NATIONAL SECURITY VETTING LEVELS:

- Developed Vetting or DV Jobs
- Security Check or SC Jobs
- Counter Terrorism Check or CTC Jobs
- NATO or NATO Jobs

SCJ have an in-depth knowledge of the recruitment process gained by years of experience within the recruitment industry. They understand a candidate's requirement in searching for their next job opportunity within this niche sector.

SCJ can assist employers and recruiters and reduce the time and cost involved in attracting the best individuals within a market place suffering from skills shortages. Security Clearance is not only required for military or government posts. Increasingly companies from all industry sectors including Nuclear, Aerospace, Construction, Oil and Gas, Engineering, Finance, Intelligence, IT and Security are competing to hire quality employees and consultants with Security Clearance.

By registering with SecurityClearedJobs.com a candidate is able to market their CV, making their details available to all of the major employers recruiting within the Security sector.

Tony Samuel commented that "Easy Resettlement magazine has a great reputation with service leavers as they have been assisting them with free training courses and keeping everyone up to date with elcas entitlements, CTP information, all the latest forces news. We recognised the great work

they have been doing with DRM the Defence Relationship Management team who work with companies who sign up to the Corporate Military Covenants. By working in partnership we are able to offer more employment opportunities to service leavers and highlight to employers the transferable skills that service leavers have gained whilst serving in the armed forces. We would like to invite Easy Resettlement magazine's readers to register their CVs with us and visit either website to keep informed of all the latest opportunities.

Easy Resettlement magazine will be working with many great companies to form a complete support network for service leavers.

Morson International who sponsor our magazine and are a specialist technical and engineering recruitment company for the engineering industry, and was recently named as the UK's No.1 Technical Recruiter in the definitive industry publication, the Top 250 Report.

Since 1969 Morson Group has provided the world with

engineering recruitment and design that really matters.

The group is made up of three main subsidiaries, Morson International delivers exceptional personnel to a diverse client base across the world, and develops bespoke, innovative recruitment solutions across all sectors.

Morson Projects which provides cost-effective, multi-disciplined project management, engineering and design services to clients across a variety of industrial sectors. Services range from complete 'turnkey' project management through to detailed design exercises. Clients have the opportunity to outsource complete design packages to Morson Projects.

Vital Human Resources is a new company operating under Morson Group. The business is a leading brand in the provision of skilled trades and contingent labour solutions to the rail, mechanical and electrical, construction and power markets in the UK. This complements the wider Morson Group offering.

Finally we are working alongside XMR Ex-Military Recruitment who specialise in multiple sectors across the UK and Middle East, namely Logistics, Engineering and Telecommunications.

CEO and Founder, Peter Wilson comments... "The company's critical role through the support it provides to Ex Servicemen is as vital as ever during the recent 20,000 redundancies which have been imposed on Britain's Armed Forces. Resettlement can be a harrowing experience for anyone leaving the Military and unfortunately most recruitment consultants do not understand the technical roles which these individuals have been undertaking for years. With a further 1,000 personnel due to leave their barracks in June 2015 alone, we aim to offer our soldiers a strong platform providing support and advice whilst connecting them with suitable employers."

Our aim at Easy Resettlement magazine is to offer all the help, support and advice you need during your resettlement process, this includes the information in our magazine from elcas and the CTP as well as education and training courses on offer, franchise and employment opportunities from direct employers or specialist military recruitment partners. You can subscribe for free to our magazine by visiting [www.easyresettlement.com](http://www.easyresettlement.com)





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The definitive jobs portal for government,  
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Government  
Information Technology

NATO

Intelligence  
Nuclear  
Telecoms



# Recruitment Specialists for the Four Technical Corps

Former British Army Captain focuses his efforts in obtaining new employment for our troops.

**W**e thought we knew recruitment, but in this age of army charities and businesses there is an ex Army Captain, Peter Wilson, who has launched a unique Recruitment Company targeting Service Leavers with technical skills. Aptly named 'Ex Military Recruitment', otherwise known as XMR, they help Ex Military leave specialist technical Regiments who are trained in Electrical & Mechanical Engineering, Logistics & Telecoms transgress into similar civilian careers.

The continuous achievement XMR has been experiencing with the support of international organisations, such as UPS, GlaxoSmithKline and BT has enabled the company to expand into multiple sectors across

the World. With over 30,000 ex Military servicemen on their books still looking for work, XMR require more companies to get involved and hire our Troops!

Paul Soley, Operations Manager at ALC (subsidiary of Babcock International Group) provided the following testimonial: "We have been working with XMR for over a year and have experienced a very professional service. As we need a focused highly disciplined team with a work ethos that is second-to-none, we find that the ex-Military candidates that XMR have sourced have been an excellent match (some of which have also had qualifications that were above the required specification).

The XMR consultants really look after the chaps they represent, every time going above and beyond. Due to the

effort with getting to know those they represent, each submitted CV has been matched extremely well to the Job specification given, this in turn has saved us time having to sort through unsuitable applicants.

Based on excellent past performance we would not hesitate to use XMR again to support our recruitment needs."

## **ADAM TORRINGTON: WORKING ON BEHALF OF AL SARAF GROUP**

"Having served with Peter in the military and knowing he had set up XMR, I found myself in an extremely urgent need for an Engineer following an award of an Oil and Gas Warehousing contract in Northern Iraq. Literally within hours, Pete and his team, not only found the right person, but negotiated a competitive package, managed the Engineer and delivered the requirement ahead of schedule exceeding our demanding deadlines. The team at XMR are consummate professionals and always go that extra mile to satisfy the need - even the after care received one day whilst Peter was working in Africa was outstanding - I was never left pondering. In Summary, if you need a resource and you don't know where to turn, give Pete and the XMR team first refusal as they might just solve your problem."

In 2008, Wilson was part of 248 Gurkha Signal Squadron and during his service he experienced firsthand the impact redundancies has on the lives and families of the Gurkha soldiers under his command.

XMR now works alongside Captain Lok Gurung, Queen's Orderly Officer/Transitional Officer in the Brigade of Gurkhas. Captain Lok states;

"Peter and I worked together whilst our Squadron performed Public Duties at Buckingham Palace. XMR is doing a fantastic job securing employment for the Gurkhas and other British troops. It is a fantastic business model and I can see why companies all over the UK are supporting him. From the Gurkha's perspective, he is a true ex Military champion!"

With the British Government due to increase the volume of Service Leavers looking for work caused by the on-going 20,000 redundancies, they require further support. XMR currently works with over 100 companies. All of which view the skillsets our soldiers' possess within the technical sphere as incredibly transferable.

*Peter and I worked together whilst our Squadron performed Public Duties at Buckingham Palace. XMR is doing a fantastic job securing employment for the Gurkhas and other British troops.*

**Paul Soley, Operations Manager at ALC**



*Resettlement can be a harrowing experience for anyone leaving Britain's Armed Forces and recruitment consultants do not understand the technical roles which these individuals have been undertaking for years.*

CEO Peter Wilson

that would add value to any organisation and it is time these values are recognised."

With many other companies partnering with XMR after witnessing our value as a successful recruitment model, however they still require further assistance. If your company is looking to recruit, and you want technical 'over-achievers', please get in touch with Peter and his team to hire ex-servicemen.

CEO Peter Wilson comments; "Resettlement can be a harrowing experience for anyone leaving Britain's Armed Forces and recruitment consultants do not understand the technical roles which these individuals have been undertaking for years.

With over 1,000 personnel due to leave their barracks in

June alone, we aim to offer our soldiers a strong platform providing support and advice whilst connecting them with suitable employers."

With XMR's support and guidance, Michael Thomas secured employment with NATO after he left the RAF as an Engineer.

Michael comments; "With their personal approach, XMR was able to match my existing attributes with a role that, without their assistance, I wouldn't have thought possible. They provided the expert guidance I needed throughout..."

XMR is continuing to place numerous technical service leavers all over the UK including 18 Engineers into one of the world's largest companies in the last two months alone. ●

Peter and his team ensure these attributes are mapped to the closest equivalent role in the civilian sector. This can range from an Engineer for a Pharmaceutical company to a

driver for a Logistics business; the ex Military candidate XMR supply will hit the ground running.

Wilson states, "These extraordinary servicemen have skills and qualifications

#### DAVE PARKINSON: SERGEANT ROYAL CORPS OF SIGNALS

"When I left the Signals as a CS Engineer in 2013, Peter walked me step-by-step through the entire process. What I found brilliant was they actually took the time to find out exactly what I wanted to do. They were then in touch shortly after with a role in the Metropolitan Police - it was spot

on. Together we tailored my CV to highlight the necessary skillsets which took a few iterations prior to submission. Nothing was rushed though, which really helped me.

Peter walked me through the interview process and I was subsequently offered the role! He then helped me set up my limited

company and all associated paperwork. I would definitely recommend XMR if you have just left or are thinking about leaving the Forces. It is clear they have a passion for helping service leavers - due to the huge amount of effort Peter put in, I secured an excellent role. Very many thanks."

#### MORE INFORMATION

For more information visit: [www.xmr.co.uk](http://www.xmr.co.uk), give us a call on: 0207 6529365 or drop us an email: [peter.wilson@xmr.co.uk](mailto:peter.wilson@xmr.co.uk)



## Ex Military Recruitment Specialists



### Engineering



#### Plant Engineer

Plant Hire companies looking for multi-skilled Engineers to work on high-spec Plant equipment and vehicles.

XMR has clients all over the UK with salaries ranging from £25000-30000.

Minimum Requirements: Experience working on mechanical, electrical, pneumatics, hydraulics and diesel engines.

### Logistics



#### Drivers

Service leavers with licences spanning Cat. B to Class 1 and Class 2 are in a prime position to gain roles in the dangerous goods consignment area. Drivers with ADR qualifications are currently in high demand within the civilian driving sector.

XMR has roles all over the UK with salaries ranging from £21000-26000.

Minimum Requirements: ADR (in Packs) DCPC Cat. B licence.

### Construction



#### Project Manager

Ex Military with Project Manager experience and qualifications are in high demand throughout the UK, working with some of the largest names taking projects from launch to closure, to deliver to time, cost, quality and scope.

XMR has a wide variety of companies with roles from £45000-50000.

Minimum Requirements: PRINCE2 and/or PMP qual preferred.

### Telecoms



#### Technical Services Mgr

Managerial roles within Telecommunication companies offering services from VoIP to IT Networks. providing technical support, assistance and direction to the 2nd and 3rd Line Engineers.

XMR has numerous positions with salaries ranging from £35000-45000

Minimum Requirements: 3 Years experience in similar role.

We're here to help. Check out our website, send us an email or call us  
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# Driver Case Studies

## with Pertemps Driving Division

**Luke Stoneman (Service Leaver):**  
Working through Pertemps Driving as a HGV class 2 driver. (Temporary to Permanent contract).



**M**ilitary background... started training in September 2009 at AFC Harrogate for 52 weeks, then did my combat infantryman's course at ITC Catterick for my phase 2 training for ten weeks. I then joined my battalion in October 2010, 5th Battalion The Rifles Regiment based in Paderborn, Germany. Did various exercises whilst in 5 Rifles and also did a tour of Afghanistan, Op Herrick 15 from October 2011 to May 2012. I left the army in October 2014, serving five years and one month service.

I always knew I wanted to become a HGV driver as my dad has been doing it for years and I knew the potential amount of money I could earn, so I knew that's what I wanted to do. Plus I liked the idea of being "out and about" couldn't imagine being stuck in an office.

I attended a Career Transition Job Fair where I met the Team from Pertemps Driving Division. This led to a formal interview and I was successful in gaining employment that lead to a permanent LGV driving job.

From leaving the army to now, I had it all planned out, with a lot of help from Pertemps. I left the army,

already found somewhere to live, and knew I needed to start work straight away so I could be earning money straight away. Pertemps got me a permanent driving job and I started on a four days on and two days off rota.

A typical day at work now is normally a start from about 5/6 o'clock in the morning and normally a 12 hour shift. Sometimes more than that, but I don't mind working long hours for good money.

I feel my military background does help me with my current lifestyle. The discipline you learn from the army makes it easier to motivate yourself and get on with the job, especially getting up at four in the morning to be at work for five, I don't think I would be the person I am today if it wasn't for the army, it has made me a better person. Keeps me into a routine.

If other service leavers were looking at getting into the same industry I would recommend researching about the job. Knowing what you need to do and be prepared for the type of work you will be doing as it can be long hours, but also if unsure then speak to Pertemps as they helped me with everything I was unsure about. They were a massive help in getting me the job I have and helping me get to where I am today.

My experience with Pertemps has been great, I can't thank them enough for the help they have given me, everything was easy. If I had a problem I asked and there was no question so silly they couldn't answer. I found they know how hard it is for service men and women to leave the forces and in my opinion it's a scary jump from military to civilian life, Pertemps understood that completely and were there to help, couldn't thank them enough! ●



**Kiran Rai (Army Reserve):**  
Pertemps HGV Driver, MoD (Reserve) Class 1 HGV Driver, Class 2 Electrician in the Army Reserve.

**H**aving served for the Queen's Gurkha Signals for over six years, personal circumstances meant I unfortunately had to leave the Army in 2014. It was unexpected news but I kept calm and began planning for civilian life.

I had my full Class 1 licence from the Army but didn't have that much experience in driving an articulated truck. I therefore decided to use my resettlement money to undertake a familiarisation course. Even though I had a full Class 1 licence, I started driving Class 2 vehicles for various agencies to improve my confidence on the road. Whilst doing so, I heard about Pertemps and was surprised and delighted to hear about the free training programme that they run for LGV drivers with no commercial experience like me.

Without undertaking that training, I would not be able to enjoy my current career

as a Class 1 HGV driver for Pertemps at Daventry. I will always thank Pertemps for giving me this opportunity.

I would encourage other ex-Army Regulars to think about commercial driving as a new career, especially those who are in the Reserves. The rewards for being a self-employed driver are excellent and the flexible hours, which vary from 8 to 15 hours a day, fit perfectly around Reserves training.

Becoming a self-employed driver is a fantastic option if you really want to progress your Reserve Army career, as it will give you the freedom to do the various courses, go on exercises, adventure training and other military events.

I have had a really great experience with Pertemps and will always be thankful for them helping me jump from a Class 2 to Class 1 driving job. I would also like to thank Pertemps for helping out all service personnel who want a commercial driving career on 'Civvy Street.' ●



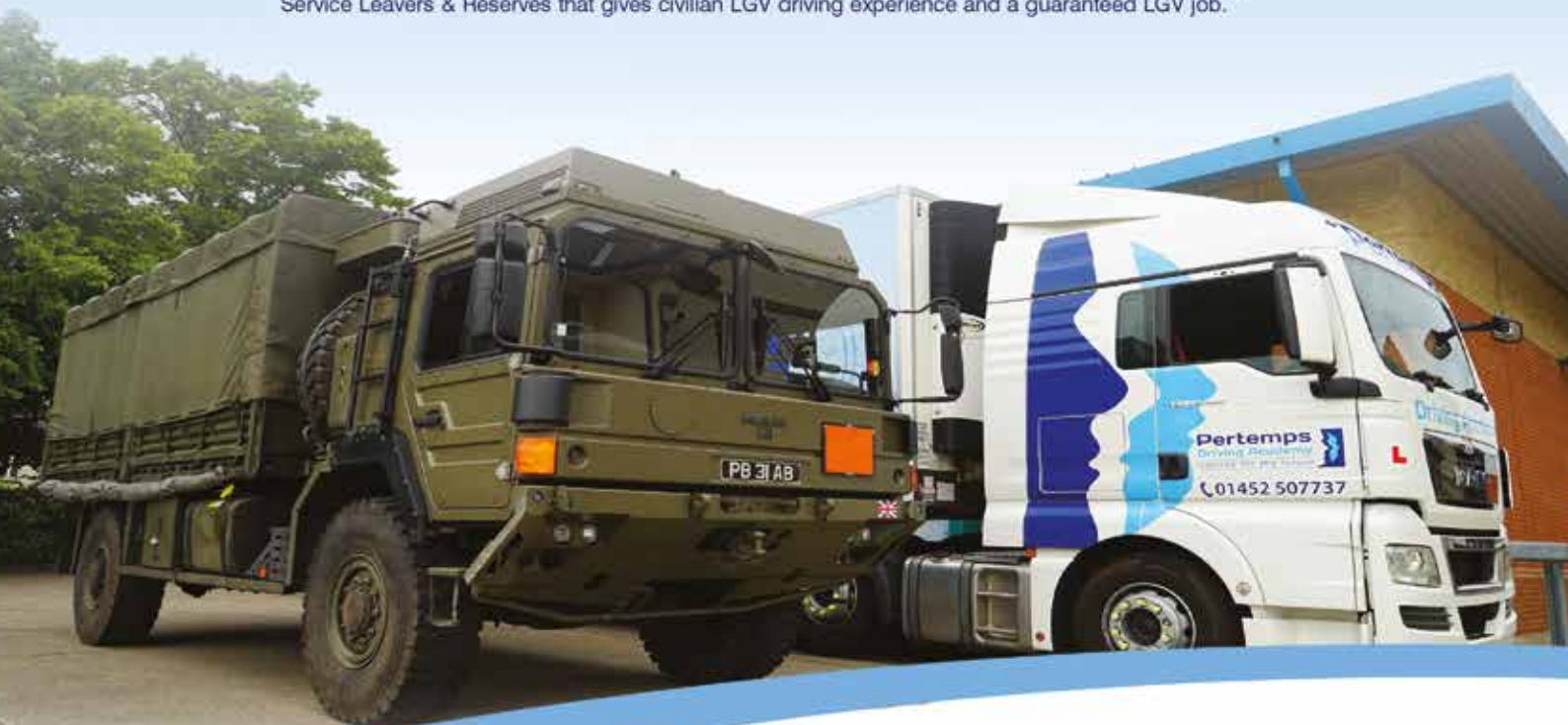
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# Atos Signing Corporate Covenant is a Game Changer

As an ex-soldier Robin Stiff is all too aware that his employer, digital services group Atos, has a refreshingly enlightened approach to employing people with a military background.



**B**ut Robin, a senior project manager based in Cheltenham, still believes that the company's decision to sign up to the Corporate Covenant is "a real game changer."

The agreement will see Atos commit to the Covenant, supporting the military community in a number of ways, including offering jobs to young, old and injured veterans across the UK.

The Covenant commits Atos to a range of initiatives – promoting Atos as an Armed Forces-friendly organisation, supporting the employment of veterans as well as Service spouses and partners, and supporting Atos employees among the Reserve Forces.

Atos is working closely with Defence Relationship Management (DRM) to deliver across all elements of their Corporate Covenant pledges. DRM was set up in April 2014 by the Ministry of Defence to help build mutually beneficial relationships between businesses and Defence, and to provide employers with a single point of contact for all Defence personnel matters.

Robin, 38, a former Regular NCO who is now a Troop Corporal with an armoured Reserve unit, the Royal Wessex Yeomanry, has no doubt about the need for UK business to follow suit.

"You need some strong conduits and channels to bring the military and civilian worlds together," he said. "Sometimes

there can be a bit of suspicion, on both sides, although I think it's got a lot better.

"Without the Corporate Covenant and without the stuff that we can put in place at Atos, business misses out on some real quality individuals who, having done their service, whether as Regulars or Reserves, are leaving with some really strong skills. They are exactly the skills we need in a company like Atos.

"These people are task-focused, and display common sense. The biggest thing about ex-Services people is that they can see what needs to be done, drown out the 'noise' around them and just get on with it. And they have a questioning attitude, which is key to business – as it is to the military."

As part of the agreement, Atos will actively participate in Armed Forces Day on 27th June as well as London Poppy Day on 8th November which the company has previously supported and contributed towards the £1.25million raised in 2014.

Robin's working life began as a general labourer in his father's building business. After a spell in the Territorial Army he joined the Regulars, spending seven years as an infantryman in the Royal Gloucestershire, Berkshire and Wiltshire Regiment, through to December 2002.

"I was with a Recce platoon and I was an Assault Pioneer as well," he recalled. "I was trained to do things like field fortifications, demolitions, mine clearance and mine placement. Knocking up concrete and stuff, digging holes, was all a bit second nature to me!"

It was 2005 before he returned to the Reserves, a Support Squadron in Basingstoke, and he was deployed to Afghanistan in 2007. That was his fourth operational tour, including two to Northern Ireland and another to Kosovo as part of his Regular service.

After a spell with three Military Intelligence Corps in London, he made the decision to move to a Reserve unit nearer home which, by this time, was in Cheltenham where he lives with his wife, Claire, marketing director with an IT company.

So it was 18 months ago that Robin joined C Squadron of The Royal Wessex Yeomanry based at nearby Cirencester. "I'm a Troop Corporal so I deliver a lot of the training to the Squadron. On parade nights I'm responsible for administration and discipline and getting the guys on parade in the right place with the right kit."

Robin has been with Atos for three years, having previously been employed by an SME, where he delivered the project to put up all the Wi-Fi access equipment on the Underground stations for the Olympics.

"With Atos, I manage a team of project managers delivering somewhere between £1 million and £5 million worth of work. Notable projects I've worked on include a closure of a television centre. I've also been a project manager in a bid team."

Since the Ministry of Defence set up the Career Transition Partnership (CTP), the process of moving from military to civilian employment has improved massively, in Robin's view – certainly since he made the leap into Civvy Street.

"I was told that the only jobs I could expect as an ex-infantryman were things



like setting up conference rooms or working as a hospital porter," he recalled.

"A lot of it has to come from yourself, though. It's all about determination. I never had a plan to leave the Army and be a project manager. But by determination and willingness to take on responsibility, those things will come."

He added: "Now, the guys coming out are able to transfer the qualifications they gained in the military to civilian qualifications. Things are much better, with CV writing workshops, job fairs and an online presence for job posting, so you can see all the jobs that are available."

The other significant change is the way in which ex-military personnel are regarded.

Robin explained: "As a result of all that has gone on in the last 13 years, the profile of the Armed Forces is a lot higher and their stock with the general public is much higher too. Some of the values and attributes that maybe weren't apparent 10-15 years ago are now being seen.

