

ER

Summer 2017, £Free

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

magazine

RESETTLEMENT

DSEI

12-15 September 2017

World Leading Defence
and Security Event

RESETTLEMENT

Logistics

An invisible industry that transports
everything we eat, wear, buy and use

RECRUITMENT

Opportunities for
Ex-Forces Personnel
with the AA



CIVIL NUCLEAR CONSTABULARY

The CNC is a specialist armed
police service dedicated to
protecting the Civil Nuclear
Industry. P14

CAREER TRANSITION PARTNERSHIP

Cleaning up your social media
presence for job hunting.
Making social media is an asset,
not a liability. P24

EXCELLENTIA CLOSE PROTECTION TRAINING

Established in 2006. Excellentia's
instructors are the security
industry's very best for training
courses. P54

ENHANCED LEARNING CREDITS SCHEME

Promotes lifelong learning
amongst members of the
armed forces. P74

"Thank you for your particularly informative email and for putting my mind to rest, very much appreciated"



Alan Crawford, FPS Member

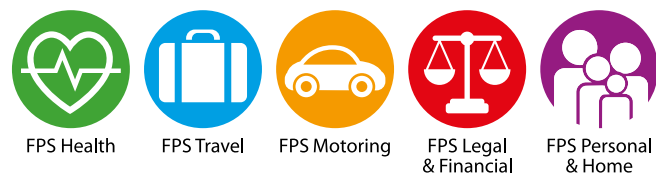


Alan contacted us with a concern about whether he might exceed his Lifetime Allowance with a pension from his post-Service employer. He had consulted a pension "guru" but then came to us for clarification of the way the figures should be viewed. Happily we were able to explain how the calculations work and reassure him that he still had sufficient headroom left not to incur a tax liability.

We deal with hundreds of such enquiries from our Members, helping them through the AFPS pension maze every month. Join us and see how we can help you. Or simply become a Member for the peace of mind of knowing we're here to help you when you need us. You'll be in good company; we have almost 50,000 Members.

VALUABLE MEMBERSHIP OFFERS

Our Members have access to a range of exclusive offers with significant discounts from trusted Affiliates.



JOIN ONLINE NOW AND RECEIVE A FREE £150 RAMBLING & ADVENTURE HOLIDAY VOUCHER

Visit our website at www.forcespensionsociety.org quoting Promo Code **ERS2017** (T's & C's apply). **Membership for you and your partner** costs just **£37 per annum**.



INDEPENDENT, NOT-FOR-PROFIT

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

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

JOIN US AND GET MORE FROM YOUR PENSION

Forces Pension Society

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

Tel: 020 7820 9988 - email: memsec@forpen.co.uk - www.forcespensionsociety.org



SCJ
SecurityCleared
Jobs.com

The definitive jobs portal for government, defence & nuclear sectors

Do you have Security Clearance?

Then join the UK's largest online job board for security cleared professionals, it's as easy as 1,2,3...

1. REGISTER

now to receive job alerts tailored to your skills.

2. UPLOAD

your C.V. now and be seen by 100's of recruiters... instantly.

3. RELAX

you're part of the biggest jobs portal for government, defence & nuclear sectors.

SecurityClearedJobs.com

DV

Aerospace
Biometrics
Communications

SC

Cyber Security
Defence
Engineering

CTC

Forensic
Government
Information Technology

NATO

Intelligence
Nuclear
Telecoms

Contents...

10 READY FOR A NEW MISSION AT JAGUAR LANDROVER'S HALEWOOD PLANT

Former Army Sergeant Mike Burton joins the team at Halewood after leading a mission Motorsport team in the Defender Challenge.

12 AMAZON WEB SERVICES ANNOUNCES AWS RE:START TO BOOST CLOUD COMPUTING TRAINING, SKILLS, AND EMPLOYMENT IN THE UK

AWS announces a new programme to provide free training and job placements to military veterans, reservists, and their spouses.

18 WHO ARE ASPIRE DEFENCE CAPITAL WORKS?

Aspire Defence Capital Works is a construction management business that was formed in 2006.

20 INTERNATIONAL CAREER INSTITUTE OFFERS 100 FULL SCHOLARSHIPS TO ARMED FORCES PERSONNEL

Armed Forces personnel in the United Kingdom are getting an extra thank-you this year from the international career institute.

32 FOLLOW THE BLUE AND WHITE ROAD

Opportunities for outstanding professionals with Maritime Transport.

40 A NON-REGIMENTED APPROACH TO FLEXIBLE HEALTHCARE

Telehealth solution set to boost the wellbeing of the Royal Logistic Corps Foundation and families.

48 FORCES IN MIND TRUST FUNDED MULTI DISCIPLINARY CONFERENCE ON MENTAL HEALTH AND MILITARY TRANSITION

The conference explored mental illness in the context of transition from the UK Armed Forces.

50 SELF EMPLOYMENT IS NO LONGER A DREAM, IT CAN BE YOUR REALITY

Military Administrator to Virtual Assistant with VACT.

52 UCP - CLOSE PROTECTION, HOSTILE ENVIRONMENT AND TACTICAL FIREARMS TRAINING

The true facts lay in our operational and training experience.

58 ACTIONCOACH

Soaring high after RAF career.

62 STILL GOING STRONG

Gas-elec's First Franchisee

Dennis Healy is still going strong after 18 years!

64 FROM SERVICEMAN TO SNAP-ON MAN

Former soldier, David Hogg, had always wanted to be his own boss.

68 LOOKING TO THE FUTURE

Case study from the Open University.

70 FORCES PENSION SOCIETY

Latest news from the Forces Pension Society.

72 LIFEWORKS

Lifeworks is a transformative employment support programme.

38 FROM MILITARY ENGINEER TO CIVILIAN EXPERT

Engineering skills learned through military training are highly sought after.



56 ESTABLISHED NAME OR NEW KID ON THE BLOCK?

There are currently more than 900 brands using a franchise model in the UK.



66 FROM FORCES TO FRANCHISING WITH CHIPS AWAY

ChipsAway is actively recruiting new franchisees to satisfy growing demand.



42 A FORCE FOR GOOD

Freemasons celebrate 300 years since the founding of the first Grand Lodge on 24th June 1717.



COVER IMAGE CREDITS

© AA

MAGAZINE IMAGE CREDITS

© Shutterstock.com, unless otherwise stated.

EDITORIAL

EDITOR:

E: editor@easyresettlement.co.uk

DESIGN & PUBLISHERS

DESIGNER:

Rowena Wilson

E: rowena@lancepublishing.co.uk

T: 01536 521 126

PUBLISHER:

Lance Publishing Ltd

1st Floor, Tailby House, Bath

Road, Kettering NN16 8NL

ADVERTISING

SENIOR SALES EXECUTIVE:

James Atkins

E: james@easyresettlement.co.uk

T: 01733 205 938

EXECUTIVES:

E: sarah@easyresettlement.co.uk

T: 01733 205 463

E: helen@easyresettlement.co.uk

T: 01733 205 463

ACCOUNTS

Ruth Fidler

E: ruth@easyresettlement.co.uk

PRINTING

LANCE PRINT LTD:

29/30 Stapledon Road

Orton Southgate

Peterborough

PE2 6TD

SUBSCRIPTIONS

For queries regarding

your subscription to

Easy Resettlement

please contact:

E: subscribe@

easyresettlement.co.uk

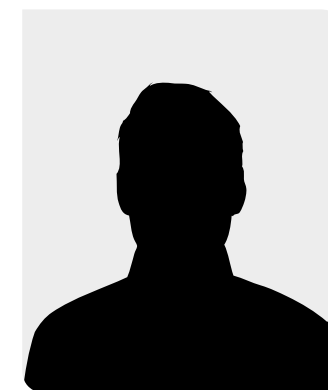
T: 01536 512 624

DISCLAIMER

This publication is copyright Easy Resettlement Ltd and may not be reproduced or transmitted in any form in whole or in part without prior written permission of Easy Resettlement Ltd. While every care has been taken during the preparation of this magazine, Easy Resettlement Ltd cannot be held responsible for accuracy of the information herein or for any consequence arising from it. Views Expressed in this publication are not necessarily those of Easy Resettlement Ltd or the editor.

Welcome...

Welcome to the Summer 2017 issue of Easy Resettlement magazine.



This issue we are proud to feature and be a media partner with DSEI who hold the largest Defence and Security Expo in Europe, the 2015 event had over 34,000 delegates attend and the 2017 event looking to be even bigger and better. There is a strong military presence with many key speakers being UK Defence and Home Office Ministers, Service Chiefs of Staff and Senior MOD officials. The event is held at the ExCel arena in London from the 12th-15th September and the event is free to Military, Armed Forces and MOD personnel, you can visit www.dsei.co.uk to register and book your space.

This issue we feature more companies that have recognised the very transferable skills our readers have to offer, these include the AA who are not only looking for Roadside Technicians and various other roles, but also a great opportunity for military spouses who can be employed to work from home under their Teleworking programme, meaning you can work hours that suit you as well as being safe in the knowledge that if you are reposted you simply take your job with

you regardless of where you are situated in the country. All you need is access to a phone line and broadband and the AA supply you with everything else you need.

The East of England Ambulance Service have many vacancies that would suit our readers with many of the roles not requiring any previous medical experience as full training is given whilst you train and learn the role. Jaguar Land Rover are continuing to show their commitment and pledge as an Employer Recognition Scheme Gold Award winner and the Autumn issue will feature even more ERS Gold Award winners.

As always, we have information towards the back of the magazine about your Enhanced Learning credits and entitlements, information from the Career Transition Partnership whose events we often attend, and many other features on Resettlement Training, Franchising for Veterans and Education Courses for Armed Forces.

The magazine is now distributed by BFPO to ensure everyone going through their resettlement process gets a hard copy, you can however subscribe to the magazine for free by simply entering your name and email address on our website, this will then allow you to keep up with latest job opportunities and receive various emails that may assist you further.

Please share information about our magazine with friends and colleagues and be sure to mention where you have seen the opportunities when you enquire about them with our advertisers. We hope you enjoy this issue and are already working on some great features and opportunities in our Autumn issue. ●

EDITOR

DSEI

12 – 15 September 2017

The World Leading
Defence & Security Event

ExCeL, London www.DSEI.co.uk

Defence and Security Equipment International (DSEI), the world leading defence and security event, will be celebrating its tenth edition when it returns to ExCeL, London on 12 to 15 September 2017.

The biennial event will play host to more than 1600 exhibitors from around the world, along with more than 34,000 global visitors, including military and government officials, academia and members of industry. With four months still to go until the doors open, DSEI 2017 is already the biggest DSEI to date, and accordingly has continued to increase both the range of features and exhibitors on the show floor as well as the DSEI Strategic Conferences and Seminar Programme.

This year the DSEI 2017 Strategic Conferences are expanding to meet the growing visitor demand to hear from the experts that the event attracts. On Monday 11 September, Day Zero of DSEI 2017, five Conference streams will run, compared to the three inaugural Conferences in 2015.

This year's event will provide a unique opportunity for senior industry professionals, high-ranking military and government officials from across the globe to discuss some of the most pressing questions, requirements and issues across key areas. Focusing on policy, strategy, innovation and the implications of future equipment programmes visitors at the DSEI Strategic Conferences will hear the latest opinions and insight before seeing the capabilities and state-of-the-art solutions that they can procure at DSEI.

The DSEI Strategic Conferences are:

- Air Capability Conference: The Next Generation
- Land Capability Conference: The Future of Robotics & Autonomous Systems in the Land Environment
- Maritime Capability Conference: The Maritime Contribution to National Prosperity
- Trauma Innovation and Military Medicine Conference: Trauma Innovation Stream: Disruption International Military Nursing Stream

DSEI will also be hosting Triple Serpent, the UK Surgeon General's conference to which the Committee of the Chiefs of Military Medical Services in NATO are invited. This conference usually runs every few years and the Surgeon General has chosen to run it at DSEI for the first time.

Following the DSEI Strategic Conferences, a full Seminar Programme will run throughout the event from 12-15 September, with industry, academia, media and military discussing a broad range of security and defence matters, which are free to attend for all visitors to DSEI.

DSEI's exhibition comprises **five themed Zones** in conjunction with the Seminar Programme.



The popular **Air Zone**, fully supported by the Royal Air Force and Joint Helicopter Command, will feature fixed, rotary wing and unmanned platforms and will include a capability area dedicated to the aerospace supply chain. The Zone will host a comprehensive seminar programme focused on procurement, training, export maximisation and promoting opportunities for SMEs.

Companies already confirmed to feature in the Zone include Challenger Solutions; The Pandect Group; SABRE Global Services; and Ross Aviation. Other notable names exhibiting air capabilities include: BAE Systems, Leonardo, Lockheed Martin, MBDA, Northrop Grumman, Thales, Cobham, and QinetiQ.

The Chief of the Air Staff, Air Chief Marshal Sir Stephen Hillier KCB CBE DFC MA RAF, will deliver a keynote address on Wednesday 13 September at the West Theatre in DSEI.



DSEI's **Land Zone**, which has thrived throughout all editions of the event, has grown by 52% since 2015. The Zone is expected to host an array of notable military vehicles as well as a brand-new feature the Dismounted Soldier Showcase. This will broaden DSEI's offering to wider range of companies displaying current and future land capabilities. The zone is sponsored by NIMR and has the full support of the British Army and the Chief of the General Staff, General Sir Nick Carter KCB CBE DSO ADC Gen, who will be giving a keynote speech in the East Theatre at DSEI.

Companies already confirmed to feature in the Zone include Viking Arms; Hesco; Avon Protection and Supacat. Other notable companies exhibiting land capabilities are: Babcock; BAE Systems; L3; Leonardo; Lockheed Martin; Rheinmetall; Thales; KDNS; QinetiQ, and General Dynamics Land Systems



One of DSEI's greatest strengths is its **Naval Zone**. A popular draw for the maritime sector with its unique dockside positioning, it provides the DSEI audience not only with unrivalled networking opportunities and insights from key decision makers in the Maritime Capability conference and dedicated seminars, but the ability to see first-hand the industry's latest vessels in action with interactive presentations, waterborne demonstrations, and impressive displays of international warships.

Arranged with the full support of the First Sea Lord and the Royal Navy, the Naval Zone will also see participation from a broad selection of international companies, double that which featured in 2015. The Zone will feature some 50 naval exhibitors from sixteen nations, including Austria, Canada, Chile, France, Germany, UK and USA. With up to eight global warships expected, as well as a notable line up of rotary assets operating in the maritime domain, DSEI is confirmed as the must-attend event for the entire naval sector.



The dedicated **Security Zone** will showcase security equipment and systems to counter priority threats, such as cyber-attacks and terrorism, as well as an enlarged special forces and tactical equipment area. The Zone centralises the security sector's expertise with a bespoke community in order to increase networking opportunities for both exhibitors and visitors.

A record number of first-time exhibitors will be showcasing the latest equipment and technologies in conjunction with a catalogue of prime contractors such as Fujitsu, Dell, BAE Systems - Applied Intelligence, BT, CISCO and Intel.

Within the Security Zone, products and services ranging from security & special forces training, tactical equipment, perimeter security covert & overt surveillance & camera equipment and PPE, with exhibitors including CEIA, Palo Alto Networks, International Armoured Group, Barrett Communications, SFD Global, H. Henriksen, Bergans and BeaverFit.



The inaugural **Joint Zone**, supported by Joint Forces Command, will feature a broad range of global businesses that provide capabilities across the Single Services, Special Forces and humanitarian organisations. Exhibitors within the Zone specialise in everything from C4ISTAR, Logistics, Medical, Robotics and Satcoms. Companies already confirmed to feature in the Zone include: Danish firm Weibel which manufactures Doppler radars, Oshkosh Defense, Teledyne, Gamma Healthcare, Theon Sensors, Gamma Healthcare, Milforce Equipment, and 4C Strategies.

Innovation is a vital element in developing the UK's economic strength, productivity and competitiveness. The enhanced Zone will also include an Innovation Hub, a new feature for DSEI 2017 which will encourage imagination, ingenuity and entrepreneurship and host companies that are either new to defence or seeking broader exposure in the sector. The

Duncan Reid, DSEI Event Director, said, "At Clarion Events, we are incredibly proud of what DSEI has become over the years. Now one of the most respected Defence and Security events in the world, DSEI 2017 cannot be missed. The expanded Strategic Conference and Seminar Programme, encompassing the most pressing discussion topics

across the sectors, will involve key government, military and industry experts, while the increased range of international exhibitors and visitors will provide excellent business opportunities for all attending DSEI. DSEI will once again be the platform to research, procure, understand new products and services, plus meet and do business with the whole supply chain."

For more information please visit www.DSEI.co.uk

Registration is now open for DSEI 2017. Please register online at www.DSEI.co.uk/register17

Innovation Hub will be supported by techUK which will be delivering sessions in the seminar programme on cyber defence and security, artificial intelligence and Infor Ops.

Another significant hub within the Joint Zone will be dedicated to medical innovation. Defence and the military has contributed significantly to the development of medical practice and technology. Exhibitors ranging from Philips to CitizenAid will be demonstrating the latest in medical technology and best practice, while the award-winning Defence Medical Services will conduct live demonstrations to showcase innovative capabilities and strategies to save lives.

The final day of DSEI will be dedicated to one of the Defence and Security sectors key capabilities:

People and Skills. The day will focus on the key topics of recruit, retain, develop across the two sectors, involving both military and industry. There will be seminar topics hosted by military and industry, including one by the Royal Navy on 'How the STEM training of Royal Navy recruits contributes to the raising of technological awareness in society', while exhibitors around the exhibition will open their stands to discuss recruitment, training and supporting professionals and their work forces.

Opportunities for Ex-Forces Personnel

Gold standard support

We're committed to providing as much support as we can to both service leavers and reservists, and our support has been officially recognised. Awarded Gold in the Armed Forces Covenant Employer Recognition Scheme, the AA was one of just 15 organisations to receive this award in 2016. The award recognises businesses that are supporters of the Armed Forces Covenant - a promise from the nation that those who serve or have served in the Armed Forces or their families are treated fairly.

A great fit for your experience

If you're ex-Forces and looking for a rewarding career that makes the most of your skills, strengths and mindset, the AA is the right choice for you. Your military experience means you that can act calmly and decisively in any situation you face – and these qualities are ideal for a career with us. You'll be where you're always needed and ready for whatever arises, to ensure our members and customers get the best possible advice, help and service, whatever they require.

Our connections with the Armed Forces go back over a hundred years when the AA was formed, and most of our Patrols were ex-soldiers. Together, we've got an impressive history of serving the people of the UK. And now, we offer exciting prospects for your future.

Careers that keep the UK moving

We offer a range of career opportunities in different locations right across the UK, encompassing Road Operations, Contact Centres, Membership Sales and a wide variety of Head Office roles. For all of our roles, we look for people from all kinds of backgrounds who can think on their feet and take the initiative. Strong interpersonal and listening skills are important too, with a calm, confident approach to problem solving. In Road Operations, we also need people who thrive on working on their own, are happy working outdoors, and are comfortable working night or day shifts.

Wherever you're based, you'll be in a role where you can still make a real difference to the people of the UK. You'll enjoy a competitive salary and benefits package, too.

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

Ian Bostock, Recovery Patrol

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

David Brambell, Head of Outdoor Operations

At the frontline of our business

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

Why did you choose to join the AA?

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

How does it compare to being in the Army?

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

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

What kind of support you do get?

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



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

Michael ('Mo') Moran, Recovery Patrol

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

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

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

Keep the UK moving

Opportunities for ex-Forces Personnel

Road Operations, Contact Centres and Membership Sales
Locations across the UK

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

Find out more at www.theaacaers.co.uk



Ready for a new mission at Jaguar Land Rover's Halewood Plant

Former Army Sergeant Mike Burton joins the team at Halewood after leading a Mission Motorsport team in the Defender Challenge.

Jaguar Land Rover's close and ongoing support for the inspirational Armed Services charity Mission Motorsport has already proved to be a major success on a number of fronts. As well as playing a vital role in helping many injured former service personnel to "race, recover and retrain" by enabling them to take part in motorsport events like the Defender Challenge (sponsored by Jaguar Land Rover), the company has also benefited greatly by gaining some outstanding new colleagues.

Mike Burton (31) from Newton-Le-Willows is the latest former serviceman to join the Jaguar Land Rover team via Mission Motorsport and the Defender Challenge and the former Sergeant with the Royal Lancers will be the first to work at the company's Merseyside based plant.

With a passion for off-road driving "and all things seriously muddy" as well as a background in the Army that included working with everything from 70 ton tanks through to Scorpion and Scimitar reconnaissance vehicles, Mike had always hoped these skills might enable him to find a job in the automotive industry.

Unfortunately, those plans had to be accelerated when Mike was injured during training and could no longer serve with the Army.

"I sustained injuries to my hands whilst getting ready to be deployed overseas and that meant I could not continue with an Army career. So like many other guys I suddenly had to start making fresh plans," explains Mike.

"However, through Mission Motorsport I joined the Defender Challenge in February 2016. It was just the sort of event I wanted to take part in and it proved to be a brilliant opportunity for me as well."

Mike (somewhat unexpectedly) found himself managing the Mission Motorsport team which proved to be an exceptionally tough but also incredibly rewarding experience.

He was responsible for making sure the team's rally-prepped Defender was able to compete in all seven rounds of the gruelling competition and handled everything from sourcing parts, handling logistics, getting the vehicle race-ready for each round (overcoming the various bangs and bashes rallying involves) and getting his drivers their race licences and to the start the line for each round.

Jaguar Land Rover colleagues taking part in the Defender Challenge were notably impressed by what they saw and in particular by Mike's ability to get a team of recovering soldiers

race-ready in such a short timeframe and then compete throughout the season. So in October last year Mike was invited to take part in a two week work placement at Halewood before spending some further time with the team responsible for delivering the company's continuous improvement training in its Lean Learning Academy.

"Everyone was really welcoming and supportive," adds married, father of one Mike.

"As I am local to Halewood and my family is from this area, just getting the opportunity to come to the factory and see whether I could make a contribution meant a great deal to me."

With the encouragement of people from across the business and having also secured an NVQ in engineering, Mike put himself forward for interviews and is now all set to start work at Halewood as a Torque Integrity Assurance Programme (TIAP) engineer.

Major James Cameron, the Founder and CEO of Mission Motorsport, adds;

"Jaguar Land Rover has been a superb supporter of Mission Motorsport and we're delighted that Mike will be starting a new career at Halewood. As well as being a great event that enables people to have a lot of fun, the Defender Challenge is proving to be an excellent way for our people to demonstrate their skills, rediscover their confidence and fitness and secure work with some world-class companies."

Mike's ability and determination to get a team of injured and still recuperating servicemen through seven hard rounds of competitive rallying has also been recognised at the Royal Foundation's 'Endeavour Fund Awards' ceremony held in London earlier this year.

The Endeavour Fund - founded by the Duke and Duchess of Cambridge and Prince Harry - supports a range of charities helping injured armed services personnel and has also provided funding for Mission Motorsport's rallying campaign.

Mike was nominated for the prestigious Henry Worsley Award which celebrates people who have taken part in a major sporting challenge or adventure designed to help themselves and others overcome their injuries.

"I was a bit shocked and surprised to be nominated considering some of the incredible things the other people had done," Mike explains.

"However, it was good to have Mission Motorsport and Jaguar Land Rover recognised and to highlight what has been achieved so far."



DRIVING ITS MILITARY COMMITMENT FORWARD

As the UK's largest car manufacturer, Jaguar Land Rover continues to push forward on its ambition to become the employer of choice for those leaving the forces. It's industry leading 'Wounded, Injured and Sick' programme is a great source of pride both inside and outside the company with more than 20 ex-armed forces having secured employment with the car maker and its supply chain in the last two years.

Rob Lummis, Head of Employee Experiences and Chair of Jaguar Land Rover's Armed Forces Committee said "Jaguar Land Rover's ultimate ambition is to become the employer of choice for those leaving the military and we are working hard to realise this goal with a number of programmes embedded into our business. Whether individuals have elected to leave the armed forces, or have been wounded in action, we are here to provide training, support and career opportunities."

"Armed forces personnel are equipped with a number of core skills, from leadership and team working skills to the ability to cope under pressure. The benefits to business of harnessing these talents are clear and we are committed to ensuring that Jaguar Land Rover remains at the forefront of providing these lifelong learning opportunities".

Last year Jaguar Land Rover made its mission global with the announcement it was to partner with CALIBRE Systems Inc. to introduce its first international recruitment programme. The collaboration committed to train and recruit up to 180 skilled and experienced Transitioning Service Members and Veterans across its North American retail network. Already 144 veterans have been employed and the team are on track to deliver its ambition. ●

JAGUAR

LAND ROVER

Amazon Web Services Announces AWS re:Start to Boost Cloud Computing Training, Skills, and Employment in the UK



Signing of the Armed forces covenant at launch
(Left to right Max Peterson, AWS, General Sir Chris Deverell, MoD, Gavin Jackson, AWS.)