"People want to have ex-soldiers working for them. These are individuals with real-world, demonstrable experience of their



ability to manage people – in the most testing of circumstances."

He added: "Everyone's different, but broadly they can all present and brief to an audience of peers and superiors. We have to brief at board level, for instance.

"I think soldiers are particularly good at briefing – they're succinct and know the key points that need to be drawn out. Most soldiers bring a directness to proceedings. We are task-orientated, so will take a task and drive it to its conclusion."

As a result of the initiatives put in place at Atos – and partnerships through CTP – the company has, to Robin's knowledge, brought seven or eight ex-servicemen into the business this year.

"One of them is a guy called Graeme Hood, an ex Squadron Leader in the Royal Lancers, who is now an officer in the Royal Wessex Yeomanry.

"There are probably 10-15 others I know personally in the business. There's Trevor Winn-Morgan, for instance, an ex-Wing Commander in the RAF and head of Operational

Assurance for the business. We have also got a blind ex-Royal Navy veteran who works in broadcast operations for one of our major clients.

"I think the Corporate Covenant is a game-changer," said Robin. "As a result of signing up to the Covenant we've made an increased commitment to support veterans and Reservists. We've now formalised our commitment to London Poppy Day every year and also to Armed Forces Day.

"And we're looking at our Reservist policy and how that can be rewritten to give increased support to Reservists within the business."

In upholding the principles of the Covenant, Atos will be attending several of the military-sponsored job fairs where members of the Armed Forces can find out what opportunities are available within the organisation.

The company is also the holder of a Bronze award in the Employer Recognition Scheme, a government-led initiative which rewards and recognises UK employers for their support and commitment towards defence. ●

#### MORE INFORMATION

For more information on working with Defence Relationship Management, the Corporate Covenant and the Employer Recognition Scheme awards visit: [www.gov.uk/mod/defence-relationship-management](http://www.gov.uk/mod/defence-relationship-management), call: 020 7426 8383 or email: [employerrelations@rfca.mod.uk](mailto:employerrelations@rfca.mod.uk)

#### ABOUT ATOS

Atos SE (Societas Europaea) is a Global digital services leader with 2014 pro forma annual revenue of circa €10 billion and 83,000 employees in 66 countries. Serving a global client base, the Group provides Consulting & Systems Integration services, Managed Services & BPO, Cloud operations, Big Data & Cyber-security solutions, as well as transactional services through Worldline, the European leader in the payments and transactional services industry.

With its deep technology expertise and industry knowledge, the Group works with clients across different

business sectors: Defense, Financial Services, Health, Manufacturing, Media, Utilities, Public sector, Retail, Telecommunications, and Transportation.

Atos is focused on business technology that powers progress and helps organisations to create their firm of the future. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and is listed on the Euronext Paris market. Atos operates under the brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, and Worldline.

**LEFT:** Robin Stiff, senior project manager with Atos, who is also an Army Reserve Corporal in The Royal Wessex Yeomanry.

**ABOVE:** Lieutenant-Colonel John Godfrey, Commanding Officer, The Royal Wessex Yeomanry, signs the Covenant with Joe Hemming, Chief Operating Officer, Atos.



Ministry  
of Defence

# Employer support for the Armed Forces community



## Does your employer give outstanding support?

The Employer Recognition Scheme awards were launched in 2014 by the Ministry of Defence to publicly recognise employers who demonstrate their support for Defence and encourage others to do so.

Deadline for Silver and Gold awards nominations is 30<sup>th</sup> June at 12pm.

To find out more about eligibility for the Ministry of Defence's Employer Recognition Scheme awards and to nominate an outstanding employer, go to

[www.ers.sabre.mod.uk](http://www.ers.sabre.mod.uk)





# Driving into the Future

The growth of online retail in the UK has opened up a vast number of job opportunities across retail, logistics and supply chain roles. One business that has recognised the opportunity this presents for ex-service personnel and Reservists is online electricals retailer, AO.

**A**O is a business that likes to push boundaries and do things differently. A leader in an online retail, AO is the driving force behind one of the UK's largest online electrical retail brands, AO, and logistics business – Expert Logistics.

Today, AO serves 4.5 million customers via its AO website and is the market leader in growing the UK online market for major domestic appliances. One in four appliances purchased online in the UK is bought via an AO website.

Following the launch of its first international website [ao.de](http://ao.de), in Germany last October, AO is on a mission to become the leading online retailer of electrical products in Europe. However to achieve this, the business needs more people, and more importantly people who have 'AO DNA'.

AO people act bold, think smart and, most of all, are fun to be around. With a mission statement 'to be exceptional in the moments that matter', AO is looking to recruit people who are passionate about what they do and innovative with their ideas. Whether in a marketing, logistics, customer service or IT roles, AO people work efficiently, consistently push the boundaries of what is possible and are driven to achieve the best possible results. Individuals who care about the bigger picture and are ambitious about their career will always go far at AO.

Currently AO is on the hunt for drivers to join its Expert Logistics arm. Following changes in EU legislation last year, the UK is about to face a shortage of these types of drivers and AO believes ex-service people and Reservists are perfect for plugging this gap. •



## An AO Story: Jay Hughes

Jay Hughes, known affectionately throughout AO as **"action man,"** is a shining example of an ex-serviceman who has gone on to shine at AO. Jay spent 23 years in the army before joining Expert Logistics as a Reverse Logistics Supervisor in 2012. In the past three years, Jay has made an incredible difference to the business and has now successfully taken on the role of Training Officer.

During his time at Expert Logistics, Jay has taken part in a yearlong development programme, that resulted in a ILM Level 3 in Leadership & Management; a City & Guilds Train the Trainer course for Manual Handling, a SJA 'First Aid at Work' refresher course, and most recently he attended a ITSSAR FLT Instructor/Examiner course using Enhanced Learning Credits from his resettlement.

Alongside training which Expert Logistics funded, Jay has found great uses for the skills that he learnt in the army. Never more so than when he became the programme leader for delegates undertaking a Duke of Edinburgh (DofE) Gold Business Award programme being run by Expert Logistics as part of its commitment to developing young people within the business.

When asked about his experience since joining Expert Logistics and AO, Jay said, **"Since taking up the role of Training Officer I have been involved in a number**

**of additional projects. I've taken on challenges, which have included writing new training materials for the operations department, re-developing induction processes for agency staff, assisting with the training for Expert's premium fleet of installation teams (who can assist with the safe fitting of gas appliances and integrated and AV products) and researching the feasibility of setting up various apprenticeship programmes throughout the business.**

**"I've also been lucky enough to travel to Germany with the team and assist with the set up and implementation of induction processes, so that it mirrored the one used in the UK. This programme ensures that all members of the ao.de logistics team are aligned with, and understand the company's values, just as much as their colleagues at AO and Expert Logistics.**

**"It's a great place to work and much like the army; it gives you the feeling of belonging to a bigger family. You are part of a close knit team, but work within different areas of the wider business to gain a full understanding of the operation as a whole. I believe all staff are given recognition for any job well done, and crucially are allowed to use their own initiative. Employees in the AO family are never 'micro' managed, yet help and**

**guidance is always available if required from any level."**

Estelle Pearson, the People and Development Manager at Expert Logistics commented, **"Jay is a brilliant addition to any team, he's driven, works smart and is a great mentor coach to lots of people around our business. He's always willing to get involved."**

Testament to this was Jay's willingness to take on additional responsibilities for HR tasks at one of the Expert Logistics' warehouses and his steely determination to take part in challenging obstacle race, 'Tough Mudder,' for which Expert Logistics contributed over half of his entrance fee.

Estelle further commented, **"When he's given a project I know it's a safe pair of hands, whether it is delivering training to the warehouse, providing one to one coaching or hiking through the countryside with the DofE team, Jay puts everything into it. I love having him as part of the team and truly believe the skills from his military background have really helped towards making him such a valued member of staff."**

## Genuine People Make the Difference

This ambitious attitude and drive to always do better, is one of the main reasons recruitment remains such a priority at AO and Expert Logistics. A regularly used phrase by AO CEO John Roberts, is that **"you cannot pay people to care,"** which is why staff engagement and creating environments in which







staff can flourish, remain top of the AO agenda. All AO offices and warehouses are fun places to work.

Again another 'JR-ism' is **"you spend most of your waking (hours at work so it should be fun)."**

Work at AO is serious but the staff do it with a smile on their face. Table tennis, snooker tables, an in-house spa, free fruit, soft drinks and chocolate, as well as complimentary breakfasts, all go towards ensuring the staff are satisfied when they're at work. Additional perks include, gym memberships, staff discount and attendance bonuses. It's no accident that AO was named the 2015 Employer of the Year by industry title, Retail Week and was positioned at number four in the Sunday Times Best Companies to Work For rankings – the company works hard to ensure its people are happy.

Dave Ashwell, who heads up Expert Logistics and is AO's Group Logistics Director comments: **"We want people who care; it's as simple as that. If you can employ people who want to do a good job, this will reflect out and ultimately benefit the customer. At the moment, we're struggling for committed logistics workers due to a shortage in the industry. It's a real shame that this sector is being overlooked and not enough training is being given to potential drivers."**

**"Expert Logistics is committed to making the logistics business a better place to work. We've introduced a Driving Academy to train seven drivers up to the standards now required by law and we even partially fund these drivers to become qualified."**

When asked why a focus on those from an ex-services background, Ashwell adds: **"Those who have a military background are ideal candidates for this kind of role, as they possess the determination to pass the**

**qualification. An ability to take up the initiative and the right kind of attitude. They also have great people skills, which are crucial to us, as the drivers we work with are usually the only members of our team that a customer meets with face-to-face. Our drivers are the face of our business."**

Expert Logistics operates from a 360,000 square feet national distribution centre in Crewe and eight outbases across the UK and has the capability to deliver over five million appliances per year. Its fleet comprises bespoke double decker trailers, 7.5t and 3.5t vehicles. Expert's outbases and 3.5t vehicles are focused on the last mile of delivery and actually getting appliances into customers' homes. Many drivers of these vehicles have also received additional training to become gas and electric engineers, so that they not only deliver the products but install them too.

The size and set-up of the Expert Logistics fleet means that AO is never more than one hour away from the customer and as a result the business can deliver to 95% of UK postcodes seven days a week from 7am to 7pm.

However, to continue performing at this high level, AO needs to find more people, and these need to be people with a desire to do their best and take the initiative. Do you fit the bill? ●

#### MORE INFORMATION

For further information on our current vacancies at [AOcareers.ao.com](http://AOcareers.ao.com) or Expert Logistics careers. [expertlogistics.co.uk](http://expertlogistics.co.uk)

# Where it all Starts

We all know how difficult it must be to progress and change from a life in the armed forces into the civilian sector as well as how complex and confusing the choice sometimes can be.

**F**acilities Management has now been seen as a natural progression to service leavers as strong organisational & communication skills and experience in logistics are needed and used daily as an FM.

As a service leaver you will have access to ELCAS funding for level 3 and above qualifications so taking your first steps into a career as an FM is now easier than ever. Speak to your resettlement officer who can advise you on available qualifications in FM.

In our flagship course which provides tuition for the level 3 qualification and is spread over three days, we take you on the first steps you need to confidently start a new career as an FM.

## UNDERSTANDING FM (FOUNDATION)

This course is for those people such as service leavers, who are looking to broaden their range of responsibilities and skills. This course also includes a site visit which provides an invaluable insight into FM in practice.

- What is FM? Key definitions
- The role that FM plays in corporate success
- An introduction to buildings & services
- Property Management
- Space planning & relocation management
- Maintenance management
- Commissioning & managing contract services
- Measuring & valuing the FM service
- Customer-centric FM
- Sustainability and management of energy to minimise costs
- Health & Safety in the workplace
- FM career development

So are you ready to delve into the FM world and get yourself the knowledge you need and deserve. If so check the link [www.bifm-training.com/Understanding\\_FMFS.htm](http://www.bifm-training.com/Understanding_FMFS.htm) and book into our Level

3 ELCAS Funded Qualification which will take you to a new and exciting career.

If you would like more information on how we deliver these through our face to face training programme, on line learning and tutor support please contact us or call us on 020 7404 4440, email [info@bifm-training.co.uk](mailto:info@bifm-training.co.uk) or visit [www.bifm-training.com](http://www.bifm-training.com) and we can provide you with a study plan for you to discuss with your resettlement officer and secure the funding for your future. ●

## Win a FREE 'BIFM Level 3 Award in FM' course worth over £1700

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of the British Institute of  
Facilities Management (BIFM)  
& a leading provider of BIFM qualifications at levels 3 to 6

Your experience in the Forces will have equipped you with a wide range of diversified skills which fit neatly with a career in FM, which is why we've teamed up with Easy Resettlement to give one lucky reader this free BIFM qualification course to help you make the transition. Ideal for new entrants or those with less than two to three years' experience in an FM role, it's a great place to start, and includes attendance on the 3-day BIFM Training flagship foundation programme in Central London.

**To enter:** please send an email entitled 'Easy Resettlement Training Giveaway' to [info@bifm-training.co.uk](mailto:info@bifm-training.co.uk) and we will supply you with available course dates and full T&Cs.

Competition ends Friday 15th January 2016

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If you've served in the armed forces it's quite likely that you've got driving experience on a whole range of vehicles. In civvy street commercial drivers are in much demand and this experience could be the springboard to your next career.

# Driver Training

**T**raining specialists Novadata offers specific transport training courses which are designed to help you avoid the pitfalls and operate more efficiently. Novadata training is tailored to suit all levels of transport personnel and the company offers courses specifically for service leavers. Theory and practical topics are covered with certification with follow up assessment and monitoring where required. Courses are available for both management and drivers.

Novadata specialises in packages aimed specifically at those leaving the armed forces who wish to

either transfer their military skills or simply seek a completely new career in transport. The company's resettlement training can be a single course or a training package tailored to an exact future career requirement.

Novadata is an approved training provider for the MOD's Enhanced Learning Credits (ELC) scheme referred to as ELCAS.

If you are unsure of the training you require to pursue a transport related career, Novadata can offer advice based on current industry trends. They can also advise on training packages that are eligible for Enhanced Learning Credits funding.

The ELC scheme for the armed forces provides grants towards training, as a single payment in each of a maximum of three separate financial years. The value of the grant is 80% of the training cost, up to a maximum of £1,000 per year including VAT. Finally the training must lead to a nationally recognised qualification at level 3 or above on the National Qualifications Framework (NQF), and must be with an ELC approved training provider.\*

All resettlement training courses include the relevant examinations set by the appropriate examinations boards (OCR for the CPC and SQA for the ADR and DGSA)

The Novadata 'Driver Package' for service leavers will allow leavers to gain their 35 hours Driver CPC Periodic Training as well as the potential to complete their Management CPC. •

## SCHEDULE

### Road Haulage Management CPC + 35 Hours Driver CPC

Classroom based training  
(duration 9 days)  
5 Days: Monday to Friday  
3 Days: Monday to  
Wednesday  
1 Exam Day: Friday

### Passenger Transport CPC + 35 Hours Driver CPC

Classroom based training  
(duration 9 days)  
7 Days: Monday to Sunday  
1 Revision Day: Wednesday  
before exam  
1 Exam Day: Friday

You can get all the information you need by visiting the Novadata website, [www.novadata.co.uk](http://www.novadata.co.uk) or by phoning 01376 552999. Based in Braintree in Essex, Novadata also has offices in Devon, Wiltshire and Southern Ireland.

International transport company DHL also offers training for service leavers and claims to be 'with you for the long haul'.

At a recent event to develop material to support the launch of the DHL Military Work Placement Programme, or as Service Leavers might recognise it CWA (Civilian Work Attachment) Pierre de Carteret, Programme Manager – Vocational Training at DHL Supply Chain UK&I responded to questions about the programme.

Responding to a question about why DHL has formulated this programme for service leavers he said: "In our experience Service Leavers have come to us with a good number of the skills we look for in a driver for our business, they are always enthusiastic, driven to deliver and ready to go the extra mile for DHL and our customers. They also bring with them the technical knowledge of driving and loading a variety of vehicles that the military uses today.

"However we found that there were some gaps in knowledge that enabled them to be an effective and proficient commercial driver as soon as they joined the business. Sure Service Leavers picked it up and became commercially savvy after a few weeks or months, but we wanted team members to be effective immediately they joined the business, so we developed this programme with CTP to plug these gaps.

The training is set at a high level. During a period of four weeks, Service Leavers undertaking the DHL Military Work Placement Programme for drivers can expect to spend the first week in the classroom, followed by two and a half weeks working in a DHL site experiencing the life and work of a DHL driver, followed by the last three days back in the classroom

sharing experiences, updating their CV and finalising details of job offers for those successfully passing through the programme.

There is an expectation that there will be real job offers for Service Leavers at the end of the programme. "That is our hope," said Pierre de Carteret. "We have a need to increase the number of drivers in our business nationally and we absolutely see this as being a route to be able to do that with those that meet the criteria and wish to settle where we have transport operations."

During the first week Service Leavers will be working with a member of the training team understanding a bit about the DHL Supply Chain business, they will undertake H&S Training, vehicle familiarisation, EU drivers hours and tachograph regulations including the use of analogue and digital tachographs. In addition Service Leavers will undertake a safe driver training

programme we are deploying to every one of our 10,000 drivers called Smiths System.

Week two will see Service Leavers joining the operation that they will be spending the next 12 working days at. Day one will consist of normal site induction and further familiarisation / H&S training related to the vehicle / equipment that they will be using. In addition they will learn about the customers business and delivery routes. The following day Service Leavers will be out on the road with a DHL Driver Assessor shadowing them for the day before they spend the next ten working days undertaking the duties of a DHL driver as a member of the team.

During week four, three days before the end of the programme, the Service Leavers will come back together again to share their experiences with their fellow Service Leavers, undertake some training in interviewing skills and get support with updating their CV. In addition we will support those attending the programme with applying for their civilian DQC (Driver Qualification Card). Finally for those that are successful in passing through the programme, we will be finalising job offers with site managers to support the transition of Service Leavers from military to civilian working with DHL Supply Chain following their release from the Service.

All programme attendees will commence what the logistics industry calls CtW in commercial driving (Certificate to Work). The CtW is a nationally recognised qualification that has recently been introduced to the industry and is like an apprenticeship programme. It is hoped is that many will complete the required training and obtain the evidence

required to be awarded the certificate on completing the programme or shortly afterwards as they continue their evidence gathering with DHL in their new career as an LGV driver.

All programme participants will undergo continual assessment throughout the four week placement to ensure knowledge, skills and competency levels match those of a DHL SC Driver. Should participants not meet the required standard after a period of re-training, the intention would be to work with them to find the right opportunity within the organisation.

Training will be delivered by a qualified, DHL Trainer at either a DHL site or Military establishment. Training relating to the programmes in 2014 was delivered within the regions of the South West (covering Swindon down to Bridgwater and across to Cardiff) and East Midlands (covering Nottingham,







*We have a need to increase the number of drivers in our business nationally and we absolutely see this as being a route to be able to do that with those that meet the criteria and wish to settle where we have transport operations.*

Lutterworth, Coventry, Daventry, Northampton & Milton Keynes. All training will be delivered in close proximity to military transit accommodation throughout the UK to ensure costs are kept to a minimum for the MoD.

As you're still serving during the work attachment the above travel and accommodation comes under the criteria explained within the MoD's online documentation. Please speak to your CTP contact or military resettlement officer.

For the commercial driving element of the programme throughout 2015, DHL intends to run programmes throughout all regions of the UK. However, this is dependent on both DHL's requirements and the Service Leaver re-settlement population.

As part of their work attachment, Service Leavers could be working within any DHL Supply Chain operation in either the South West or East Midlands regions. The type of activity available in both of these

areas is Category C and Category C+E driving duties. This could be anything from multi-drops through to trunking operations and two-man home delivery. The type of products delivered could be food, white-goods, furniture, building products, manufacturing products, and it's possible that you could be carrying materials of a hazardous nature.

Whilst the training elements of the programme will be delivered Monday to Friday, 9am to 5pm, it's possible that you could be working a variety of shifts (including earlies, days, lates and nights) at the site where you undertake the commercial driving element of the programme.

To apply for the DHL Work programme Service Leavers should visit the CTP website (RightJob) to register their interest and make a formal application using the reference number 448675. Should they wish to discuss this opportunity further before registering their interest.

**It's essential that Service Leavers wishing to attend the programme meet the following minimum criteria:**

- Holder of a category C or C+E driving licence
- Be in possession of initial Driver Certificate of Professional Competence (CPC)
- Have the means to travel to training and work placement venues
- Possess a genuine desire to work in the logistics and transport sector as a commercial driver
- For the 2014 programmes, discharge dates should ideally fall between 1st October and 31st January 2015

**The benefits to the Service Leaver in completing this programme**

- Service Leavers get the opportunity to transfer skills gained in the military and understand their application in a civilian environment
- Service Leavers gain valuable commercial driving experience that helps them to determine if this is the path they wish to following on leaving the services
- Civilian training in a number of areas is provided, including:
  - EU Driver regulations
  - Digital and Analogue Tachograph
- Completion of hours required to obtain civilian Driver Qualification Card (DQC)
- Advanced / Defensive driving
- Access to support with Career Development (CV Writing, Interview

Skills and career planning)

- The completion of or working towards the completion of driver Certificate to Work qualification
- Access to jobs with the global, market leader in supply chain logistics

The opportunities are real. Richard Turner was a Driver/Vehicle Mechanic in the REME... Now he's a Senior HR Business Partner. Richard joined DHL in 1994 and was interested in entering Human Resources, so DHL supported him through a two year development programme to secure a professional qualification in HR. In recent years, Richard's roles have varied, and he now works with the Executive team of our Transport division in the role of Senior HR Business Partner.