Following the launch of the AWS Europe (London) Region, AWS announces a new programme to provide free training and job placements to military veterans, reservists, and their spouses.

In January 2017, Amazon Web Services announced the launch of AWS re:Start, a free training and job placement programme for the UK to educate service leavers, reservists, veterans, cadets, cadet force adult volunteers and their spouses on the latest software development and cloud computing technologies. Working with QA Consulting and the Ministry of Defence (MoD), AWS re:Start also brings together AWS Partner Network (APN) partners and customers to offer work placements to each of the participants that graduate from the training. The AWS re:Start programme furthers AWS's commitment to

helping organisations of all sizes and developers of all skill levels transition to cloud computing.

AWS re:Start is designed to accommodate differing levels of experience – even those with no previous technical knowledge can sign up. Participants who join AWS re:Start will complete technical training classes, led by AWS certified instructors, and will complete work experience to gain on-the-job training. They will learn about cloud computing and how to architect, design, and develop cloud-based applications using AWS. They will also learn how to set up new cloud environments using proven best practices in security and compliance and to

build applications using software development toolkits for popular languages, such as Python. In addition to the technical training, the programme will support students with mentoring, soft work skills, and help in applying for jobs including resume writing and interview skills.

"AWS re:Start provides a platform from which individuals, no matter what their background, will be able to launch a new career and build a future for themselves in technology," said Gavin Jackson, UK Managing Director at AWS. "We made a significant investment on behalf of our customers with the launch of a new infrastructure region in the UK and today, with AWS re:Start, we are deepening that commitment through training and hands-on experience in the latest cloud computing technologies, helping to provide an 'on ramp' for the UK workforce into highly-skilled digital roles."

Karen Bradley, UK Secretary of State for Culture, Media, and Sport, says, "Increasing digital skills in the UK is a major priority for the Government and we are working to make sure that everyone has the skills they need. We welcome the launch of AWS re:Start which

is a fantastic initiative bringing together employers from different sectors and providing the foundation on which they can continue to train and grow the UK's digital workforce."

Organisations that have pledged job placements to AWS re:Start include, Amazon.co.uk, BBC, Direct Line Group, EDF Energy, Sage, SecureStorm, Splunk, Telegraph Media, Tesco Bank, Zaizi and Zopa. Graduates from the programme can expect to be eligible for many highly sought after entry-level technical positions within these companies, from first line helpdesk support to software developer, network engineer or IT recruitment and sales based roles, amongst others. They will also have the fundamental knowledge needed to immediately start working with AWS and building their own technology startup business.

As part of this announcement AWS has also signed the Armed Forces Covenant, which establishes how businesses support members of the UK armed forces community and guards against discrimination returning service men and women may face when entering the civilian workforce.

"The launch of AWS re:Start, and AWS's signing of the Armed Forces Covenant, validate the company's commitment to our servicemen and women. The programme recognises the value that reservists, veterans, service leavers, and their spouses can contribute to UK businesses, and provides them with a clear path for learning, and applying some of the technology skills in most demand across industries," said General Sir Chris Deverell, Commander, Joint Forces Command, who co-signed the Covenant on behalf of Defence.

Training content for the AWS re:Start programme will be curated by AWS in collaboration with QA Consulting, who will also deliver the training courses. QA Consulting is an AWS Partner Network (APN) Training Partner.

"At QA we have been delivering AWS training since 2013 and during this time have witnessed the tremendous impact AWS has had on the way UK businesses innovate and develop new services," said Tony Lysak, Managing Director at QA Consulting. "When we were asked for our support to launch AWS re:Start, we jumped at the opportunity to build a

customised training programme that takes individuals from knowing nothing about IT, to competent technologists and highly-desired employees for the numerous organisations moving to the AWS Cloud as fast as they can."

For more information or to sign up for AWS re:Start visit aws-restart.com



Are you interested in a career in technology?

Amazon Web Services have a brand new programme called AWS re:Start. A free training and job placement programme running throughout 2017 which aims to equip service leavers, reservists, veterans, cadets, cadet force adult volunteers and spouses with the knowledge and skills to build a career within the digital economy.

Working in conjunction with QA Consulting, AWS re:Start is designed to accommodate different levels of experience - **even if you have no previous technical knowledge or experience in the tech sector you can still apply.**

Once you've completed the training we will provide a work placement with one of our customers or partners. The Sage Veteran Programme will provide a specifically trained mentor for each veteran who will give 1-2-1 support to guide you through your initial placement.

Many of the UK's leading businesses have already pledged roles including; BP, BBC, Daily Telegraph, Direct Line, Sage, Tesco Bank

Find out more or register your interest:
aws-restart.com/



Get free training – Gain work experience – re:Start your career



Civil Nuclear Constabulary

The CNC is a specialist armed police service dedicated to protecting the civil nuclear industry.



© JEDF ENERGY

RECRUITMENT PROCESS

Criteria to apply

Age: 18.5 on appointment with no upper age limit.

Nationality: Either a British citizen, a member of the EC/EEA, or a Commonwealth citizen or foreign national who has lived, unrestricted, in the UK for the previous five years.

Criminal Record: ideally applicants have to have clean record to apply.

Financial concerns: Applicants should be free from debt and not be bankrupt.

Qualifications: There are no qualifications required for entry

Driving Licence: Applicants must hold a full driving licence with no more than 6 points.

Fitness: Pass level 7.6 on the bleep test.

We protect 14 civil nuclear sites across England, Scotland and Wales, safeguard nuclear material in transit and play a key role in



national security. The civil nuclear industry includes nuclear research and provides nuclear energy to millions of people. To protect such an important commodity, as well as the public. We are a police force like no other, offering a variety of Police Officer and support roles at all levels. By protecting nuclear materials on site and in transit, we play a vital role in national security.

The Civil Nuclear Constabulary (CNC), following the National Recruitment Standards in accordance with Home Office Guidelines and process for recruiting Officers into the Constabulary. Our selection processes are based on ability, skills and expertise. We recruit the very best people based on merit, regardless of sex, race, religious beliefs, sexual preference or anything else unrelated to the role. The nature of our work means that we have to conduct a rigorous application process which, of necessity, can also be quite lengthy. The process involves

a variety of screening checks, as well as security and reference checks. This is an essential part of ensuring that we recruit the most able individuals and you are right for us, as well as ensuring that joining us is the right move for you.

Our Policing Priorities include: National and international terrorism, Information and technology proliferation, Protection of the site and facilities from incursion and unlawful protest, Crime committed within site area.

APPLICATION FORM

The first step in your application is to fill out the online application form. This will give us all the details we need to decide whether you should go forward to the next stage in our selection process. The form will ask you to go into a large amount of personal detail, including giving information on any previous convictions (these will not necessarily be a bar to you joining the Constabulary). You will also be asked about a range of

issues, from any tattoos you might have, to your business interests and your financial position.

Some people might find the application form daunting, but we provide guidance notes to help you fill it in correctly.

REVIEW OF APPLICATION FORM

We will assess your application and will let you know the outcome of your application. Please note this process is a minimum of 6 weeks, during periods of high recruitment it may take longer, these checks include a criminal records check and completion of a medical pre-screening form.

ASSESSMENT CENTRE / PRE-EMPLOYMENT ASSESSMENTS

We will assess your application form against the national recruitment criteria, and if you pass, we will invite you to an assessment centre. The assessment activities include a briefing on the

organisation, firearms assessment, a physical test and interview. These may take place over several days and at different locations.

Police Officers are covered by the Disability Discrimination Act, so if you have a disability, we will make reasonable adjustments where appropriate.

Your fitness will be assessed as part of the application process. The job related fitness test looks to see whether you are fit for the job. The CNC carry out the multi-stage shuttle run (bleep test) to level 7.6. This is in line with National Standard for Armed Response Officers. If you prepare properly, you should have no problems passing. If you do not pass first time, you may have the opportunity to re-take the test.

If you are worried about your fitness, it's a good idea to do some training before you are called in for the fitness test, but make sure you seek medical advice before starting any rigorous training.

MEDICAL APPOINTMENT

Medical appointments may be provided as part of the assessment centre, if not then you will be required to attend at another time. There are a number of medical conditions which have been identified as being a potential risk to the individual in carrying out the role of Authorised Firearms Officer within the Civil Nuclear Constabulary and, as such, may preclude the individual from employment if they are present.

REFERENCE CHECKS

If you pass all our assessments, we will then carry out employment reference checks for the last three years. If appropriate, we will also carry out military and police service checks.

SECURITY VETTING

One of most important - and most time-consuming - steps in our recruitment process is our security vetting.

Before you start your initial training course, you will need to have achieved the security clearance requirements as laid down by the ACPO/ACPOS Police Recruiting Vetting standard and the Government National Security Vetting standard.

Gaining security clearance can be a lengthy process and includes a large number of checks. As part of these checks, you may also be interviewed by the Defence Business Service.

CONDITIONAL OFFER

If there is a training course pending, we will send you a conditional offer, which will tell you where you will be posted and when your initial training will start. You will receive at least four weeks' notice of the start of your training. Once you have accepted this conditional offer, we will contact your current employer for references, and start security vetting. This can be a lengthy process and can take up to a minimum of 3 months to complete.



© Stuart Boulton / Shutterstock.com

CAREER OPPORTUNITIES

Once the probationary period has been completed there are opportunities to apply for including:

Strategic Escort Group (SEG):

This team of officers are responsible for supporting the transportation of nuclear material in the UK and overseas either on the road or on the sea.

Firearms Instructor: This role is a trainer role, helping to keep our officers up to date with their firearms qualifications and other specialist training.

General Trainer: This role trains all non-firearms related law and general police skills.

Dog Handler: This role is to work with the dogs to help with patrolling and aiding the officers search capacity.

Personal Safety Training:

This role trains the officers in personal safety, including arrests

Promotion: Officers can apply for promotion opportunities including Sergeant, Inspector, Chief Inspector, Superintendent, Chief Superintendent etc.



Applications are to be completed on-line accessed via our careers website www.cnc.jobs.

CIVIL NUCLEAR CONSTABULARY

DETER, DEFEND, DENY, RECOVER



THERE'S
A UNIQUE PATH
TO BECOMING
A POLICE OFFICER
IT STARTS HERE.

The Civil Nuclear Constabulary (CNC) is an armed police force, keeping the nation safe from harm by securing the integrity of civil nuclear material. Our primary function is the protection of licenced nuclear sites not used wholly or mainly for defence purposes and the safeguarding of nuclear material in the UK and elsewhere.

POLICE OFFICER

Entry point salary £23,025
(rising to £25,700 after training)

The facts: we have some remote locations; you will need to live in close proximity of your allocated site and our officers work 12 hour shifts.

The opportunities: 16 week foundation training course; unique firearms training and after 24 months you can apply to join one of our specialist teams such as firearms instructor, dog handler or escort team.

You will be required to achieve medical and fitness standards as part of the application process, and these must be maintained and demonstrated throughout your career with the CNC.

Successful candidates will be required to relocate at their own cost, if applicable.



For more information and to apply, visit www.cnc.jobs
or contact the Resourcing Team on 01235 466666.
CNC is an equal opportunities employer.

Aspire Defence Capital Works



Do you want a career in
Construction/Project Management?



We have a wide range of roles
and training programmes across
Salisbury Plain and in Aldershot

Contact us at
ADCWHR@aspiredefence.co.uk

Over the next three years under the Army Basing Programme amendment to the existing Project Allenby/Connaught contract with the MOD, Aspire Defence Capital Works is constructing new and enhanced garrison facilities on Salisbury Plain and at Aldershot. By 2020, around 130 new buildings and more than 2,600 additional bed spaces for single soldiers will be created. ADCW is a 50/50 joint venture between KBR and Carillion.

Who are Aspire Defence Capital Works?



THE BENEFITS OF A PFI

From the MOD's perspective, the Private Finance Initiative (PFI) solution offered a number of qualitative benefits, including:

- A single partner providing assured standards over 35 years, underwritten by a taut incentivised payment mechanism (previously there were multiple separate service contracts)
- The original Project Allenby/Connaught (PAC) encompassed a new build programme in excess of £1.5bn over 8 years
- The transfer of key risks, such as planning permission, design maintenance and construction, etc, to the commercial sector
- A faster build programme
- An enhanced residual value and condition of accommodation at end of contract in 2041

Aspire Defence Limited (ADL) brings together Carillion and KBR in a consortium; these organisations have a wealth of experience in managing large-scale and long-term PFI projects.

core values which are at the heart of everything they do. Safety First – Always; Customer focus; A challenging but supportive culture which values and develops people; A fulfilling and enjoyable place to work; Openness and honesty at all times.

These drive ADCW's commitment to delivering safe, sustainable and effective solutions for the Army and creating positive legacies on behalf of the MOD.

and KBR. It isn't an employing entity, so nearly all of its 300 employees are secondees from one of the parent companies.

Together, MOD and Aspire manage and deliver a modern, flexible living and working environment for soldiers in the Aldershot and Salisbury Plain area that will support the military, enhance UK defence infrastructure and provide long-term value for the MOD.

At ADCW, there is a culture which is built on its strong set of



PROJECT ALLENBY/CONNAUGHT THE STORY SO FAR

Between 2006 and 2015 under the PAC PFI contract with the MOD, ADCW successfully delivered 375 new buildings, 192 refurbished buildings and demolished 457 other buildings. This was all delivered on time, to budget, safely and to a high quality finish.

The 35-year PAC contract was awarded to Aspire Defence Limited (ADL), a Special Purpose Vehicle (SPV) joint venture between Kellogg Brown and Root (KBR) 45% and institutional funds managed by Innisfree (37.5%) and InfraRed [Capital Partners] (12.5% and 5%). ADL was set up specifically to deliver PAC on behalf of the Defence Infrastructure Organisation (DIO).

The Operations team within ADL is responsible for overseeing life cycle of all assets under contract and for managing the change process, thus ensuring a responsive service, accurate

projection of maintenance costs and long-term value for money for the customer.

ADL subcontracts to Aspire Defence Capital Works (ADCW), which delivers the construction programme, and Aspire Defence Services (ADS), which delivers hard and soft facilities management services on the garrisons. Both ADCW and ADS have engaged a number of specialist delivery partners and sub-contractors through the supply chain to support delivery of the contract.

PAC will continue to 2041, when Aspire Defence will hand back to the MOD all of the assets maintained under contract across the five garrisons.



PAC IS THE LARGEST INFRASTRUCTURE PRIVATE FINANCE INITIATIVE (PFI) EVER LET BY THE MOD

At contract award, the total through-life value of Project Allenby/Connaught (PAC) was stated as circa £8 billion.

PAC was introduced in line with the strategic aims set out in the Defence Estate Strategy 2006 – namely, to have an estate of the right size to meet the military need. The vision was for an estate of fewer, larger sites in the UK and overseas, appropriately located and making the best use of available resources while remaining fully capable of meeting military needs. Sites identified as having the potential for future development included Aldershot and Salisbury Plain.

More Army units, along with their associated personnel and equipment, needed to be accommodated in the garrisons adjacent to the Salisbury Plain Training Area and within Aldershot Garrison. A re-organisation of force structures also resulted

in some unit moves. A project team, Allenby/Connaught, was established to examine the best way of meeting these requirements. The ultimate aim was to improve the living and working environment of all personnel, while achieving long term value for money and being flexible enough to take into account any new initiatives.

The shared aim of PAC and Aspire is to make soldiers' lives better through delivery of new and enhanced single living and working accommodation at garrisons across Salisbury Plain and at Aldershot.

Provision of modern, purpose-built accommodation gives soldiers the quality of life they deserve, whilst ensuring the Army has the facilities it needs to carry out its vital role both today and in future. Soldiers were previously housed in outdated buildings with communal facilities which were difficult and costly to maintain; increasingly, soldiers' single living accommodation on PAC garrisons is modern, fit for purpose and offers private, en-suite bathrooms.



REBASING THE ARMY FROM GERMANY TO SALISBURY PLAIN

Today, ADCW is focused on working with the Army and the Defence Infrastructure Organisation (DIO) on a £1.1bn variation to the original PAC contract as part of the Army Basing Programme (ABP), which will ultimately enable the troops currently based in Germany to rebase to Salisbury Plain in 2019. The new infrastructure under development will support both soldiers returning from Germany and Army units moving within the UK under the ABP. ABP was set up to deliver Army 2020 as part of the Government's 2010 Strategic Defence and Security Review (SDSR) commitments. The ABP construction programme is scheduled for completion by 2020, with

key 'eat and sleep' assets completed by summer 2019.

Over the next four years under the ABP contract variation, ADCW is building on a decade of successful delivery under PAC, through provision of new and enhanced single living and working accommodation across four garrisons on Salisbury Plain (Tidworth, Bulford, Perham Down and Larkhill) and at Aldershot.

Assets include officers' and junior ranks' single living accommodation, messes, diners, sports facilities, technical stores, garages, offices and regimental headquarters.

ADCW works flexibly and responds to the needs of the MOD and the Army. In all, around 130 new buildings will be delivered, alongside more than 100 alterations, extensions and refurbishments.

Over 150 small and large scale demolitions will be completed, with materials reused and recycled wherever possible.

By 2020, over 2,600 additional bed spaces for single soldiers will be created. At peak construction under ABP, ADCW will see an estimated daily workforce of over 1,200 operatives on site. Outside the garrisons, new medical/dental centres will be built at Larkhill and Bulford and in Tidworth and Bulford, two early years' facilities will be established.

By the end of 2017, ADCW will have delivered over 560 of the 2,600 single bed spaces across the project footprint. Other completed assets at Larkhill, Bulford, Aldershot and Perham Down garrisons will include vehicle garaging/workshops, armouries, regimental headquarters and offices.



A SAFE, SUSTAINABLE AND SUCCESSFUL HISTORY

• Since 2006 when PAC began, the project and Aspire have shared many successes and awards including:

- PPF Awards-Best Operational Defence Scheme (Best Government Agency Team award, Best Operational UK Project)
- British Safety Council Sword

- and Globe of Honour 2011
- Winner of the RoSPA Gold Award in 2014, 2015 and 2016
- In 2015 winner of the Sanctuary Sustainability Project Award and the Sanctuary Sustainable Business Award
- In 2015 received PSS Energy Award Commendation for Best Energy Management

In line with one of Aspire Defence's core values – Safety First, Always – ADCW has worked a cumulative total of 22million safe man hours since the last reportable accident; 2.6million since September 2012 RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). Only one RIDDOR accident was reported across the footprint in 2011. The accident frequency rate is currently 0.06 over the whole of the contract since April 2006 – significantly below the industry average (Olympics was 0.17). ●

International Career Institute offers 100 full scholarships to Armed Forces personnel

Armed Forces Personnel in the United Kingdom are getting an extra thank-you this year from the International Career Institute.

The International Career Institute (ICI), an independent, private college committed to providing and developing career training programmes in consultation with industry and employers, has committed to providing 100 full scholarships and subsidised training for full-time members, reservists, and family members of the UK Armed Forces this year. These scholarships are co-funded by the Grabovac Foundation and have been awarded to members of the Armed Forces since 2015. This generous donation of distance learning scholarships by ICI is part of its commitment begun when it signed the Armed Forces Corporate Covenant in November of 2015. The Ministry of Defence established the Armed Forces Covenant in 2013 to encourage businesses to confirm and demonstrate their support of the Armed Forces community in the United Kingdom.

DETAILS OF THE SCHOLARSHIP

Any member of the Navy, Army, or Air Force Armed Forces, both Regular or Reserve, is eligible to apply for the Military Scholarship. Applicants are required to provide compelling responses to the selection committee based on a questionnaire about their current role in the military, as well as why they wish to follow this course of study.

The deadline for this year's round of scholarship is June 1, 2017. Winners of the scholarships will be notified and announced July 28, 2017. The application and additional scholarship information can be found here: www.icieducation.co.uk/scholarships/military-scholarship.

Dr David Grabovac, senior representative of the ICI, said: "We are a proud supporter of the Armed Forces community and will continue to actively contribute in whichever way we can. We are, in particular, interested in supporting members of the military who have displayed leadership traits, and in those who would most benefit from further education and training opportunities. Signing the Armed Forces Corporate Covenant is a significant step in developing a strong relationship between the International Career Institute and UK Armed Forces."

DISTANCE LEARNING A PERK FOR THE ARMED FORCES

Distance learning has proved to be hugely popular with the Armed Forces due to the convenience and flexibility it offers. When Armed Forces personnel are often stationed overseas, it can be challenging to keep up with a traditional education programme. However, distance learning allows them to study a variety of programmes and courses on their schedules, from anywhere.

Often being placed overseas means these individuals have time to spare at odd hours. By being able to access coursework that doesn't require attending classes at specific times, members of the military have the ability to go as quickly or slowly through their coursework as they like, depending on their schedules.

The career development training provided through ICI helps

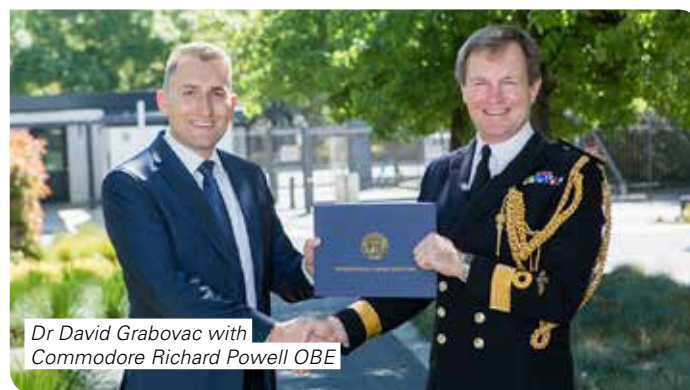
members of the Armed Forces convert skills they already have into qualifications that make them desirable employees upon leaving the service. The coursework is relevant to the day-to-day skills and needs of various members of the Armed Forces, and ultimately Defence needs. ICI courses are also aimed at developing new skills for those who are transitioning to civilian life. ICI delivers 50 courses across eight focus areas which include: business, management, health and fitness, law and justice, design, events, education and languages, as well as veterinary and animal care.

PAST RECIPIENTS OF THE MILITARY SCHOLARSHIP

Captains, Officers, Sergeants, and Squadron Leaders from military branches around the world have benefited from the ICI scholarship programme.

Warrant Officer Louise O'Connell MBE, an Army Warrant Officer and Senior Army Welfare Worker, used her scholarship to study mediation training. Her goal in her studies was to enhance her knowledge and skills in her current role, as well as pass on the knowledge to her staff, who could then share it with Service Users. Flight Lieutenant Joshua Ellins, a Royal Air Force Officer who chose to study Norwegian, did so to fuel his plans after leaving the Royal Air Force. He plans to work for the Canadian Helicopter Company, which owns Heli One and work in Stavanger, Norway in Aviation Supply Chain Operations, and he will use his new language skills there. Another scholarship winner, Sergeant Major Simon Mackie, a Army Command Sergeant Major (Officer), chose to apply his scholarship to frontline management. Having been promoted to Captain, he hopes to better manage people in his diverse and sometimes dangerous occupation, as well as help him continue in his career progression. ●

Those interested in and eligible to apply for the Armed Forces Personnel scholarship can apply here: www.icieducation.co.uk/scholarships/military-scholarship.



Dr David Grabovac with
Commodore Richard Powell OBE



Dr David Grabovac with
Lieutenant Colonel David Utting

LIKE WHAT YOU SEE?

Contact us:
01234 243200
recruitment@eastamb.nhs.uk
visit www.eastamb.nhs.uk
or search NHS Jobs.

It's time to care.
It's time to change.
It's time to work at the
ambulance service.

THISISEAST
Innovative. Responsive. Excellent.
Always community focused. Always patient driven.

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

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

What is an intermediate ambulance practitioner (IAP)?

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

What criteria do I need to apply?

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

How do I become an IAP?

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

What will I learn?

You will join EEA on salary band 3 (£16,800 - £19,655). We also pay a salary enhancement dependent upon your shift allocation. We offer excellent paid holiday entitlement, entry to the NHS pension scheme and other employee benefits.

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

THISISEAST
Innovative. Responsive. Excellent.
Always community focused. Always patient driven.



On an ordinary day... an extraordinary service

There's Plenty of room... Room for more inside...
Come and Talk to us @EEAST_Jobs

We recognise the skills and aptitude that forces staff have, especially when faced with pressurised situations.

Doing this job is not all about having medical knowledge; it's often about applying a common-sense approach to dealing with patients in their hour of need, or demonstrating personal resilience when a patient's life is at risk. Of course, the training will provide you with the skills and knowledge to assess and treat a range of patients in need of your help.

The East of England Ambulance Service NHS Trust (EEAST) provides emergency, urgent and primary care services

throughout Bedfordshire, Cambridgeshire, Hertfordshire, Essex, Norfolk and Suffolk since 1st July, 2006. Our dedicated and skilled staff work 365 days a year, 24 hours a day to make sure patients receive the best possible care.

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

The eastern region is made up of both urban and rural

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

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

The East of England Ambulance Service NHS Trust (EEAST) has embarked on an ambitious programme to recruit a significant number of student paramedics and associate and intermediate practitioners; last year we recruited over 400 new staff, and we are looking to recruit a lot more in this financial year. The chance to join our entry level roles as Intermediate Ambulance Practitioner and Associate Ambulance Practitioner programmes is the start of a new career for those coming into the service fresh.

This opportunity will mean you receive a salary and training throughout the duration of your development.

Becoming an Intermediate Ambulance Practitioner (IAP) with EEAST is a lot more than providing a transport service; it's about providing support where it's most needed to our patients and our communities. Naturally caring and level-headed, you will instil trust, share our values and provide a calming presence in whatever situation you find yourself in - from helping patients requiring urgent care get to hospital to assisting in emergency situations. Although you won't need a medical background, you will need to undertake the associated and required training in patient care as well as training in assisting other clinical colleagues. No medical training is required for this role, as full training is given. Working for the NHS also allows staff to apply for keyworker housing with local housing associations.

Successful applicants for this will be required to complete a 10 week training programme, which incorporates a four week advanced driving course, and will result in an accredited Level 3 award for those who successfully complete the

course. This qualification can be used against career development pathways, should applicants wish to apply for progressing opportunities in the future.

The Associate Ambulance Practitioner (AAP) role with EEAST is an exciting new role that is clinically-lead and patient-focused to deliver clinical excellence, improve patient safety and provide a positive patient experience.

Successful individuals for the AAP programme will undertake up to 18 weeks of initial training and supervision in front line Ambulance Operations. This will include a four week emergency driving course. The course will include time spent attending classroom based learning, self-study, online learning, and practical simulation. You will be expected to undertake a range of written and practical assessments and will include completion of a portfolio of evidence, as well as dedicated clinical placement time with EEAST. It is anticipated that the full course will be completed in 12 - 18 months from start date of employment. Following successful completion of the full course, a portfolio, and operational duties,

candidates will be awarded a Level 4 qualification against the Qualifications Credit Framework (QCF). Upon successful completion of the AAP programme, this qualification can be used against career development pathways, should applicants wish to apply for student paramedic in the future.

The clinical career pathway for our Student Paramedic Programme is the pinnacle of all opportunities within EEAST. This is completely restructured which will provide you with the access to our 3 year development programme to become a fully qualified Paramedic. You will undergo full training and will give you practical hands on experience to deal with a range of situations which will include both critical and emergency. At the end of your journey on the student paramedic pathway will reward you with the Level 5 Award, which is the equivalent of the 3 year Paramedic science degree and full registration with the HCPC.

A full clean UK manual driving licence with full Category C1 and a minimum of 1 years' driving experience on a full licence is required. Consideration will be given to applicants who have a maximum of 3 penalty points on their licence for minor motoring offences only). Applicants without Provisional or Full C1 who are successful in the recruitment and selection process will be required to obtain Provisional C1 before being allocated to a training course, and must achieve FULL C1 before you begin a training course. You will not start your employment with the Trust without full C1 on your licence Priority consideration will be given to those who hold full C1 category.

The recruitment and selection process will consist of the following:

- Shortlisting against essential criteria in Person Specification
- Assessment Centre Stage 1 - Literacy and Numeracy Assessment and Highway Code questionnaire
- Assessment Centre Stage 2 - An Interview, Driving and Fitness Assessment
- Pre-employment checks in line with the NHS Employment Check Standards
- Work Health Assessment clearance
- Candidates are expected to undertake and pass all elements of the selection process.

THE TRAINING PROGRAMME

Applicants must:

- Be highly motivated with excellent communication and numeracy skills with a minimum of 5 GCSEs of grade C or above of which two must be Maths, English or Science (alternative equivalent qualifications may be accepted).
- Be able to demonstrate a high degree of physical fitness by successfully meeting our fitness assessment standards and work health assessment check.
- Have their own transport, and a full UK manual driving licence (manual vehicle) with two years driving experience, (please note that the person specification states that 'a maximum of 3 points will be considered for a minor motoring offence only'). If you have more than three penalty points on your driving licence, there will be no exceptions to this rule and you will not progress through the recruitment and selection process.
- Category C1 (manual vehicle) on your driving licence is essential in order to start on our Student Paramedic programme. Applicants without Provisional or Full C1 who are successful in the recruitment and selection process will be required to obtain Provisional C1 before being allocated to a training course, and achieve the



FULL C1 before you begin a training course.

- Demonstrate real drive, motivation and enthusiasm to pursue this challenging and demanding career throughout the recruitment and selection process and beyond.
- Candidates will be expected to undertake ALL elements of the selection process and can't be offered a start date until such time that all of the elements are complete.
- All recruitment is conducted through the NHS portal www.jobs.nhs.uk.

Use the job search 'Ambulance' and select 'East of England' as a location. This will take you to the advert where you can apply.

Alternatively, the HR Recruitment team will be happy to answer any queries; please call and speak to one of the team on **01234 243045**.



#beseeningreen



The Ministry of Defence
partnering with Right Management

Enhanced Resettlement Provision from CTP

INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS



The new Career Transition Partnership (CTP) contract between the Ministry of Defence and Right Management commenced on 1st October 2015. Essentially it is business as usual and any changes will be in addition to the wide range of services and support we have delivered since 1998 as the MOD's official provider of Armed Forces resettlement.

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

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

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

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

WHERE DO I START WITH RESETTLEMENT?

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

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

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

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

WHAT SUPPORT AM I ENTITLED TO?

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



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

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

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

The Employment Support Programme is accessed 6 months' prior to discharge and includes a 1 day workshop and one-to-one interview, resettlement briefs, job-finding support, employment fairs and events, and access (on a standby basis) to vocational training courses. Career Consultant support is also available for up to 2 years post discharge.

Resettlement Support from CTP



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

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

*Wounded, Injured and Sick Service Personnel

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

HOW CAN CTP HELP ME?

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

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



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

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

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

TRANSITION

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

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

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

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

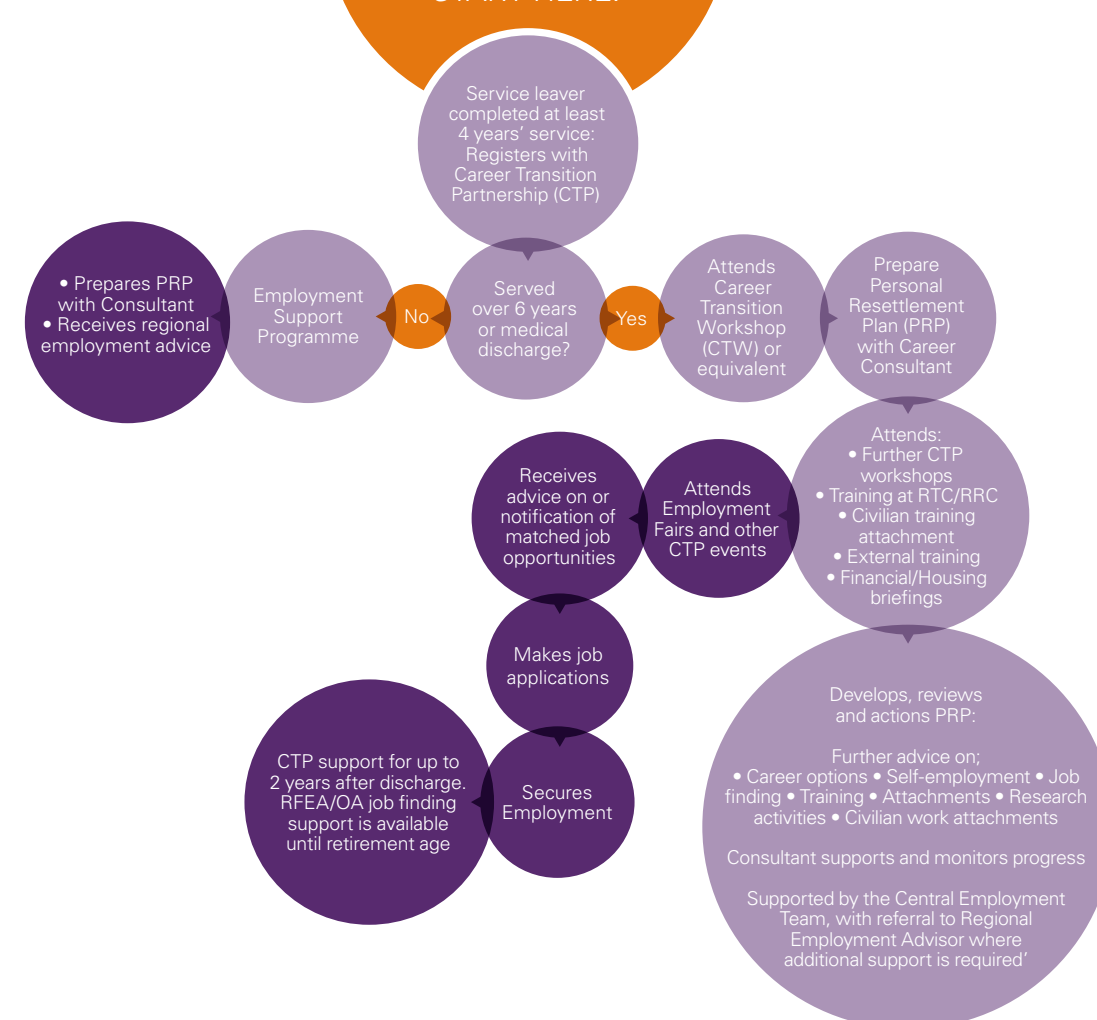
TRAINING

When leaving the Service, you get the chance to undertake vocational training to help you shape your future career. CTP delivers an extensive range of job-related vocational courses at Resettlement Centres and the Resettlement Training Centre in Aldershot. This is split into two types; Contract Funded and Non-Contract Funded training:

Contract Funded training has been 'pre-paid' for you by the MOD. This offers exceptional value for money and is the best way to make the most of your 'GRT pound'.

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

ROUTE MAP FOR SERVICE LEAVERS START HERE:



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

If CTP does not offer the course you are interested in then you are able to find details of courses offered by hundreds of MOD approved Preferred Suppliers on the CTP website. All companies on this list have undertaken a stringent accreditation process to make sure their training is of the highest quality and value for money – so you can book with confidence.

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

EMPLOYMENT

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

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

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

The CTP Employment Team works closely with local, national and international organisations from all industry sectors to source and match suitable job vacancies for Service leavers. You'll receive regular job alerts

based on the preferences listed in your online profile, plus employers can also search the database for Service leavers with the skills they're looking for, and notify them of current vacancies.

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

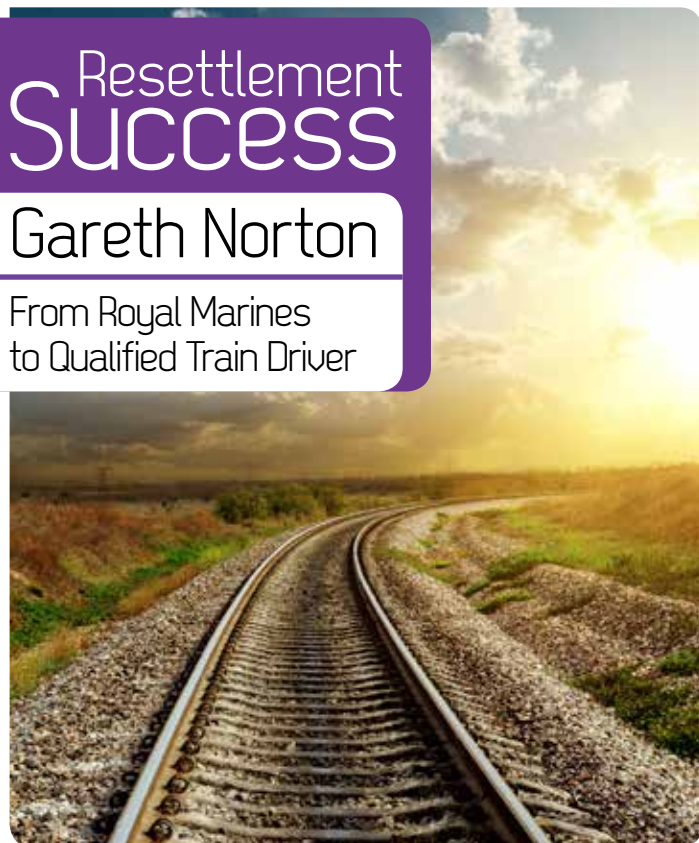
Whilst we are making some changes, be assured that our support and the provision to help you through your resettlement remains unchanged, and will be enhanced in the coming months. We are here for you throughout your career transition - from two years pre-discharge and up to two years post-discharge.

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

Resettlement Success

Gareth Norton

From Royal Marines to Qualified Train Driver



Ex-Royal Marine Gareth Norton discharged in November 2014, following an eleven year career in the military. Here, he explains how he made the most of his resettlement to achieve a greater work-life balance as a qualified train driver.

TELL US ABOUT YOUR TIME IN THE MILITARY

I served in the Heavy Weapons branch of the Royal Marines for eleven years, and enjoyed most aspects of Service life; my highlights included the opportunity to travel the world and see different places, and also to practice my trade in hostile and dangerous environments whilst on operations.

As I grew older, I felt that I needed more independence and opportunities to make my own decisions on a day to day basis, so I made the decision to leave in 2014. I also decided that I had achieved a large percentage of what I set out to achieve back in 2003. I felt ready for a new challenge in a different field.

HOW DID YOU FIND THE RESETTLEMENT PROCESS?

I attended a Career Transition Workshop at the resettlement centre in Plymouth, and found all aspects helpful; there was a lot of information to take away and model into the career path that was best for me.

I also used my Graduated Resettlement Time to complete two Health & Safety courses: NEBOSH National General Certificate and NEBOSH Construction Conversion.

The support I received from my Career Consultant during my resettlement was second-to-none, and I would like to take this time to thank the CTP, especially my Consultant, for all the help I received over the past two and a half years. From the initial guidance in identifying my future options and existing skillset, and then learning how to apply those to my CV, to researching vacancies and preparation for job interviews.

Another helpful tool was being able to look over my failed applications and identify areas that could be improved for my

next opportunity. To do this I amended my CVs a number of times and requested my Career Consultant to proof read them for me; no matter when I needed advice and guidance, she was always on hand to help. My advice would be to make the most of your Career Consultant and to never be afraid to ask for help, even with the small things. It's always worth using a second pair of eyes on your CV or application - even a small amendment could make the difference between an interview and a rejection.

HOW EASILY DID YOU FIND EMPLOYMENT POST-DISCHARGE?

The qualifications I had gained during my HW3/Atk course helped to bridge the gap between leaving the Marines and my new career. Those qualifications were my HGV driving licence and ADR licence, which allowed me to transport dangerous and hazardous materials/chemicals around the UK. These licenses enabled me to acquire a job right away; not only did this work pay well to help provide a living, but with the industry being low on qualified HGV drivers it allowed me to fit in immediately.

WHERE ARE YOU WORKING NOW?

I am now a qualified train driver with Northern Railways, and the job involves driving two types of trains in a safe and professional manner to ensure our customers arrive and their destination safely and on time. I am also required to follow strict rules and regulations and to follow strict Health and Safety guidelines.

I gained many skills and qualifications in the Royal Marines, but the ones I use on a regular basis are those transferable skills such as safety, communication, team work, working alone and professionalism.

HOW DID YOU GET YOUR CURRENT JOB?

At the start of 2015 I secured the position of Revenue Protection Assistant with Northern Railways. During the twelve months that I worked in this role, I expanded my skills, experience and knowledge of the rail industry and so when the opportunity to apply for a driver's job in my local area

Don't give up, as persistence will pay off..

arose, I jumped at the chance. After applying I then went onto an interview, assessments and medical. I believe that my existing years' experience with the company gave me a good foot into the door for this industry and also helped me to get to know the company, managers and staff.

The interview was a good experience and I feel the information provided by CTP, as well as by the company itself, played a huge part in my success. Using the STAR method and researching the role and the company helped enormously in allowing me to best prepare. The questions were pretty much covered in the CTP booklet but I would also recommend completing research specific to this type of role, as some questions are industry specific.



TELL US ABOUT YOUR TRAINING

Driving a train is relatively easy, it's the sheer amount of information you're required to learn and keep current that's the difficult part. This involves four months in the classroom to learn everything about driving, rules & regulations, followed by multiple assessments. Once that's complete it's then onto driving with an instructor until you have completed your final assessments. You are then competent to drive a passenger train without any instruction. I initially found this to be a big confidence issue - but I soon found my feet.

WHAT ADVICE WOULD YOU GIVE OTHER SERVICE LEAVERS?

I would say set out with a clear goal in mind and be prepared - depending on the industry it could take some time to achieve your goal. Carry out as much research as possible; network in the industry, speak to employees and leave no stone unturned.

Ensure you put as much information and key words into your CV/Applications, using the STAR method and getting it checked and checked again.

Don't give up, as persistence will pay off. Thousands of candidates apply for the same vacancy - ensure your application stands out and is the best it possibly can be. ●



Cleaning Up Your Social Media Presence for Job Hunting

Don't get caught out! Put your best digital foot forward in your job search by making sure social media is an asset, not a liability.

In the past decade, social media has slowly but surely blurred the line between personal life and professional life. This can be easy to forget, until you start a new job search. Whilst you may be comfortable with your social life overlapping, you may also want to make sure you are putting your best professional foot forward with your online accounts. Here are four tips for cleaning up your profiles.

CHECK YOUR PRIVACY SETTINGS

Google yourself and take a look at the results - are you happy with what you see? Employers regularly search for candidates online before an interview, so ensure you are presenting the best version of yourself. Facebook provides a range of settings to allow your profile to be completely public to totally hidden. Most people will seek something in the middle, which allows their profile to be found in their network whilst keeping individual posts private. On Facebook's homepage, click on

"privacy check-up" to see how your posts appear to others, and adjust your settings accordingly. Other accounts such as Twitter and Instagram don't allow this range of privacy settings, but do allow you to make your public accounts private.

CONSIDER SECONDARY PROFESSIONAL ACCOUNTS

Social networks were originally created to enable users to connect with friends and family, but have since made their way to include work colleagues and business contacts, for professional rather than personal networking. If you prefer to keep these worlds separate, you can create secondary social media accounts for "friendly" business contacts. If you do use a professional account, fill out the profile with your work information and include a professional headshot.

SCAN YOUR HISTORY

Even if you choose to keep your accounts public, it's a good idea to scan your social media history for any posts you may have forgotten about. You can do this by searching for your name with the "+" sign and any keywords. Watch out for posts that contain profanities or politics, and think about the impression you want to give to a potential employer. If in doubt, delete.

SHARE FOR THE JOB YOU WANT

The adage "dress for the job you want" also applies to social media: Share for the job you want. Social media can be an asset in this regard, not a liability. Use your platforms to follow the companies you're interested in and share their content if it's interesting to you. To help you decide what to share, use the "So what?" test: Is this helpful? Is it entertaining? Is it something I'd be comfortable with my boss or mother seeing?" If yes, share it.

Want to know more? CTP offers a 1.5 hour enhancement webinar on Social Media Networking - visit www.ctp.org.uk/workshops to view upcoming dates. ●

KLM UK Engineering



KLM UK Engineering is a leading regional aircraft and narrow bodied Maintenance Repair Organisation, wholly owned by the AFI KLM E and M Network.

The Company is based in Norwich, Norfolk and has been situated here for over 40 years and has been known under various names such as Air Anglia and Air UK, before being taken over by KLM in 1997.

The Company's core business is heavy maintenance at its Norwich facility, but also carries out aircraft component sales, aircraft disassembly & recycling and has line stations throughout the UK. We have an onsite workshop providing services such as NDT, composite repairs, calibration and interior refurbishments and have an onsite technical training facility within the newly opened International Aviation Academy Norwich.

We are EASA Part145/147 & FAA Approved and hold other countries approvals & certificates, covering maintenance on Fokker 70/100, BAe146/Avro RJ's, Embraer 170/190, Boeing 737 all series & Airbus A320 Family. Our customer

base is worldwide ranging from Dublin to Dubai, through to Russia and as far as Australia and Canada.

The Company operates Lean Six Sigma principles which go hand in hand with our Safety Management

System to operate a cohesive way of working which is both efficient and safe for our staff. Within the lean principles we encourage our staff to make suggestions for improving the way we work and have specific project teams to bring these improvements to life throughout the year. We recognise that the people carrying out the job can make the difference.

We employ highly skilled & dedicated people that make our business a success, with a total

headcount approx 380 across the maintenance & support departments, which includes our technical college. Many staff have been with the company for over 15 years with our longest serving colleague at 43 years and believe in growing our own, which includes many management positions of all levels filled with ex-apprentices, as well as fresh faces with fresh ideas.

KLM UK Engineering has been training engineers for over 30 years in Norwich and has moved



to a new facility within the recently opened International Aviation Academy – Norwich. This brand new purpose built facility, not only has classrooms & workshops for students, but houses a live Boeing 737 Classic Generation aircraft within the emulation zone, so students can get hands on. This new facility is located next to the maintenance hangars making it an inspirational place to work & study and is close to the main hub of the business.

We work in partnership with Colleges & Universities to deliver apprenticeships and degree programmes which incorporate EASA courses & B1.1 Licence. As well as this we offer initial & continuation training and aircraft type training courses. Over recent years we have developed a variety of online training courses which include EASA CAT A, B 1.1 & B2 Licence, Fuel Tank Safety, Human Factors, and Electrical Wiring Interconnect System (EWIS) and can be studied anywhere, anytime via our Virtual Learning Environment (VLE) which was launched a couple of years ago with great feedback from users.

Enhanced Learning Credits can be used towards our courses and are completed via the ELCAS website. Our ELCAS number is 4624.

The industry identified a worldwide shortage of aircraft engineers a few years ago and this skills gap needs to be filled. KLM UK Engineering is committed to and passionate about training the next generation of aviation engineers and has been key in promoting this and making it happen through its own apprenticeship scheme, degree programmes and retraining out of industry engineers. The Company also has a high percentage of ex-military staff and embraces their knowledge and skills across the hangars and in the support departments. The Company also supports the engineers through a night school to help gain licences while the engineers continue with the day job.



CRAIG ALLCOCK – TECHNICAL INSTRUCTOR, KLM UK ENGINEERING

I joined the RAF 19th September 2001 at 17 years old and trained for 18 months, which included recruit training at RAF Halton and then I moved to RAF Cosford to become a Propulsion Technician. I then moved to RAF Odiham in February 2003 as part of 27 Squadron working on the Chinook MK2/2A Helicopters. During this time I worked in various different roles within the Squadron and was lucky enough to gain engine bay experience, as well as that I carried out component maintenance roles. This time included many deployments such as Aldergrove in Northern Ireland, HMS Ocean and Fort Victoria.

In 2009 I trained as an Airframe Technician and shortly after was posted to 71 (Inspection and Repair) Squadron based at RAF St Athan working from the RAF Cottesmore Hub as a Primary Structure and Expedient Repair Specialist. This involved repairing all military fixed wing aircraft from the BBMF, Red Arrows and all Operational Aircraft in the UK and Abroad.

I used ELCAS to gain a City and Guilds in Composite Repairs, Advanced Modern Apprenticeship in Management and Leadership, Team Leader Training, NVQ in Management, Train the Trainer and also completed courses on introduction to Health and Safety, Computer Skills and CV Writing.

My service in the RAF came to an end in November 2013 and prior to my leaving date I attended a careers fair whilst I was on

resettlement and met KLM UK Engineering. My experience and future aspirations were talked through and I was invited for an interview in August 2013. The interview process comprised of a hand skills examination and two face to face interviews and shortly after I was offered a position as a Maintenance Mechanic working within the Hangar which I accepted and started in September 2013.

I was very lucky as I found KLM UK Engineering at the right time and was able to start my contract before I left the RAF as it was within 2 months of my leaving date.

Since joining KLM UK Engineering I have worked on many aircraft including Boeing 737 Classic & Next Generation, Fokker 70/100 and the BAe146/Avro RJ, as well as being involved in some structure repairs.

I was always keen to develop myself and others and KLM UK Engineering provided me the opportunity to do this by starting a new position in 2015 in the company as a Technical Instructor at the Technical Training College and was fully supported during this transition by my Project Manager and the team.

The Technical College has given me the opportunity to continue my development & further train as an instructor. It is an exciting time as the KLM UK Engineering Technical College moved location into the newly built and opened International Aviation Academy Norwich in April 2017, where I am fully integrated into the team and my confidence is ever growing. This opportunity to train and pass on my knowledge to the next generation of aviation engineers is very rewarding.