Alice Kelly is another satisfied customer. She said: "I was a Flight Lieutenant with the RAF. Now I'm a Project Manager with DHL. Alice manages a variety of small to medium sized projects within our National Offender Management Service (NOMS) contract. Since joining DHL, Alice has been involved in a large number of new and exciting projects, most noticeably our recent business win of the Virgin Trains West Coast Train Line contract where she has helped develop the new Supply Chain process and team. ●

**MORE INFORMATION**

*To find out more you can visit the DHL website: [www.dhl-serviceleaver.co.uk](http://www.dhl-serviceleaver.co.uk) and complete the easy-to-use online information request form.*



# Arm Yourself with Cyber Intelligence Skills

As the Internet grows exponentially and every business you can think of depends on it, criminality follows closely. In fact there will come a time in the not too distant future when Cyber Crime accounts for 90 percent of all criminal activity worldwide.

There has never been a more necessary skill than Open Source Intelligence (OSINT) gathering for anyone involved in research, security and crime prevention. In fact, all investigations carried out by ESS Consulting, that involve covert operations, start with detailed OSINT research carried out by highly skilled cyber professionals. You should be surprised to learn that no matter how proficient you think you are at surfing the Internet and finding information, only a small percentage of intelligence outside law enforcement is actually found via regular search engines. As much as 90% more information is readily available on individuals and companies, you just need to know how and where to look for it.

ESS Consulting provides one of the most versatile qualifications available that doesn't confine itself to just one area of industry; Level 3 Open Source Intelligence accredited by Industry Qualifications. The three day OSINT program is intense, however, the practical knowledge you'll gain is unmatched and represents outstanding value for money. There are no prerequisites or qualifications required to join the program other than confirmation of identification and basic IT skills and every student on our training program receives an invaluable Resource Guide with pages of up-to-date sources and references to consolidate their learning.

Post-event support for students is a priority for ESS

Consulting and they offer an unparalleled level of assistance, unique in the training industry. ESS will invite every OSINT student back to sit the course again after six months, completely free of charge, dependent on spaces available, so that the student can refresh their skills and be issued with a new, up to date Resource Guide, crucial for any Internet based research. Rebecca Davies, Commercial Director states "We take our training seriously and take pride in the fact that we offer all our students continual post-course support, something that no other Learning Providers will do due to cost implications."

So if you're considering an onward career in Recruitment, HR, Corporate Banking, Security, Media, Journalism, Brand Protection & Anti Counterfeiting, Security, Surveillance or Investigation – or indeed any profession where you might have to verify credentials, vet information, uncover facts or just work with the Internet, then you will benefit from the ESS Level 3 Open Source Intelligence gathering course accredited by Industry Qualifications.

## WHAT IS OSINT?

OSINT is Open-Source Intelligence. It refers to any publicly accessible information and includes any information freely available on the Internet. Sometimes this information is hidden but still regarded as open source, as long as you know where to look.

It has become common practice for corporations to use Open Source Intelligence and Social Media Intelligence (SOCMINT) to

research and collate information – often referred to as 'Competitive Intelligence' – within the business sector. No matter how it is referred to, the objective is to gather information, analyse it and generate intelligence reports specific to the query. Common Open Source Intelligence sources include social networks, forums, business websites, blogs, videos and news sources, but today's Internet provides a vast amount of information (Big Data).

## WHAT WILL I LEARN?

The ESS OSINT Level 3 course aims to provide the student with an advanced level of training in gathering Open Source Intelligence. The intense three day program will cover every relevant subject needed to conduct accurate and reliable research using OSINT, including SOCMINT. Techniques range from simple to complex search strategies in order to gain 'hidden' information on individuals and corporate entities. ESS have designed specific methods to educate our students on the pitfalls of research using OSINT, we teach students how to minimise their presence and how not to leave a digital footprint when searching. We will teach you how to approach your research from a different perspective and show you how to isolate searches and maximize relevant results.

The course will provide you with techniques to research the Deep Web and Dark Web accurately and safely, covering topics from advanced search techniques to security and traceability. We demonstrate the methods of searching that usually remain unknown or untapped. We train you to find more data in less time, resulting in you becoming more commercially efficient and effective.

With ESS you will learn why OSINT is not just a government

and law enforcement acronym but a highly effective and efficient way of conducting your research.

## YOU WILL NEED A PROFESSIONAL INVESTIGATOR LICENSE

In 2013 the Home Secretary announced the Government's intention for the Security Industry Authority to regulate all private investigation activities. In December 2014, the Home Office said the Government expects the introduction of the statutory licensing of private investigation activities to come into force as soon as possible during the next Parliamentary session, which started in May 2015.

Anyone involved in providing contracted private investigation services will require a license.

ESS Consulting offer a Professional Investigation Level 3 which is a Qualifications and Credit Framework (QCF) award and endorsed by the Security Industry Authority, for application of the Private Investigator license. There are two routes for the student to take, a distance learning package or classroom based package of two or five days. It is suggested that if the student has no previous investigative experience, then they should opt for a classroom package as they will find the content, which includes real ESS case file studies, invaluable to their learning.

## ABOUT ESS CONSULTING LTD

One of only a few investigation companies to achieve the British Standard 102000 for Operational Investigation Services, ESS are a specialist investigation and security company that have operated at governmental level. They have trained government departments and corporate security teams in the UK and internationally in areas of

My name is Kyle Thornton and I am currently a serving Intelligence Analyst and Collator with 1RRF ISTAR (Intelligence) Cell, Wiltshire.



I have been in the armed forces for seven years and have completed two tours of Afghanistan. I am about to leave HM Forces to join the civilian private sector with a view to entering the covert investigation field. Knowing I would be leaving the forces I started

to search for suitable training companies that would meet my requirements for operational duty within investigation subjects. I looked at many different companies, a couple seem to be very well known and respected but I did my due diligence and contacted former students after reading material on forums.



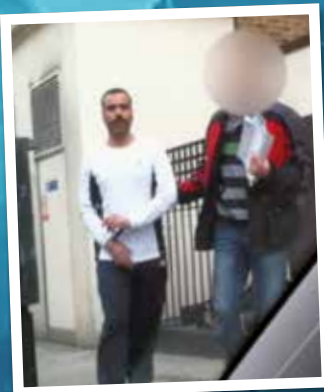


**PICTURED:** ESS successfully tracks down another perpetrator for a production company to expose on national TV

Open Source Intelligence and covert investigative techniques.

ESS have extensive ties with television and media investigations and conduct open source research with covert surveillance activity for TV production companies showing main stream reality programs and documentaries. They are also called upon to train celebrities and give movie production companies advice surrounding covert activity and surveillance techniques.

Their commercial training procedures are exceptional and



**ABOVE:** An ESS covert operation leads to arrest and conviction

give the student maximum value for money whilst preparing them for the reality of researching sophisticated criminality and surveillance-aware individuals.

Tutors have extensive operational backgrounds ranging from Information and Cyber Security, the elite military surveillance unit 14 Intelligence Corp, specialist police armed surveillance teams SO11 and the British security services. Students are assured of the very best instruction adapted to the reality of the commercial world.

ESS Consulting are also active supporters of charities such as Veterans at Ease, a registered charity committed helping veterans, serving military personnel and their families deal with post-traumatic stress disorder. They also support and train NGO's such as World Animal Protection investigation teams.

#### WHY TAKE YOUR TRAINING WITH ESS?

Rebecca Davies says "We are the best at what we do because we employ the very best instructors who constantly update our course material. Its essential to keep content current, particularly for our OSINT course; it's a

difficult task and takes many hours of research and testing."

As testament to this, the ESS OSINT Level 3 course has been selected by the MoD and a specialist intelligence unit, along with two separate UK government agencies as a staff training program. ESS Consulting are more than happy to supply independent references and testimonials upon request.

Rebecca continues "Our Cyber Intelligence tutor has a career of 14 years dedicated to open source intelligence gathering and surveillance, and this year completes a Masters Degree in Cyber and Information Security, the only course of its kind to be certified by GCHQ. In between teaching courses exclusively for ESS, all our tutors are fully operational on covert investigation assignments including undercover operations, surveillance and 'specialist tech' installations. This knowledge is then applied to all the courses ensuring that all the course content is crucially current and therefore relevant."

#### HOW THE INTERNET HAS IMPACTED TRADITIONAL SURVEILLANCE...

Without exception, all surveillance assignments will start with desktop research.

Some cases may even be drawn to a conclusion solely using evidence obtained from OSINT research. The need for good surveillance operatives will always be an absolute requirement but with the introduction of the Internet, investigation work can now be carried out whilst sitting at a desk as opposed to hours spent in the field. ESS Consulting are accredited to deliver Level 3 and Level 4 Advanced Covert Surveillance but have uniquely designed and adapted their courses to reflect the harsh REALITY of working in the commercial arena. They draw on their vast knowledge of covert operational assignments dating from 1995 to the present day.

The Managing Director of ESS emphatically states "We are acutely aware that training in this industry can be based on idealism and will not prepare the student for the reality of working in the public sector. So we have carefully constructed a program of training courses that offer the highest degree of skilled tuition, combined with real experience which, together, will ensure the student achieves the very best training." ●

#### ESS CERTIFIED COURSES ALL ACCREDITED WITH INDUSTRY QUALIFICATIONS;

IQ L3 Open Source Intelligence Gathering  
IQ L3 Professional Investigator (QCF)  
IQ L3 Security Penetration Testing  
IQ L3 Covert Foot and Mobile Surveillance  
IQ L4 Advanced Covert Surveillance

#### MORE INFORMATION

For more information on ESS courses: [www.osintraining.co.uk](http://www.osintraining.co.uk)  
[www.surveillancetraining.com](http://www.surveillancetraining.com) or call: 08452 570255

One thing bothered me, the fact that hardly any of the students had managed to secure employment and those that did, said that the work was sporadic at best. This seemed contrary to what I was being told by some training companies, who were all stating that they can secure contacts and networking for the student with companies that would be able to give out work implying that it was not a problem to secure regular work.

I contacted ESS Consulting after reading their website testimonials. They came across as very different to me, they were up front and honest. I was sent brochures of the courses they ran and were very honest about the prospects of work in

the industry. What impressed me was the amazing support they offered after I had completed their courses. I appreciated their advice and enrolled on two courses with them, the Open Source Intelligence Level 3 course and their Professional Investigation Level 3 course.

As an infantry soldier I attended the Tactical Intelligence Course Afghanistan TIC(A) at the Defence Intelligence and Security Centre, Chicksands and successfully passed the course. I was then moved to the Battalion Intelligence Cell for deployment of Op Herrick 18. So training in open source intelligence techniques with ESS Consulting was something I very much looked forward to. The OSINT course

was followed by the Professional Investigator course plus some distance learning was required.

I was not expecting to experience what I did on these courses. The OSINT program was full on but absolutely fantastic. I was surprised at the amazing content and research techniques that were taught to the students and everyone I met on the course said the same. The tutors have a wealth of knowledge and are truly subject matter experts. They answered every question thrown at them and showed us real case file studies with the training so you see how it all works practically.

I have since recommended ESS Consulting's training programs especially intelligence gathering to my boss and unit. I believe

the British Army would benefit immensely from the techniques being taught by ESS Consulting.

The best is that ESS has already put me forward for work and has offered me real experience on their assignments of security penetration testing. They say I will observe how OSINT research is conducted with covert surveillance and the execution of security penetration testing.

This training company could not be more supportive since training with them and I am going to sit in on another OSINT course for free in June which is part of their promise to the student for on-going support.

Highly recommended for real training in all investigation subjects. ●





# surveillancetraining.com



Level 3 Mobile & Foot Surveillance

## Specialist Investigation Training

With a British Standard 102000 Investigation Services  
Accredited Company

"Our accredited courses are based on reality not idealism."

Nationally Recognised Awards by Awarding Body Industry Qualifications (IQ)



Professional Investigator  
Level 3 Award, SIA endorsed



Covert Foot & Mobile Surveillance  
Level 3 Award



Advanced Covert Surveillance  
Level 4 Award



Security Penetration Testing  
Level 3 Award



Open Source Intelligence  
Level 3 Award

"I have previously served with the Metropolitan Police Service for 25 years and SO11 armed surveillance unit at Scotland Yard for 18 of those years. I've dealt with major crime including kidnap, terrorism and organised crime. I now run a private investigation company specialising in covert surveillance. Investigation and surveillance training with ESS is first class and all my operatives will achieve their private sector qualifications with this British Standard Company. An excellent course and highly recommended for the experienced and novice investigator."

*C. Main, Napier Lodge Investigations Limited*



Level 4 Advanced Covert Surveillance

APPROVED BY MoD  
IN SUPPORT OF  
THE ELC SCHEME

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**iq** Industry  
Qualifications  
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Contact: 08452 570 255  
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In 2016 the big 6 utility companies will have a massive requirement for fully trained Smart Meter Engineers. FEF will be offering 150 free courses worth approx £3000 to give you the advantage of being ready to start work immediately when qualified.

## 150 FREE “Dual Fuel Smart Meter Engineering” courses through Easy Resettlement’s £100,000 training giveaway

FEF-TRG require up to 150 service leavers to fully re-train and become qualified **Dual Fuel Smart Meter Engineers** for one of the top 6 energy providers.

FEF-TRG will offer virtually free training with a guaranteed employment contract once candidates have successfully completed the on-site work experience portfolio and exams. An annual income of circa £28,000 - £35,00 plus bonuses can be expected within 12 months.

Due to the roll out next Summer all of the utility providers will each need hundreds of “newly qualified” engineers to assist them in installing these meters.

According to official figures, around 50 million gas & electric smart meters will need to be installed in more than 27 million homes by 2020 (possibly 2022).

Successful candidates will also gain an Industry recognised qualification on completion of this course.

## Interested?



for details please call:

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[info@fef-trg.co.uk](mailto:info@fef-trg.co.uk)

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# GET INTO TEACHING

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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.

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

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## CONSTRUCTION TRAINING FOR MAJOR INFRASTRUCTURE PROJECTS



As the South West gears up for the proposed nuclear new build at Hinkley C, many businesses and individuals are seeking to benefit from the wealth of opportunities coming to the region. Bridgwater College is ready to help train and up-skill the workforce, and we have superb indoor and outdoor facilities offering skills training in all aspects of civil engineering, including:

- Health and Safety
- CCNSG and Triple Bar
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- Steel Erecting.



To find out more call Business Development on 01278 655111 or email [business@bridgwater.ac.uk](mailto:business@bridgwater.ac.uk).



Open University

# Open Doors to the Future

Written By: Major Mike Niblett, Copyright © The Open University

I left school at 16 and went to a British Army 6th form college where I had to do A Levels, but I hated it and I failed academically and that left me down in the dumps.

Somehow, I got into Sandhurst (the officer training college) with just seven O Levels to my name and I began a 23 year career as an officer in the Army which has taken me all over the world. I have served in Northern Ireland in South Armagh and West Belfast; I was in Bosnia and drove the first vehicle into Sarajevo after the ceasefire, as well as Cyprus, Germany, Belize, Kenya, Hong Kong for the handover to China and two tours of Iraq and Afghanistan.

I had a very full army career and reached the rank of Major and then began considering what to do next and the best option seemed to be retraining myself to be ready for a new career. About four and a half years ago I started an International Studies degree with the OU and I chose the OU because its flexibility fitted in with the job.

I self-funded my course preferring to use my MoD Enhanced Learning Credit funding, which is available up to 10 years after leaving the service, towards an LSE Masters.

I started the first modules in 2009 while I was a military adviser in Qatar in charge of a project to set up the Qatari equivalent of Sandhurst. I started the third module on a tour in Afghanistan and then carried on in Germany.

Studying presented challenges but probably very similar to the experience of most OU students, the normal ups and downs of life which happen anyway, health issues, family and domestic stuff and work, and working in the military means you can be tired a lot of the time.



Army life also meant I studied in some unusual places. In Afghanistan I remember doing assignments sitting in the back of Chinook helicopters flying between Forward Operating Bases and I did my final one inside my sleeping bag holding my torch in my mouth while the base was under Taliban mortar fire.

I was often afraid my laptop would get shot up or just smashed, so whenever I could get access to the internet in a base, I would download my work to a document, work on

it for a while and then email it to myself. Most of my stuff was just floating around in the ether and on one occasion I emailed an assignment nine times and worked on it in bases across Afghanistan before making sure I got it in on time.

I found my dealings with the OU were excellent, I had no issue with the quality of the materials, I received everything on time and when I lost some CDs they were replaced. The tutors were very good and sometimes it was bloody hard work, fighting for every single mark and it was not easy to get a 2:1. I got very detailed feedback from them, they were very thorough and, because of my job, when I needed it, I was able to get some extensions.

Getting my degree coincided with retirement from the army and I had planned for it. As an officer I had seen men, and officers, leave the army without preparing.

I didn't want to come out into an increasingly competitive world not having at least done some homework to ease the transition into civilian life.

I was accepted by four top universities on the back of my OU degree and I am now doing a Masters at the London School of Economics. I am now looking at a possible new career in the international field, perhaps the FCO or Cabinet Office, a think tank or an NGO. I am still looking.

The OU deserves huge credit for enabling me to do this. I doubt there is another institution anywhere that would have taken me from seven O levels to the LSE in five years whilst I was holding down a busy job stretching across the globe. The three aspects that stand out for me are the quality of tuition and materials, the flexibility and the administration. ●







The Open  
University

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# Skills for Employment

The tide has turned at South Tyneside College, where vocational courses and qualifications are a mainstay of its core curriculum.

**T**hey ensure this North East further education centre of excellence provides students with the skills for employment within the region's modern industries – and those further afield.

Since 2011 it has invested more than £12m in major capital projects to modernise and expand key areas of instruction.

These include a multi-million pound upgrade to South Shields Marine School, its world-renowned marine training arm, a 'superlab' real-life high-tech laboratory, and engineering and

welding facilities - the latter are the third largest in the country.

It means the South Shields-based college provides multiple life-changing opportunities for learners and for learning, often through retraining routes.

That it can make a real difference is evidenced by Garry Conolly, 46, and Lee Stead, 41, who between them have more than 50 years' Royal Navy experience and became civilians within months of each other last year.

Each plotted a course before leaving their military roles and today work side by side at the college's Marine Offshore Safety

Training Centre (MOST), on the River Tyne at South Shields and one of the UK's leading offshore training centres, after taking career paths neither had anticipated.

Garry, a married Father of two, from Blyth, North Tyneside, joined the Royal Navy in 1986

as a seaman operator. He progressed to submarines, spending most of his career at Faslane, from where he served as a warfare specialist with various submarines such as HMS Courageous, HMS Conqueror and HMS Victorious to name a few, rising to Chief Petty Officer.

Although he had planned for the day he would leave, which came in April 2014, working offshore with the Emergency Response and Rescue Service, which patrols the North Sea oilfields, took an unexpected turn.



**PICTURED:** Marine Offshore Safety Training staff Lee Stead, Ian Jeffrey and Garry Conolly

**INSET:** Marine Offshore Safety Training Centre's boats hover above the Tyne



After three months, the oil industry downturn made him rethink and led him to South Tyneside College to take a marine security course.

On arrival, he discovered a lecturer's job which suited his experience and qualifications was available. Already in possession of his basic offshore qualifications, he was well placed for the job.

While he hugely enjoys his new position training people for offshore work, he warned: "It's worked out very well, but those about to leave the services should be willing to do whatever training is needed. If they are, then everything they need is out there."

"I think some people put too much reliance on other individuals or support organisations for help. I believe that you have to be personally proactive and do as much as you can to get retrained yourself."

Lee joined the Royal Navy from school in 1990 as a Seaman Radar and progressed to become an Electronic Warfare specialist, working as an Electronic Warfare and Intelligence manager onboard Royal Navy ships including HMS Invincible, HMS Marlborough



**PICTURED:** Marine Offshore Safety Training Centre's training pool

and HMS Somerset. He too reached Chief Petty Officer rank.

Last August, the married father of two, who is from Sunderland, left the Royal Navy and used his resettlement to retrain in non-destructive testing and rope access in Aberdeen with a view to working offshore.

He arrived at South Tyneside College in March after changing

career course due to oil industry changes and is now a training pool technician and lecturer.

Lee admits working on land has been a big change, but added: "It proves that while it's important to have a plan on leaving the forces, you must be willing to change it and to adjust."

"I've found it fairly easy to settle due to my prior experience and

help from the college. My skills have transferred well, including my previous instructor roles.

"Those leaving the forces need to use their resettlement wisely and think clearly about what they want to achieve – you really can't start to plan too early."

"When you approach your last day it's easy to think that it's too early to write off for jobs, but it's not – the earlier you start the better."

MOST Marine Offshore Safety Training curriculum leader Ian Jeffrey, who retired as a petty officer with the Above Water Weapons training unit in 2004, said South Tyneside College had extensive courses and experience to support retraining.

He added: "If people want to work offshore then we have the specific basic and more advanced qualifications available."

"A lot of ex-Army and navy engineers can work at height, which is ideal for offshore wind farms, and they can come here for their safety training."

"But the college has a lot more to offer for many other areas of work, including welding and high voltage. We can help people further their working careers in so many different ways." ●

# WORLD-CLASS MARITIME TRAINING

South Shields Marine School is a world-renowned centre of excellence for marine education and training. Our specialist facilities offer a realistic training environment and are among the best in the world.

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# Forces in Mind Trust

The Forces in Mind Trust (FiMT) established to help ex-Service men and women make a successful transition back to civilian life, and the Institute for Local Governance, working on behalf of a public sector and voluntary body partnership, have published a report which has considered the knowledge sharing processes and practices of organisations supporting the Armed Forces community in the Northeast of England.

The research was carried out by Professor Rob Wilson and his team at the Centre for Knowledge, Innovation, Technology and Enterprise (KITE) at Newcastle University and included a review of the current procedures and practices of organisations providing advice, guidance and support to the ex-Service community. Within this research, the barriers and drivers of information sharing were considered, and examples of good practice were identified.

Recommendations in the Report centre on reviewing existing practices to understand where improvements can be made and to identify which practices deliver the most effective support. The Report also concluded that it is important to create a landscape in which offers of support from all kinds of providers are accessible to ex-Service personnel and their families in the right place at the right time.

The development of better information sharing and associated working practices between those organisations supporting the Armed Forces Community will lead to both a better use of increasingly limited public and charitable sector funds and, more importantly, more effective and targeted support services for the beneficiaries themselves.