I am also currently 3 years into a 6 year Beng (Honours) degree In Engineering Design which I am studying through the Open University by using my ELCAS credits to complete this.

My journey since leaving the RAF has been varied and fast paced and I am looking forward to the next chapter.



KLM UK Engineering offers a competitive salary, shift premium, type approval pay, overtime, provision of full PPE, type training, with a minimum 20 days holiday plus bank holidays, options to buy/sell holiday, contributory stakeholder pension scheme, childcare vouchers, cycle to work scheme, social club, long service awards, onsite canteen, onsite parking and more and is supportive of staff development.

For all training enquires please contact: **+44 (0)1603 254660 / training@klmuk.com**

For all employment enquires please contact: **+44 (0)1603 254446 / jobs@klmuk.com**
www.klmukengineering.com / **@klmukcareers** @ **afiklmem** / **Linkedin** ●



Logistics

a world of opportunities

Logistics. An invisible industry that transports everything we eat, wear, buy and use.

In the UK, one in 12 people work in the logistics sector – that's more than two million employees – yet it's an industry that few set out to be part of.

So what roles make up the logistics industry? There are obvious ones like HGV drivers, transport managers, forklift operators and vehicle engineers. But how about procurement, accountancy and product development? In logistics there's no end of opportunities...

Over the past few years, the sector has experienced serious skills shortages. At its height, the HGV driver crisis reached 60,000 and there's still a deficit of 35,000 drivers across the industry. Vehicle mechanics and technicians are also in short supply, as are warehousing staff.

The Freight Transport Association (FTA) is the UK's biggest transport trade body, representing more than 16,000

members who move goods by road, rail, sea and air. The organisation's members operate 200,000 trucks – that's half the UK fleet – so recruitment is a major issue. Raising the profile of the industry and changing people's perceptions is central to FTA's role, and the Association believes service leavers in the Armed Forces are exceptionally well equipped to take up many of the jobs currently on offer.

Making the transition from one industry to another is never easy – and leaving the services is a huge challenge – but many servicemen and women already have the necessary skills and need only industry-specific training and qualifications to progress. For HGV drivers, that's the Driver Certificate of Professional Competence (CPC) and perhaps dangerous goods (ADR) training.

FTA's own training business offers all of these courses and



can provide advice on career paths within the logistics industry. FTA Head of Skills Campaigning Sally Gilson said: "The skills gaps the industry

has experienced over the past few years could be exacerbated by Brexit and the prospect of foreign workers deciding to leave the UK and return home.

"With 12% of all logistics workers coming from EU countries – a figure that rises to 25 % for warehouse staff – this is a crucial industry issue. We need to find new ways to fill the skills gap and ex service personnel are an area that FTA is keen to explore.

"We have been meeting with MoD representatives and attending skills fairs to spread the word about the opportunities on

offer. Logistics is a diverse and exciting industry. New technology means modern truck drivers need brains rather than brawn and many roles in the services mirror those in the logistics industry."

FTA has been working hard behind the scenes to improve the situation, successfully lobbying the Government for an HGV driver apprenticeship and developing industry-wide qualifications for transport professionals.

It has also developed its own apprenticeship scheme for vehicle engineers, collaborating with supply chain company Gist Ltd which already has a very well established programme of its own. FTA plans to expand on

this scheme over time, with a commitment to offer permanent positions to all of those who complete their apprenticeships.

The age of those currently working in the industry means it's vital to find ways of appealing to young people. Currently the average age of a truck driver in the UK is 47.7 and FTA is keen to encourage school leavers to consider an apprenticeship as an alternative to university.

The new Apprenticeship Levy which came into force at the beginning of April is also offering opportunities to both young and old who want to enter the logistics industry or re-train in a new career.

Ms Gilson said: "Apprenticeships are often viewed as a route into industry for young people, but the Government's commitment to expanding their availability means older people who want to switch careers can also benefit.

"This could be advantageous for service leavers who don't have industry-appropriate skills and are looking to retrain. It can be a valuable method of HGV licence acquisition as it reduces the cost to the individual which is often a barrier."

FTA is working on ways of highlighting available apprenticeships across the logistics sector and aligning them with suitable candidates.

We have been meeting with MoD representatives and attending skills fairs to spread the word about the opportunities on offer.



Apprentice James Halsey working on a truck

JAMES HALSEY APPRENTICE CASE STUDY

FTA apprentice **James Halsey** is pleased he opted to go straight into the industry. "There's skills gaps in my sector that I'm working in and other sectors too. The money is there to earn, you don't have to go to university to get a degree and do well," he said.

James found his first year on the job to be both challenging and rewarding, and reported a "massive" improvement in his practical skills. He said: "Learning from experienced mechanics in a workshop combined with studying the theory side at college has

allowed me to consistently move forward and develop. Not only has this apprenticeship given me a valuable foot in the door at FTA but it is also giving me transferable skills that I could take all over the world."

James will eventually become an FTA vehicle inspection engineer like Ryan Hutchinson, who joined the Association in October 2016 after 14 years in the Royal Air Force, where he completed two tours of Afghanistan and was a mechanical transport technician which involved working on HGVs.

RAF LEAVER RYAN HUTCHINSON'S TRANSITION TO THE FTA

Moving from the RAF to FTA has enabled **Ryan** to directly use the skills he gained during his 14 years' service. It was a natural progression for him to work as an FTA technician as much of his RAF career was spent inspecting heavy machinery, but interestingly he doesn't see himself as part of the logistics industry.

Ms Gilson said: "Ryan sees himself as a technician and doesn't appreciate the importance of his role within the industry. Without HGV technicians, the fleets wouldn't keep going so actually it's a vital role within logistics just not on the frontline. For Ryan, coming from a RAF background, the word logistics has a different meaning – it was more to do with planning and transporting."

Ryan says the best aspect of his new career is the variety. He's in a different location each day working on a different type of vehicle. For someone who has been in the RAF for 14 years, this is important.

"There are so many reasons why logistics is a good fit for service leavers. Their skills are transferable but the variety of work and locations means it's not like going to the office every day," said Ms Gilson.



Ryan Hutchinson working on a vehicle

For more information see www.fta.co.uk/media_and_campaigns/campaigns/driver_shortage.html

Follow the blue and white road

"Toto, I've a feeling we're not in Kansas anymore..."

For whatever reason you have decided that you have served your queen and country long enough, in return for your service you have been given skills, abilities and a professionalism that will stand you in good stead for the future, but just like Dorothy it all starts with a first step.

Habit and familiarity are what we crave as human beings, a sense of belonging and purpose makes us who and what we are. Tribes, gangs, squads, units and teams spring up in all walks of life. The security afforded by this gives us confidence to achieve.

Leaving the family to start afresh in a new environment with fresh and unusual challenges makes anyone apprehensive, nervous and anxious. However, needs must and life moves on and a new family awaits, whether it be with a tin man, lion and

scarecrow or a group of hairy truck drivers. So what can you expect from this new found family?

- Very familiar surroundings believe it or not, so you have nothing to fear. A lot of what we do, you do in the military. We just call them by a different name. Every rule and procedure we have in place is because we have learned the hard way how not to do it, just as you guys have in your service. We have a structured and transparent chain of command with clear reporting lines.
- A very high standard of professionalism starting with a uniform. Say goodbye to brown and hello to a very nice shade of blue with the crease sown into the trousers, (cos we are good like that), all the way through to paperwork, the equipment, training, facilities and support systems.

- We have SOP's in the form of handbooks and Safe Systems of Work that cover every single facet of your role. Which means nothing is left to chance or things getting FUBAR'd. We are great believers in the 6 P's. If you fail to follow a procedure and something goes wrong we have our version of part two orders, but we allow you to sit down and we speak quietly.

Like Lord Kitchener, **Maritime WANTS YOU**, to consider a career with us. Not only because the transition would be relatively hassle free into a familiar environment, but that we have designed our package specifically to attract you, your skills and talent.

Quite simply, you have what we want. The areas you lack the skills in, we are experts at giving those to you through our very professional and envied on the job training provided by highly qualified

trainers, (some of whom started their training career in the military).

It does all sound rather good doesn't it? And it is, all of the above is true, and here comes the 'but' - we ain't easy, no sir!

Like the modern military we can afford to pick and choose. And we are very picky, just because you've applied to us and have been in the military only guarantees you one thing, that we will look at your application, carefully. Very carefully.

If you just want to be a bum on a seat, we will pass on the opportunity and allow you to pursue a career at a bum on a seat type



CTP page, along with the area you plan to live in when your service finishes and a brief explanation of what you are looking for.

A very good starting point is applying for a work experience placement with us. These are very popular and allow you do the job, under guidance from one of our mentors, in its entirety for up to 4 weeks. The process follows the same pattern as if you were applying for a full time job with us. A pretty full on interview process followed by, if you have impressed at the interview, a thorough assessment driving one of our fully laden vehicles around one of our selected test routes.

During this time you will experience every facet of what it takes to be a driver at Maritime, you will also receive training and learn new skills in this time. More often than not this leads to the offer of a permanent job and a place on our Professional Drivers Scheme.

If you find the job is not for you, that's fine no harm no foul as they say. Hopefully it was an enjoyable experience that you can take, along with the new skills you've learned, with our compliments into whatever industry you choose.

If you do accept the ruby slippers then your own journey begins. The first month is our version of basic training. Don't panic, no assault

of company. There are loads of those around, trust me. But if you are a professional, with a desire to be the best at whatever you do, we definitely want to talk to you!

We offer more than a job, it's a career with genuine progression opportunities due to our big belief of promotion within. Who best can keep the standards that we set high?

Without the need of a good witch or having to click your heels together three times, the journey to the sapphire city starts with you sending us your CV, whether direct or through our

courses. But you will be pushed by our trainers and mentors in how to drive commercial vehicles correctly, safely, efficiently and to get the job done.

But it goes beyond that, you will undergo legal and compliance training, health and safety training, administration training, time management and safe loading to name a few. Along with opportunities to do enhanced training and receive additional qualifications such as Emergency First Aid at Work and hazardous cargo licence acquisition.

Through all this we keep a close eye on you, your progression and development. All this is done at your pace, with an eye on increasing your abilities in a structured timely manner. Through this training programme, a record of your training is kept by you in the form of a progress folder that gets completed daily, weekly then monthly as you increase in confidence and ability.

You will be challenged, you will be pushed, and you will develop into a professional Maritime driver. The envy of the industry, we set the high standards that others aspire to.

As you have no doubt come to the conclusion, in the way this article is written, we are not just any company. We could write a recruitment article that may or may not grab your attention. But we choose to

write a Maritime recruitment piece written in plain English that, like us, is interesting, different, innovative, forward thinking and unique. As well as a tad confident but with the ability to lighten up when required.

There is no hidden agenda, this is no pig's ear camouflaged as a silk purse, this is Maritime and this is what we do.

We invest in quality professionals, we deliver what we promise and have the proof of many service leavers to back this up.

Along with a MOD silver award for our commitment in service leaver recruitment that, despite many different awards received by us, is the only one that is proudly displayed in the reception area of our head office.

Be the best, be Maritime. ●



OPPORTUNITIES FOR OUTSTANDING PROFESSIONALS

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

- Unrivalled remuneration and benefits packages
- Professional training and mentoring
- Unlimited opportunities to progress
- Industry-leading facilities and equipment

Visit us at maritimetransport.com or email us professionaldrivers@maritimetransport.com



JOIN THE BEST

Kick start your new career as a transport professional

Novadata and Easy Resettlement have teamed up to provide a Transport Manager Certificate of Professional Competence training course.

The courses you can choose from is either Road Haulage or Passenger Transport free of charge for one fortunate reader of Easy Resettlement. Manager CPC is a nationally recognised qualification at level 3 on the National Qualifications Framework (NQF) which makes it eligible for 80% ELCAS funding – but for one reader, this course will be completely free. We will be welcoming one lucky winner to Novadata's own premises in Essex for the nine days that it takes to complete the course, revise for the assessments and sit the exams – potentially a life changing fortnight!

Novadata is one of the foremost providers of Manager CPC training in the UK, with a track record

in the industry of more than 30 years, a Manager CPC candidate pass mark of more than 90% and an approval rating in the nineties from past candidates too. We use only former transport professionals as course tutors, so they know not only the theory but also the practice of running a successful transport organisation.

COURSE CONTENT

This course prepares an individual for all the technical and legal aspects of a road haulage operation and includes, among other things, the following:

- Business and company law
- Health & Safety
- Financial management
- Operator licensing
- Drivers' Hours regulations and record keeping
- Planned preventative maintenance

- Vehicle costing
- Driver licensing
- International transport documentation

Please see OCR's Management CPC Syllabus for a more in depth look at what may be covered.

Novadata is accredited by leading examination board OCR to deliver Manager CPC training and also has its own OCR accredited examination centre, so you can sit your examinations in familiar surroundings once you have completed your training.

There are two assessments that you must pass in order to obtain a Manager CPC qualification; a multiple-choice assessment and a case study based assessment.

We can't pass the examination modules for you, but we will prepare you to meet the challenge and give you the best possible chance to gain your qualification and embark on a new career as a transport professional.

BENEFITS OF ATTENDING

- This qualification is recognised throughout the transport industry.
- Demonstrates that the holder is qualified to be the nominee for a Standard National or International Operator Licence.

- Equips the candidate with the knowledge required to establish and manage an efficient road haulage operation.
- Can count as the full 35 hours of Driver CPC periodic training necessary for drivers to receive their Driver Qualification Card (DQC).

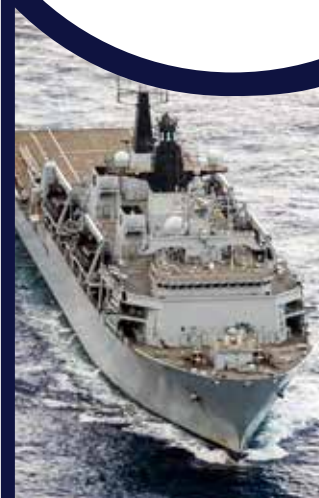
For your chance to win a Novadata Manager CPC course, simply email ruth@easyresettlement.co.uk with your contact details, telling us where you saw this copy of Easy Resettlement magazine, whether you are interested in the Road Haulage or the Passenger Transport Manager CPC course and tell us when you are due to leave the forces.



CONTACT

www.novadata.co.uk
T: 01376 552999
E: info@novadata.co.uk

Project Firefly Regular to Maritime Reserves



KEY POINTS

- Project Firefly offers the Naval Service Leaver an opportunity to seamlessly transfer from Regular Service into the Maritime Reserve either Royal Naval or Royal Marine Reserve.
- As a Reservist you are well rewarded for your time, earning extra money, accruing an (additional) pension and receiving an annual tax free bounty of up to £1759.
- It provides opportunities for continued professional development and promotion.
- Offers a chance to remain a part of the Naval/Corps Family.

Some of the many benefits to be had for a commitment of just 24 days RNR and 26 days RMR include:

- Good rates of pay, pension and a respectable annual tax-free bounty (currently up to £1759).
- A more stable work life balance, with an initial 2 year harmony

- An opportunity to network!
- Project Firefly has since, its inception in April 2013, seamlessly transferred over 800 highly-skilled SL's into the Maritime Reserves (MR).
- It has attracted considerable political, public and media interest and is influencing the size and shape of the Reserve Forces, which are an integral part of the UK's Defence capability.
- A first this Year is FIREFLY will be holding its own Recruitment Fair in Portsmouth on the 28th September. For further details and/or to register your interest in attending please use the further information contact details.

period (although, you are still expected to commit to your annual commitment days of 24 RNR and 26 RMR).

- Opportunities to take up full time positions through FTRS or part time work through Additional Duties Commitments (ADC) or Man Training Days (MTD).

- The project is widely advertised through both Naval internal communication and external media channels; as well as regular attendance at the Nationwide CTP Employment Fairs.
- The maximum joining age is 56 for RNR and 51 for RMR.

The Firefly team are willing to travel and brief groups or conduct individual interviews. Further information can be found in 2015DIN 01-213, or call 02392 628784/8677.

WE LOOK FORWARD TO HEARING FROM YOU

PROJECT FIREFLY MARITIME RESERVE & FTRS RECRUITMENT FAIR

(FOR RN and RM SERVICE LEAVERS ACROSS ALL RANKS/RATES AND SPECIALISATIONS PARTICULARLY - ENGINEERS, WARFARE, BATTLESTAFF, CRITICAL CARE, ODP's, CYBER, LOGISTICS and PHOTOGRAPHERS)



Thu 28th September 1030 - 1300

HMS KING ALFRED, WHALE ISLAND, PORTSMOUTH, PO2 8ER

This is a unique opportunity for the NAVAL SERVICE LEAVER to get a comprehensive insight into the benefits offered under the Project FIREFLY and FTRS schemes. Options that may prove to be a most welcome addition to your resettlement plans. There are also a limited number of places for ex-regulars. To book your place or for more information email: navypers-cmffmailbox@mod.uk. We look forward to seeing you.

- Information stands offering 1:1 Advice
- Complimentary Refreshments
- Free Gizzets
- Free Parking



navygraphics 17/0215

THE JOURNEY DOES NOT HAVE TO END!

3 Blackwell Drive,
Springwood Ind. Est.
Braintree, Essex.
info@novadata.co.uk

Novadata is one of the country's leading providers

Transport Management CPC - Certificate of Professional Competence in Road Haulage

Transport Management CPC - Certificate of Professional Competence in Passenger Transport

Call Us Now 01376 552999

www.novadata.co.uk

PASS ON YOUR SKILLS TO THE NEXT GENERATION

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

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

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

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

Tony Thurgood, Lieutenant, Institute of Naval Medicine

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

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

You can do this too!

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

Join our Sea Cadet family now!

Find your local unit here:

sea-cadets.org/units



**SEA
CADETS**

INSPIRE IN 2017

Volunteer at Sea Cadets to help young people in your community to achieve the life skills they need to succeed.

To find your nearest unit visit:
sea-cadets.org/units

**SEA
CADETS**

Patron HM The Queen
Marine Society & Sea Cadets, a charity
registered in England and Wales 350333,
Scotland 55037908

Paul Smithen



From military engineer to civilian expert

Engineering skills learned through military training and in challenging situations in the field are highly sought after by civilian engineering companies.

But recruiters are looking for professional qualifications which benchmark the competence of a military engineer or technician against national standards. Professional registration with an engineering institution as an Engineering Technician, Incorporated Engineer or Chartered Engineer gives you independent external recognition as well as a route to network with a wide range of engineering companies to find exciting new opportunities.

Paul Smithen, now Body Engineering Project Leader at Aston Martin and a Chartered Engineer, believes that having professional registration with the Institution of Mechanical Engineers (IMechE) has helped him translate his military engineering experience into a standard that is understood

across industry, giving him valuable recognition for the skills he gained in the armed forces.

Paul started his engineering career in 1991 in the REME at the then Training Battalion and Depot REME, Arborfield. On completion of his basic military training he moved to Middle Wallop to start his trade training as an Aircraft Technician at the School of Aeronautical Engineering.

Paul comments: "My career then followed the standard route of various postings, further career and trade courses and then the infamous Artificer course. I finished my military career, having gone full circle, back in Arborfield as the ASM (Artificer Sergeant Major) of the renamed School of Army Aeronautical Engineering."

Civilian engineering companies are keen to employ ex-military engineers and technicians partly

because of the quality of the training they have received, their self-discipline and positive can-do attitude but also because of their ability to work in tough situations. Paul explains one of his engineering highlights.

"I was assigned to 32 Regiment Royal Artillery, as 22 (Gibraltar) Battery Fitter Section Artificer and introduced two UORs (Urgent Operational Requirements) directly onto operations on Op TELIC 10 in Iraq. The UORs were both Unmanned Aerial vehicles, namely the Dessert Hawk 3 and Hermes 450. This was a very challenging task, as my Fitter Section and I had to undergo an intense equipment training course and then deploy a week later straight out on to Ops without any further experience of the UAVs. For me this provided a significant engineering challenge, as all engineering decisions

on this brand new, relatively unknown, piece of equipment were down to me. As I said, very challenging but very fulfilling too."

Paul first considered professional registration when he achieved the rank of Warrant Officer Class 2, as the REME has a streamlined application process for membership on successful completion of the Warrant Officer Command, Leadership & Management course. IMechE has a special agreement with the RAF and Royal Navy as well



© pio3 / Shutterstock.com

Practical engineering skills are in demand



Civilian engineering companies are keen to employ ex-military engineers and technicians partly because of the quality of the training they have received.

as the REME, which applies to technicians, senior NCOs and officers. It means that their military career courses and qualifications are mapped against the national UK Standard for Professional Engineering Competence (UK SPEC) and this allows them to apply through a streamlined process for professional registration.

Paul continues: "I took the decision to apply for membership as I recognised that my military career was in its twilight years and I needed to look to the future and professional registration seemed the logical step for me to be able to demonstrate to potential future civilian employers of my engineering credibility."

"By the time I left the military I had achieved Chartered Engineer status and my career headed in a completely new direction, as I secured employment with an engineering and construction company in the Oil and Gas industry. By holding CEng status my future employer could recognise my engineering achievements, without having to understand the military career structure and engineer authorisations held whilst serving."

Paul's civilian engineering career has not been entirely plain sailing, finding himself exposed to a different culture as well as the pressures faced by commercial companies. He takes up the story again:

"Moving into my first civilian engineering job was a challenge to say the least. Life took on a whole new pace and perspective. The self-discipline that military personnel have is taken for granted and I certainly wasn't expecting some of the attitudes I encountered towards time keeping, deadlines and even meeting etiquette."

"Unfortunately the price of oil fell out of the bottom of the barrel, quite literally, within six months of starting my career and so the large oil companies stopped investing in future projects and work soon started to dry up and so I made the decision to move on before I was forced to take redundancy. However, every cloud has a silver

HOW IMEChE CAN SUPPORT YOU

- Streamlined route to professional registration for soldiers, sailors, airmen, as well as senior NCOs and officers
- Dedicated support of a Defence Liaison Officer
- Advice from an Endorsing Officer within the Royal Navy, RAF or REME
- Large network of engineers and technicians and industry expertise
- Regular free local events to gain industry insight and make connections
- Advice, career support and mentoring

lining and I soon found myself employed at the prestigious and iconic British car manufacturer Aston Martin, where I have been involved in the delivery of the stunning new DB11."

Asked how he would advise any engineer or technician planning to leave the armed forces, Paul says: "Professional registration is a must for service leavers; there are over thirty Professional Engineering Institutions and depending on trade and class there is an institution and membership grade at an appropriate level. It provides prospective civilian employers with an industry standard that they recognise and understand."

And your professional engineering institution can continue to support you during your entire career. As Paul says: "Obviously not everyone can or will achieve the highest level of membership initially but as engineers continue to develop and progress in their careers then they can upgrade their membership to the appropriate level in line with their increased competence and responsibility."

Find out more at www.imeche.org/armedforces
Contact Jill Dwyer, the Defence Liaison Officer dlo@imeche.org or 07590 735816 ●

Jill Dwyer, Defence Liaison Officer at IMechE, is dedicated to support military engineers and technicians throughout their service and during transition to a civilian career. She says:

"The engineering training that you acquire within the armed services is second to none, and means that your skills are very much in demand when you leave. The difficulty that many civilian engineering companies have is that they don't necessarily understand the ranks, the responsibilities that you have had and the career courses that you follow. Having professional registration translates all your training and military qualifications into a language that recruiters understand. Having EngTech, IEng or CEng after your name instantly benchmarks your skills and competence against the national standard laid down by the Engineering Council."

The UK Standard for Professional Engineering Competence (UK SPEC) is internationally recognised and looks at individuals as rounded engineering professionals.

It measures competence in five areas, two of which are technical and the others cover management, communication and professional conduct. If you meet the Engineering Council standard as an Engineering Technician, Incorporated Engineer or Chartered Engineer, companies can be assured of your competence as a professional.

Jill adds: *"An engineering institution can help you find the best route to professional registration and support you towards your goal. We can also help you engage with the wider benefits of an institution including the networks and contacts that can link you into your next career. I would urge all military engineers and technicians to make use of engineering institutions, they are dedicated to their members and can really help you succeed."*



Find an opening for your leadership skills



TOP TIPS FOR MAKING THE TRANSITION TO A CIVILIAN ENGINEERING CAREER

- Use your engineering institution to explore sectors, industries and exciting opportunities for the future
- Attend local events put on by your engineering institution – generally free of charge and you may not need to be a member to attend www.imeche.org

imeche.org/get-involved

- If you are a member of an institution use the library and resources to research your next career move www.imeche.org/library
- Find a mentor in an industry that appeals to you
- Become professionally registered as EngTech, IEng or CEng and gain external recognition for your military expertise

A non-regimented approach to flexible healthcare

Telehealth solution set to boost the wellbeing of the Royal Logistic Corps Foundation and families.

An exciting new pilot scheme has been introduced to the Royal Logistic Corps (RLC) which aims to showcase the benefits of digital doctors and help to improve the health of the Forces and their families.

Pioneering tech-company, VideoDoc, announced the launch of the 6-month trial with the RLC in April which offers free and unrivalled access to online GP consultations through an app which can be accessed on your phone or tablet.

Through its collaborations with leading healthcare insurance providers in Ireland, VideoDoc already offers an on-demand GP service to hundreds of thousands of patients. The two-way service allows people to consult with a GP face-to-face via the online platform and without having to leave their workplace or take time off to travel to their local surgery.

The exciting new partnership provides a comprehensive service to all personnel who signed up to the pilot and those who are already members of the RLC's

Foundation Benefit scheme, highlighting the Foundation's commitment to ensuring the health and wellbeing of its members.

The Royal Logistic Corps (RLC) provides constant support to the Army, both in peacetime and on operations. From vehicle parts and tools to ammunition, rations and water, the RLC maintains the Army's operational capability by providing the required item, in the required quantity, in the required place and at the required time. RLC soldiers are highly trained professional tradesmen who serve within all regiments of the British Army.

The RLC pilot coincides with the recent launch of VideoDoc into the UK market, with a focus to reach out to business leaders, employee benefits providers and HR managers looking to reduce the worrying levels of absenteeism in the workplace.

A recent study commissioned by VideoDoc, shows that 52% of UK employees have delayed seeking medical advice as they were worried about taking time off work. More than a quarter of people (27%) admitted that the most likely reason for having to take a day off work would be for a GP appointment - with one in 5 going on to say they had actually used a full day of annual leave in order to see their GP.

Alan Woods, Director, RLC Foundation comments on; "This

service is an innovative way of introducing further benefits to the RLC and particularly their families and ensuring that the Foundation is doing all we can to look after Corps well-being. There really is no greater benefit to the RLC than the peace of mind that comes with good family health. In our ever demanding and busy lifestyles, we believe it's of great benefit that they and their loved ones can access advice, swift diagnosis and reassurance whenever they need it.

He adds; "Although Soldiers and Officers have easy access to a GP in their Regiment, convenient access to a GP is not always available for their family. In fact, the majority of families of serving personnel, reservists and veterans access and receive their healthcare through the NHS in exactly the same way as the rest of the population.

"So, with the typical wait time to see a GP often taking up to seven days, we were understandably keen to take up the opportunity to trial this new service to understand the benefits better - and we look forward to reporting back to the team at VideoDoc."

It is also important to consider that the families of serving personnel move home (and therefore schools, local NHS and GP services) significantly more than the average family. Whilst it is 'part of the package' that both adults and children do learn to adjust to, it can impact on the health and wellbeing of individuals.

Of course, every aspect of family life brings its ups and downs - but life for members of an armed forces family (whether they are regulars, reservists, or veterans, or their spouses, partners or children) can have additional worries, including: stress around deployment; extended and repeated periods of separation from spouses and partners or social isolation from family and friends.

There is also an associated admin issue of having to re-register with a GP on arriving at a new base - so this pilot will



aim to ascertain whether access to a GP at the touch of a button, will help to ease some of this stress and inconvenience.

Members of the RLC Foundation can continue to enjoy the many benefits of the scheme, even once they have retired from the Forces, underpinning the culture of; "Once RLC, always RLC" and "From the moment you join the Corps you become part of the family for the rest of your life."

Continued engagement is encouraged, even for those no longer serving. Extending benefits (such as entertainment, eating out, shopping, holidays, car, phone, well-being, gym and networking opportunities) to Ex - RLC personnel costs just £30 (normally £15 for serving personnel), which includes a donation of £15 to the RLC Association.

Chrissie Ross, Business Support Manager, RLC Foundation continues; "We are very pleased with how well the VideoDoc pilot has been received by members of the RLC Foundation so far. This is a great solution

for families and supports those who want to discuss personal health issues, so having an on-demand, confidential, third party solution is something of value we can offer to help make sure our members are well looked after and receiving the best possible care.

"Another huge positive of this pilot scheme is that it is available to member's families which means they are also able to access a doctor in minutes, meaning they don't have to make travel arrangements, childcare plans or take time off work to get to their appointment with a local GP. All members of the RLC Foundation and their families are now able to access the service 365 days a year."

It is not only the RLC Foundation who are eager to maintain the health of their employees - a large majority of employers are waking up to the importance of looking after their employee's physical and mental wellbeing and increasingly looking at new ways of doing so. There is growing recognition about the link between good employee health and better performance and an understanding it can reduce absence rates and increase engagement and productivity.

On average, employees are absent for six and half days every year - and with the main cause of a sick day being a 'minor' illness. Currently in the UK these sick-days cost the economy £100 billion a year so having instant access to an online GP and an immediate diagnosis could bring these figures down.

Telehealth entrepreneur and Co-Founder of VideoDoc, Mary O'Brien, adds; "Whether you work in the City, in a school, on the shop floor or are serving with the British Army, there's no doubt that telemedicine is bringing the doctor's house call into the 21st

century, offering timely, safe and effective online healthcare services. And, there are huge advantages for working families. This smart-solution means people will no longer have to take time off for GP appointments or waste hours on the end of a 'phone waiting for slots to become available.

"We know that at least 70% of all health-related issues which a GP might treat during an in-surgery visit can be treated via telemedicine consultations. So why, when the NHS is already over-burdened and access to GPs and primary care services are at an all-time low, is there such an inflexible approach to how and where we "see" our doctors - as well as a culture of clogging up waiting rooms?"

She continues; "For employers, investing in the health and wellbeing of their staff will also go a long way in promoting a happier, more engaged and productive workforce - something that should be high on the wish list of every CEO, business leader...and Regiment!"

VideoDoc currently offers the lowest entry point in the telehealth sector for corporate clients at just £15 per employee for an annual subscription of unlimited GP appointments. And, with a range of packages available to the public and consumers too, VideoDoc is widely accessible to everyone in the "civilian community" too.

The results of the first phase of this trial are expected to be released later this year. ●



Key benefits to RLC staff using the VideoDoc service include:

- When your doctor is not available or you don't want to wait for an appointment
- If you are worried about a personal health or medical issue
- Receive treatment for physical, mental and emotional issues
- For diagnosis and treatment of everyday illnesses
- If you need a prescription, sick note or referral letter
- If you are abroad and need non-emergency medical advice
- See a doctor in minutes, 8am till 10pm, 365 days a year

...Currently in the UK these sick-days cost the economy 100 billion a year so having instant access to an online GP and an immediate diagnosis could bring these figures down.



A Force for Good

Freemasonry and the Military

As Freemasons celebrate 300 years since the founding of the first Grand Lodge on 24th June 1717 it's important to note that the organisation is as relevant today as it has ever been.

In many ways, Freemasonry is more relevant today than it ever has been, particularly with regard to its community involvement and contribution to good causes – both Masonic and non-Masonic – in the current age of austerity and reduced state involvement in many areas of life. In an increasingly fast-paced and digital world, the camaraderie and support many people find through Freemasonry means it is more important today than ever.

Today Freemasonry is one of the largest charitable givers in the UK, contributing over £33.6 million in 2015 through the Masonic Charitable Foundation, as well as to non-Masonic charities and disaster funds. Family and community are also both central to Freemasonry; members are encouraged to see the interests of the family as paramount and to become involved in their communities, for example through voluntary work. Freemasons do not undertake any external fundraising; all money donated to good causes is raised through the generosity of members, from their own pockets.

Freemasonry has supported numerous military charities over the years, and recent examples include a donation of £100,000 to *Blind Veterans UK*, plus support

for *Combat Stress*, *Veterans in Action*, *ssafa*, the *Gurkha Welfare Trust* and *Help-for-Heroes*.

In his address at the 275th anniversary ceremony of the United Grand Lodge of England (UGLE) in 1991, the Grand Master, Prince Edward, Duke of Kent said "What, then, is Freemasonry? Clearly it must be more than what the Archbishop of York called a "fairly harmless eccentricity" in 1987. If that was all that Freemasonry was about, it would not have flourished as it has for over three hundred years, attracting and retaining the interest of millions of men today all over the world. Freemasonry brings people together from vastly different backgrounds. With its sensible rule prohibiting discussion of religion or politics within its Lodges, it removes two likely causes of dissension, and allows Freemasons to concentrate instead on what

they have in common - and that, in this world, cannot be bad."

SO WHAT DO FREEMASONS HAVE IN COMMON?

I suggest that it's very much the shared values of integrity, kindness, honesty, fairness and tolerance, which encompass and embrace the fundamental principles of good citizenship in all walks of life:

- **Integrity:** We say what we mean and when we make a promise, we keep it.
- **Kindness:** We believe in playing a key role in our communities – we willingly give time and/or money to assist those not as fortunate as ourselves.
- **Honesty:** We pride ourselves on transparency. Not only are we completely free to acknowledge our membership, we are encouraged to do so.
- **Fairness:** We treat everyone as equal – we listen to others,

explore our differences and work to find the common ground.

- **Tolerance:** We show respect for the opinions of others and behave with understanding towards others.

It means different things to each of those who join. For some it's about making new friends and acquaintances. For others it's about being able to help deserving causes – making a contribution to family and in the community. And for them all, it is an enjoyable and fulfilling activity, where camaraderie, friendship and support are prized. Freemasonry, in many respects, is the world's first global social network, connecting men across political, ethnic, racial, religious and class borders, and that started more than 300 years ago, before Facebook and Twitter could ever have been imagined.

UGLE has over 200,000 members who meet in more

than 6,800 Lodges across England, Wales, the Isle of Man and the Channel Islands, plus 33 Districts and five groups overseas – and membership is growing among young people. Worldwide, the figure grows to six million Freemasons.

WHAT KIND OF MAN BECOMES A FREEMASON?

UGLE welcomes men from all walks of life - no one ever joined Freemasonry because Churchill was a Mason. No one ever joined Freemasonry because the Duke of Wellington, Walt Disney or Peter Sellers were Masons. Nobody ever joined Freemasonry because of our great Masonic heroes - 1 in 6 of all Victoria Crosses awarded in the First World War, were to Freemasons. It is worth noting that joining Freemasonry doesn't make you any of those people. No one ever joined so that they could give money to charity. You

don't have to be a Freemason to give money to worthy causes.

No one ever joined because of the attention to lodge rules, regulations or ritual. Non-Masons don't know about all of the procedures, although I would suggest that there is something very reassuring in knowing the Freemasonry believes strongly in discipline and a sense of duty. They joined because someone they knew and admired was a Mason. It could have been a father, a friend, a man down the street, or someone a thousand miles away. Who it was didn't matter. They admired him and wanted to do the things he did and they did it by the millions.

Freemasonry provides a unique environment for people from all backgrounds to make lasting friendships, learn skills, achieve their potential and, above all, have fun. What is more, the organisation provides

Inside the Freemasons on Sky 1 - April 2017



a valuable forum for discussion between members in an open environment. Freemasonry also provides a valuable framework around which members can make a positive contribution to society and can also provide structure to people's lives, helping them to be the best they possibly can.

WHO CAN BECOME A FREEMASON?

The words UGLE uses in the ceremony when asked "who are fit and proper persons to become Masons" are "just, upright, and free men, of mature age, sound judgement and strict morals." In effect this means men over the age of 21 (18 for Universities Scheme Lodges), with no criminal convictions, someone who upholds our values and has a belief in a supreme being – we welcome members from all faiths and denominations as long as they have a belief.

Tolerance is a key value for members, and this cannot be more powerfully demonstrated than the fact that three Palestinian Arabs have served as Grand Master of the Grand Lodge of the State of Israel since its foundation in 1953. Indeed, Dr Geoffrey Fisher, Archbishop of Canterbury, and Sir Israel Brodie, Chief Rabbi of Great Britain & the Commonwealth, were both Freemasons. Hence, Queen Elizabeth II was crowned by a Freemason.

What about women? Lodges under UGLE are restricted to men. However, there are two separate Grand Lodges which are exclusively for women. This is the way that both the men's and women's Lodges prefer it to be, just like other single-sex organisations such as Round Table (men) and the Women's Institute (WI).

With their shared values of service and camaraderie it is not surprising that there have been close links between Freemasonry and members of the Armed Services since the earliest days of organised Freemasonry. The earliest known Lodge with military connections was formed by the Grand Lodge of England to meet

in "The Garrison on Gibraltar" in 1729. Its membership was drawn from members of regiments stationed there and local civilians.

Regiments being often on the move over the next 100 years nearly 400 travelling warrants were issued to military Lodges, 160 from the English Grand Lodge, 40 from Scotland and nearly 200 from Ireland. Membership of travelling military Lodges was supposed to be limited to those serving in the particular regiment but, inevitably, they took in civilians. When the regiment moved on those civilian members contacted one of the British Grand Lodges to have authority to meet as a stationary Lodge. As a result the spread of Freemasonry overseas mirrors the development of the British Empire.

Since the late 19th century many stationary Lodges have been formed in London and near major Army, Royal Navy, Royal Marine and Royal Air Force bases in England. Some are open to all serving and former service personnel, others relate to a particular regiment or service unit. They provide an opportunity for their serving members to enjoy their Freemasonry and for retired members to continue their association with their particular unit.

The two World Wars had a great effect on English Freemasonry. In the three years after the First World War over 350 new Lodges were set up and in the three years after the Second World War nearly 600 new Lodges came into being. In many cases the founders of those Lodges were servicemen who wanted to continue the camaraderie they had built up during their war service, and were looking for a calm centre in a greatly changed and changing world.

Every Freemason embarks on his own journey of self-discovery when he enters the organisation. Lodges meet on average five to six times a year, meetings usually last no more than an hour-and-a-half and are frequently followed by a dinner, which provides an opportunity for members to relax and enjoy the company of others. There is a Lodge to suit everyone in terms of location and interests, and members are able to join more than one Lodge if they wish.

Every Freemason has his own reason for joining. What's yours?



If you would like to find out more, please start by visiting our website at www.ugle.org.uk



Mediation

The 21st century workplace with its flat management structures, emphasis on collaborative working and non-hierarchical teams is dominated by soft skills, staff 'empowerment', diversity and inclusion. Emotional intelligence is king.

The move away from a more traditional hierarchical and 'command and control' model in businesses and organisations generally has led to benefits in terms of engagement and innovation, but also new challenges. Less overt control and greater competition has meant more jostling, less direct communication and opportunities for reticence, evasion, misunderstandings and issues being bottled-up.

Leading and managing in this kind of environment demands specific people skills, self-awareness and an ability to manage conflict in thoughtful and sensitive ways. And this is why mediation - the use of an independent third party to support conflicting parties in finding an agreement and reconciliation - have become a

norm and a necessity over the past decade as organisations have worked to balance the more hidden and complex tensions of workplaces. Without these skills, tensions can turn to resentment, tangles of politics, grievances, conflict and recourse to formal legal processes.

Employers value ex-service people's skills and experience as a core. On paper what's missing are the soft skills. However wrong this perception might be in relation to modern

service people's training, the perception can be there, and there's a need for proving breadth of skills and suitability for managing and working with freewheeling civilian employees and their conflicting agendas, perspectives and temperaments.

The idea of mediation should already be familiar, as the activity has become an established part of management processes in the armed forces over the past decade, and across Government departments. In the Army, mediation was introduced by Brigadier Mark Abraham OBE in 2010.

"We'd had a very comprehensive complaints system which was effective for formal, high-profile complaints - but not right for the kind of low-level disagreements which made up the great majority of cases. Most of these were essentially differences of opinion, and people would turn to the formal processes to get a resolution, for someone in the chain of command, their line manager, to give their verdict on who was right. But often it wasn't so straightforward and



there wasn't a right answer, and the dispute would keep on running with no resolution.

"At the same time it was difficult for line managers to remain entirely impartial when dealing with cases involving people in their team, and were having to give up large amounts of time, over months or even years, in attempting to come to resolutions of disputes.

"The Army had experience of the use of mediation in a particular high-profile legal case

where the approach had been very successful. We'd been in to see large-scale public and private sector employers and how they dealt with disputes and the value they'd gained from mediation services."

Working with CMP Resolutions for over a decade, the Ministry of Defence had trained over 600 mediators, more than 100 of them are Army service personnel who work within its well-established mediation service, promoted for use by staff and managers. The numbers of staff requesting mediation training now exceeds the training places available.

"It's popular because the training leads to a formally recognised qualification, and involves such fundamental skills for modern managers," said Brigadier Abraham. "A shift to mediation has had a substantial effect on the people culture: there's been an almost 90% success rate in terms of mediation leading to resolutions. The average time taken to resolve an issue has been around two to three days, by comparison with around six months for the formal process. The use of an impartial mediator and the confidentiality involved has meant people being able to be more open than they would have been with a line manager directly involved with their career, and discussions have got to the real heart of issues."

The Professional Workplace Mediator programme is the most widely used, nationally accredited training programme for mediators. It was designed to be generic, and capable of tailoring for different contexts and settings. For 25 years CMP has trained mediators who are now reducing the stress of conflict and resolving disputes in a wide range of settings. It is invaluable to anyone seeking to develop confidence in handling difficult situations, and help their organisations reduce behavioural risk around interpersonal differences. Participants take away a bag of skills which will be helpful at home or work.

Interactive mediation is CMP's model of mediation and synthesises the problem solving and transformative models into a new approach to dispute resolution at work. It is based on the idea that people in conflict need to interact directly with one another in order to restore communication, rebuild relationships and resolve the issues that are in dispute. People are invited to say what they need one another, rather than say what they think of one another. The quality of interaction from the mediator to the parties is crucial.

This practical, skill-based course is run by experienced mediation practitioners. Each

participant gets developmental and motivational coaching around their use of skills and use of the mediation process. There are carefully set-up assessed role plays throughout and interactive small group exercises. The course is structured so that delegates get the chance to learn core skills and process early on (days one and two on the 6-day certificate), then move into more detailed work on higher levels of conflict on days three and four, and conclude in the last two days, with the most difficult material including power imbalances and high levels of resistance to the process.

The trainer to delegate ratio is low - no more than 8 delegates with one trainer to ensure maximum input and attention to each delegate. This creates the participant/trainer ratio that allows us to deliver the intensive coaching and one to one work which is the hallmark of our training and which is a training method second to none for building skills and competence.

Full course materials are provided as back up including a delegates' notes pack covering underpinning theoretical material and skills sections. All PowerPoint slides are also included. Flip charted exercises keep a check on group activities, and provide good back up to on-course material (they are typed up and circulated after the course).

After the programme participants will be able to:

- facilitate parties through a mediation process
- understand the impact their own behaviour and their social identity can have on conflict;
- build and sustain rapport in difficult situations with a range of customers and colleagues;
- think and feel more positively about intervening effectively in conflict situations;
- build confidence around managing difficult conversations;
- understand and deal more effectively with issues associated with perceptions of inequality, bullying and harassment.

As a senior officer due to be leaving the Army for civilian life, Brigadier Abraham sees the benefits of having undertaken the mediation training for his own future career: "I was very impressed by the work by CMP. In my mind I'd thought I'd be able to cover off mediation in a day - but soon realised that every element of the week-long programme was important. CMP's expertise delivered the

The Army had experience of the use of mediation in a particular high-profile legal case where the approach had been very successful.

necessary quality and depth for mediating at a professional level, a role that I'm still refining and learning about after eight years.

"For me, the most important lesson was around listening, not asking a question and making a decision but really listening. It's given me a whole new set of leadership skills in terms of helping me understand people working at all levels, their behaviours, and how to provide support. Leadership isn't just about giving orders. Learning mediation skills has opened me up to the whole feedback side to management. It's also allowed me to recognise the range of issues that people experience at the grass roots level, what detracts from their effectiveness, what impacts on mental health, and what we can do as managers and leaders to improve everyday working lives. There's great satisfaction to be had for mediators in feeling they have been able to help people who were in difficult or damaging situations, looking as if there was no potential for a resolution, and taking away that stress.

"Ex-service people will benefit from mediation training as a foundation of their people

skills - in being able to deal with everyone from junior staff to board level, to have empathy, to manage difficult conversations and situations, and to be an important part of managing partnerships and collaborations across and between organisations."

Patrick Mouldsdales, Head of Mediation & Training, CMP Resolutions.



Leaving the forces? For more information on training as a mediator, see www.cmpresolutions.co.uk and contact Richard Peachey on 01763 852225, richard.peachey@cmpresolutions.com

Still serving? For more information on accessing mediation, or training to be a mediator, contact your local EDA (Equality and Diversity Advisor) who can direct you accordingly. •



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

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

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

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

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

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

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



YOU DON'T HAVE TO LIVE HERE TO CALL US!

THE ONLY REQUIREMENT IS A DESIRE TO STOP DRINKING

0800 917 7650

GO ONLINE AT: alcoholics-anonymous.org.uk

KLM UK Engineering

Want to become a licensed aircraft engineer...

...study with KLM UK Engineering

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

As an EASA Part 147 approved training provider, we can offer you EASA Part 66 B1.1 & B2 Licence Modules via our **Virtual Learning Environment**

Our online self-study programme is fully supported by our experienced instructional team, enabling you to study **Anywhere, Anytime**

We are an approved ELCAS Provider
ELCAS Number: 4624

For further details please contact: elarning@klmuk.com
klmukengineering.com
[@klmukecareers](https://www.instagram.com/klmukecareers)



Forces in Mind Trust funded multi-disciplinary conference on mental health and military transition held at Queen Mary University of London

Leading veterans' mental health and other experts gathered Tuesday 16th May at Demobbed: the psychological reality of veteran transition in the UK conference at the Wolfson Institute, Queen Mary University of London, funded by the Forces in Mind Trust (FiMT).

The Conference explored mental illness in the context of transition from the UK Armed Forces. It considered the patterns of illness and recovery, and how public understanding may be focused on the wrong issues. In particular, it debated whether an emphasis on PTSD may have distracted attention from other more common mental health conditions. This is set against the falling income of military charities since the withdrawal of British troops from Afghanistan at the end of 2014, as the challenges faced by members of the Armed Forces returning from active service fall out of the public eye. The Conference brought together clinicians, policy makers, military charities and the media, to facilitate debate and encourage

further research into an area that is at risk of losing public attention. The event was sold out months in advance with over 90 guests attending. Speakers from the public health, academic and media sectors provided expert insights and latest research findings.

The two sessions of the afternoon Conference were chaired by Professor Kamaldeep Bhui CBE, Centre Lead for Psychiatry, Barts and The London School of Medicine and Dentistry, Queen Mary University of London and Professor Edgar Jones, Professor in the History of Medicine and Psychiatry at King's College London, respectively. During the first session, attendees heard from Professor Edgar Jones, who summarised and discussed findings from his forthcoming report 'Goodbye to All That', which has

been funded by a grant from FiMT, as well as discussing other aspects of his work in a presentation entitled *Medically unexplained symptoms in the aftermath of war: UK veterans and civilians compared*. Attendees also listened to Kate Davies OBE, Head of Health & Justice, Armed Forces and Public Health NHS England discussing 'Making Veterans Mental Health a mainstream priority for the NHS and partners' and heard Matthew Green, a Financial Times journalist and author of the book *Aftershock: the untold story of surviving peace, who led a discussion entitled Closing the gaps: how we can fix military mental healthcare*.

The second session featured two more current recipients of FiMT grants, who also spoke

about their research; Dr Stephen Herron, Research Fellow at Queen's University Belfast who presented *How counter-insurgency warfare experiences impact upon the post-deployment reintegration of land-based British Army personnel* and Dr Nicola Lloyd-Jones, Senior Lecturer, Glyndwr University who presented *Leaving the Armed Forces and Living in North Wales: An exploratory study of decision-making as a civilian*. The event closed with a talk by Air Vice-Marshal Ray Lock CBE, Chief Executive, Forces in Mind Trust, entitled *Is there really a need to fund research into military transition?* which explored the value of the research to improve understanding, shape policy and, ultimately, improve the transition process for ex-Service personnel and their families.

Professor Edgar Jones, Professor in the History of Medicine and Psychiatry at King's College London, said: "We rely on the men and women of our armed forces to protect us during times of external threat so it is important that we remain alert to their care and welfare once they have returned to civilian life."