Chief Executive of the Forces in Mind Trust, Ray Lock, said: "The findings of this research further build on our evidence base and will enable the many statutory and voluntary organisations providing support to the Armed Forces Community to share and refine the flow of information and so better shape future planning. Working with the Institute for Local Governance on this regional project complements our other projects across the UK, such as the Directory of Social Change's online Guide to the Military Charity Sector released late last year,

and Manchester Business School's study of Integrated Support Networks."

Professor Rob Wilson commented: "This project has brought together two programmes of work at Newcastle: one in the area of information sharing, the other in military studies. The research conducted for Forces in Mind Trust demonstrates the potential role that improvements in capacity around information sharing could play in the complex environment for the diverse needs of the range of ex-service personnel and their families. The key recommendation is the need to make strategic local investments in improving the infrastructure for co-ordination. Such investments would achieve more effective joining-up of the joining up between those who provide help with those who need support thereby harnessing the resources and goodwill already available through existing programmes and in the wider local communities."

Phillip Edwards – Strategy and Implementation Director, Institute for Local Governance said "There is a great deal of useful information and advice in this report. The next steps will be to mobilise the collaboration that has developed between partners to improve information sharing to the ultimate benefit of ex-service users and their families." ●





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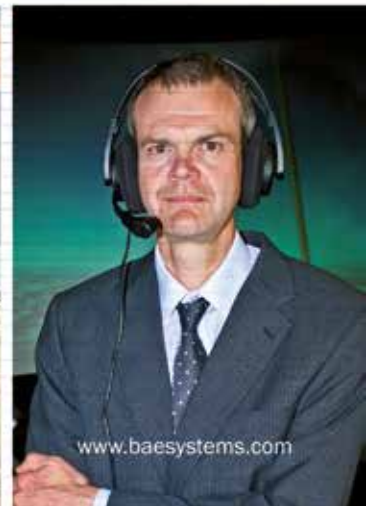
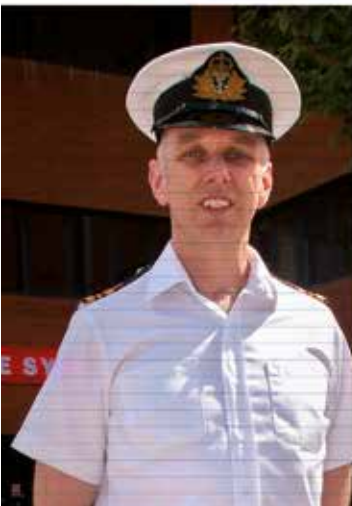
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Bluescreen IT Ltd has been established for 12 years and provides quality professional IT Training that includes Vendors like CompTIA, Microsoft, Cisco, ISC2, Checkpoint and many more. We are an authorised ELC and CTP provider who offer a range of packages that are tailored according to where you want to head into the IT Industry, with the aim at keeping your personal contribution to a minimum.

**W**hether you are new to IT or enhancing current IT skills, Bluescreen can help you achieve your goal!

Our CompTIA Security + course has been awarded CCT accreditation by CESG and APM Group for the delivery, content and instruction of this course. This accreditation provides both the training provider and the student with confidence that courses certified under this scheme, provides a high standard of training of cyber security content and delivery.

CESG is the information security arm of GCHQ and we are the only training company in the UK who has this accreditation for the delivery of this course. Bluescreen IT are finding that Cyber Security related courses are fast becoming the most sought after courses that they deliver. Delegates that have now left the forces and have been on Cyber related courses are now working within some major companies protecting them from the ever growing threats that constantly target businesses.

Our training ethos is about hands-on instruction, with high-end equipment investment that ensures

practical real-life exposure. Students are provided with many labs, to build services and technologies discussed in theory. All training is full-time and instructor-led by industry experienced and cross certified instructors. Every course package that is offered includes a 12 month course re-sit from when your training commences free of charge!

We are Microsoft Gold Partners, Cisco Partners, CompTIA Members and Bluescreen IT have recently been awarded with a Bronze Award in recognition for their support to the Armed Forces. We are an authorised Pearson VUE and Prometric testing centre, which means that you can

certify right here on site with us and leave us fully certified, ready to head into the IT Industry. The qualifications that our courses offer are all internationally recognised that any employer world-wide would recognise.

Here is some feedback from clients who have experienced our training:

"I really enjoyed the course, all of the instructors were highly knowledgeable and were able to help with any questions. I came on this course with prior knowledge, even so I feel I have learnt a substantial amount and would feel confident for the future employment."

"A company that welcomes you from the start and sets a comfortable atmosphere for learning before you even begin, with knowledgeable instructors across the board it just added to the technical knowledge put across with real world experiences. With the whole package being geared around the individual, this is a company you will come back to for many courses." ●

## MORE INFORMATION

*If you would like to discuss your training options, please contact Allison Wallace or Paul Taylor on 01752 724 000 or email [info@bluescreenit.co.uk](mailto:info@bluescreenit.co.uk)*





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# A Teams Passion to Deliver Logistics and Supply Chain Training

Logistics Learning Alliance (LLA) was formed in 2004 and has built itself to be one of the UK's leading organisations in the development of supply chain and logistics personnel.



Is there employment in this sector? – most definitely. Many people work in the supply chain and logistics sector – even if not all of them would recognise those terms. In the UK, the supply chain is a £95bn sector and growing. A recent CBI report on strengthening the UK supply chain “Pulling Together” says that there are £30bn of improvements that could be made. One of 6 critical areas identified is the UK skills shortage in supply chain areas.

Similarly a new report from EY

calculates that re-shoring could add £15.3 billion of GDP to the UK economy – and more than 315,000 jobs. Around 75% of these will need to be in the supply chain.

A recent trend in recruiting is to see more employers specifying that they need to recruit personnel who have the right professional qualifications – a welcome trend that sees logistics and supply chain professionals getting the professional recognition the sector deserves.

## WHAT ARE SUPPLY CHAIN AND LOGISTICS?

**We define them as follows:**

- **Supply Chain...** An all-encompassing process that links the source of raw materials to the end consumer, while removing the excess or waste from the system. It is about making product available.
- **Logistics...** Maintaining and moving those items, covering...
  - Sourcing/Procurement
  - Inventory Management
  - Production Planning
  - Transportation
  - Warehousing
  - Reverse logistics

Supporting all of this are the management and leadership skills that are required to improve the performance of the organisation's supply chain in whatever area employees are working.

We have built our position through our team's passion to deliver logistics and supply chain training to all levels of personnel, in both Commercial and Humanitarian Aid organisations. Our clients include Argos, British American Tobacco, Beiersdorf, Brother, Caterpillar Logistics, Fuji Film (UK), Nissan, Tesco and Oxfam, World Food Programme, MSF, and UNICEF.

Additionally, we are proud of the number of serving or recently

served Armed Forces personnel who undertake LLA courses as part of their resettlement package. Overall, this diverse range of clients gives a broad base for LLA's skilled team to develop innovative courses aimed at meeting specific organisational needs. Where specified we can work with UK Awarding Organisations to accredit the programme.

## LLA SPECIALISES IN PROVIDING

- Innovative and award winning programmes designed to meet specific needs
- Fully coach-supported learning from sector practitioners who are both accessible and approachable
- Learner led, experience focused training in a highly realistic but risk free environment.

The commercial courses are delivered online, utilising a simulated workplace, SCILT™ world. This introduces service leavers to a production company that has gone through a recent merger. It has the advantage of giving service personnel a risk-free environment in which to learn about commercial operations and to realistically build on their transferrable skills. Similarly, we offer humanitarian logistics and supply chain qualifications built around a simulated humanitarian environment giving real-life experience in humanitarian support to beneficiary programmes.

We offer a “no-examination” route to CILT, IoSCM and Open Awards qualifications. All learners are allocated to a personal tutor, who will be their guide and mentor throughout the programme. All of our team are supply chain practitioners – we have all been there done it, read the book and got the T-Shirt and scars to prove it. In making the transition from service life to civilian, it is important that our Tutors understand what this involves and with several ex-Service personnel on the team, we believe we are well placed to help.

Our Managing Director, Peter Jones, left the Royal Navy in 1998 having previously been involved in the humanitarian sector through the logistics support for Montserrat as well as publishing a detailed analysis of the UN and NATO operations in Bosnia. Initially with People Development Group, Peter has been delivering Logistics consultancy and training programmes continuously since his transfer to Civvy Street. He left People Development Group in 2004 to set up Logistics Learning Alliance (LLA) to continue to deliver high quality training with supply chain and logistics professionals, including many service personnel embarking on their career transition.

Peter was instrumental in developing the project that



introduced the award-winning and highly successful e-learning process (SCIL)<sup>1</sup> into People Development Group's supported self study programme. As Managing Director of LLA, he is responsible for the delivery of the company's offering of learning experiences through a blend of distance learning and face to face programmes. Peter is a Coach, Assessor and Internal Verifier for candidates undertaking professional qualifications through the Chartered Institute of Logistics and Transport and is a Chartered Member of the Institute.

His senior management positions have given Peter considerable experience of managing multi-disciplinary teams and he has had extensive responsibility for career development, skills gap analysis, and the setting of both personal and professional objectives within his team – all of which have been used extensively in developing the learning programmes we now deliver globally. Peter has delivered seminars and training programmes in many countries and is tutor for all of LLA's programmes from Strategic Supply Chain Management to those for new entrants to the logistics sector. The



ethos he instils within the company is that we are always available to help anyone to progress in their career choices and in gaining the professional qualifications needed in today's market.

Another of our team, Haydn Sandvig, left the Royal Air Force in 2004 after 22 years in the Supply and Movements trade. As with

others who served during this period he experienced many areas of the supply chain and logistics sector from those small RAF stations to the largest of RAF stations both in the UK and overseas. During his final two years' service he was able to take full advantage of the support offered in helping service people in their transition to civilian life, focussing on gaining formal civilian qualifications. Through a mix of prior learning credits, distance learning and classroom workshops he was able to enhance his service skills and improve his employability in the open market.

These new recognisable qualifications contributed to Haydn's success in gaining employment with Tesco as a Compliance Manager. Within two years Haydn had moved through store management roles into a highly commercial focussed Project Manager's role with Tesco.

After ten years in retail management Haydn joined LLA to help and offer guidance to our students, bringing a mix of government and commercial sector approach to supply chain and logistics training. During his time with LLA, Haydn has played a critical role in helping to develop new commercial and humanitarian

qualifications, delivering workshops both in the UK and overseas from Dublin Ireland to Nairobi in Kenya, to mention just two. A key service skill, often undervalued in the commercial sector, is the "can do attitude" that service life brings.

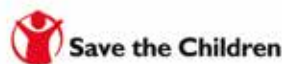
What is clear is that both Peter and Haydn are a good example of how service people can use their transferable skills to great advantage in the commercial arena. The key is to take advantage of the time given to consolidate and improve your skills during the final years of service life. The opportunity for self-development should not be lost. Haydn's thoughts are that "Without taking advantage of the training and education opportunities on offer through the resettlement network I doubt some of the doors that opened for me would have happened. Don't waste your training allowance, you have earned it through your commitment to serving your country."

By recognising your skills and developing new ones through experienced based qualification programmes, there is a world of opportunity within the logistics and the supply chain sector. ●



## Looking for a rewarding career in Humanitarian Logistics?

Start with the right qualifications – developed and recognised by the lead aid agencies, organisations and NGO's, including:



For details on the Humanitarian Logistics Certification Programmes, or for any of our CILT and IoSCM qualification programmes contact Logistics Learning Alliance:

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## Bristol Management Centre

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

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

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

There are no examinations as such in the core Programme, but during their attendance at BMC, delegates are able to

complete the assignments for the course and thus achieve a Master's Level qualification.

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

### Other Courses run by BMC

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- MoR - Managing Risk
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Downland Cycles have been successfully training cycle mechanics and frame builders for 15 years. With a maximum of five people per course you will receive individual attention from our tutors, Bryan and Martyn.

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- ELC funding eligible? Yes or No
- State 1st and 2nd choice of prize FBC or ACM17T

The winner can book any available date as listed on our website before 30th September 2015. The Prize is not transferable to other persons or courses.

We will endeavour to offer the 1st choice however in the event of a place being unavailable then the 2nd choice prize will be offered.

When a course and date has been agreed this is not transferable and will be forfeited in the event of non-attendance or cancellation by the winner.

The prize excludes on-site accommodation fees which are £38 per night including all meals.

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### CONTACT

Email: [julie@downlandcycles.co.uk](mailto:julie@downlandcycles.co.uk) or call 01227 709706





## Ambrey Risk

Ambrey Risk is the leading international private maritime security company, providing a range of security services and training to international private security and the oil and gas sector.

Our growth has been rapid and we currently have an ever expanding number of Head Office employees based in Herefordshire and hundreds of ex military contractors. In addition to our HQ in Herefordshire, we have further offices in Dubai, India, Germany, Korea, Singapore and Hong Kong.

Ambrey's core team is drawn from all sectors of H M Forces and we work tirelessly to attract and retain the best people to deliver our services. We provide continual professional development for our contractors with opportunities for promotion, flexible work patterns, excellent remuneration and international travel.

Our principal service is the provision of protection teams in support of vessels transiting through the 'High Risk Area' of the Red Sea, Gulf of Aden, Indian Ocean, Arabian Sea and off the coasts of East and West Africa. Since inception at the end of 2010, Ambrey have conducted over 1500 transits

and service a client base of blue chip ship owners, managers and major charters in excess of 100 strong and rapidly growing.

Ambrey is one of a handful of companies that have been awarded the recently introduced ISO 28007, a quality management system that delivers guidelines for private maritime security companies providing armed security personnel on board ships. This certificate is increasingly becoming a compulsory requirement for private maritime security companies who wish to contract with blue chip clients.

We are proud to be a part of Easy Resettlement's £100,000 training give away and are offering a free training course up to the value of £1,800. Simply send in an email to us stating when you joined service and when you are leaving along with the course that you are interested in and your contact details. We will then notify the winner in early 2016. email: [training@ambreyrisk.com](mailto:training@ambreyrisk.com), Tel: 0203 503 0340. ●

### CONTACT

Email: [training@ambreyrisk.com](mailto:training@ambreyrisk.com) or call 0203 503 0340



## HR Security

Founded by Matt Hellyer and Mark Reid, HR Security's mission is to provide the best quality training both for service leavers and those already operating within the private security industry.

Our staff are predominantly former UK Special Forces, with over 50 years' operational experience between them. All our personnel have been carefully selected to ensure they have the appropriate operational backgrounds and qualifications to effectively teach close protection, surveillance and firearms skills.

Our comprehensive and highly regarded courses have a market-leading instructor-to-student ratio. They provide students with the high level of professional expertise and continuity of training that will prove invaluable in their future roles.

Modern day Close Protection Officers need to be capable of operating in a multitude of diverse environments from remote hostile environments through to corporate and executive settings, each of which will present unique challenges and we have developed our Close Protection Training Course with this in mind HR Security Ltd follows the National Occupational Standards for Close Protection. These feed

into the SIA core competencies that our organisation delivers. HR Security Ltd training provides 150 guided learning hours, which are split between two Modules, CP and Conflict Management. All senior staff and instructors are former Special Air Service (SAS) operatives with over 50 years combined operational experience. Roles and Responsibilities of the Close Protection Operative include Threat and Risk Assessment, Surveillance Awareness, Operational Planning, Law and Legislation, Interpersonal Skills, Close Protection Teamwork and Briefing, Reconnaissance, Walking Drills, Route Selection, Close Protection Journey Management, Search Procedures, Incident Management and Venue Security.

### WHAT THE COURSE INVOLVES

Conducted at our facility in Bath in the south west of England, our 16-day course involves both theoretical and practical training.

We thoroughly cover everything from the entry-level basics all the way through to high-level procedures such as physical intervention, first aid and trauma management – competencies that are considered essential by employers in the commercial sector.

By passing our course, you'll gain an SIA-accredited Certificate in Close Protection, as well as the HABC Level 3 Certificate in Close Protection.

### ENHANCED LEARNING CREDITS FUNDING

The HR Security Close Protection Course has been approved by the MoD for Enhanced Learning Credits (ELC) funding.

If you are a service leaver, or have left the services within the last ten years you may be eligible to apply or for your chance to win a FREE course simply send an email to [mark@hrsecurity.co.uk](mailto:mark@hrsecurity.co.uk) stating when you joined and when you are leaving service. We will then notify the winner who will be invited to attend the course with us for free as part of Easy Resettlement magazines £100,000 training give away. ●

### CONTACT

Email: [info@hrsecurity.co.uk](mailto:info@hrsecurity.co.uk) or call 01225 904680

**BIFM Training**

### BIFM Training

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From BIFM Training (Quadrilect Ltd) – the official training arm of the British Institute of Facilities Management (BIFM) and a leading provider of BIFM qualifications at levels 3 to 6.

Your experience in the Forces will have equipped you with wide range of diversified skills which fit neatly with a career in facilities management, which is why we've teamed up with Easy Resettlement's £100,000 Training Giveaway to give one lucky reader a free BIFM level 3 Award course commencing in 2016 - worth over £1,700.

Ideal for new entrants or those with less than two to three years experience in an FM role, this qualification is designed to develop your understanding and knowledge of the industry. You will receive three days tuition at the BIFM Training flagship foundation programme "Understanding FM" in Central London or Edinburgh complete with two nights' full board on-site accommodation at one of our 4\* hotel venues, plus a personal tutor for added support. You will also gain two year's free studying membership with BIFM, giving you access to free resources and networking events, as well as a 20% discount on the BIFM Training programme.

#### THE UNDERSTANDING FM TUITION COURSE

Now in its 23rd year, generations of FMs have attended Understanding FM to launch or further their careers, and with an unparalleled reputation both in the UK and overseas, it

has long been considered a de facto recognised standard in FM training. Offering a sound introduction to the FM profession, the programme provides a solid base for your development before intermediate and advanced level training. The included site visit provides an invaluable insight into how a commercial FM operation runs in practice, plus you'll also be networking with FM professionals already working in a wide range of commercial working environments. At the end of the tuition, you'll receive a BIFM certificate of completion which contributes towards your record of CPD [Continuing Professional Development].

#### ASSESSMENT

With further recommended reading and the support of a personal tutor, you will be required to complete two post-course assignments for units FM3.01 'Introduction to Facilities Management' and FM3.03 'Customer and Stakeholder Relations in FM'. You can contact your tutor by email with any questions, and have the opportunity to submit up to two draft assignments before final submission.

#### ESTIMATED DURATION

Before you start we'll schedule a personal study plan with proposed assessment dates for your approval, and most learners achieve this qualification within three months. You do however have up to two years to complete the qualification meaning there's plenty of flexibility if you have other commitments to work around.

#### HOW TO ENTER

To request available course dates and enter, please send an email titled 'Easy Resettlement Training Giveaway' to [info@bifm-training.co.uk](mailto:info@bifm-training.co.uk) and we will notify the winner by email, the competition will end on the 15th January 2016. When a course date has been agreed this is not transferable and will be forfeited in the event of non-attendance or cancellation by the winner. We reserve the right to change the course date and venue.

Please note we are an ELCAS approved provider so in the event that you do not win, you can still use the ELC system to fund others courses with us. BIFM Training (Quadrilect Ltd) Tel: **020 7404 4440**, [www.bifm-training.com](http://www.bifm-training.com).

#### CONTACT

Email: [info@bifm-training.co.uk](mailto:info@bifm-training.co.uk) or call **020 7404 4440**

**Discovery Learning**

### Discovery Learning

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

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

#### DISCOVERY LEARNING COURSES

##### LEVEL 3 PERSONAL TRAINER COURSE

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

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

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

Our part time courses are blended learning so comprise home study then practical attendance days.

Depending on which venue you choose these attendance days may be at the weekend or during the weekday.

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

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

#### OTHER COURSES RUN BY DISCOVERY LEARNING:

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

#### CONTACT

Tel: **0208 543 1017**, email: [info@discovery.uk.com](mailto:info@discovery.uk.com) or visit: [www.discovery.uk.com](http://www.discovery.uk.com)





## Fordham, Institute of International Humanitarian Affairs

The Institute of International Humanitarian Affairs (IIHA) was created at Fordham University in December 2001 to forge partnerships with relief organizations, offer rigorous academic and training courses at the graduate and undergraduate level, host symposia, and publish books relating to humanitarian affairs.

**T**he IIHA is a leading training organization that specializes in humanitarian affairs. Our global list of course offerings facilitates flexible yet academically rigorous training options for aid workers of varying levels of experience. With the creation of a graduate Masters and undergraduate Minor and Major degree programmes, we provide an academic base for the study and development of international health, human rights, disaster management, and other humanitarian issues, especially those that occur in periods of crisis and conflict.

Courses range from one to four weeks and can be taken as stand-alone training courses in subjects of importance to the participants, or in pursuit of Fordham's Masters in International Humanitarian Action (MIHA).

### COURSE OFFERINGS INCLUDE:

- Strategic Issues in Humanitarian Affairs (April 20th-24th; London)
- Disaster Management

- Training Course (April 27th-May 1st; London)
- Humanitarian Negotiators Training Course (May 4th-8th, Barcelona)
- Humanitarian Logistics (May 11th-15th; Barcelona)
- International Diploma in Humanitarian Assistance (May 31st-June 27th; New York)

The IIHA encourages all interested applicants to review the available courses and apply on the IIHA website by visiting the respective course pages listed on the Course Calendar. For more information, including course fees and registration procedures, please visit the IIHA website or contact us.

The Institute of International Humanitarian Affairs (IIHA) Fordham University  
33 W. 60th St., Suite 804,  
New York, NY 10023. ●

### CONTACT

Email: [miha@fordham.edu](mailto:miha@fordham.edu) or call +1 212 636 6294



## Flying Fish

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

**A**t Flying Fish you can become a Yachtmaster, learn to crew on Superyachts, become an Instructor in Water sports and/or Snow sports. With over 20 years' experience in the UK, Australia, Canada and Greece, Flying Fish offers expert coaching and real adventure opportunities. Our most prestigious course and part of Easy Resettlement Magazine's £100,000 training give away, is our Yachtmaster Traineeship. We are operating this course from our UK base in Cowes, on the Isle of Wight in the challenging environment that the Solent offers.