Professor Kamaldeep Bhui CBE, Centre Lead for Psychiatry, Barts and The London School of Medicine and Dentistry, Queen Mary University of London, said: "Servicemen face life-threatening situations whilst serving their country, on attempting to return to ordinary life they encounter unexpected risks to their health, not only related to the trauma of war but also to the demand of settling into routine work, making and keeping friends and pursuing family life. For too long we have as a society neglected the needs of veterans, so now integrating their health care into routine NHS and social services is a must do. This will require research into the best models of care that consider their unique experiences, and the complex needs due to trauma, and the psychological and physical hazards of warfare. The study undertaken by KCL and QMUL, funded by FiMT and QMUL, sets out clearly that veterans face multiple psychological symptoms, not only PTSD, and that these are worrisome, and painful. The study shows that we must address these more common symptoms and states of psychological distress, alongside physical health care and support for transition in to family and working lives." ●



Ray Lock, Chief Executive of the Forces in Mind Trust who also spoke at the Conference on the need to fund research into transition, said: "The Forces in Mind Trust has worked hard to build a greater understanding of veterans' mental health issues. Since our inception in 2012, one of our key priorities has been 'to promote better mental health and well-being' among the ex-Service community. We know that resources are finite, and in some cases actually reducing, and the military charity and health sectors need empirical evidence to understand how to use them to maximum effect. Conferences such as this help to identify public misconceptions of mental health and how these can have a negative effect on wider military health and welfare delivery. The Forces in Mind Trust is very proud to have sponsored this event and hopes that this coming together of academics, policy makers and service deliverers will spark wider debates about how better to support ex-Service personnel and their families to lead successful civilian lives."

The Forces in Mind Trust takes its sector briefing programme to the South of England

The Forces in Mind Trust (FiMT) held two South of England briefing events, the first in Portsmouth on Thursday 30th and the second in Andover on Friday 31st March, which were attended by over 55 people in total. Attendees came from a wide range of sectors including the Armed Forces Community and the Armed Forces charity sector as well as other key stakeholders and interested parties who work to support ex-Service personnel, and their families.

The events, which were the latest in a series of regional briefings, were led by Chief Executive of FiMT, Air Vice-Marshal Ray Lock CBE, and supported by

his executive team. A presentation at the event highlighted FiMT's work to provide an evidence base which aims to influence policy making and service delivery, in order to enable ex-Service personnel and their families to lead successful civilian lives.

There was also an update on FiMT's strategy, current work and priorities, and the Mental Health Research Programme. Attendees had the opportunity to engage with FiMT's executive team and network over lunch.

FiMT would like to thank everyone who attended the two events and made them so interesting and enjoyable. ●

Higher levels of support needed for the most vulnerable Service Leavers across the UK

Service Leavers who are likely to struggle to adapt to civilian life should be identified by the Ministry of Defence before they leave the Armed Forces and offered tailored support to help transition effectively, according to two Veterans' organisations. Armed Forces charities Forces in Mind Trust (FiMT) and Stoll, the leading provider of supported housing for Veterans, are calling for services to be developed across the UK that ensure the most vulnerable Service Leavers receive the health and welfare support they need, and avoid homelessness and unemployment. Service Leavers who are most likely to struggle with adapting to civilian life include people with mental health issues, and those with no settled home or family life to go to after their transition into civilian life.

New independent research, funded by FiMT, shows that Stoll's Outreach Transition Service, the first ever service of its kind targeting these specific individuals, has been highly effective in helping vulnerable Service Leavers make a successful transition from the Armed Forces into civilian life. The research covered a pilot service in which 44 Veterans were found appropriate accommodation, 36 were supported into employment and 85 people received mental health advice and support.

The charities have also published a joint call to action which is being shared with the Ministry

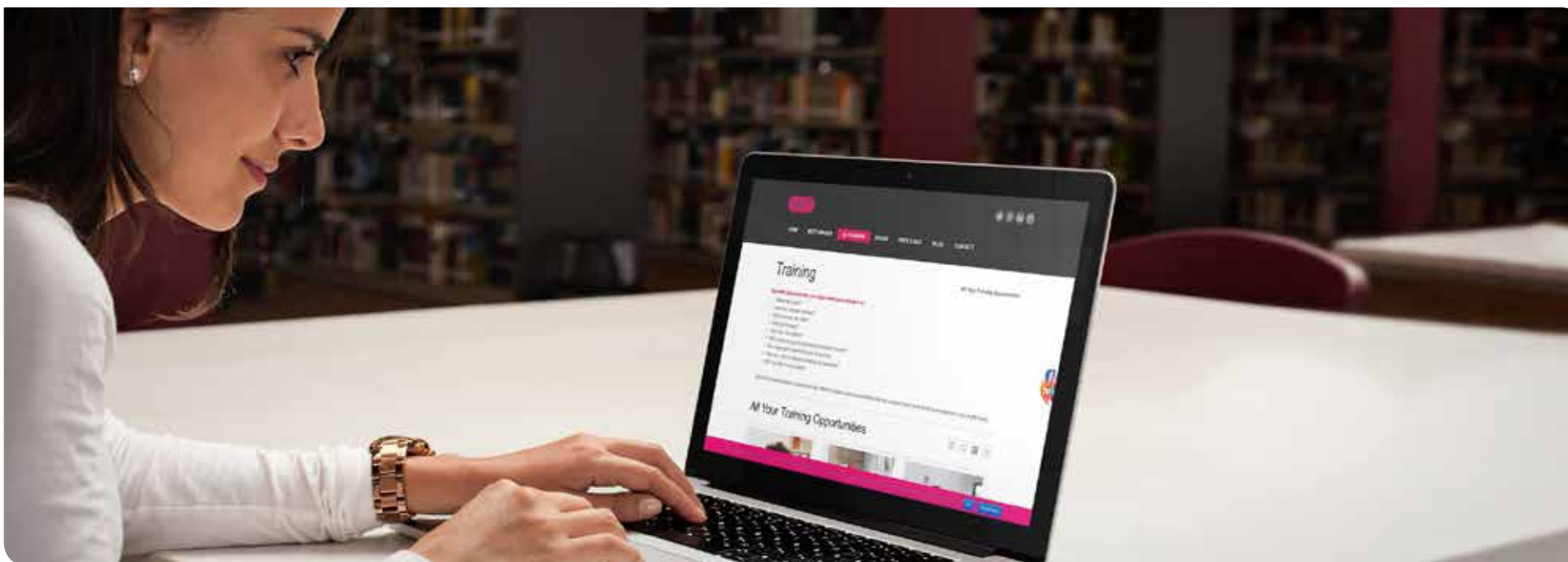
of Defence policy staff, Regional Brigades, and Local Authorities as well as homelessness and Veterans' organisations. The call to action highlights the importance of identifying vulnerable Service Leavers, making sure that they have the right information at the right time, and are offered appropriate, tailored support.

Ray Lock CBE, Chief Executive of FiMT, said: "Most people transition from the Armed Forces to civilian life successfully; but for a small number without the right support, the challenges can prove overwhelming. That is why providing tailored support to those who are most likely to struggle, as early as possible, is an approach we firmly advocate. I am pleased that this two-year pilot project has shown the efficacy of Stoll's transition service in London. The report's findings demonstrate that timely and targeted support services can transform the lives of vulnerable Service Leavers, and that this is a model that is worth funding and expanding to improve the transition of Service Leavers."

Ed Tytherleigh, Chief Executive of Stoll, said: "We are pleased that the evidence shows our service is helping those in the London area; we must now ensure there is effective transition support available for Service Leavers in other parts of the country, notably those in the South and South East where the shortfall in appropriate accommodation for Veterans is most acute." ●



...on attempting to return to ordinary life they encounter unexpected risks to their health, not only related to the trauma of war but also to the demand of settling into routine work...



Self Employment is no longer a dream it can be **your** reality

Military Administrator to Virtual Assistant.

We know, the UK's military capability is one of the most impressive in the world. But they know, to bring that capability to life they need people of the highest calibre. The military encourage you to be the best you



can be, to believe in yourself and to live life to your fullest potential – so you can bring out the best in them. How would you like to be your own Boss and do the same now? Running your own Virtual Assistant (VA) business takes your core values and ethos and applies them to self employment. You might be wondering what a Virtual Assistant or VA is – I know when I left the military I didn't know, even though that was the business I was setting up.

VAS ARE NOT TYPICAL 'SUITS' TYPE PEOPLE (AND IN FAIRNESS NEITHER ARE EX-MILITARY!)

Remember those occasions during your military career when someone said "here's that new computer system we are implementing – you will get your training in 6 months time but can you start using it today." Being a VA, can be a bit like that – a great challenge.

A virtual assistant is a self-employed administrative or personal assistant who works remotely (usually at home) for various clients. When most people hear "virtual assistant," they assume it's a secretary who works from home. In some cases, yes, but the reality is no two days are ever the

same, and the challenges can be as much fun as your military days, everything from business support, social media support, project management and the list goes on. Most VAs come from a PA/EA or traditional secretarial background and they want to become a VA for a number of personal reasons. But organisations love VAs who come from a military background, that "can-do" attitude and those intrinsic core values. Not every client wants a 'suits' type person to work in their business, they would much rather have someone with adaptability, high professional standards, great work ethic, drive and being committed to adding value.

WHY SELF EMPLOYMENT

In 2017, we have 4.8 million self employed people in the UK, making up 15% of the UK workforce, an increase of 21% over the past 5 years. This workforce contributes to £255 billion to the UK economy.

Self employment is often seen as a "risky" second career post military service, but I found the courses that I did enabled me to stand up and "Be the Boss" of my own business.

Service Leavers who state they want to set up in business, are often encouraged to purchase a franchise, but the franchise fee, start up costs, monthly royalty fees restrictions on marketing, creativity and flexibility are all negatives for those wanting to be in charge of their own destiny. Opening a franchise rather than

starting your own business offers no guarantees of success. You still need to be a sharp businessperson to make it work.

The reality is, there's always risk in starting any new business. That's where coaching, training and mentoring can help.

The alternative to buying a franchise is to become a Freelancer – and this is where VAs often fit into the self employed market place – it's a perfect career for someone who has a military career in the administrative / personnel arena or even project management; or even a military spouse who wants to accompany their serving partner around the world while still keeping their own career!

ARE YOU LOOKING FOR A FLEXIBLE SECOND CAREER?

Being a VA gives you complete control over your working hours and the tasks you would like to achieve per day. You set your own hours, goals and priorities. Therefore, you will never feel stagnant or static at work. You can prioritise your tasks and choose when you begin work over the course of the day.

As a VA you have complete flexibility about where you work, from the comfort of your own home or anywhere in the world. NO commute or traveling with work. NO cramped office spaces, and uncomfortable chatting in the meeting rooms with your boss and colleagues.

VAs tend to work with a handful of clients and due to specifics of the business, often maintain a close-knit relationship with their clients. Your client relies on you and you rely on them, thus making your partnership indispensable and valuable. Achieving great results for your clients gives you a sense of achievement and worthiness.

Depending on how hard or how much you want to work will dictate



the amount you can feasibly earn. Starting a VA career is cheaper though than getting a franchise, you'll need a computer, internet and telephone line as the bare minimum.

As a VA you will be working with forward thinking Entrepreneurs, Managers and Business Owners – they run everything from small local businesses through to major companies and banks. The thing they have in common is they're busy and need help getting everything done and they will love your practical and no nonsense approach.

No-one knows the exact number of VAs in the UK, as there is not one specific category on the HMRC tax registration forms, but its believed there are approximately 5000 – however these range from career VAs to hobby VAs. The Society of Virtual Assistants has just 1600 registered on their database. It's also an industry with very few men in it – just 3% – but those that venture into this world are doing very well and it would be great to bring more into this growing industry.



MY JOURNEY FROM ROYAL NAVY OFFICER TO AWARD WINNING VIRTUAL ASSISTANT TRAINER

I'm Amanda and I retired from the Royal Navy after 23 years of service and decided to set up my own VA business (www.y-e-s.co.uk). Being typical military, I researched and then used my Graduated Resettlement Training Grant, to train with the Virtual Assistant Coaching and Training Company on the VA Mastery Course (www.vact.co.uk) and, within 18 months, implementing those same skills and beliefs enabled me to become Runner Up in the VA of the Year Awards 2014 – Southern Region.

At the end of 2014, I became a VA Coach, Mentor and Trainer and the proud owner of the very same company I trained with, at the start of my VA career. For me this was a natural progression and linking back to my military days. In March 2017, VACT were voted the Best VA Training Provider in the UK for 2016.

Our time in the military equips us with the organisational skills, determination and discipline to live life to its fullest potential – and nowadays I believe I inspire the VAs I train to have those same beliefs and standards too.

Since becoming the Director of the company, I have worked with numerous ex-military personnel (of all ranks and rates) and military spouses – where they resonate with

my straight talking and honest advice. Feedback from one said: "The course has been brilliant to provide a structured approach to life as a VA, target marketing (your perfect client can only be found in a number of places) and sharing tips and advice along the way. Amanda is an amazing role model and a great trainer too!"

INTEGRATING FAMILY AND BUSINESS COULD BE AN IMPORTANT ASPECT OF RUNNING YOUR OWN BUSINESS

Family is the reason why I do what I do. They are who I grow my business around – so I understand the importance of integrating your business with your family life. As a VA, it is often not about work/ life balance but tends to be work/ life integration – that old adage of work hard, play hard is still very true even in civvy street.

I am married to Andrew who's also a veteran (ex-army) now turned Mortgage Consultant (Yes Mortgage Services Limited). So you can imagine the fun on Army v Navy Rugby Day... if I can just say, that banter doesn't change even when you both left 5 years ago! Both of our businesses are registered with the Armed Forces Covenant as we are still passionate about our military connections.

We have two little boys (James and Jacob), who often teach me my biggest lessons, whilst also running me ragged! I'm a firm believer of leading by example, so both the clients I have supported and the VAs I train know, they CAN have a healthy business and family life, integrated together.

This new stage in my VA career enables me to inspire, challenge and support others who are looking to become awesome VAs, men and women who are ready to take control of their life and career. And it's a challenge that I'm honoured to embark on.



DOES THIS SOUND LIKE YOU?

VACT makes it easier, faster and better value for you in setting up your VA business, you get CPD accredited courses; the most popular course is the VA Mastery Course and it is designed to provide you with the tools and knowledge required to establish a VA Business. This course has a proven track record of success – with many award winning VAs having completed it.

There is no set answer to what makes a good VA, as the VA industry is becoming increasingly varied and complex, its all about adapting and adjusting to customer's demands.

As ex-military we are not good at selling ourselves in the commercial world, and so the training courses are designed to give you the knowledge to make the most of your skills and experience, the understanding of the technology required to work in a virtual environment, and the tools to gain clients through effective marketing and accomplished networking.

When it comes to business I passionately believe that having the right support in place can make the difference between failure and success.

VACT offers you the opportunity to become your own boss, whilst giving you the skills to make your own VA business, your reality on your terms. Offering varying levels of training – with Amanda offering each and every trainee personal help and support. If you're ready to take action, why not book a free discovery call www.vact.co.uk/book-a-call and see how Amanda and VACT can help you!

Website: www.vact.co.uk/training
Tel: 0800 612 5596
Email: Amanda@vact.co.uk

VACT
Virtual Assistant
Coaching and
Training

UCP

Close Protection, Hostile Environment
& Tactical Firearms Training



THE TRUE FACTS LAY IN OUR OPERATIONAL AND TRAINING EXPERIENCE.

Our clients include the usual Governments, Royalty and A-List celebrities, making UCP the real choice when considering a Close Protection training course. UCP deliver exactly what our clients want "Ultimate Bodyguards" meaning; you get the correct up-to-date training drills from real UCP operators and we get you to work placement as quick as possible.

Visit www.ucpso.com for our client testimonies, taking away any doubts you may have.

As they say, "you are only as good as your last training session." That statement also includes UCP as your training provider.

T.E.A.M IS OUR MOTTO TACTICAL EDUCATION ACHIEVEMENT AND MOTIVATION

What we do best is deliver teams and individuals to the operational market on the sectors below:

1. Hostile Environment Close Protection
2. Firearms (Live)
3. Celebrity Close Protection
4. Maritime Security

1. Number one Bodyguard training provider since 2003.
2. More action than words (less classroom more live out on the ground exercises)
3. Want to read about us? Visit www.ucpgroup.co.uk or go direct to www.ucpuk.co.uk



LOOK AT THE FACTS (10 GOOD REASONS TO BOOK A COURSE WITH UCP UK)

1. One of the UK's longest established London based Security Training companies (2003 – present) trained over 1400 learners in Close Protection Level 3 and delivered 120 CP courses worldwide since 2008.
2. First UK Training Company to deliver Close Protection Courses in Europe (2008) with 5 offices worldwide.
3. First UK Training provider to think outside the box and develop the live 9mm/5.56mm/7.62mm Firearms for Hostile Environment Close Protection Officers level 3 HABC endorsed and ELCAS approved (2010). Train on what you will use, not .22 rimfire. (unless you shoot rabbits)
4. Most service leavers are entitled to either £1000 or £2000 Enhanced Learning Credits per annum x 3 claims, depending on how long you have served, UCP guide their prices towards your credits making sure you use them in the most economical way without using your own money or wasting your hard earned credits.
5. UCP deliver the most GLH (Guided Learning Hours) of any training provider, making sure you receive the ultimate quality in training.
6. UCP staff operate and instruct at the highest level, with backgrounds from Military, Police and Civilian Celebrity Protection Operatives, all UCP instructors are considered the best in the world.
7. Most service leavers like yourselves will return to

the security sector, mainly in the Hostile Environment and Executive Protection arena "which is the natural choice for service men and women" UCP will help and guide all those that complete our courses, to gain employment in such areas.

8. UCP only instruct teams of 6 students at any one time, making this the lowest class ratio: learner to instructor, making sure you enjoy, learn and digest the course content and gain support where needed. (We don't sit 12 in a classroom and PowerPoint you to boredom)
9. UCP are an operations company as well as a training provider (TP) and will monitor all the learners for selection on projects in Middle East and Africa as well as UK Celebrity Body-guarding.
10. Accommodation is mandatory, keeping team education and motivation to the highest.



Our training grounds and Academy are based in Kent and London, giving the best start in both Hostile and Executive Close Protection.

YOU ARE COVERED FOR SECURITY TRAINING

UCP hold the following:
9001 QMS Certification
Data protection licence
Liability public and employees Insurance cover 10m
Professional indemnity cover 5m

CONTACT

Contact Jemma Stevenson on **01474 823032** or Jemma@ucpgroup.co.uk.
Call head of Training direct on their Mobile **07508113826** or indeed, visit our Facebook page **UCP UK TRAINING** for the latest news and reviews. ●

Excellentia



Established in 2006, Excellentia's instructors are the security industry's very best for assignments and training courses.

Our maxim is 'Excellence through Experience'. The best operators take years to develop and experience cannot be gained by attending a course in a matter of months. Excellentia lays the ground for this on our Close Protection Courses.

Our clients take great satisfaction and comfort in the knowledge that Excellentia students are some of the best in the business and have had the opportunity to work at the highest levels both nationally and internationally. Excellentia students are professional, discreet and where necessary, vetted to the highest levels due to the nature of the employment, once qualified as a Close Protection Operative.

Excellentia Limited is affiliated to Edexcel to provide the BTEC Level 3 Certificate in Close Protection. This qualification is a 21 day course and is designed for people who want to work as close protection operatives and require a licence to practise. The qualification is endorsed by the Security Industry Authority (SIA) and learners who have completed it successfully can then apply to the SIA for a licence.

It is an SIA regulatory guided learning hours (GLH) qualification that consists of one mandatory unit, providing for a total of 16 credits.

The unit comprises the knowledge, understanding and skills required to become a licensed close protection operative. It will be assessed partly by a written test and partly by practical assessment.

The unit encompasses the following sessions:

CLOSE PROTECTION SPECIALIST MODULE

- Session 1: Roles and Responsibilities of the Close Protection Operative

- Session 2: Threat and Risk Assessment
- Session 3: Surveillance Awareness
- Session 4: Operational Planning
- Session 5: Law and Legislation
- Session 6: Interpersonal Skills
- Session 7: Close Protection Teamwork and Briefing
- Session 8: Conduct Reconnaissance
- Session 9: Close Protection Foot Drills
- Session 10: Route Selection
- Session 11: Close Protection Journey Management
- Session 12: Search Procedures
- Session 13: Incidents Management
- Session 14: Venue-Based Security

ADDITIONAL MODULES DELIVERED BY THE EXCELLENTIA TRAINING TEAM

- AoFA L3 FPOS-I – 4 days (Optional)
- London knowledge and familiarisation on 5 star hotels/nightclubs/restaurants and shopping
- Working with the media
- Tactical driving (Protective Mobile Skills) – 1 car
- Tactical driving (Protective Mobile Skills) – 2 car
- Advanced driver training including Reaction to attack training
- London driving module
- Foreign and Middle Eastern Royal protocol
- Introduction to fine dining and the 5 star life style
- International travel, advice and equipment
- In Country threat assessment and in Country briefing module
- CV and interview advice
- Social media awareness
- Self-employment awareness module
- Networking and your future within the Close Protection Industry
- Culture awareness

CONFLICT MANAGEMENT MODULE

- Session 1: Avoiding Conflict and Reducing Personal Risk
- Session 2: Defusing Conflict
- Session 3: Resolving and Learning from Conflict
- Session 4: Application of Communication Skills and Conflict Management for security guarding Close Protection

EB - FEMALE BODYGUARD LONDON - CLOSE PROTECTION - EXCELLENTIA STUDENT REVIEW

As we all know Female Bodyguards in London are highly sought after, so we thought it may be of benefit to some of our readers to post this review from one of our female students who took the course last year. I'm a 40-year old female with a background in marketing, martial arts and dance, so, it could've been quite daunting to walk into a classroom filled with younger military and police trained personnel. However I'd done my homework and knew the Excellentia Close Protection (CP) course was right for me. When evaluating all the training providers & courses available, it quickly became clear the Excellentia offering was head and shoulders above the others. Not just in terms of best suiting my civilian background, but also by giving me the best springboard into the industry once I passed as a female bodyguard to operate in London and around the world.

The reputation of the instructors and the course content (above and beyond what the SIA stipulate is needed) is unsurpassed. Plus the 'guest speakers' I met are invaluable contacts to have when starting off in a new industry. Coming from a corporate/commercial background I didn't want a course containing anything irrelevant to my industry prospects. E.g. I didn't need any firearms training because I can't carry one. But it would be prevalent to gain some advanced driving skills as that's more likely to be needed. So I signed up to the next available Excellentia course in London to begin my bodyguard training adventure.

As expected, the Excellentia instructors were all incredible. Each brought their own personality and vast bodyguarding experience to the table. Helping to give me insights and development points to continuously enhance my new practical skills. The practical work and exposure to real-time scenarios was an amazing experience. By the end of the course I was confident in my ability to do what was expected & needed of me both as a member of the team, and when acting as the Team Leader. I would highly recommend Excellentia to anyone looking to make the best possible start in the world of Close Protection. EB-Voted 'Top Student' by her classmates.

JC - CP COURSE STUDENT REVIEW

I just had the pleasure of attending an Executive CP course with Excellentia. It was hard work and at times there was just the right amount of pressure applied to test you. You receive guidance and training over and above what is required to gain your SIA licence through realistic, current and relevant training, delivered by active CP

Excellentia students are professional, discreet and where necessary, vetted to the highest levels due to the nature of the employment.

professionals. Their knowledge and experience is priceless and openly shared throughout the course. By the time you get to the last week you feel like you're on the job and have earned the qualification.

On completion of the course they keep in touch and support your journey into the industry. You are not just the holder of a badge but a well-trained part of the Excellentia family. I highly recommend training with Excellentia.

MB - CP COURSE STUDENT REVIEW

After reviewing many different companies that were offering to provide the BTEC in close protection. I was informed of Excellentia Ltd after doing some research this company appeared very highly recommend. I was nervous prior to engaging with the training staff after an initial call all smokescreen and illusions were removed due to the professional manner in which I was handled.

The training delivered is stalwart, all the instructors had

a limitless amount of knowledge and skills, to which the effectively passed on to the students having come from a military background the sheer effort that went into the planning was only extenuated by the realistic final exercise. I am extremely glad that this company lived up to its motto "Excellentia - The constant pursuit of excellence"

PA - CP COURSE STUDENT REVIEW

Many active CPO's recommended me this course, I read a lot of reviews, did a lot of research and happy to say that I made the right choice. Admin was very good, emails, booking, payment etc. all hassle free. First 4 days FPOS-I What a brilliant training can't praise it enough, very good teacher, great sense of humour with an amazing teaching methods 10/10 !

The CP instructors know the close protection industry inside out. They are all active CPO's and they give you so much valuable info, all the inside tips of the CP job and the London circuit. Information

which will make you the better close protection operator. So to be honest, I think only the info they give you cost more than the course itself, knowledge, experience and expertise of the instructors: 10/10!

The course itself is very dynamic, designed to teach you how to do the job practically. Well done Excellentia for swapping positions around so students can experience every role in a CP team.

You are getting many extras with this course, which will give you different aspects of the work.