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

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

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

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

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

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

### FUNDING FOR TRAINING

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

### CAREERS ADVICE

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

### STANDARD LEARNING CREDITS (SLC)

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

### ENHANCED LEARNING CREDITS (ELC)

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

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

### CONTACT

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



# Discounted Cinema Tickets for the Armed Forces!

Up to 40 percent off for our Troops and their families

When we heard that a member of the Armed Forces, who had recently returned from Military operations, was denied a discount in a major high street store, but a student in front of him was given one, we knew we had to act.

**R**ewards for Forces is the UK's largest discount and benefit service for the Armed Forces Community, offering members of the Forces and their Partners premium discounts and benefits. They have just launched Cinema Rewards, an incredible new scheme that will make a valuable difference to those currently serving, Veterans and their families.

Open to Rewards for Forces members, this family oriented offer allows Forces Families to save on Cinema Tickets (as well as food and drink) at over 380 Cinema's in the UK and Ireland. The discount is available to members any time of the day, any day of the week and can see a family of four save up to 40%

cinema visit. With savings on food, drink and even annual cinema it is a fantastic initiative for members of the Armed Forces and their families. Cinemas participating in this offer include Cineworld, Empire Cinemas, Showcase and many many more!

As well as the free to join site for all online offers, Rewards for Forces offers a Membership Card for a one off payment of £24 which unlocks even more offers that can be redeemed on the high street. Brantanos, Trespass and Moss Bros are just a few of the outlets where savings can be made. Since it's 2011 launch, Rewards for Forces has gained over 300,000 loyal members who are making the most of these useful discounts. The cost of the card goes straight back into sourcing new offers for it's members. The team at Rewards for Forces may only be

small, but their passion for finding the best offers and giving back to the Armed Forces Community is what drives them. They work relentlessly each day, contacting companies throughout the UK to encourage them to give something back.

Rewards for Forces card holders can make the most of a night out by using their Rewards for Forces card in order to save on a meal out before redeeming their Cinema Rewards with a discounted trip to the cinema. With 20% off Frankie and Bennys, 20% off Red Hot world Buffet and Bar and 25% off Chiquito's and many more restaurants- there is plenty of choice bound to please the whole family.

Managing Director of Rewards for Forces, Peter Raith explains "We at Rewards for Forces understand that when one person serves, the

whole family serves. Through the introduction of Cinema Rewards, we hope it allow Forces families to spend quality time together and also receive a substantial discount as a thanks for serving our country. We are always on the lookout for beneficial and exciting new offers that will help each and every one of our members. This offer is the perfect way to say thank you and hopefully will attract more members of the Forces Community to take advantage of the offers they truly deserve."

To take advantage of this amazing Cinema Rewards offer, Rewards for Forces members can login and click to access their Cinema Rewards. Those who are not members can sign up at [www.rewardsforforces.co.uk](http://www.rewardsforforces.co.uk). Not only will they be entitled to the Cinema Rewards, but new members can also take advantage of the 1,000s of other offers on the website. From Days Out to Clothing, Restaurants and more, there are so many companies offering discounts as a thanks to our Armed Forces.

People who sign up to Rewards for Forces do not just sign up to save. They sign up to be member of the Rewards Family where they debate the hottest topics on the Rewards for Forces Facebook Page and campaign to get more discounts at stores and attractions throughout the country. Rewards for Forces members are encouraged to take their card wherever they go and show it with pride. The members are also keen to get in touch and let Rewards for Forces know where they have saved and where they would benefit from discounts in the future. The UK's largest discount and benefit service for the Armed Forces can see a member save anything from £500-£1,000 annually through the discounts from high street stores right down to local stores on their door step.

It really is simple, log on to Rewards for Forces, access Cinema Rewards, find your local cinema and book tickets with up to 40% off! With such a fantastic offer available, the only big decision members have to make is what film to see first! ●

## MORE INFORMATION

*For more information on Rewards for Forces and how you can join and start saving visit [www.rewardsforforces.co.uk](http://www.rewardsforforces.co.uk) or call 01604 647770. Level of discount varies between cinemas. Full details can be found at [www.rewardsforforces.co.uk](http://www.rewardsforforces.co.uk)*



EXCLUSIVE TO **rewards** *for* **forces**

# *Cinema Rewards*



**"UP TO 40% OFF CINEMA TICKETS"**



**"CINEMA REWARDS MEMBERSHIP PROVIDES DISCOUNTED TICKETS  
TO OVER 380 CINEMAS IN THE UK AND IRELAND"**



**"SAVE MONEY ANY DAY, ANY TIME ON ADULT AND CHILD TICKETS"**

**JOIN [WWW.REWARDSFORFORCES.CO.UK](http://WWW.REWARDSFORFORCES.CO.UK) - FOR DETAILS CALL 01604 647770**



## Elite Academy of Security Training Programmes.

**E**lite Academy of Security Training is one of the few training and operational companies owned and staffed by ex-service and government personnel, including those who have recently left the services and are now employed within the company after completing our training programmes. Established in 2010 to undertake a major contract for the 2012 London games we had previously delivered training worldwide to government and corporate clients on a consultancy basis. Since 2010 we have grown from strength to strength both in training and operational capacity providing Trainers and Close Protection Officers in the UK and internationally.

Our ethos of encompassing the interpersonal skills,

experiences and military mind set has assisted ex forces personal in the transition to civilian employment with companies, training centres and education establishments recognising the benefits of employing ex-service personnel. Elite graduates are currently working in a variety of roles, careers and self-starting their own business with our on-going support.

### TEACHER TRAINING PROGRAMMES

Our unique level 3 Security Instructor Qualification utilises your experience, qualities and knowledge to provide you with the necessary skills, qualifications, resources and materials to become a corporate trainer or set up your own company, it encompasses first aid instructor and insight into teaching uniformed public services in schools and colleges, we also have a close protection instructor for those whom have worked in this role.

### WORKING TOGETHER IN PARTNERSHIP

Elite has training partnerships in the UK and Worldwide, as a tier one



training provider to UK companies, we licence them to deliver approved training programmes and have a nationwide network of training partners and associates, Elite also work with organisations such as the Princes Trust on resettlement and military ethos style projects HASTAUK on worldwide CBRN and risk management projects. Internationally Elite teach in Europe, Australia, Africa and the Middle East and our training excellence and commitment to excellence has gained us invaluable reputation throughout the world. ●

### SECURITY INSTRUCTOR

Our most popular training course for service leavers. The first Security Instructor qualification in the UK, this exciting endorsed qualification combines 7 QCF qualifications and two endorsed trainer qualifications to give the learner nine qualifications from one training package which is encompassed by a final level 3 award of Security

Instructor certificate, we also provide a Close Protection Instructor Award for those that have the relative pre course requisites for this qualification.

### DIPLOMA IN TRAINING, MENTORING AND WORKING WITH YOUNG PEOPLE

This is a new course for summer 2015 this diploma has been designed for those wishing to work in the education and youth working sector. Consisting of 5 QCF qualifications specifically chosen with help from the Princes Trust and other Youth training organisations the Diploma is designed to provide service leavers with the required qualifications to enter into employment, if further modules are taken then it could provide entry onto the Troops to Teachers programme.

With the Government funding more "Military Ethos " into schools programmes nationwide, and the on-going success of the Public Services qualification, if



## Case Studies

### CASE STUDY: FLIGHT SERGEANT RICHARD SAWYER

"Tom" contacted Elite to undertake a Close protection course after a 20yr career in the RAF, during this course he decided to take our Security Instructors qualification which he showed and demonstrated excellent teaching and training skills, Tom is now a full time employee of ELITE and delivers qualifications for ELITE both at our training centre and at a local college. He is also a member of the ELITE BODYGUARD Close Protection team which provides operational services worldwide.

The methodology behind all of the Elite courses is that we



teaching in this sector is your next career then this course will provide you with the qualification and make you "fit for purpose".

#### CLOSE PROTECTION

Elite's Close Protection course has provided service leavers with employment worldwide as well as our own company Elite Bodyguard Ltd and other UK CP employers; a recent student from the Elite CP training course has just gained a fantastic full time role beating over 100 other candidates and achieving 100% on the employer's internal CP exam. The Elite CP training is delivered over 23 days it covers the Sia qualification requirements and includes FPOSI, driving and firearms competency and is delivered in here in the UK. We do have International facilities and have recently delivered many programmes in South Africa, Australia, Asia and Europe in the past 12 months.

#### PREVENTION AND MANAGEMENT OF AGGRESSION (PHYSICAL INTERVENTION) FOR HEALTH AND SOCIAL CARE (PMA)

The Level 3 Certificate in the Delivery of Prevention and Management of Aggression (PMA) is joint venture by Elite and the Norfolk and Norwich University Hospital Trust, we believe it is the only qualification of this type to convey the NHS logo and cited as good practice by NHS PROTECT. If you wish to deliver conflict resolution or physical intervention training into the Health and Social Care sector then this qualification can support you.

understand service personnel, ELITE believes that person centred learning is fundamental in the development of individuals from a forces background to provide a successful transition into their new chosen career.

#### CASE STUDY: WO2 MICHELLE ADEY

"Kate as she is known" Qualified as a Security Instructor via Elite, using her time in the forces and part time interests to set up her own training company which has proved very successful, Elite now work with Kate to provide training at the highest level of Spector Safety and Security nationwide. Kate has also

#### DIPLOMA TECHNICAL SURVEILLANCE COUNTER MEASURES (TSCM)

The only Level 4 in Technical Surveillance Counter Measures qualification, this course is designed for those responsible for technical and information security. To use counter-surveillance equipment with the maximum success, it is also necessary to understand the thought process and actions of those who use technical surveillance, other information gathering and espionage techniques used today.

#### CONTROL & RESTRAINT INSTRUCTOR AT LEVEL 3

This course covers the Control & Restraint user programme and is extended to those that wish to develop into the C&R instructor at level 3 Award. The pre course requisites for this are that you already hold physical Intervention qualifications, and have been teaching Physical Intervention for at least two years, this course is ideal for those wishing to teach within the public, private and Security Industry. ●

#### MORE INFORMATION

Other courses on our prospectus... Search Instructor, Handcuff Instructor, CCTV, Health and Safety, First Aid, Firearms, Driving. Please contact us on **01603 764507/761040** or **www.elite-trainingacademy.co.uk**

completed her Close Protection with Elite and is a valued member of the team in providing many of the Elite programmes.

#### CASE STUDY: STAFF SERGEANT MARK LEITCH

Mark (Geordie) Leitch has served over 24 years in the British Army. He has been employed as a military instructor at a number of military training establishments as well as over 14 years at the Military Corrective Training Centre in Colchester. During his career he has served on a number of operational tours and has been responsible for the security / custodial training and mentoring to British and other international forces.

## Close Protection Training Course in South Africa



### Training Excellence with Purpose from a Tier 1 provider.

**3**0 days in one of the most hostile environments with world class trainers staying in luxury accommodation and surroundings. Nine Syllabus qualifications include Close Protection level 3, FPOSI, Firearms, and Advanced Driving. £4,500 inclusive of flights, food & accommodation

Close Protection courses are also available in UK with FPOS and firearms competency.

#### UK FIREARMS COMPETENCY FOR THE MARITIME AND LAND BASED OPERATIONS

Certificate one day course for those working in the maritime industry who require the mandatory firearms competency. We have indoor and outdoor ranges and shoot from 100m moving down to 25m with different weapon systems.

#### TECHNICAL SURVEILLANCE COUNTER MEASURES (NEW)

This Level 4 in Technical Surveillance Counter Measures is designed for those responsible for technical and information security. To use counter-surveillance equipment it is also necessary to understand the thought process and actions of those who use technical surveillance, only available from ELITE.

#### SECURITY INSTRUCTOR LEVEL 3 QUALIFICATION

This unique syllabus comprises of 12 qualifications and uses your skills and experience in order to provide a complete package to enable you to deliver security, first aid and public service qualifications, set up your own company or gain employment as a trainer. ●

#### MORE INFORMATION

Visit for further details of further qualifications and working in partnership with us at **www.elite-trainingacademy.co.uk** or call **01603 764507**.

Within the Security Industry ELITE are a Tier 1 training provider, or "Master Trainers" which is the other term used by the Sia, this allows Elite to train and licence other training providers and Instructors or those wishing to deliver elements of security training such as Physical Intervention, Handcuffing and Control & Restraint. Elite are principle members of the British Security Industry Association training section and you can be assured that our courses that we provide are of the highest standard and quality which are delivered by qualified, experienced and sector specific Instructors. ●



# ELITE ACADEMY OF SECURITY TRAINING LTD

TURN YOUR SKILLS, EXPERIENCE AND KNOWLEDGE INTO A CAREER IN

TEACHING AND TRAINING IN THE SECURITY INDUSTRY.

## THE ONLY SECURITY INSTRUCTOR QUALIFICATION IN THE UK

THIS UNIQUE SYLLABUS UTILISING YOUR PROVEN COMPETENCY WILL ENABLE YOU TO DELIVER

SECURITY TRAINING, FIRST AID AND PUBLIC SERVICES COURSES



**Also available: Close Protection Instructor Qualification Level 3**

AS A TIER 1 TRAINING PROVIDER FOR THE SIA LICENCE TO PRACTICE AND UNIQUE QUALIFICATIONS, YOU CAN BE ASSURED THAT WE WILL ASSIST YOU IN EVERY WAY POSSIBLE TO START YOUR CAREER IN TRAINING.

FURTHER INSTRUCTOR COURSES THAT ARE AVAILABLE INCLUDE:

HANDCUFF, SEARCH, CONTROL AND RESTRAINT, TSCM, CBRN, EOD, & NHS PMA

CAREER COURSES

CLOSE PROTECTION, MARITIME SECURITY, TECHNICAL SURVEILLANCE COUNTER MEASURES

CALL US FOR AN INFORMAL DISCUSSION ON

**(0) 1603 746507/761040**

**[www.elite-trainingacademy.co.uk](http://www.elite-trainingacademy.co.uk)**





# Open the Door to a New Career in Licensed Hospitality

For service leavers, or indeed anyone else embarking on a new career the hospitality industry is a serious possibility. Hospitality is one industry that welcomes ex-service personnel with open arms. It is one of the few remaining areas where someone can join at grass roots level with minimal qualifications and still reach the top.

**H**ospitality and tourism refers to the welcoming of and catering to guests in hotels, restaurants, cafes, casinos, and cinemas – anywhere that leisure activities may be undertaken.

Careers in hospitality and tourism are vast and varied. Restaurants employ waiting staff, bar staff, maitre d', managers and chefs. Hotels offer positions from housekeeping staff and concierge up to management level. Travel agents, tour guides, entertainers on cruise ships, golf coaches at hotels and holiday reps all work in hospitality and tourism. The possibilities are endless, and the locations worldwide.

The industry can be viewed as glamorous due to the potential to travel when working

in certain sectors, however it is also often also hard work and long hours. Hospitality can be a very satisfying career when you see or hear about the pleasure that your work brings to customers.

Helpful attributes for someone who works in the hospitality industry are to be friendly, have an eye for detail, be organised, a good team player and happy to go above and beyond the call of duty.

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

Training is available and Arrochar Associates could help you get on to the first rung of the ladder.

As a leading provider of training and consultancy for the

hospitality industry Arrochar Associates is here to provide training and later support for individuals and their businesses.

The company claims to have the right packages for transition from military to hospitality. They will help you experience a smooth and supported transition into the industry whether it be pub, club, hotel, restaurant, B&B or nightclub. Before, during and after training, Arrochar Associates maintains its support for you.

Arrochar trainers' enthusiasm and knowledge are renowned within the hospitality industry

and they ensure that you have the best training experience possible.

Looking for suggestions for your future career? Want to explore the possibilities? Arrochar has extensive contacts in the trade and can point you in the right direction.

It's training packages are comprehensive and are ideal to get you started, irrespective of your level of experience. Most service personnel have an initial advantage as most have some supervisory or management skills. ●

### HIGH FIVE

This is a packed week with highly experienced trainers who know the industry inside out. They will guide you through the sessions ensuring you take away what you need to embark on your new career. This covers the essentials for entering the hospitality industry. After five days including evening practical bar session, successful candidates will achieve five important certificates.

- **BIIAB Level 2 Award for Personal Licence Holders (APLH)**

APLH is a must to be in charge of a business serving alcohol and contains vital information on licensing law and due diligence.

- **BIIAB Level 2 Award in Licensed Hospitality Operations (ALHO)**

This Includes finance, catering, employment law, customer service, health & safety legislation, marketing and merchandising. It's packed with topics covering all aspects of the licensed trade.

- **BIIAB Level 2 Award in Licensed Retailing (ALR)**

ALR is an additional qualification awarded on successful completion of the APLH & ALHO.

- **BIIAB Level 2 Award in Beer and Celler Quality (ABCQ)**

ABCQ covers beer and cellar quality, including hands on experience and pouring the perfect pint and other drinks for real customers during some evenings.

- **CIEH Level 2 in Award in Food Safety in Catering**

Food Safety is a crucial qualification for those handling food - this includes ice and lemon!







### SEVEN UP

This course is a level up. You return to Arrochar Associates for another week. It comprises three advanced courses on three separate days with study in between. A visit to a local brewery and a look at different styles of hospitality businesses are included in the week.

#### • **BIAB Level 3 Award in Hospitality Business Management (AHBM)**

- **Understanding a Business Market...** who and where your customers are, how to attract, interest and keep them.
- **Motivating a Team in Business...** a happy and motivated team leads to happy customers, a happy boss and a great business.
- **Profit, Loss and Budget Control...** the more advanced side to running a hospitality business.
- **What's involved...** five days, three training days and time for revision, plus brewery tour and time spent 'out & about' looking at different hospitality businesses.

### NINE TO SHINE

Finally, to complete your experience and qualifications Arrochar offers an eight further

advanced one day courses over two weeks with time for revision. This gives students and opportunity to excel, gain eight units in addition to the AHBM and achieve the:

#### • **BIAB Level 3 Certificate in Hospitality Business Management (CHBM)**

- **Monday...** Business Planning: Your skills, your plan, your route map to success
- **Tuesday...** Recruitment & Employment Practice: People, procedures and policies
- **Wednesday...** Free/revision day
- **Thursday...** Training Design & Delivery: You have the "know how", now train your staff
- **Friday...** Customer Service: Making your customers welcome, want to return to your business and tell others about it
- **Monday...** Stock Control: The importance of stocktaking, how to interpret stock results and how to avoid profit "leakage"
- **Tuesday...** Sales Promotion & Merchandising: How to get your business & products noticed &

how to maximize profits using effective sales techniques

- **Wednesday...** Free/revision day
- **Thursday...** Profitable Food Management: The proof is in the pudding. How to make the most from a food operation
- **Friday...** Profit through Accommodation

To find out more about what training Arrochar Associates can offer you how they can help you start in the hospitality business visit the company's website [www.arrochar-associates.co.uk](http://www.arrochar-associates.co.uk) or telephone **01869 343640**. Arrochar Associates is a preferred supplier to the Career Transition Partnership, and is one of the very few, if not the only, independent provider approved by the MoD in support of the ELC Scheme to run the BIAB Level 3 Hospitality Business Management programme. Arrochar Associates understands the needs of the service leaver and is ideally placed to help.

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

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

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

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

Learners interested in registering for individual units or a whole qualification can view the Institute's Guide to Qualifications by visiting [www.instituteofhospitality.org](http://www.instituteofhospitality.org).

Service leavers with catering experience will find this organisation of particular interest. ●

# A Head Start for the McLeods with Arrochar

Written By: Steven and Joanne McLeod

My wife Joanne served as a chef in the Royal Air Force for 13 years and completed tours of the Falkland Isles and Iraq. I served in the Army for just over 14 years in 5 Scots (Argyll and Sutherland Highlanders) serving with 16 Air Assault Brigade completing various tours of duty which included Northern Ireland, Kosovo, Bosnia, Iraq and Afghanistan.

Once I had left the army I completed my course on close protection, from which afterwards I then retrained again to maritime security, however after a couple of years of hard thinking my wife and I chose to start up our own business in the hospitality industry and yes, you guessed it... I retrained again and this is where Arrochar came in. Their course package looked second to none with the trainers' plethora of experience in the hospitality industry it seemed to be a no brainer.

I attended the High 5 (5 level 2 qualifications) course and my wife attended both the High 5 and the 9 to Shine (9 level 3 Certificates). She completed this through the help and professional teaching, as well as excellent guidance throughout the packaged course.

Joanne was lucky in a way as she already had prior experience in the industry however with myself being a bit of a "newbie" what was taught on my course did fall into place. We bought The Wheatsheaf Inn near Newark after working and saving hard at the start of 2014, we are in the "Good Pub Guide" the Michelin "Eating out in Pubs" guide as well as recently receiving our certificate of excellence from "TripAdvisor". These are feats that we must work hard to keep, however it's not easy. We are also in the process on moving onto our second country pub/restaurant after the New Year.



If you are seriously thinking about the hospitality industry then go for it. However you need to be a peoples person and YOU MUST interact with the customer/client at whatever the cost, what it isn't is a glorified day job standing behind the bar drinking your profits or disconnecting yourself from your customers. If it all goes well then the benefits are very rewarding and everything falls into place.

What is a shame is the lack of professionals that are in the trade. The industry is crying out for chefs and front of house staff etc. We are going to be taking on a chef who leaves the Navy in the next few weeks to add to our team which will be interesting to see how the "tri service package" will work in "Civvy Street"

With Arrochar you are sure to have a head start. ●

## OPEN THE DOOR TO A NEW CAREER IN HOSPITALITY



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in Edinburgh?

Manager in  
Manchester?

Publican in  
Portsmouth?

## Looking for the "what comes next"?

### Hospitality could be the answer.

Rewarding, challenging and stimulating all in one trade. Arrochar Associates' industry-experienced trainers bring the hospitality trade alive and can point you in the right direction to utilise your existing skills.

BIIAB Level 2 Award in Licensed Hospitality Operations sets people on the right track and combined with the additional skills of bar and cellar training plus a licensing qualification, forms their unique High Five Programme.

Arrochar Associates is one of the very few, if not the only, independent provider accredited by ELC to run the BIIAB Level 3 Hospitality Management Programme. This follows on from the High Five and is a more advanced look at running, or managing, a successful business.

**Arrochar's qualified trainers have the enthusiasm, skills and knowledge to help you move into this rewarding trade.**

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career transition partnership  
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Covering all the essentials from Accounting (for Non-Accountants!), Business Operations and Business Strategy to Employment Law, Marketing and use of Social Media.

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# Utilise your complete skill set and make the right tactical move with a Caremark franchise

If you feel excited, energised and motivated at the prospect of having to take personal responsibility for your business and your team, please contact us today for more information.



## The benefits of a Caremark Franchise:

- A white-collar management role running and developing your own company
- A 2015 forecast network turnover of over £50 million
- A business in a sector with huge growth prospects
- Access to the proven Caremark formula and systems
- Comprehensive franchise package, including licensing rights, updated operations manual and in depth training course

Start the process...

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The mark of excellent care

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W [www.caremarkfranchises.com](http://www.caremarkfranchises.com)

# Take command of your future.

In the armed services, people's lives and wellbeing are at stake, you have the support of a highly efficient organisation, you work closely with colleagues, and you are capable of operating solo. The nature of a Caremark home care franchise is very similar:

Becoming your own boss is a logical step to take when you leave the armed forces. Running your own 'white collar' franchise is a great way to utilise the communication and other skills you have learned, while your can-do attitude, attention to detail and methodical approach will give you a head start from day one.

A Caremark franchise ticks all the right boxes. This UK-based company is a well-known and well-established home care franchise organisation. It provides care and support services to a broad range of customers, including older people, adults, children, those with mental health needs or with learning difficulties, people with physical difficulties, and those who are terminally ill, as well as individuals who have recently returned home from hospital and need interim assistance.

As a Caremark franchisee you will run a team of dedicated, well-trained professional staff, delivering bespoke care to provide a genuinely beneficial service for local communities by enabling people of all ages, abilities and ethnicities to continue living independently at home. Your personal training, staff training, all business start-up needs, and ongoing support will be taken care of within the comprehensive Caremark franchise package.

The Caremark brand opens doors because it guarantees quality and has instant credibility as a highly respected care service provider. All Caremark franchisees become part of an exclusive community of like-minded people, each running their own business, comparing notes, sharing ideas and experiences, and motivating one-another. Caremark's unique culture ensures that franchisees are always supported, assisted and encouraged throughout every stage of the development and growth of their business.

Your background has armed you with a valuable range of capabilities and attributes. Why not put them to good use in your future career, by joining Caremark?





# The British Franchise Exhibition

It is projected, that by 2020 The Armed Forces will reduce their regular workforce by 30,890<sup>1</sup>, forcing several military personnel to look at alternative career options.

With thousands of ex-military already possessing the unique skill set to run their own business, franchising can offer ambitious, hardworking ex-forces a safe route to a new career through self-employment.

After serving in the Royal Air Force for 18 years Simon Webb, decided to investigate franchising further. Visiting the Franchise Exhibition, Simon met with a representative from Expense Reduction Analysts (ERA), a leading franchise in specialist procurement. Simon commented, "I met ERA and got chatting a little later on to an ERA franchise partner and the rest, as they say, is history."

Wanting to channel his skill set into something fresh

and exciting, Simon followed the training and franchise model rigorously and, within six months, had managed to sign two clients and lay the groundwork for many more.

"It became clear very quickly that the skills I gained from the RAF, such as team work, communication, and professionalism were not only relevant but stood me in very good stead indeed. ERA has really enabled me to bring together all the experience I already had under my belt and rapidly develop it to help me launch my business."

As one of the UK's most successful business models, franchising contributes £13.7<sup>2</sup> billion to the UK economy and employs well over 500,000<sup>3</sup> Brits across the UK. The business

model is ideal for those looking to run their own company but with the support and backing of an established brand.

Mark Llewellyn, managing director at Revive! a leading automotive repair franchise operating across the UK and Ireland, believes franchising can offer an exceptional business building opportunities for ex-military: "Running a franchise is a good fit for people with a military or public service background. The self-discipline and interpersonal skills needed to serve in the armed forces are key qualities we look for when recruiting franchisees and the fact that they are already used to following a set way of doing things means that the franchise model provides a familiar and comfortable platform upon which they can build a thriving business."

"The transition to civilian life can be exciting but at the same time a daunting prospect. Many ex-military personnel want to be their own boss and have the skills and ambition to run their own business, but still want to be a part of a team. Franchising can offer ambitious, hardworking ex-forces personnel a great route to a rewarding job and career through self-employment."

Central to the UK's franchising industry; the 2015 Franchise Exhibitions offer the ex-forces an ideal opportunity to meet with business experts, case studies, and some of the UK's top brands from a wide range of sectors including care, food & catering, cleaning, retail, and property.

As the only franchise events to be accredited by the British Franchise Association (bfa) The Franchise Exhibitions are highly regarded and trusted, as all franchises' exhibiting have to meet the bfa's strict code of ethics in order to exhibit. The exhibition will also offer visitors free access to an extensive seminar programme including advice clinics featuring experts from the bfa, legal and financial firms, as well as franchisees themselves who will share their own career journey and success.

The British Franchise Exhibition takes place at EventCity, Manchester on 19th to 20th June 2015. Visitors can gain free entry by registering online at [www.franchisetickets.co.uk](http://www.franchisetickets.co.uk) and entering the promotional code BFE1 (saving £10). ●



Belvoir was founded in 1995 by Wing Commander Mike Goddard and his wife Stephanie in Lincolnshire. Their extensive military experience and strict standards of quality and customer care were applied to create a professional residential lettings service.

## Why invest in a Belvoir Franchise?

There are many reasons why it could be a great idea for you to invest in a Belvoir Franchise.

The most important one to you is dependent on your particular goals

The main reasons we find that people want to invest are as follows:

- Tried and tested business model that gives confidence when beginning work in an unfamiliar role.
- Comprehensive, ongoing training programme delivered by industry specialists and experts.
- An opportunity to earn a significant amount of money each year, often far in excess of a salaried position.
- An opportunity to build a capital asset that gives you financial security for your future.
- Genuinely working for yourself, in your own business.
- A comprehensive support structure that helps to deal with those situations that you haven't experienced before.
- A proven successful business model that has gained the backing and confidence of four of the major banks, giving preferential rates and the maximum loan ratio.
- To succeed at starting a new business in a competitive environment.

**Whatever your reasons are for wanting to move your life forward, we would love to discuss them with you. The first step is to attend a Discovery Day where we begin to understand you and you begin to see more clearly just how exciting this opportunity really is.**

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**part of a winning team**

The 'Belvoir Business Opportunity

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# 100+ Franchisees can't be wrong!

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

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

Gerry McGuiness



Areas available for fully qualified gas & electrical engineers

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Established in 1996



## Success for former Officer With ChipsAway!

Former RAF Engineering Officer, Paul Fabian, joined the UK's leading minor automotive paintwork repair franchise, ChipsAway, in 1999 having decided he wanted to work for himself after taking voluntary redundancy. Initially running a man-and-van operation, Paul has since seen his business boom, and today operates two fixed CarCare Centres as well as a mobile unit, employing six staff.

### My best year yet! Paul Fabian - Franchisee

"I like being my own boss and having the freedom to decide which way I want to take the business without it adversely affecting my family/social time. If I want to take eight or ten weeks holiday in a year, I can, while the business carries on without me. What's more, if I want to earn more, I can set my own targets and work to achieve them, rather than waiting for someone to promote me. I earn at least five to six times more than I did in the RAF – even allowing for indexation – and my ChipsAway business keeps going from strength to strength!"



## Be your own boss

Take control of your future and be your own boss with ChipsAway, the UK's original and market leading automotive paintwork repair franchise.

- » Excellent earnings - potential to turnover £80,000+pa
- » Proven demand - as brand leaders of the marketplace
- » Unlimited business support - from a dedicated team
- » Unrivalled training course and business launch

With guaranteed funding available to approved candidates, there's never been a better time to join.\*



Call now for more info:

**0800 980 5214**

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

**ChipsAway**

Scratches and scuffs won't dent your pocket

\*Guaranteed funding is subject to availability and available to candidates approved by ChipsAway International with a minimum personal investment of £15,000.



# Making the Transition

Even if you have a job to go to on leaving the Armed Forces, you are still strongly advised to attend the CTP Career Transition Workshop (CTW), along with any other that you will find of benefit, such as CV Writing or Interview Techniques.

**T**he purpose of these workshops is to help you to recognise and assess your options and learn skills in order to approach the civilian workplace

and market yourself to a future employer. These are skills that are important to develop for life, and not just for your next job. If you don't go – you won't know.

Throughout our lives we are faced with choices or options and as you prepare to leave the Services, you are potentially about to face some of your biggest ones yet. You can never start this preparation early enough so plan your resettlement carefully and thoroughly. In order to commence a successful self-marketing campaign one of the first things you should do is to decide what it is you wish to achieve.

## UNDERSTAND THE WORLD OF WORK

- what has changed since you joined the Services?
- how do those changes affect you?
- how do you effectively manage your own career?
- what are the different patterns of work?
- what do you want from a company?
- how do you negotiate a salary package?

## IDENTIFY YOUR INTERESTS AND SKILLS

- what are your interests?
- what transferable skills do you have?
- what training or qualifications have you done?
- Can you identify what you have achieved so far?
- does all this help you decide what to do next?









# Get ahead in the civilian job market with the Career Transition Partnership

Providing you with all the tools needed to make the most of your new career

When you begin your resettlement with the Career Transition Partnership (CTP), your Career Transition Workshop is the starting point for thinking about your future career, identifying your key transferrable skills and creating an action plan to help you reach your employment goals. Once you know where you want to go, there are many resources available via the CTP to help you approach the job market and secure that all-important second career...

## RightJob

RightJob is the CTP's online job finding service, specifically designed to match ex-military personnel with employers seeking their skills and experience. RightJob lists thousands of live vacancies from across a wide range of industry sectors, with new ones added every day. Ensure your profile is complete and up-to-date to avoid missing out on notifications about relevant opportunities.

## Employer Focus Directory

The Employer Focus Directory contains micro-sites for major employers, hand-picked by the CTP Employment Team because they have on-going opportunities for ex-military personnel. Each employer's page contains details of current opportunities, hints and tips for successful applications, Service leaver case studies and company information, so is a great place to start your job search.

## Live Online Chats

Employers regularly host Live Online Chat events via their Employer Focus Directory pages on the CTP website; these are a great way to find out more about an organisation and their vacancies, with no need to travel. Each event is advertised on the CTP events calendar, and takes place over a two hour timeslot. You can log in at any time during the two hours to chat one-to-one with recruiting staff, learn about current and future job vacancies, discuss any training requirements and find out where your skills and experience could fit into the organisation. Ensure you don't miss out on invites to live chat events that match your skills and interests by keeping your RightJob profile up-to-date.

## Networking Opportunities

CTP events provide plenty of opportunities to meet and network with employers face-to-face, to build up your contacts and research your future career options. Events include national employment fairs covering a wide range of industries with both current and future job opportunities, regional recruitment presentations from companies looking to fill specific vacancies, and industry awareness days providing advice and insight from employers in a particular sector. All events are free to attend, and are advertised at [www.ctp.org.uk/events](http://www.ctp.org.uk/events)

## myPlan Video Library

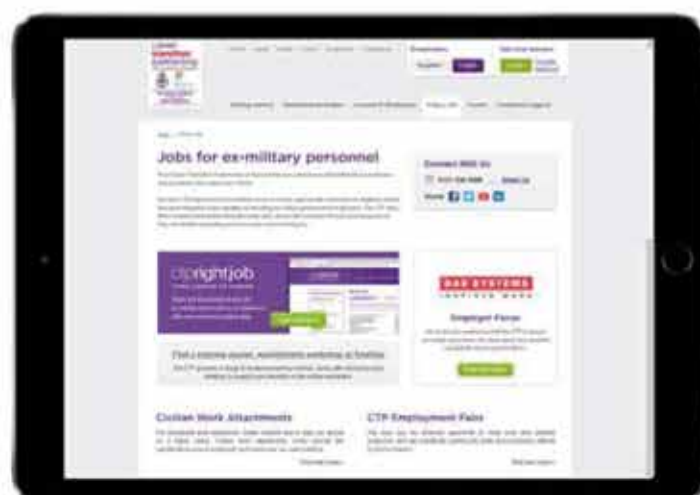
myPlan is your personal area of the CTP website, allowing you to manage your resettlement journey. One of the features to aid your job search is the Video Library, containing over 500 video clips providing advice for your career change and job search. These videos give you the latest views from the people who matter – employers!

## Employment Consultants

CTP Employment Consultants are based across the UK, and are there to support you as you enter the job market, providing advice and guidance on CVs, applications and covering letters, as well as information on the local employment market. Monthly regional employment bulletins are also prepared by the employment team and sent out via email. Specialist consultants are available for Wounded, Injured and Sick personnel, and Early Service Leavers.

## Focus @ 4 Workshop

This workshop is designed for Service leavers who are within the last four months prior to their discharge date and is a refresher of the topics that were covered in the Career Transition Workshop that you would have undertaken earlier in your resettlement. The purpose of the day is to provide you with a reminder of important aspects of actively applying for jobs and the resources available to help you as you reach this crucial stage of your resettlement in the lead up to leaving the Service.







# My Resettlement Story: Craig Cope

Find out how ex-Colour Sergeant Craig Cope went on to work as a Health and Safety Advisor in the offshore industry, following a 27 year career in the Royal Marines.

## COULD YOU TELL US A LITTLE ABOUT YOURSELF?

I served for 27 years as a Royal Marines Mountain Leader, and spent my last 4 years as the Works Liaison SNCO at Bickleigh Barracks, working in the Estates Department. I thoroughly enjoyed my time in Service, in particular being deployed on operations and working with the lads as part of a team, along with instructing and training people and watching their development. I also enjoyed the many opportunities for travel and personal and professional development. Having reached the end of my contract in early 2014, I felt ready to leave and develop my skills and experience in a commercial environment.

## WHAT SKILLS AND EXPERIENCE DID YOU GAIN DURING YOUR TIME IN THE ROYAL MARINES?

I gained many transferrable skills during my military career; these include leadership, management, people skills, presentation and public speaking and report writing, to name just a few.

I also gained a number of vocational qualifications, such as Ski Instructor, Climbing Instructor, Diving PADI & BSAC and Close Protection, and completed courses including Accident Investigation, Environmental Protection, Environmental Management and Assessment, Manual Handling Instructor and Dangerous Goods Safety Advisor.

### 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.

## HOW DID YOU FIND THE CTP CAREER TRANSITION WORKSHOP?

I attended a Career Transition Workshop at the Regional Resettlement Centre in Plymouth, and found the sections on networking, job hunting techniques and CV development of great benefit. I also had a light bulb moment of how many of my skills were transferable to the civilian environment. I received great support from the staff at RRC Plymouth, who were always at the end of a phone or email offering advice when needed.

## DID YOU COMPLETE ANY VOCATIONAL TRAINING?

As part of my resettlement, and with plans to secure a health and safety role, I completed a NEBOSH Diploma in Occupational Health & Safety, along with the Combined NEBOSH Practitioner Health & Safety Suite, which provided NEBOSH General, Fire and Construction certificates.

I also completed the ISO9001 Lead Auditor course in Wigan and an Offshore Survival Course in Aberdeen, both delivered by CTP Preferred Suppliers of training.

I would advise other Service leavers seeking roles in the safety profession be as diverse as you can; I have invested both time and money over the last 7 years gaining valuable qualifications and experience to stand me in good stead for my next career.

### Top tip:

You can view hundreds of courses provided by the CTP and MOD-vetted Preferred Suppliers at [www.ctp.org.uk/resettlement-courses](http://www.ctp.org.uk/resettlement-courses) - all providers go through a stringent accreditation process to ensure they provide Service leavers with value-for-money training.

## HOW DID YOU SECURE YOUR CURRENT JOB?

Whilst in Aberdeen for my Offshore Survival course, I dropped 10 CVs through various company doors. I subsequently received a call back from Halliburton, but in the meantime, I had received another job offer and begun work with a Service Provider to the Oil & Gas industry as a Safety Advisor.

I soon realised that this role wasn't for me, so a few months later, I approached Halliburton again and was lucky enough to secure the original position that had been offered to me previously. I was initially employed as the HSE Technical Engineering Advisor for Halliburton Energy Services in Aberdeen, and have recently started a new role working in oil production supporting floating production, storage and offloading (FPSO) in the North Sea.

### Top tip:

Never underestimate the value of networking and building your list of contacts. You'll cover networking techniques during the Career Transition Workshop, and the CTP also offer a one-day Networking course.

## WHAT DOES YOUR JOB ENTAIL?

My role involves providing technical advice on Health and Safety; this means advising on explosives, radiation, dangerous goods, environmental issues, fire safety and occupational health and safety for onshore and offshore personnel, along with report writing, chairing safety meetings, and producing safety communications.

Additionally, I carry out tiered inspections and audits on & offshore, review, update and produce safety information, risk assessments and procedures work methods, and carry out new starter and contractor inductions.

## HOW DOES YOUR RESETTLEMENT TRAINING HELP IN YOUR CURRENT ROLE?

The NEBOSH Diploma was the key to securing a role without the necessary Oil and Gas industry experience, and enabled me to break in. There are lots of people with the basic NEBOSH qualifications but having military experience may help you stand out, as many employers know you are reliable and will work hard. The Offshore Survival and Medical course is nice to have but most employers will provide the training if you are required to work Offshore.

## WHAT ADVICE WOULD YOU GIVE OTHER SERVICE LEAVERS PLANNING THEIR FUTURE CAREERS?

Invest in yourself; spend your time and money wisely in planning for your new career. Make a plan and stick to it, ask yourself where do you want to be in 3-5 years and ask yourself how do I get there?

## WHAT QUALIFICATIONS, COURSES AND EXPERIENCE DO I NEED?

Network like never before, develop and maintain links. Never ask for a job but ask for advice. If you are looking for an offshore job because it looks the easy option and promises mega bucks, be warned! To secure offshore work you will need relevant industry experience, networking contacts, or to be lucky enough to secure an entry-level position into a trade. (Remember that for entry-level roles, it will take around a year to get offshore and you will receive a trainee salary). Be prepared to make sacrifices if you want to succeed in your long term goals; you may need to compromise on pay, location and expectations.

Finally, once you have left the Service, leave it behind you. Break free, be professional, not stereotypical, nobody wants to hear war stories from the likes of Uncle Albert. The world is your oyster; there is loads of work out there - get the experience then get the rewards once you have proved yourself. Good luck.

### Top tip:

When you've registered for resettlement, you'll be introduced to a personal Career Consultant who can provide advice and guidance on training and your future career planning. There are plenty of CTP staff on hand to support you during your career transition.



# Train as a Wedding and Portrait Photographer

Great earning potential, Great life style, Great job.



**N**o matter what level you are at we will give you the training and hands on practical experience for you to become a successful Wedding and Portrait Photographer.

On completion of our 10 and 15 day course, all students are welcome to come and spend two weeks work experience with us in our studios. This can be done at a convenient time for the student.

First Point Photography is a contemporary, commercial working studio in Bournemouth, Dorset, offering portraits, wedding and advertising photography. In addition to this First Point Photography is a City & Guilds accredited training

centre and offers City & Guilds accredited courses on wedding, portrait and digital manipulation photography. The courses run from two days to fifteen days and all come with a City & Guilds accredited workshop diploma and up to a level 3 qualification.

Our seminars are intended for those who would like to start their own Wedding and Portrait Photography Business. No matter what your photography experience, or what level you are at, we start from the very basics and soon bring everyone up to speed. All courses are very practical and involve a lot of photography covering all aspects of commercial photography, enabling students to create their own portfolio ready to submit to potential clients.

All the seminars are run from our two fully equipped working studios and seminar room and are based on the studio's business practices. We share all our information and experiences with the students; this includes all pricing and costing and the day to day running of a photography business. Practical portrait sessions in the studio focus on familiarity with studio equipment (including home/mobile studios) and lighting. We teach the students how to set-up the studio lights for different looks (including high and low key), measure the flash correctly and pose their models. We also cover on location portraiture (including urban and rural). We teach the students how to develop and enhance your personal portfolio and learn advanced techniques

such as the use of fill-in flash both on and off the camera, use of reflectors and how to pose and direct their models.

The wedding sessions cover the whole aspect of wedding photography, from obtaining bookings through to producing the final album (including



digital images for print. The course looks at the whole post-production process from professional workflow and storage to editing techniques and ethics as well as final output such as prints, books and slideshows.

On completion of our 10 and 15 day course, all students are welcome to come and spend two weeks work experience with us in our studios. This can be done at a convenient time for the student.

#### HERE ARE SOME COMMENTS FROM PAST STUDENTS WHO HAVE TAKEN OUR COURSES:

- Excellent instructor and sandwiches. I feel I have learnt a lot on this course, hands on shoots were excellent for learning and very informative. **Carolyn**
- I really appreciate the time made available and never felt as though I was being rushed through the course. **Guy**
- Really helpful, learnt so much and it has improved my photographs massively. **Dan**

- Excellent, very good and presented in an enjoyable way. **Bill**
- Exceptional course – professional throughout. **Neal**
- All staff professional and helpful, nothing was too much trouble. I would highly recommend. **Sue**

#### THE MAIN OBJECTIVES OF THE SEMINARS ARE:

- To give you the experience and confidence to set out on an exciting new career and to become a successful professional photographer.
- To gain a City & Guilds accredited workshop diploma in Wedding and/or Portrait Photography.
- To achieve a City & Guilds Level 3 Award in Photo Image Capture and/or Level 3 Award in Working with Digital Images. ●

#### MORE INFORMATION

For more information about please visit [www.firstpointphotography.co.uk](http://www.firstpointphotography.co.uk), call: 01202 419 808 or email: [info@firstpointphotography.co.uk](mailto:info@firstpointphotography.co.uk)

running a photography business and the cost involved). In addition to the theory there will also be shoots with models on location (including at a church) and in the studio. We will also cover technical difficulties you may encounter while photographing the intimate portraits of the bride and groom as well as how to set-up and pose the group photographs.