To summarise this is the best CP course delivered by the very best instructors you could get. You learn the soft skills. Excellentia will give you the knowledge and skills how to do the job to a very

high standard. Difficult, dynamic, worth every penny and you are getting recognised training. What more do you need? If you want to work in the London circuit then there is only one company you should train with - Excellentia! ●





© monticello, James W Copeland, Jasni / shutterstock

Established name or new kid on the block?

There are currently more than 900 brands using a franchise model in the UK, and if you ask the average person on the street to name some then they'll most likely come out with the usual suspects - McDonald's, Subway, Domino's and so on.

However, those global giants make up only a fraction of the options available to prospective franchisees. Anyone who has begun to delve into what's on offer will soon find a multitude of brands large and small with tempting and very real business propositions.

Some of those propositions are other household names that are not typically known as franchises - perhaps Clarks, Thorntons, O2 - and some are much smaller businesses, perhaps just starting out in franchising or beginning to expand from their local marketplace. And, of course, everything in between!

What does this mean for you, the prospective franchisee? There are very clear advantages to both the familiar, established brand as well as the new kid on the block when assessing what the right opportunity is for you. Like so many considerations when you're doing your research, the type of personality you are and the lifestyle you want to lead are critical in your decision-making.

BIG BUSINESS

Franchisees of renowned national and international brands benefit from significant consumer knowledge of their products and services; often with brand loyalty and expectations already engrained within a core base of customers that keep them coming back time and again.

Most franchises at this stage have national marketing campaigns in place and your brand will be seen on a regular basis. A larger network of franchisees also means there should be vast quantities of expertise to call on in addition to head office resources, including from franchisees at every stage of development and size. Those franchisees will also be able to offer you, the prospect, an abundance of historical data as to the expectations of your own business and its potential profitability.

Head office back-up should be plentiful, with dedicated business development staff and systems, and the proven infrastructure to support franchised outlets up and down the UK. And the operational structures will be quite rigidly controlled - while it's true to say that the Big Mac was the invention of a franchisee, brands the size of McDonald's are by now very successful at determining what works for them (and what doesn't),

and therefore you're going to have to follow the franchise system very closely, with less day-to-day entrepreneurial freedom. Still, when that system has been shown to work time and again, that's exactly what you are paying for!

Those are some of the reasons why renowned brands come at a premium price. As a general rule, the most established brands will have higher start-up costs precisely because you're buying into a more proven model, and because the turnover potential can be highly lucrative with less perceived risk involved.

GOOD THINGS COME IN SMALL PACKAGES

A brand newer to the market and/or to franchising comes with very different considerations. There is little or no historical precedence when a business begins franchising as to what may be achieved by a franchisee, so accurate forecasting and enormous due diligence is critical in assessing the opportunity. With few or no trading franchisees to check on aspects such as turnover potential and the support offered by the franchisor, your research and your instincts are vital.

Usually, you'll be paying a lower fee to join as the franchise tries to attract those early-adopters that can propel it forwards. If you find the right opportunity, that can mean significant reward for taking that risk later down the line when the brand under which you operate suddenly becomes the next big thing in its marketplace.

And on a personal growth level, there are also opportunities to branch out - whether through buying a vacant neighbouring territory to expand your own business or by becoming an experienced mentor to the next wave of franchisees. An established brand already has significant infrastructure in place,

whereas in a newer brand you might get involved in shaping the network, and will usually be dealing with the business owner(s) in the beginning at least, giving a personal touch that some find appealing.

It's certainly a more risky proposition, but if you're willing to take that risk then the rewards are potentially substantial too. Because they're newer to the model and the market, in an emerging brand the early franchisees in the network are usually instrumental in shaping the business as it moves forwards and grows. That means more freedom for you to input your own ideas - but remember, they'll still have to fit within the overall business model!

At the bfa we have a category called 'Provisionally Listed' to distinguish those brands that are newer to the sector. That means that the business has demonstrated a commitment to ethical franchising, taken the right advice and has a proven pilot system in place. Those are important signs you should be looking out for in a newer franchise brand to help you identify the good from the rest.

At its heart, the choice of known versus new franchisor comes down to a risk versus reward equation; how comfortable you are with each on a personal level is important to establish. Also remember: though they may be inherently less risky, there are no guarantees even with the bigger brands - dedication, hard work, tenacity and a strong will are vital to your success in franchising, no matter the size of brand you're operating under.

For more information on any aspect of franchising visit www.thebfa.org



Thinking about becoming a franchisee? This is your first step

Investing in a franchise is a big decision. And like all big investments in life, that means it can be confusing to know where to start, how to get the right information and whose advice to rely on. If you've ever bought a house or a new car, you no doubt researched the market thoroughly, took time to consider your options and sought expert advice before signing on the dotted line. The same principles are no less important when you're exploring a future in franchising.

That's why the British Franchise Association (bfa) and Lloyds Bank have teamed up to create and launch a new, free online course, the Prospect Franchisee Certificate (PFC), offering clear, practical advice and tips.

WHAT IS THE PFC?

Forget sales pitches. We don't like them either. The bfa is a not-for-profit organisation formed in 1977 to set and maintain the standards for franchising in this country. We're here to inform, not sell, and helping potential franchisees is a central part of what we do.

The PFC offers an impartial franchising education on how

WHAT'S COVERED?

Do you know what should and shouldn't be included in a deposit agreement before you pay one? How to evaluate a franchise and the people behind it? How to project cash flow, turnover and profits for the next 12 months? You soon will.

There are 13 modules, each focused on a different aspect of becoming a franchisee:

- 1: An Overview of Franchising
- 2: Evaluating the Opportunities
- 3: Business Structure
- 4: Understanding Financial Accounts
- 5: Confidentiality and Deposit Agreements
- 6: The Franchise Agreement
- 7: Business Planning
- 8: Operations Manual & Disputes
- 9: Planning for Finance
- 10: Franchisor Expectations
- 11: Interview Process
- 12: Support
- 13: Top Tips



to find, research and run the right business for you. Taking less than a day to complete (there's no time limit if you prefer bite-size snippets), a series of video modules cover everything from identifying and evaluating franchise opportunities through to business planning, legal and final interviews with a franchisor.

Videos are delivered by renowned experts in their field and include sections from experienced franchisors as well as professional advisers. Each module includes a short online assessment to ensure an understanding of the topic covered.

After completing all the assessments, you'll be the proud holder of a PFC and armed with the facts you need to make an educated decision on your future business.

WHY TAKE IT?

The PFC will give you the tools you need to start your franchise journey with eyes wide open and primed for success.

After completing the course you'll stand out as knowledgeable and skilled - as a serious prospect willing to take time to learn all you can about selecting and starting a franchise. This can be vital when it comes to securing the franchise you want: as you'll be running your business under their brand, any franchisor worth joining is extremely selective about who they welcome into their network. Ethical franchisors aren't looking for the biggest quantity of enquiries, they're looking for the highest quality of prospects. This certificate identifies you as one of them.

We're working extensively with franchisors, who fully support and welcome this initiative - the more informed potential franchisees are, the better business people

they make. With a firm and proven grasp on the standards and systems involved in good franchising (and why they exist), you'll be better-placed to maximise your potential for success.

That's because the best franchisees in the business are those who have found the right opportunity for their personal circumstances and goals, and researched it inside out before investing. They know what to expect before, during and after launching their business; they recognise the advantages that come with being part of a wider network with shared experiences, passions and solutions; they're confident in their business plan and financial projections. As a result, their businesses run more smoothly, perform better and aren't prone to surprises later down the line.

It's free, impartial, quick, available on any device with a Wi-Fi connection and will make you better prepared for success. The real question is, why on earth wouldn't you take it?

Visit bfa.trainme.tv to register for the PFC and begin your franchise journey today

For face-to-face advice and information make sure you visit the National Franchise Exhibition at the NEC on 30 September & 1 October, which features a host of invaluable seminars and real-life experiences from current franchisees.





Soaring high after RAF career

Former RAF Chief Technician, Graham Orange, spent years researching possible routes to becoming a business owner in the run up to his retirement from HM Forces.

It wasn't until January 2015, when working in the structures bay at RAF Marham, that Graham spotted an advertisement for ActionCOACH, the world's number one business coaching franchise.



Graham with his wife Liz Orange

Graham, now 46 years old, went straight from school to working as a mechanic at a Volkswagen dealership and continued with the company in aftersales management until he was 20. He craved more adventure in his life and decided to join the RAF as an engineer. 25 years of service working on battlefield helicopters, fast jets and transport aircraft followed.

He certainly got the adventure he was looking for when he joined the global aircraft recovery team, heading off around the world after crashes of both UK military and civilian aircraft. Graham explains, "It was this which led to my interest in coaching. The teams I took out to recoveries had to deal with some shocking scenes and the Royal Marines developed a programme, Trauma Risk Management, to identify and help those who may have been affected by the work we had to do. I learned through this programme to deal with people, asking the right questions to understand their state of mind."

After so many years with the RAF, Graham's challenges were dwindling. He had passed a significant pension point

and began searching for his next mission. "I picked up a resettlement magazine and saw ActionCOACH advertised. I contacted them and soon afterwards had a telephone interview with their UK Co-founder, Ian Christelow. I loved the idea of self development, I like to learn and facing new ideas throughout a journey with ActionCOACH really appealed to me. My wife, Liz, joined me on the discovery day at the UK support team office in March 2015. From that point, we both decided we wanted to be involved with this particular franchise."

MAKING A BREAK

The following month, Graham attended ActionCOACH's annual Business Excellence Forum and

began to apply to leave the RAF, negotiating to leave in time to begin his training in October. "Not only was this a huge step to leave the public sector and a secure job but we also had to move from married quarters back to the home we owned in South Wales."

"The initial training was brilliant. In particular, the sales and psychology of how people buy was really interesting having not worked in sales before. After the training, we prepared ourselves to launch the business in January 2016."

"I began marketing my new business using the ActionCOACH 6 Steps Seminar and our exclusive lead generation centre because, at that point, I didn't really know what networking was. At the end of month one, I had secured my

first one-to-one coaching client. As my confidence built, I began 'bold calling' where I would walk into businesses to pitch to be their growth coach and used one of the ActionCOACH strategic alliance partners, Avalanche, to foster new client relationships via LinkedIn.

"I now have five one-to-one coaching clients, group coaching clients and have recently added the employee engagement programme, Engage & Grow. It's trebled my income compared to what I earned in the RAF and, by December I aim to reach a monthly income of £18,000." By becoming an Action Coach, you'll be invited to a world of knowledge, experience and guaranteed returns on investment. You receive world class training, an intensive 10-day induction training and 4-day UK MasterCLASS. You have access to a library of resources and the ongoing support of their global and national ActionCOACH

teams through group coaching webinars, individual coaching calls, quarterly conferences, quarterly team meetings and training days, and an extensive global intranet system - in fact, there are around 70 days a year of professional development opportunities for its franchise owners.

WINNING RECOGNITION

In November 2016, Graham scooped a national award for his successful transition from the services to civvy street. He was presented with the Nationwide Resettlement Award for Service Leaver Franchisee of the Year, at a glittering black-tie event held in Manchester, by journalist and TV presenter Bill Turnbull.

Sponsored by Nationwide, the awards recognise the achievements of service leavers who have successfully progressed to life as a civilian. Graham was thrilled by the award win, "The previous year's winner, Steve Gaskell, (also an Action Coach)

It's trebled my income compared to what I earned in the RAF and, by December I aim to reach a monthly income of £18,000.

suggested I enter the awards and, not having done so previously, I was a little nervous. Once I had completed the application form, with some fantastic help from Liz, I felt it was definitely the right thing to do and my family, friends and the franchise deserved recognition for their support.

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

ActionCOACH UK only currently has two franchise owners who have joined directly from the armed forces, so to scoop first prize for Military Resettlement of the Year twice is a fantastic endorsement of how well suited ex-military officers are to the UK's Best Mid-Priced Franchise.

A SATISFYING CAREER

In the last year, Graham has faced the unknown but he loves his new career and lifestyle. Being self-employed through ActionCOACH brings him great job satisfaction.

"Whilst this is probably the hardest thing I've ever done because it was a complete change, the support has been

fantastic and I couldn't have asked for more. I've had my Coaches' Coach to turn to during weekly calls - how could I not have a coach myself when I expect my clients to trust and invest in me?"

"One of the major changes has been in my work-life balance. Back when my children, Danny and Rosie, were born and during their early years, I was sent on detachments to Iraq, Afghanistan and the USA. Running my ActionCOACH business means I am around a lot more for important family occasions and that feels great."

NEXT STEPS

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



Graham receiving his certificate at ActionCOACH's 5-day training



Graham Orange at ActionCOACH's annual Business Excellence Forum

INDEPENDENT RECOGNITION...

ActionCOACH is proud to say that their franchise owners are some of the most satisfied in any UK franchise system. In 2013 ActionCOACH became the first recipient of Smith & Henderson's coveted 5-Star Franchisee Satisfaction Award with record-breaking satisfaction scores. In 2016, ActionCOACH became one of just five franchisors to receive 5-Star Franchisee Satisfaction rating four times!

Smith & Henderson's Franchise Satisfaction Survey has been adopted by 100 franchisors since it started in 2011 and ActionCOACH franchise owners were invited to rate their franchisor, systems, services and support.



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

ActionCOACH wins Service Leaver of the Year again!

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



RESETTLEMENT AWARDS 2016



Call 01284 701 648

or watch the opportunity overview video at:
actioncoach.co.uk

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

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

- ✓ Winner 2014, 2015 & 2016 Best UK Franchise Award, sponsored by RBS.
- ✓ 1st to achieve 5-Star Franchisee Satisfaction Status.
- ✓ Best UK Business Opportunity according to CompareTheFinancialMarkets.
- ✓ Award for continuous improvement 2014 & 2015.

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

5 Star, 4 Times

Rated higher than industry standards for all 29 questions

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

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

What does that mean?

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

ActionCOACH is now one of only five franchises to achieve 5

Star Franchisee Satisfaction status an impressive four times.

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

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

More information is available at
actioncoach.co.uk



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



Franchise

Theatre school franchise is welcomed to the bfa

A Dragons’ Den backed theatre school franchise is delighted to be welcomed into the British Franchise Association (bfa).

The bfa was set up in 1977 to act in the interest of the industry as a whole in assessing and accrediting the world of franchising. Not only does it give the seal of approval to those already in the network, it is a smart business choice to attract new franchisees who are seeking to invest in a reputable franchise.

Franchisors who wish to apply must put themselves forward to be tested against the bfa’s strict criteria. If they successfully pass accreditation, they are then able to join the bfa as a member, gain access to the benefits of membership and become represented by the British Franchise Association.

Razzamataz Theatre Schools is delighted to have recently been

accepted into the bfa. Having built a solid reputation in the franchising industry for the last 11 years, the acceptance into the bfa confirms their position as a market leader.

“We have been operating as a part-time theatre school business since 2000 and during this time we have built up a strong and robust operating system,” explains MD and Founder, Denise Hutton-Gosney. “Becoming a member of the bfa gives us another seal of approval and will give people looking to invest in our franchise even more confidence and assurance.”

Denise has grown the franchise business to almost 50 schools up and down the country. There have been hugely successful partnerships with the likes of First Choice, Her Majesty’s Theatre,

The Stage newspaper, Move It, Barbie and Universal Pictures and new for 2017, Eurocamp.

“2017 is shaping up to be another hugely exciting year for us,” adds Denise. “Together with Eurocamp, we are launching a dance competition that will be judged by Diversity, who won Britain’s Got Talent with street dancer Lizzie Gough. We are also delighted to announce that we have been given the exclusive opportunity to hold a workshop with Ashley Banjo from Diversity following on from our advertisements being shown at the Diversity arena tours.”

Razzamataz franchisees come from all walks of life and various backgrounds. What brings them all together is their love for performing arts and working with children and young people.

Chloe Lee, age 23, is the Principal at Razzamataz Chester and was very keen to be part of a successful franchise as she explains. “Being part of a franchise has the advantage of people already knowing the name and the brand,” says Chloe. “Wherever I go and I mention Razzamataz, generally people have at least heard of it. Whereas if I were to set up a small

business on my own, the public wouldn’t know the brand and probably wouldn’t have the same level of loyalty and trust in the company as they do with a well known brand like Razzamataz.”

To find out if franchising is the right option, Razzamataz holds regular Discovery Den days across the UK where potential franchisees get a chance to meet the head office team, find out more about franchising in general and discover what it is like to run a part-time theatre school.

To find out more, contact Head of Franchisee Recruitment Suzie McCafferty. There are exciting opportunities to take over existing schools in Bristol and Tonbridge as well as launching new schools all over the UK. Razzamataz is especially looking for dynamic Principals in Aberdeen and Wales. Contact Suzie now to benefit from our offer of up to £6,000 saving until May 2017! Email: **suzie@razzamataz.co.uk** or call Suzie on **07793 054 233**. For more details visit: **www.razzamataz.co.uk**



Razzamataz is the proud to be part of the bfa

ABOUT RAZZAMATAZ

Razzamataz Theatre Schools has been trading since 2000 with a strong, robust and proven franchise system for the last 11 years. Razzamataz remains one of the top five classic entrepreneurs from Dragons’ Den. Since the appearance on the BBC show in 2007, the company has forged strong partnerships

with First Choice, Disney, The Stage, a leading Talent Agency, Her Majesty’s Theatre and new for 2017 Eurocamp.

Franchisees come from a range of backgrounds and are able to work flexibly around their lifestyles. Through a wide range of additional revenue streams, franchisees have been able to achieve a six-figure turnover.

Still Going Strong

Gas-elec's First Franchisee Dennis Healy is Still Going Strong After 18 Years!

One evening back in 1996, Dennis Healy was nursing a pint in his local and got chatting to a former director of gas-elec, the nation's premier gas and electrical inspection company.

Dennis mentioned that he had recently been made redundant from Southern Electricity where he had worked for 18 years.

Right, said the director: in that case, maybe Dennis should meet gas-elec's managing director.

The meeting took place, and the MD thought Dennis was definitely gas-elec material. But, he suggested, in order to join gas-elec the electrical engineer should add another string to his bow and qualify as a gas engineer. Having both qualifications would make him the perfect fit for the company whose founding concept was a testing and inspection service for both gas and electricity, carried out by one engineer in a single visit,

giving one report – saving agents, landlords, tenants and homeowners time, inconvenience and money.

Back then, the idea of a combined safety inspection was nothing short of revolutionary – so revolutionary, in fact, after its first year in business, the company still didn't have a single competitor.

At which point, John had what can only be described as a brainwave: he decided to franchise his thriving business. As he puts it: "getting people to directly investing their own future, is a great way to grow a business further still.

"We split the UK into 20 different regions to make room for 20 regional offices. Then each region would have a tier of safety inspection franchisees, each working in their prime area of responsibility, defined by postcode area," he recalls. "Then we invested heavily in putting it all together. We were couple of years out of a recession and many people told me I was crazy – who, they asked, would invest in this venture when the country was on its knees?"

Dennis, for one. He liked working for gas-elec and through his work had proved the concept worked and this actually helped, the franchise application for BFA membership. The idea of being self-employed without having to find his actual work was, and remains, highly appealing to Dennis.

"The company finds all the work," he explains. "The regional office staff book and coordinate work and carry out the sales and marketing for their group of safety inspection franchisees' typically my office will book me five jobs a day. The first one is usually at 8am, and I'm generally home at 4.30pm, when I enter the details of the day's work on my computer before submitting it to the company. So, I have no selling and no invoice chasing either. As a system, I really cannot fault it.

"One of the biggest headaches for the self-employed is administration and book keeping. Which is why gas-elec devised its bespoke bureau facility which, on franchisees'

behalf, collects in monies, performs credit control and sets credits limits for clients. And pays franchisees twice a month upon receipts from customers, money is transferred into Dennis's bank account direct from gas-elec.

"We came up with the idea twelve years ago after we realised that the amount of time regional offices were spending on admin and invoicing, was leading to a direct fall in sales," "We brought in a team of accountants who set up the systems and wrote the software to our specifications. They administered it for us for two to three years and then we took it back in-house and adapted it further still. On average, the bureau facility saves our engineers around 17 hour's month in book keeping. That's proper support for our franchisees.

"Proper support for Dennis which has enabled the 55-year-old to comfortably look after his very large family – seven now grown up children and his wife. "I don't hear them moaning," he laughs.

When he first qualified as an engineer (back then, gas-elec provided the training) Dennis started working for the company, covering most of London, Oxford and Reading and almost anywhere work took him. These days, almost all of Dennis's work is in and around Berkshire, the SL postcodes are his prime area of responsibility – where the sight of him driving around in his fully-liveried van, is not unfamiliar to locals. Sometimes he gets several days' work at the same property which cuts down on driving further still.

However, for three consecutive summers he was asked to work much further afield. It was far from inconvenient.

"I was sent to Spain to do some testing and remedial work on some Thomson hotels. They asked me how many times a year they'd have to get things checked and I was tempted to say 'twice' so I could go back again the same year!" he says.

During his 20 years with the company, Dennis has been part of its year-on-year growth and is now one of 100 gas-elec franchisees across the country, a good proportion of them earning more than £60,000 a year. Between them, they have provided services to more than 1,000,000 customers.

The majority of his workload comprises gas and electrical inspections, boiler repairs and electrical remedial work for letting agents and private landlords in the rapidly growing lettings industry.

It is a workload that looks set to rapidly increase, for private renting is not just enjoying growth – it is fast becoming the new norm. In England, the sector is now home to more than nine million people and 1.3 million families. For the

first time in modern history, more people privately rent their home than from the council or a housing association. And by 2026 half of all householders in the UK are expected to be living in private rented accommodation. Which means, in turn, that some ten million rented properties, gas-Elec's core market, will require annual safety gas and electrical inspections, as well as attendant works such as new boilers.

The company's workload is also determined by changing legislation. Dennis, for example, recently learnt how to conduct risk assessments for Legionnaires' disease, which landlords are now legally obliged to carry out in their tenants' homes. He has also been trained to fit and service smoke and carbon monoxide alarms which landlords will be legally required to install in rented properties from October 2015. And, he and some of his fellow franchisees, a good proportion of whom are ex-forces personnel, carry out fire risk assessments.

The company can also offer competitive commercial tariffs for businesses, issue energy performance certificates and install energy-saving systems including LED lighting. When it comes to properties, it is no exaggeration today gas-elec is a one-stop shop. In Dennis's words: "gas-elec, always responds to the market. If it didn't, it would have got left behind. Gas-elec is still after all this time recruiting new engineers, 'in the main it's to replace areas in the country where guys are starting to retire! Says Dennis. After almost two decades with the company,

Dennis still works full-time – but not because he has to. As well as providing for his large family, which now includes nine grandchildren, he has also paid off his mortgage and has no debts. Indeed, he has plenty of time and money to spend on his favourite pastime: "eating out, usually with my mates. "Yet when his fourth franchise agreement expires in two years' time, if he is "blessed with continued good health", gas-elec's first franchisee has every intention of investing in a fifth.

"I love the hours and the job, the earning potential, not having to collect money or chase debts, and the understanding and friendly staff in my regional office. I also have a great relationship with my clients, and have known some of the staff in the lettings agencies with whom I work, form entire time as a franchisee. "It all means a lot, and if I had my time over, I would certainly do it all again. "And adds the man who has been with the company every step of its successful way: "I also like my boss, gas-elec's head of franchise, Carol Otway, who interviewed me for this article. Well, I had better say that, hadn't I?" ●



A day in the life of a franchisee

DAVID MCVICKER GAS & ELECTRICAL SAFETY INSPECTION FRANCHISEE

My planning for each day, really begins the night before when I check the on-line bookings system to see what jobs the office have arranged for me. This means I know exactly how many appointments are scheduled, where and what time in advance, which is a great help. I can also

check the specifics of each job before I start my day, either on line or with a quick call to the office.

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

means the range of clients I work with is quite varied.

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

Sometimes I revisit a property each year to check gas meters, cookers or boilers and it is dealing with and getting to know the clients that makes the job enjoyable. Every day is different and I can honestly say I still find my work exciting.

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

At the end of each day the first thing I do, after making a much needed cup of coffee, is to log onto my computer to input data collected from my visits. As long as everything I have inspected meets current safety legislation, then I can synch results to head office and certificates are issued instantly, and available for customers to download, a god send for busy landlords.

I then ring the office for a quick chat about how my day went and then it's almost time to see what's been booked for me for the next day and the process starts over again. I definitely made the right decision by investing in a gas-elec franchise – which ticked all the boxes for me.



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

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



gas-elec
group

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

0800 015 2030



From Serviceman to Snap-on man



32! My business is allowing me to build a future for my family whilst enjoying the sense of freedom and pride that comes with being your own boss. It's win-win."