The digital manipulation sessions cover the aspect of post-production work such as editing and preparing



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### Train To Be A Wedding & Portrait Photographer

Great Earning Potential - Working For Yourself - Full or Part-Time

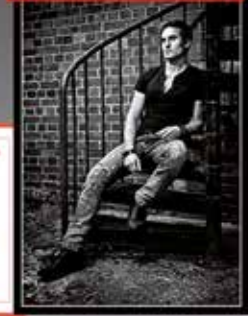
C&G Accredited Wedding & Portrait Photography Workshop Diploma

Level 3 Qualification - Approved for ELC Funding

First point photography is a successful working studio who specialise in wedding, portrait photography and vocational courses for the keen amateur to the improving professional, who are looking to develop their hobby into a career.

- Theory
  - Photoshop
  - Practical Shoots
- Wedding - Studio - Funky Urban Portrait

Held in our two fully equipped working studios and out on location.





# The 'Only'

## Accredited Firearms Training

UCP Group of Companies provides a diverse service to an industry where Security Training, Consultancy and or Operations are required such as, the luxury and lifestyle industry, global security training for private military units and governmental army's, individuals that require the licenses to trade and perform duties within this sector, be it land or sea.

**U**CP UK have been doing this since 2003 and have earned themselves one of the most respected names in the industry. UCP have now trained over 1,200 individuals to gain their SIA license and to work within the security industry.

Other individuals go on to earn themselves the "only" Accredited Firearms Training level 3 Award for Hostile Environment Close Protection Officers (HECPO)

endorsed by an International Awarding Body (HABC) and approved by the MoD and ELCAS for funding. Most of these individuals are now working as private contractors globally with earnings of 50k pa and up. For the learner, it's all about staying a head of your competition and delivering the best most up to date CV's with the relevant awards and certifications towards that industry.

UCP UK works with many of the main-line security companies, who recognise our highly trained students, with up-to-date teachings and rigid training drills such as fitness, firearms, CQB, H2H including safety in security.

### WHY HAVE UCP GOT A TEACHING METHOD UNLIKE MOST OF ITS RIVALS?

Simply put; UCP invest in equipment and instructors, they also invest in writing security programs for the industry such as the level 3 firearms training using; 9mm/5.56mm/7.62mm caliber, unlike many TP's offering sub-standard .22 or less caliber for training.

UCP make sure the learner gets the best method of teaching and spends as much time on practical assignments using real equipment and real surroundings.

UCP care about each learner and will meticulously take the time to develop the learners skill set, making sure that good

natural skills get noticed by the HR section and evidence sent to the global operating companies.

UCP now deliver specialist courses as part of your Professional Career development, making sure you are continuously investing back into yourself learning new skills and most importantly surviving in this industry.

For the service leaver within the UK there are many avenues to take, but security is one of the more natural paths, and the security companies know this,







Westley for the authoring of security training programs such as the level 3 firearms.

**THE CAREER PATH OF ANY FORMER SOLDIER THAT WISHES TO STAY WITHIN THE SECURITY INDUSTRY IS SIMPLE;**

- Gain the level 3 Close Protection Training Award and FPOSI Medic award to start work immediately. It's easy to do...
- Just contact David Lake at



hence "Former British Military need only apply" for this reason, the UCP, ELCAS and CTP in association can help your career path by making sure each Training provider is listed and assessed, for funding the relevant courses and guiding you to a brighter future.

UCP have been praised by military leaders like Colonel Tim Collins and Colonel Richard

our Head Office or email [d.lake@ucpgroup.co.uk](mailto:d.lake@ucpgroup.co.uk) whereby he will guide you through the whole process, making sure you are choosing the right path and making your ELCAS funding work for you.

Once you are certain this is your career path the possibilities are endless, you can stray into maritime, medic, surveillance, investigation, driving, residential security and asset protection. You can even go on to become a teacher, gaining your Training and Education Awards.

Getting the right instructors to deliver the courses for UCP is the most important aspect for our team, and this is not easy in today's training environment. Many so called "instructors" with less than ten years continuous operational experience are just not up to the job, and this is the problem in today's society. Wherever you look there are Training Providers popping up everywhere stating "former SAS, former Royal Protection" and so on... unfortunately most of these are not even registered for ELCAS funding never mind providing you with the best training possible.

UCP deliver exactly what they sell, and to view a detailed progress of proof from each course just click on the UCP UK Training Facebook page to discover the true aspect of training. (Not just in words) [www.facebook.com/UCPGroup](http://www.facebook.com/UCPGroup)

The training arm of UCP Group is only the beginning, UCP Security Operations have their own global contracts and the UCP Maritime Security are now sailing along with some of the bigger names in the industry.

UCP Group of Companies also won the security contract for the "One Hundred Membership" and now protects their high profile client base, events and assets.

There could not be a better time to start training with UCP UK and start to open up your future options. ●

**MORE INFORMATION**

*If you would like further information please visit: [ucpgroup.co.uk](http://ucpgroup.co.uk), email: [d.lake@ucpgroup.co.uk](mailto:d.lake@ucpgroup.co.uk) or find us at: [www.facebook.com/UCPGroup](http://www.facebook.com/UCPGroup)*

## The most intense and realistic Close Protection Training in the UK

### Why UCP?

1. Training is delivered every month without fail.
  2. UCP deliver 240 guided learning hours, 100 hours more than most other training Providers.
  3. UCP Instructors are the best in the business, with proven track records for HECPO and ECPO Operations and Training.
  4. Pre and Post help, advice and guidance for working opportunities within the UCP Group of companies including: interviews with ECPO and HECPO contractors.
  5. Since 2003 UCP have an exceptionally good reputation and brand quality assurance, training over 1200 individuals (normally former service men and women) to gain their SIA licence, going on to work successfully within the security industry.
- Go to: <https://www.facebook.com/UCPGroup> Visit: [www.ucpgroup.co.uk](http://www.ucpgroup.co.uk) Contact: [d.lake@ucpgroup.co.uk](mailto:d.lake@ucpgroup.co.uk)

#### Executive Close Protection

- 240 hours (guided learning hours)
- 18 days
- ELCAS claimable
- Every 1st Monday of the month
- Awards: Level 3 Working as a Close Protection Operative

##### Units covered

1. Working as a Close Protection Operative
2. Planning, Supporting and Preparing a Close protection Operation
3. Conflict Management
4. Foot Drills
5. Vehicle drills (anti-ambush)
6. Executive chauffeur
7. Hand to Hand fight defence system
8. Surveillance including: threat and risk assessment)
9. Etiquette
10. London familiarization day (Hotels/Restaurants/Casino's)
11. Covert Carry and 9mm Pistol Training

#### Hostile Environment Close Protection

- 150 hours (guided learning hours)
- 10 days
- ELCAS claimable
- Every 4th Monday of the month
- Awards: Level 3 Firearms Training for HECPO
- Awards: Level 3 Firearms Training 5.56mm/7.62mm for HECPO

##### Units covered

1. Firearms; longs and short AK47/M4/MP9/G36/GLOCK
2. 9MM/5.56MM/7.62MM LIVE FIRE
3. Hostile Environment Fundamentals/Comms/Protocol
4. Logistics
5. Threat and Risk (reconnaissance and surveillance)
6. Foot Drills including PSD
7. Vehicle Maneuvers & anti-ambush drills
8. IED awareness
9. Close Quarter Combat (room/building clearance)
10. Hand-to-Hand including; non-lethal weapons
11. Principal Protection/Cover



# Unlocking Your Career Potential

## Benefits of Training to be a Locksmith



Training to be a locksmith can lead to a long and rewarding career for those about to leave the service. Honesty and integrity is of the utmost importance and most service personnel meet that requirement. However, finding the correct locksmith training provider for you can be a challenge in any situation, within any industry.

There are thousands of individuals, private companies offering their services for your consideration, collectively offering a huge range of courses, levels of abilities, methods and quality of training.

Identifying the correct locksmith training facility and course is absolutely vital to your first step to gaining success in your chosen career of becoming a locksmith. Before choosing a type of training or a training provider,

you should think about what your actual requirements are to meet your own personal objectives.

For example, have you considered the full range of locksmith training available, such as professional bodies and standards, individual or group training, gaining experience in related skills or relevant work experience?

- Have you considered the different levels at which locksmith training can be gained? Do you

need foundation skills training and is there the possibility to gain further specific skills later on to enhance your fundamental knowledge?

- Have you identified your own training needs to reach your personal goals and aspirations?
- The best training provision can often be provided by those organisations who actually operate day to day within the industry in which you are looking to enter or progress.

The Keytek™ Locksmith Training Academy offers a gateway to a career as a professional locksmith and is the only locksmith trainer in the country able to provide a Level 4 Accreditation, the highest level of accreditation within the industry.

The Keytek™ Academy runs a variety of courses carried out in state of the art facilities, tutored by highly experienced industry professionals. The Keytek™ Academy claims to be the leading locksmith training provider in the UK.

### What do Keytek™'s locksmith training courses provide?

- Full range of locksmith training courses
- State of the art facilities
- Tailored locksmith courses to suit individual needs
- Pathway to full professional accreditation
- Professional locksmith training by industry experts
- On-going 24hr onsite technical help
- Discounted stock and tools
- Full stock ordering facilities

Those who are completely new to the industry will usually start with a short, intensive course allowing hands-on practice and expert tuition on the essentials of the industry.

Gaining a comprehensive knowledge of all there is to know about locksmithing only comes with years of experience and constant learning, however carrying out a course aimed at newcomers to the industry will give individuals a firm foundation to start work either as an independent operator or as a sub contractor for an established company such as Keytek™.

Courses at the Academy operate with a maximum of just six students and two instructors. This enables our instructors to work closely with each individual student, ensuring they get the assistance and support they need over the course of their locksmith training.

The Keytek™ Locksmith Training Academy was officially launched in 2010 welcoming its first students through the







- **Mortice Locks;** 2, 3 and 5 lever with British Standards, including Sash Locks
- **uPVC Doors;** Locks and Mechanisms, including fault identification and replacement

**The course also covers:**

- Additional Security Products
- Mortice and Cylinder Key cutting
- Car Opening Techniques
- Skill Enhancement Sessions

**During the additional three days of the Experience Course students will receive:**

- Real Life Scenario Training
- On-site Locksmith Shadowing
- Advanced Customer Relation Training
- Advanced Industry Regulation Training

**MORE INFORMATION**

*To find out more about how Keytek Locksmith Training Academy can help you visit the website [www.locksmiths-training.co.uk](http://www.locksmiths-training.co.uk) and use the easy-to-use online enquiry or telephone 01201 711195. Locksmiths are in heavy demand and Keytek can also offer suitable candidates sub-contact work on successful completion of their courses.*

1stCall Lockouts also offers ELC approved courses to service leavers. Its website boasts: "We introduce all candidates into the world of picking, opening and bypassing a variety of popular domestic and commercial locks, as well as the opportunity to partake in specialised automotive locksmith courses."

In 2015 the company launched its new safe and impressioning courses to complement and complete the range of skills needed in becoming a qualified locksmith. This is an enhancement to the company's eight day automotive locksmith course, giving existing locksmiths the chance to gain the technical skills and broaden the services that they can currently offer.

So whether your totally new to locksmithing, serving in the Armed Forces or just wishing to broaden your skills and expand your locksmith services, 1stCall Lockouts offers courses for all levels of ability.

All courses take place at its dedicated training workshop in Birmingham, where they will provide each candidate

"We have compiled some useful information on how to use your ELC (Enhanced Learning Credits) and IRTC (Individual Resettlement Training Costs) funding effectively and we're happy to guide service leavers through the process."

The Locksmith Training Academy is located in Poole, Dorset and is in easy reach by road, rail or air. Accommodation is readily available locally, is comfortable and attractively priced. The Keytek website provides contact details. Courses range from one day basic entry level to the prestigious eight day Level 4 accredited experience course.

This Eight Day Course will not only provide you with a comprehensive understanding and practical application of locksmith techniques, but you will also be awarded a prestigious Level 4 NCFE Certificate in Locksmithing the highest level within the Locksmith industry. This is then further enhanced by three days including scenario training and on site shadowing where the whole of an actual customer job is viewed, from receiving the job details, arriving on site and customer care throughout.

**This Course covers all aspects of the 5 Day Level 4 Accredited Course including the identification, operation, opening techniques, fitting and upgrading of the most common lock types:**

- **Cylinders;** Euro, Oval and Rim
- **Backsets;** Standard, British Standard and Specialist



door in March of that year. To date the Academy has grown in leaps and bounds – from becoming a preferred supplier with the CTP in September 2010, to being given approved centre status by the NCFE in February 2012 – enabling it to offer a level 3 Accreditation. Further to this in January 2013 the company was given approval to offer an NCFE level 4 accreditation, and remains the only Locksmith training supplier able to do so to date.

The Keytek™ Academy continues to grow, tailoring it's courses to specific industry requirements, offering advanced courses to those already in the industry wanting to enhance their skills with the latest techniques and technologies.

The company is particularly welcoming to service leavers. A spokesman for the company said: "Here at Keytek™ we know that dealing with the resettlement process and booking onto a course can potentially be a stressful time for any service leaver, however armed with the correct information and support, this doesn't have to be the case.

with all the necessary tools, manuals and a business plan to enable them to successfully start and run a mobile locksmith business.

The lifestyle and earning potential for a locksmith is very lucrative as you set your hours as well as your prices. For example, weekend and night time work is an area that many locksmiths do not wish to cover. This doesn't present a problem to service personnel who are used to working all hours. The realisation however is you can charge between £70 to £100 to open a standard Yale type lock at 8pm at night, and it will only take you minutes. What is more the company supplies each candidate with a manual (developed and used by practicing locksmiths) that will enable you to open over 95 per cent of household mortice locks which the British Standards committee have classified as 'thief resistant'.

**EIGHT DAY 'FASTTRACK' LOCKSMITH TRAINING COURSE**

The Fasttrack Intensive Locksmith training course is a combination of the company's five day novice locksmith course followed by the three day advanced course. The benefits of the eight day Fasttrack course is to allow delegates to receive intensive locksmith training in all areas of general locksmithing when it comes to lock opening skills, as well as a cost saving in comparison to booking courses individually.

The cost of the eight day intensive course is £2017 (inc VAT). This package price includes locksmith tools, 12 months free subscription to 1stCall Lockout's technical helpline, membership to the NNAL, as well as 12 months FREE subscription to its lock ID bulletin update. This is an NNAL, NCFE and ELCAS Approved Course.

The company also runs a ELCAS approved eight-day automotive locksmith training course. ●

**MORE INFORMATION**

*Find out more about what 1stCall Lockout can offer you by visiting the website [www.1stcalllockouts.co.uk](http://www.1stcalllockouts.co.uk) or simply make a free telephone call on 0800 0831556*

# AMBREY RISK

## LOOKING FOR A CAREER IN MARITIME SECURITY?

Ambrey Risk is one of the largest international Private Maritime Security Companies providing a range of security services to commercial shipping and the oil and gas sector throughout the world.

### Why should you choose Ambrey Risk?

- ELCAS providers delivering the essential City & Guilds Level 3 MSO, Highfield First Aid at Work incorporating FPOSi, City & Guilds Level 3 Education & Training and Highfield Port & Terminal Security Risk Management. Other qualifications include FPOSi and the Maritime Coastguard agency STCW95 (All four Modules)
- Our deployed teams are drawn from all sectors of H M Forces
- High percentage of candidates who pass our MSO course are immediately put forward for deployment opportunities
- Offering Continued Professional Development with opportunities for promotion
- Flexible work patterns



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[www.ambreyrecruitment.com](http://www.ambreyrecruitment.com)

### ORCHID CLOSE PROTECTION LEVEL 3 QCF CERTIFICATE



ORCHID TRAINING



Course Dates Remaining 2015

29 June – 10 July  
14 – 25 Sept  
30 Nov – 11 Dec

Location: Poole, Dorset UK  
Awarding Body: HABC  
Duration: 12 Days  
Price: £950.00 (+ VAT)  
Minimum Deposit: £200.00

Visit [orchid-training.com](http://orchid-training.com)  
CONTACT ORCHID TRAINING  
+44 1202 676 752  
[ep@orchid-office.com](mailto:ep@orchid-office.com)  
[www.orchid-office.com](http://www.orchid-office.com)

#### ORCHID CLOSE PROTECTION TRAINING

Under the Private Security Industry Authority Act 2001, all individuals wishing to work in the private security industry must undertake a recognised qualification before applying for a license.

Our course focus and accreditation criteria is:

|                                       |                                       |
|---------------------------------------|---------------------------------------|
| Introduction to Close Protection      | Operational Planning & Report Writing |
| Rules and Responsibilities of the CPO | Route Recce                           |
| Protocol and Client liaison           | Surveillance Awareness                |
| Threat Categories                     | Vehicle and Venue Searches            |
| Risk Assessment                       | CP Foot Drills                        |
| Security Surveys                      | Embos and Debus Drills                |
| Legislation, Civil and Criminal Law   | Hostile Environment Training (HET)    |
| Conflict Management                   | Anti Ambush Drills                    |
| Physical Intervention                 | Residential Security Team (RST)       |
| Defensive Driving Road craft          | Security Advance Party (SAP)          |



ORCHID



### Orchid HABC Level 3 Certificate in Close Protection (QCF)

Under the Private Security Industry Authority Act 2001, all individuals wishing to work in the private security industry must undertake a recognised qualification before applying for a license.

To qualify Orchid Training provides Candidates with three Unit Qualifications to fulfill the accreditation criteria of Highfield Awarding Body Compliance (HABC)

- Working as a Close Protection Officer (CPO)
- Planning, preparing and supporting a Close Protection Operation
- Conflict Management within the Private Security industry

Introduction to Close Protection  
Roles and Responsibilities of the CPO  
Protocol and Client liaison  
Threat Categories  
Risk Assessment  
Security Surveys  
Legislation, Civil and Criminal Law  
Conflict Management  
Defensive Driving Road craft  
Convoy Procedures  
Operational Planning

Report Writing  
Route Recce  
Counter Surveillance  
Vehicle and Venue Searches  
CP Foot Drills  
Embos and Debus Drills  
Hostile Environment Training  
Anti Ambush Drills  
Residential Security Team (RST)  
Security Advance Party (SAP)  
Personal Escort Section (PES)

Web: [www.orchid-training.com](http://www.orchid-training.com)

Tel: +44 1202 676 752

Email: [ep@orchid-office.com](mailto:ep@orchid-office.com)





## - HABC level 3 in Close protection - your first step to a career in CP

This comprehensive 16-day training package realistically prepares men and women for a career in the Close Protection industry.

Conducted at HR Security's facility in the City of Bath, it is designed to give you the qualifications and confidence to seek employment secure in the knowledge that you can do the job, having gained practical experience of the conditions in which you could be operating.

The course integrates theoretical and practical aspects of the syllabus into a package that moves you from entry-level basics to a high standard in CP procedures, physical intervention, and first aid and trauma management.

These are all competencies considered essential by potential employers and this course will equip you with the high level of skills demanded in the current commercial sector and climate.

The course is taught by operationally experienced and professionally qualified instructors, including former Special Forces and other specialists with extensive military, police and commercial experience. Passing the HR Security Ltd course gives you a SIA-accredited certificate in Close Protection, as well as a HABC Level 3 certificate.

### The Course Syllabus includes:

- Roles and Responsibilities of the Close Protection Operative
- Threat and Risk Assessment
- Surveillance Awareness
- Operational Planning
- Law and Legislation
- Close Protection Teamwork and Briefing
- Conduct Reconnaissance
- Close Protection Foot Drills
- Route Selection
- Close Protection Journey Management
- Search Procedures
- Incident Management
- Venue Security
- FPOSI - First Person On Scene

01225 904680    [www.HRsecurity.co.uk](http://www.HRsecurity.co.uk)  
email: [info@hrsecurity.co.uk](mailto:info@hrsecurity.co.uk)



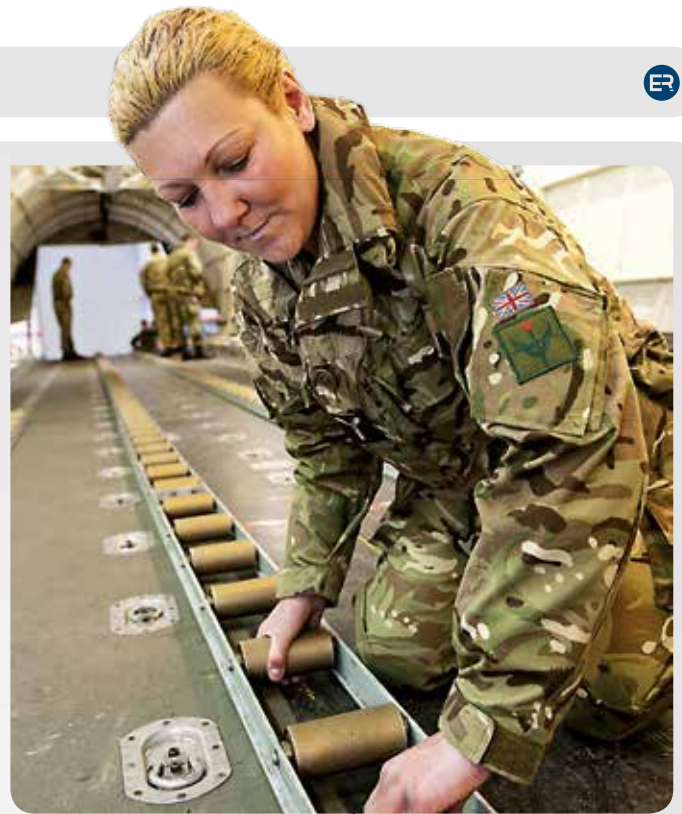
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# £10,000

## Reserves Incentive for Ex-Regular Personnel

Ex-Regular personnel who join the Royal Air Force Reserve could soon be in line for a cash incentive of up to £10,000 as part of a new Financial Incentive agreement.



The Armed Forces Pay Review Body has approved an ex-Regular Financial Incentive (ERFI) which will entitle former serving personnel from all three services who join the Royal Auxiliary Air Force up to £10,000 by reaching four key milestones.

The new incentive will be paid in addition to a reservist's daily pay and annual bounty and will be backdated for eligible personnel who have already joined since 1st April 2014.

Introducing the incentive aims to further stimulate the growth of the trained part-time volunteer component of the RAF Reserve

as part of the ongoing Future Reserves 2020 (FR20) Programme.

The RAF element of the FR20 Project is predominantly focused on increasing the trained strength of the part-time volunteer Reserves from 1,000 to 1,860 personnel by 1st April 2017 and to maintain this strength until 2020 and beyond.

Ex-Regular personnel who arrive fully trained not only provide an immediate gain to trained strength, but they are able to fill key officer, senior Non-Commissioned Officer and junior management posts without delay, which is crucial to the successful formation of a coherent unit; particularly valuable when establishing new Reserve squadrons.

The experience provided by ex-Regulars is also key to providing the

necessary nucleus of experience that Reserve Squadrons need in order to be able to train and retain new recruits. The ERFI scheme will be open from 1st November 2014 to 31st March 2017; ex-Regular personnel who have already joined the Reserves since 1st April 2014 and meet the criteria may also apply.

After completing 18 years of service for the RAF, Squadron Leader Darren Scales - a filmmaker and university lecturer in his civilian life is now a head of media operations for the Reserves at RAF Halton in Buckinghamshire. Speaking about his role, Sqn Ldr Scales said: "You have the best of both worlds. A normal civilian existence, but then stepping back into this uniform you get to utilise your skills, as well as work and socialise with your friends."

In order to be eligible for the ERFI an ex-Regular recruit joining the RAuxAF must have joined the RAF Reserve after 1st April 2014. Detailed eligibility criteria may be found in the Internal Briefing Note 51/14. Eligible personnel may apply for the ERFI using application forms which can be obtained from RAF Reserve Sqn Human Resources staff.

You can arrange to visit any of the RAF Reserves squadrons across the UK to discuss the opportunities around your RAF or military skill set, as well as the ranks available. ●

**BELOW:** Squadron Leader Darren Scales on duty in Mali in 2013



### MORE INFORMATION

To find out more visit [raf.mod.uk/recruitment](http://raf.mod.uk/recruitment) or call the Reserves helpline on 0333 202 1099 or 0845 606 9069.







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## Leaving the Regular Armed Forces



## Join the RAF Reserves

- Financial incentive worth up to £10,000 over 3 years\*
- Qualify for the top level Tax free annual training bounty\*
- Work with your colleagues and friends
- Continue with your adventure training and sports
- Retain your rank (subject to vacancies)
- No call-out liability for the first 3 years\*
- Continue your life long learning with entitlement to Standard Learning Credits
- Opportunities in many trades nationwide
- Reduced commitment\*
- Many civilian companies will agree up to an extra 10 days leave for Reserve Service

To discuss the opportunities available to you call:

**0845 606 9069    0333 202 1099**

**[www.raf.mod.uk/recruitment](http://www.raf.mod.uk/recruitment)**

 /rafrecruitment
 @RAF\_Recruitment

\*Conditions apply, further information available from the above number





# Enhanced Learning Credit Scheme

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

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

As such you must ensure that you are able to demonstrate

the level of the course to your Education Staff / Single Service Representative when asking them to authorise your claim.

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

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

- First you must register to become a Scheme Member and accrue a sufficient amount of service before you can submit a claim

- Then you must select a relevant course ensuring that it meets the higher level learning criteria (level three or above) and an Approved ELC Provider
- Thirdly, you must complete and submit an ELC claim, approved by an authorised Education Staff if you are in service or your Single Service Representative if you are out of service. For further details regarding claiming out of service, ex-service personnel should visit [www.enhancedlearningcredits.com/Claiming/Ex-service%20Personnel](http://www.enhancedlearningcredits.com/Claiming/Ex-service%20Personnel)

- Finally you must complete your Course Evaluation Form via the website. Please note that further claims cannot be processed until evaluation forms are received for all previous courses (even those still underway).

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







## TOGAF Certification and Enterprise Architecture Consultancy UK

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[www.eadynamicsuk.com](http://www.eadynamicsuk.com)

## Knowledge transfer experts

EA Dynamics UK is a specialist consultancy and training company specialising in Enterprise Architecture, Business Analysis and Application of Enterprise Architecture Modelling Tools and Frameworks.

### Obtain TOGAF certification

**to improve your salary potential for IT and Security related roles.**

Statistics from IT Watch, which analyses the job market and statistics show how roles that include TOGAF Certification Average higher Salaries.

For example for the 3 months period to Jun 2015 the average salary for TOGAF was £70,000 as opposed to average salary for ITIL at £45,000.

### Training

Developing Enterprise Architect professionals and their expertise...

A key EA Dynamics UK training objective is to maintain our reputation in Enterprise Architecture training and obtain consistent high client satisfaction by providing first-class, quality product training programs for our clients and trainers.

Our holistic approach draws on the extensive experience of our trainers across the business environment, transferring both the theoretical knowledge and hands on experience to our delegates in an interactive and stimulating environment.



EA Dynamics UK Trainers have worked with global businesses on large and complex business transformation programmes. We have the knowledge and expertise to demonstrate TOGAF®

### Onsite and bespoke training

EA Dynamics UK are able to provide bespoke consultancy and training packages based on your individual needs and requirements. Please contact us to request further information.

## HIGHLAND AVIATION

### THE INVERNESS FLYING SCHOOL

If you're looking to learn to fly for fun, to become a commercial pilot or simply want to add skills to your existing pilot's licence, we can offer a number of courses through your ELCAS funding.

- The EASA PPL (Private Pilot's Licence): No entry requirements. On completion of this course you will be granted a professional lifetime European licence to fly Single Engine Piston aircraft of any size in Europe and throughout the world. Course time: 45 hours.
- The LAPL (Light Aircraft Pilot's Licence): No entry requirements. This course is aimed at sport pilots and is essentially a cut down PPL. As with the PPL this is a lifetime licence but is limited to size of aircraft and flights within Europe. Course time: 30 hours.
- IMC, Night Rating, Beach Landing, Mountain Flying are just some of the further education courses available to those with an Existing Pilot's Licence.

- Learn to fly from as little as £4799\*
- Highland Aviation is a fully approved training organisation certified by the CAA ATO# GBT.ATO.0378
- Open 7 days a week from 9am to 5.30pm, give us a call today to find out more

**The course is available 7 days a week in our school at Inverness Airport**

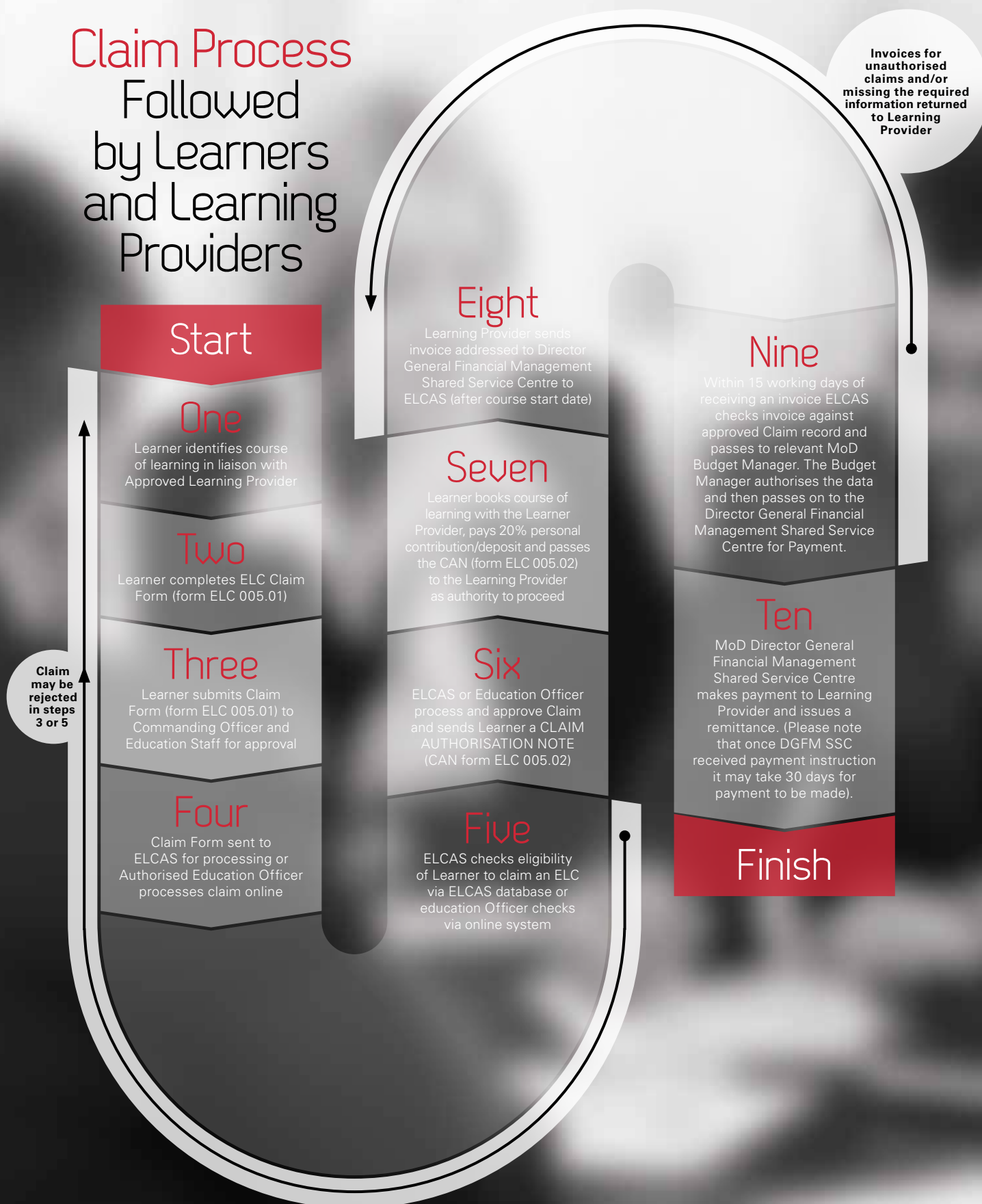
\*course costs current at time of print, please check website for latest prices



**Contact Us: 01667 460 361**

**[www.highlandaviation.com](http://www.highlandaviation.com)**

# Claim Process Followed by Learners and Learning Providers







### Experience the IDHA Difference:

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 (E) [MIHA@FORDHAM.EDU](mailto:MIHA@FORDHAM.EDU) | (W) [WWW.FORDHAM.EDU/IIHA](http://WWW.FORDHAM.EDU/IIHA) | (T) [@IIHA\\_FORDHAM](https://twitter.com/IIHA_FORDHAM)

95  
1920-2015

**years ago we began caring for  
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We were founded in 1920 to provide 'comfort, cheer and entertainment' to servicemen wounded in the Great War. For 95 years we have continued to support veterans with disabilities and serving personnel who are wounded, injured or sick.

Anyone of any age who has served in any of the Armed Services, Regular or Reserve, may be eligible to benefit from our unique programme of holidays, events, concerts, outings and the provision of televisions and TV licences.

**If you think that you, or someone you know, may be eligible for our help, we would be delighted to hear from you.**



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 London SW1W 0DH



THE  
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ASSOCIATION

A TRI-SERVICE CHARITY FOUNDED IN 1920



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**From Comradeship to Challenge™**

# How to Apply

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

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

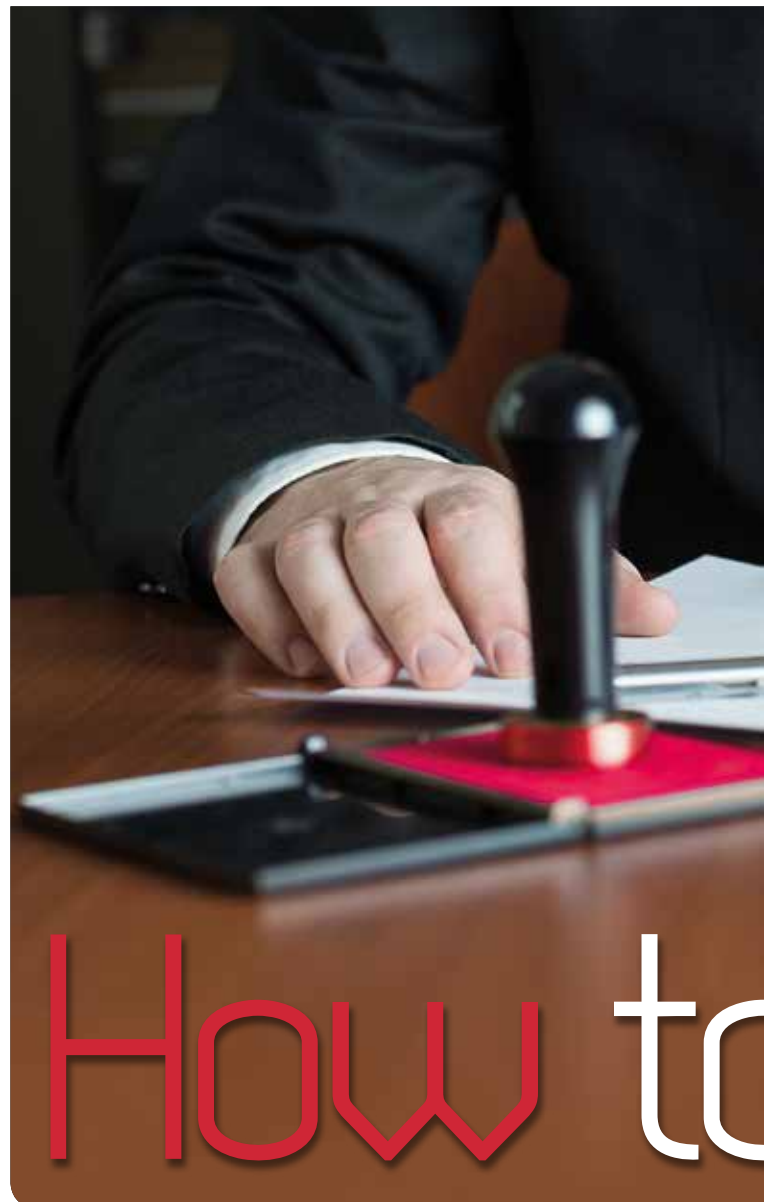
## ACCUMULATING ELIGIBLE SERVICE

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

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

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

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



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

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

### TIP ONE

You must fully research both the Provider that you choose and

the course that you wish to study.

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

### TIP TWO

ELC funding is only available for courses that result in a Nationally Recognised Qualification at level three or above on the National Qualification Framework or level six or above on the Scottish Credit



# o Claim

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.

**TIP TWO:** A list of the references to help with course level research may be found on our useful contacts page under the claiming tab. You must refer to the Joint Service Publications (JSP) 898 Part 4, Chapter 3 - The Enhanced Learning Credit Scheme: The Sponsorship of Service Personnel for Personal Development and your Education Staff for guidance with regard to eligible activities.

### TIP THREE

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

will prevent any future claims.

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

### TIP FOUR

Requests to cancel claims must be authorised by your Educational Officer and then the Single Service Representative and as such you must ensure that you fully research the course and the requirements prior to submitting a claim for ELC funding. Claimants need to be aware of the implications of cancelling or withdrawing from a course of study funded by ELC. Always consult Education Staff before doing either in the first instance, as it can have a serious effect on future ELC eligibility. (See cancellation/reinstatement section).

### TIP FIVE

For all claimants in Service the proposed learning activity

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

### TIP SIX

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

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

### TIP SEVEN

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

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

### TIP EIGHT

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

### TIP NINE

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

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

### TIP TEN

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

# Ex-Service Personnel

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

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

## PROCEDURE FOR CLAIMANTS NO LONGER IN SERVICE

Please note that the following information must be submitted via post to your Single Service

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

Representative a minimum of 25 working days prior to your course start date/registration date:

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

stamped by regiment confirming leaving date

- A copy of your driving licence or passport
- A copy of a utility bill showing your home address
- Full information about the course that you wish to undertake to include details of your registration date where applicable
- A copy of your Acknowledgment of Scheme Membership

- A letter explaining how your chosen course of study will contribute towards personal development
- Completion and submission of course evaluation form for all previous ELC funded courses
- RAF Personnel can request a copy of their discharge document from the RAF Disclosures team at [www.raf.mod.uk/links/contacts.cfm](http://www.raf.mod.uk/links/contacts.cfm)
- Army Personnel can request details of discharge dates from the Army Personnel Centre – phone number **0845 6009663**

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

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# 6

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# Single Service Representatives

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

## AMENDING, CANCELLING AND REINSTATING A CLAIM

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

What is not acceptable for consideration of re-

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

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

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

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

| CHANGE OF DETAILS  | 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 contributions value)   | Amendment  |
| Change of course costs from lower tier to higher tier (claim form signed prior to claimant becoming eligible at higher tier rate)        | Cancellation   |
| Addition or Deletion of a module from an overall course (only to be permitted where resultant course still fulfils eligibility criteria) | Amendment  |
| Change of course   | Cancellation/Reinstatement                                       |
| Change of Provider   | Cancellation/Reinstatement                                       |
| Change of course code  | Amendment  |

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

# Choosing Your Learning Provider

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

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

The easiest way to identify a suitable provider is to use

the search filters available, using these results you can then either refine your search to take into account other

factors or you can explore the individual provider websites through the links provided. This search engine facility also allows searches for PF FEHE approved providers, Approved Learning Providers by name, The Geographic Area, Course Title, and/or Delivery Method. Please note that when searching for Learning Providers offering distance learning you should not search by geographic location. ●



## POINTS TO NOTE WHEN BOOKING YOUR COURSE

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



# Evaluation Form

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

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

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

When entering your date of birth please ensure you enter it in the format shown dd/mm/yyyy. ●



# Useful Contacts and Links

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

## ELCAS CONTACT DETAILS

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

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

## YOU MAY ALSO REFER TO:

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



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# How Do I Make a Claim?

- Firstly read the Joint Service Publication (JSP) 898 Part 4 Chapter 7 and ensure you meet the eligibility criteria
- Download the PF FE/HE claim from the 'Specific Downloads' section - only this version can be used. Any other replicated form will be rejected.
- Check the ELCAS database of approved PF FE/HE providers – Publicly Funded FE/HE providers for the purpose of this support will be highlighted and ensure the chosen course is designated for student support.
- If you are a service leaver please ensure you send the required documents with your PF FE/HE claim form which can be found on the ex-service page of the website along with your SSR's address.
- If wishing to use a new provider ensure they will be eligible to participate in this scheme (they must deliver Publicly Funded FE/HE) and ask them to apply for approved provider status as per the information on the Providers page of the ELC website.

- As with the current ELC scheme – try not to leave everything to the last minute. Allow time for any new providers to be accepted onto the scheme. Once accepted you can submit your application. Allow at least eight weeks to go through this process – more

if possible. Leaving it too close to the wire may result in your application not being processed in time for the start of your course

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

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

- Please ensure you update the Retirement/Last Day of Service date via the 'Update Member Details' screen before processing a claim. Incorrect dates may affect



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

- If you refer a claim to ELCAS and you intend to print the CAN once the query is resolved, please confirm this in the referral.
- Please be aware that currently the 15 day ruling remains in place for all claims and the online claims system validation reflects this ruling. If you have a valid request for an override it will therefore be necessary to refer to your Single Service Representative in the usual way.
- You may access the user guide via the question mark icon in the right hand corner of each page.
- Non-continuous service may be added via the claim function however it is essential that the dates are entered correctly to ensure that the system calculates the correctly claiming eligibility. Please contact ELCAS if you have a query in this respect. ●

# Eligibility Rules

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

- Have completed four years full-time service
- Previously joined the Enhanced Learning Credit (ELC) scheme and completed at least four years qualifying scheme membership
- Only apply for a first eligible FE/HE qualification at the level for which they are academically qualified to enter learning on leaving the Service
- Have left the Service or entered their qualifying resettlement phase on or after 17th July 2008

- Meet UK's residency requirements to qualify for full state subsidy
- Be undertaking at least the equivalent of 50% of a full time course
- Undertake learning with an approved provider listed on the ELCAS database as a PF FEHE provider and ensure the chosen course is designated for student support
- Personnel (who have passed out of Phase 2 training into operational service) are not required to meet the four year qualifying time if they are medically discharged from Service. They are still required to have registered for ELC scheme membership

## QUALIFICATION LEVEL

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

- First Level three or national equivalent. This refers to a first full Level three i.e. the achievement of two GCE A levels (A2) (passes at A-E) or vocational equivalent as defined by the National Qualifications Framework (NQF) or the Qualifications and Credit Framework (QCF) (England and Wales); or in Scotland a Level six qualification (SVQ Level three on the Scottish Credit and Qualifications Framework (SCQF))
- Or a first foundation degree or first full undergraduate degree or national equivalent. Typically to be eligible for this support, the higher education qualifications would be at levels four-six of the Framework for Higher Education and Qualifications in England, Wales and Northern Ireland (FHEQ) eg: a first undergraduate

degree (including foundation degree) or Higher National Certificate or Diploma for which the entry qualification is lower than a degree and which normally takes place at a publicly funded institution

- In Scotland the equivalent qualification is a Higher National Certificate (HNC), Higher National Diploma (HND) or a first undergraduate degree, undertaken at a further education college (FE college) or a higher education institution (HEI) ●

## MORE INFORMATION

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



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