Like so many young men and women, David left school with a handful of qualifications. Feeling like his options were limited, he joined the army just a few months later. As a member of the Royal Military Police, David worked tirelessly and was promoted to Corporal at the tender age of just twenty years old. Four years later, after a particularly difficult six-months in Afghanistan, David decided that the time was right to move on to pastures new.

"I'd just done six months in Helmand Province with the Paras. It was really tough. It brought home to me that I wanted to spend time with my family and have a family of my own. Once I'd decided to leave, I wanted to do it straight away because I wanted to get out while I was young enough to start a new career."

With the determination and self-discipline learnt during his time with the Royal Military Police, David felt sure he could succeed as his own boss. Adamant that he wanted to provide for his young family, the benefits of business ownership seemed obvious to David.

With his aspirations firmly in place, a chance conversation with a family friend set him on the road to becoming a Snap-on franchisee.

"One of my good friend's dad is a Sales Developer for Snap-on. We got talking about the thoughts I'd been having about starting a business and he suggested I take a look at the franchise. I didn't really know much about franchising until I talked to him, but the more I found out about the model and the support structure, the more I was sure it was the way to go rather than starting a business from scratch."

Snap-on is the world's number one professional tool brand. We are the leading global manufacturer and distributor of tools for the professional technician. Our franchisees deliver gold-standard, premium products to technicians up and down the country. Our fantastic business opportunity offers you the chance to be your own boss whilst being supported by our elite team of industry specialists.

Initially, David was concerned that his lack of experience in the tool trade may affect his ability to run a successful franchise but researching our training programme put his mind at rest: "The more I looked at the training programme, the more I realised that knowledge of tools wasn't crucial. Snap-on train you on all the products and provide the marketing materials. They've already identified your customer-base before you start so all Snap-on were asking for was an enthusiastic, hard-working, people person- I was confident I could deliver all three!"

To be certain that owning a franchise with Snap-on is right for new prospects, all potential franchisees get to go out on van rides with existing business owners. It was on these van rides that David began to see how friendly and supportive the Snap-on team were, and the camaraderie with customers reminded him of the friendships he'd had in the army. Confident and excited to start his own Snap-on journey, David signed his all-important franchise agreement and prepared for his training.

On top of my weekly income, I bonus myself now, so if I do over £6k paid sales a week I pay myself a bonus.

Snap-on training starts with a week in Dallas in the US. Afterwards, new recruits are welcomed into the Snap-on family at our UK head office in Kettering. Here, new franchisees meet the staff who will support them on a daily basis and collect their very own custom-built mobile store! Training continues with a full week of on-van support out in the field. New franchisees are assigned to a dedicated franchise developer for the first 12 months who spends an additional 12 days on the road with them offering one-to-one support within the first four weeks.

"The training was hard but I really enjoyed it. As someone who had come from a regimented, and sometimes high-pressured, environment, I responded well to the style of training at Snap-on. It was very relevant to the job I would be doing and it set the standard for the level of customer service I wanted to offer my customers. We learnt about the tools, how to sell, features and benefits, systems, finance options, and IT. I learn quite quickly so I definitely picked it up well."

Now running a thriving Snap-on franchise, David feels the support and ongoing training offered by Snap-on Head Office is a real key to the success of his business: "It's really reassuring knowing that there is such a wealth of support available to you, all of the time. I've become fairly self-sufficient over the years, so I don't rely on the support team



Snap-on tool show

Top 40 franchisees



as much as I used to, but there's always someone on the other end of the phone if I need it."

At Snap-on we understand that we're only ever going to be successful if our franchisees are! That's why we continue to invest millions in a global support programme that already boasts a staff ratio of 2:1 for every franchisee. From sales and marketing to product and technical knowledge; this programme is designed to help every franchisee build a profitable business.

David can now safely say he has the financial stability he always wanted and supporting his young family is his

priority. He takes great care to make sure he doesn't take his success for granted, and he now rewards himself with financial incentives to help profits continue to grow.

"On top of my weekly income, I bonus myself now, so if I do over £6k paid sales a week I pay myself a bonus. I'm building a future for my family, and working hard means I'm can afford to enjoy life without worrying about bills."

Not one to rest on his laurels, David's plans for the future include employing an assistant and even expanding into a second territory! "It's been hard work,

and I have to put in long hours to ensure the business is growing but with my background in the armed forces, running my own franchise suits my work ethic down to the ground. You can't expect results without hard work, and my business is doing well because of the effort I put in every day."

Although his business keeps him very busy, David still finds the time to spend with his wife, Michaela, whom he met the day after he left the army. They recently had a baby girl, and so he now has the family he always wanted. David enjoys socialising with his friends (although

he admits this happens a lot less now the little one is here!) and indulging in his passion for fitness.

Leaving the army with little-to-no idea of which direction his life was heading in was a frustrating time for David, and he wishes he'd found Snap-on sooner. In fact, the Snap-on business model has worked so well for him, he's keen to share the story of his success with others, who may find themselves in a similar situation upon leaving the armed services.

"A successful Snap-on franchisee needs to have drive, ambition, people skills and an appreciation for the level of camaraderie in the industry – it suited me to the ground. Provided you are prepared to work hard and remain focussed on your goals, there is no reason why you won't succeed with Snap-on and believe me, the potential for earnings is huge!"

If, like David, you want to take control of life on Civvy Street, text FRANCHISE to 07786 201 770 or visit www.snaponfranchise.co.uk to find out more about the Snap-on franchise opportunity. ●

Snap-on

Be your own boss: with a Snap-on Tools franchise

Snap-on is the world's number one professional tool brand. With over 90 years' experience, we are the leading global manufacturer and distributor of tools for the professional technician.

As a franchisee, you will own and run your own iconic showroom on wheels! We have over 430 franchisees who come from all walks of life - many joined us after leaving the armed forces. We provide training in all aspects of the business and work with you for life to ensure your success.

With Snap-on, you're never just a man in a van!

- ▶ Full training and lifetime support
- ▶ You keep 100% of your profits
- ▶ A family-feel community of likeminded people
- ▶ More time, more money and more freedom
- ▶ Help to buy scheme available

On average, our franchisee's sales to their customers are in excess of £6k per week.

Text **FRANCHISE** to 07786 201 770 or visit www.snaponfranchise.co.uk to find out more.



"I've been doing this for three years; I've got my own business making good money and supporting my family. The best thing for me is being my own boss: doing what I want, when I want and knowing we get the benefit of my hard work."

Chris Ashton, Northallerton franchisee.



ANDY DARBY

One such case is Andy Darby. A former Royal Engineer in the Forces, Andy launched his 'man and a van' business fifteen years ago. After 11 years in the army, Andy was concerned about the transition from military to owning his own business. Although it seemed daunting, by following the proven ChipsAway business model and taking advantage of the available training and support, Andy had a smooth transition. He was able to expand his business quickly and has now built up a multi-van operation and team of employees to serve his three territories.

"Whilst I had been very self-assured in the army, I knew that running a business was going to be a completely different challenge" Andy said. "I have always been passionate about cars and motorbikes, so ChipsAway seemed like a business that I would enjoy running, even if things got tough. ChipsAway offered everything that I wanted - a great product, excellent training and support along with the potential to grow and expand. It was also important to me to get out and start earning from the moment I finished training and with ChipsAway I was able to do that."

Andy now enjoys a great lifestyle, drives a top of the range sports car and estimates his net earnings are over three times more than his previous salary! "I'm really happy with the way my business has developed. ChipsAway are a huge organisation with the capability to really support their franchisees well." Andy enthuses. "I began by doing the initial research, meeting the people involved and taking home the information to mull over. Once I'd decided to commit, I undertook the training, which was excellent. At the end of it, I felt confident and supported to get out into the field and begin work." As part of their training, new franchisees spend an initial 4 weeks learning the repair process, they are also mentored on a one-to-one basis by experienced franchisees. The initial course is then followed up 3 months later by a further week of more in-depth dent repair techniques. Furthermore, there is also a sales and marketing module which provides a good grounding on selling and running your business.

Within a couple of months, Andy was already earning the same level

STEVEN DANIEL

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



to make use of the skills he'd gained whilst in the forces.

"Franchising seemed ideal for me," Steven says. "Whilst in the forces, I needed self-motivation, planning and time management to juggle my workloads, and it was apparent franchising would too. By the time I'd finished training with ChipsAway, knowing I'd got the opportunity to use these skills, and seeing the support of the management team, I was confident that I'd made the right choice."

Steven's launch was a huge success, with work lined up for weeks ahead almost from the word go. "Ever since, I've always had a full diary and my reputation has spread by word of mouth," he says. "Recommendations now account for over 30% of all my new business leads." His quality of life has skyrocketed too. "I've got real flexibility, an excellent income and the freedom to choose my own working hours," he says. "Combined with the autonomy to take the business forward, and the support of such a huge national brand behind me - I'm thrilled. I loved being in the army, but I wouldn't change my life now for the world!"



PAUL FABIAN

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

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

Today, Paul has a thriving ChipsAway Car Care Centre (fixed base workshop), plus a fleet of mobile units and a team of six employees. Busier than ever, they see an average of sixteen cars a day. Paul agrees that the 'planning side of things' is vital and very similar to being in the Forces: "The realisation that spending ten minutes at the start of each day planning and briefing staff can save you hours of wasted time later on, is very much an old RAF habit!" he says.

His salary, however, is nothing like the RAF. "It's vastly different," he says. "I now earn at least six times more than I did in the RAF

- even allowing for indexation - and my business keeps going from strength to strength!"

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

Want to find out more about a ChipsAway franchise? ChipsAway hold regular, free, find-out-more Open Days at our West Midlands based Head Quarters. Open Days are very informal and require no presentation or input from you - we simply allow you to make your own evaluation. You will get to see and try out one of our repairs first hand and have the chance to meet a number of franchisees - both new and experienced.

Please call **0800 731 6914** to book your place, or visit **www.chipsaway.co.uk/franchise**.

From Forces to Franchising with ChipsAway

The UK's leading brand in SMART automotive repairs, ChipsAway, is actively recruiting new franchisees to satisfy growing demand.

After a life of camaraderie and routine, many ex-members return from the forces and struggle to settle back into civilian life. However, there is one career path where they seem to thrive. Franchising provides the perfect combination of support, guidance, freedom and flexibility. It's a proven business model and safe bet for individuals looking to be their own boss.

ChipsAway has been established for over 20 years and are the originators of minor automotive paint repair (SMART repair) technology. In that time, we have built a fantastic reputation for providing high quality SMART car body work repairs such as: minor paintwork scratches, bumper scuffs, dents, and alloy wheel repairs.

The franchise package not only includes unrivalled, comprehensive

practical training, but also business mentoring from an experienced franchisee, ongoing franchise development from a dedicated support team, and full marketing and advertising support including national TV campaigns.

As a result of our extensive national marketing campaigns, regular national television advertising, and ever-increasing brand awareness, last year alone we were able to send our franchisees a record-breaking £75,000 worth of leads on average. The rewards for hard-working franchisees really are unlimited. The flexibility of the stable, tried and tested business model means that franchisees can expand as their ambition grows.

So, if you're driven, ambitious and not afraid of hard work, a ChipsAway franchise could be perfect for you.

of income he had as a soldier! But that was just the beginning. Andy now admits to making 'serious money' as he heads up a multi-van operation spanning three territories, with a ChipsAway Car Care Centre (fixed-base workshop) and a team of trained technicians providing high-quality automotive paintwork repairs to a growing customer base.

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



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

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

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



Get started from **£15,000 + VAT***

ChipsAway

Scratches and scuffs won't dent your pocket

CALL NOW for more information

0800 980 5951

www.chipsaway.co.uk



*The franchise is £29,995 + VAT, but with the various pricing options that we offer, you only need £15,000 + VAT of your own funds.

LOOKING TO THE FUTURE

Jack Provan (aged 39) is an electrician at RAF Lossiemouth in Moray. Jack stays with his family in Elgin and he will be leaving the Royal Air Force, which he joined aged 17, in 2018. His Bachelor of Arts (Honours) Degree in Youth Work was conferred at a ceremony in Edinburgh in October 2016.

"I went into a job working within recruiting for the RAF. The job was going into schools and youth organisations and I was doing things like teamwork and leadership with the young people there. The idea behind it was to raise the profile of the RAF as an employer of choice. My work was in the west of Scotland, because we don't have a footprint in the west of Scotland at all.

We did two or three hours usually with a group of young people and then we'd move on. While I felt we were doing well, I just always felt with more knowledge and a bit more training I could do more.

And also I wanted to do something academic again but I wasn't sure what – I actually thought about teaching first of all. I considered an English degree to then go on and do teaching. I looked on The Open University (OU) website and there was a degree called Youth Work and I thought that looks interesting. I applied for it and I was accepted onto the course and it just so happened that around about the same time I was accepted on the course I was posted off that recruiting job, and I went back into my original trade.

I was sent to RAF Leuchars in Fife, as it was at the time, as an electrician but I decided I was going to continue with the degree. With the youth work degree there's a lot of practical work that has to happen so all mine was done as a volunteer– there's a certain amount of hours that you have to do.

So in that time I volunteered with the Station Youth Club at RAF Leuchars which was run in conjunction with Fife Council, and Airplay, a charity organised by the RAF Benevolent Fund. They do work with young people within the RAF community and usually within the local community as well.

I also did other detached work (a type of youth work where you interact with young people on their own territory) with Fife Council, working with a local 'more chances, more choices' group,



The Open University

MC2, and then when I moved up to Lossiemouth a couple of years ago I started volunteering with Elgin Youth Development Group and Elgin Youth Café.

I have enjoyed learning – there's been a lot of stress involved in all of my modules but at the end of it all you come away and think 'wow, I can do this', and I've learned something else and got personal development from it in general. I really enjoyed the very first module because it was doing something academic again. I hadn't done anything in education for a long time.

Doing something constructive with my free time alongside doing something for my future motivated me.

I've always felt the RAF was more than just a job and is actually doing good in some way. In youth work I've found something that gives me the same sense of pride although in a different way.

The big thing has been support from my wife. There's been a lot of times I've had to go out and do youth work. Some of it I didn't have to do but I wanted to, you know, once you get involved with it. And I had to sit and write essays and things.

I have had support from my work as well. The RAF is very big on community engagement. Especially when I was working with Airplay because it was an RAF based charity, but also with Fife Council as well, and a little bit up here with Elgin Youth Café, if I reasonably needed the time, then my bosses – if they could – were more than happy to give me a little bit of time here and there to get things done.

So support from everyone else, I think, has made the difference.

I just felt that once I'd started it, I had to finish it. That was partly due to all the support I was getting from outside – I didn't want to let other people down – and I also felt I'd be letting myself down if I didn't just knuckle down and get it done.

And I think there's probably a bit of passion there for youth work as well. I started this wanting to make a change, do things better. I have now, I think I can – I was recently asked to become a director of Elgin Youth Development Group, the charity that I volunteer for, and that's purely based on everything I've learned through my studies with the OU.

As I worked up through the degree you earn the certificate, the foundation degree, the honours, so I've worked up that way and taken each qualification – so that just in case I got to a point that I couldn't go further, at least I had something to take with me. I think that's important.

With the RAF we get learning credits. When I started off I wasn't going to do the full degree so I used the standard learning credits system which is about £175 a year. Then I decided I was going to go on and do the full degree and that changed the qualification that I was aiming for. This meant (along with other criteria being fulfilled) I was entitled to go for enhanced learning credits, which is up to £2000 a year you can claim, three times.

When you add it all up, I think the RAF have assisted me with the funding of my degree through the learning credits scheme for maybe a third to a half, and then the other half I've paid myself.

I leave the air force in early 2018 so the idea was always to move on and do something else after I'd left the RAF. I've been an electrician for a long time – I learnt my trade in the air force – and I just felt I wanted to move on and do something different. So I'm now concentrating on my resettlement because the last two years you are given extra leave and then funding towards courses for moving on.

My thinking behind it is the degree is the main bulk of my knowledge and I'll use this resettlement time to try and focus on whatever job I want to go on and do when I leave.

I was 17 when I joined the RAF, so I've been in over 21 years.

The very first module I did, I did a lot of the study in Al Udeid in Qatar, from where we were supporting operations in Afghanistan and Iraq. With my job you move around, you might have to go to other stations for courses and things, so I've done studying in various barrack block rooms or sometimes hotel rooms if I've had an external course to do. I did most of my Childhood module in the Falkland Islands and I did some of Youth: policy in practice in the United States because we were on an exercise in the States at the time.

That's the beauty of doing an OU degree, taking

the work and the exam with you wherever you are. I just couldn't have done it otherwise. The fact is, I've even moved house twice – I started in Glasgow, moved to Leuchars in Fife, then came up to Elgin. So there's that part of it, and then you consider all the other places I've been.

The professional issues forum on the whole BA Honours Youth Work course was a fantastic resource, you know, to feel you are part of something. But also taking part in the online tutorials when they're offered makes a huge difference. There was one particular course, it was the one I was doing out in Estonia, because we were spread across the UK and beyond, they were only offering online tutorials and it really, really felt like we bonded as a group that way because there wasn't face to face tutorials you could go to instead of it.

To someone thinking of studying with the OU, I would say go for it, definitely go for it. It's going to be hard work. Talk to the people in your life, make sure they are there to support you before you need it. I would turn around to Rebecca my wife and she was great and she helped me out. And my work helped me out. Make sure you've got that support round about you because you're going to need it, wherever it comes from.

Use the support that the university gives you, get involved as soon as you can. Use the tutorials, use the forums, talk to each other, talk to your tutors. Support is the big thing.

The highlights? I think when you see yourself improving, you get a good mark back. The module when I was in the Falklands, that one you could see my marks coming up sharply. There was something about that particular module that I struggled with at the start, then probably with the tutor feedback I was getting, all of a sudden my marks shot up and you get a sense of pride at that.

My OU study has completely changed where I want to go with my future career. When I first started it was to improve my face-to-face practice with young people. I now feel like I can make even more difference by managing and supporting youth workers with their practice and by influencing the policy that affects young people. That may be within an organisation or ultimately at local authority or even government level one day."

ADVANCE

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

Forces Pension Society



Prior to an operational tour, the Chain of Command show a duty of care by reminding you to complete a nomination form (AFPS Form 2) specifying who, if the worst happened, should receive your death-in-service lump sum – and rightly so. However, you are not told such a form is not required if you are happy for that lump sum to be paid to your spouse or your estate automatically, but once completed, the nomination is often forgotten with the potential for disastrous unintended consequences.

In this article Mary Petley of the Forces Pension Society examines the AFPS 05, RFPS and AFPS 15 provisions for nominating who should receive any pension lump sums in the event of your death, along with hints to avoid a situation you would simply be appalled at were you to witness its occurrence.

There is no issue with AFPS 75 because that scheme specifies exactly who is eligible to receive any death-in-service lump sum or pension lump sum in the event of the member's death – there is no discretion. This is not the case with AFPS 05, RFPS and AFPS 15. These newer schemes allow the member to nominate one or more people, or organisations, as recipients of any lump sum due in the event of the member's death – this could be the death-in-service lump sum or any preserved/deferred lump sums which may be due if the member left with preserved/deferred benefits which had not yet been claimed.

Nominations must be made on an AFPS Form 2 and, if more than one person or organisation is nominated, the member must specify how the sum is to be divided in terms of percentage of the whole amount. The AFPS 75

death-in-service lump sum (the recipient of which is specified in the pension scheme rules) is three times *representative pay* for the deceased's rank: the AFPS 05, RFPS and AFPS 15 death in service lump sum is four times pensionable pay. Thus, the sums we are talking about are not insignificant; for example the AFPS 05 or AFPS 15 death-in-service lump sum for a Corporal would be about £120,000 – which, I am sure you will agree, is a serious sum of money.

Nominations are intended to make the member's wishes clear and, where one exists, a nomination means that Veterans UK can arrange swift payment to the nominee(s). Completion of an AFPS Form 2 is particularly important in the case of unmarried partners, where Veterans UK will be looking for evidence of financial dependence or interdependence in order for the partner to qualify for a pension. A nomination provides some evidence of the member's intention to provide for his or her partner's financial wellbeing and, as such, can help Veterans UK reach a speedy conclusion. If there is no nomination, the lump sum will eventually go to the spouse or civil partner, or unmarried partner or, failing that, to the estate. The existence of an AFPS Form 2 speeds things

up and, at a time when the family have worries aplenty, means that immediate money problems do not add to the mix.

Once you leave the Armed Forces, there may be pension lump sums due. For example, AFPS 05 entitles the member to a pension and pension lump sum (worth three times the annual pension figure). If he or she leaves at age 55 or over, the lump sum is paid to the member but, if he leaves before that age (as most AFPS 05 members will) with a preserved pension, the pension lump sum is payable to the nominee(s). There is no automatic lump sum for AFPS 15 members but, if they leave before age 60 – and, again, most will – the pension is deferred. If the AFPS 15 member dies before claiming his or her pension, a lump sum of three times the pension is paid to the nominee(s).

AFPS Form 2 is available on the internet. It is simple to complete and there is nothing to prevent you from replacing an old nomination form with a new one at any time, even after you leave the Armed Forces.

Whilst in principle it is good that AFPS 05 and AFPS 15 members have a vehicle for making their wishes known regarding who will

receive what can be significant sums of money (and the Chain of Command prompts those about to be deployed to complete a nomination), you might imagine it to be incumbent on the Services to ensure that those making such a nomination understand the consequences of their actions and the need to review their intentions – sadly the 'duty of care' does not seem to stretch that far and you will be bitterly disappointed. Thus, I must highlight the attendant risk.

Veterans UK will comply with the wishes expressed on the nomination form, regardless of whether your personal circumstances have changed or not. The only occasions

where nominations will automatically lapse are:

- The nominee dies before the member;
- The nominee and the member are married or in a civil partnership and that relationship is dissolved. (Please note, there is nothing to stop the member from completing a fresh nomination form after the date of the divorce, nominating his or her 'ex' as beneficiary, which could form part of the divorce settlement); or
- Your nominee is convicted of your murder or manslaughter.

If the nominee is convicted of any other offence involving the unlawful killing or wounding of the member, the MOD may decide

to treat the nomination as invalid but, in every other circumstance, the nomination remains valid unless the member changes it. So, if you make a nomination and your personal circumstances have changed – perhaps you have married – you must review your nomination form. **If you do not, the wrong person may get your lump sum – possibly your ex-girl or boyfriend or even the bloke who was sitting next to you when you filled out the form several years ago – it has already happened.**

Sergeant Hughes was deployed to Afghanistan in 2013 and, being a single person, and very early in his relationship with a girl called



FIGHTING FOR THE FORCES AND THEIR FAMILIES


Charlotte, he saw nothing amiss in nominating a friend to receive any lump sum due should he die. Sergeant Hughes survived his deployment, returned to the UK and married Charlotte in 2016.

Sergeant Hughes died in late 2016 as a result of a car crash. He had never changed his nomination. He did, however, write a will leaving his entire estate to Charlotte and, but for the existence of the AFPS Form 2 nominating Sergeant Hughes's friend to receive his death in service lump sum of £120,000. This would have gone to his spouse, civil partner, unmarried partner or his estate. Ironically, had he failed to make a nomination of any sort £120,000 would have been paid into his estate and Charlotte would have received the money her husband would, in all probability, have wanted her to be paid. However, Veterans UK paid the death in service lump sum to Sergeant Hughes's friend. Legally, this is sound but morally...?

Charlotte is appealing the MOD decision and the Forces Pension Society are both supporting her in this and putting pressure on the MOD to review the rules. Even if she wins, this does not alter the fact that Charlotte has had a lot of unnecessary upset at a time when her life is quite distressed enough.

The message from this article is that it is may be a good idea for you to express your wishes on an AFPS Form 2 – this will depend on your own circumstances and intentions – but it is not mandatory and if you do nominate, you must, must keep it under review.

If you are a Member of the Forces Pension Society and have questions on this or any other pension issue, contact us at pensionenquiries@forpen.co.uk. If you are not a Member but would like to know more about us, visit www.forcespensionsociety.org.



Ministry
of Defence

Armed Forces and Reserve Forces Pension Schemes
Nomination/ Revocation of Death Benefit (AFPS05/ RFPS05 /AFPS15)

Important Information – This form should be submitted when you wish to make a nomination to an organisation or an individual who is not your Spouse, Civil Partner or Eligible Partner.

Under Armed Forces Pension Scheme (AFPS) rules, if you die without making a valid nomination, your lump sum will normally be paid to your Spouse, Civil partner, Eligible partner.

Please Note - This form must be returned by post. Copies received by e-mail will not be accepted.

Part A – Your Details

First Name

Surname

Email Address

Service Number

Date of Birth

/ /

Address

Postcode

National Insurance Number

Telephone Number

Part B – Nomination of Benefit (Please tick the appropriate box)

Important Note - You cannot nominate lump sum payments from AFPS75 or FTRS97. If your pension is from any other Armed Forces Pension Scheme, you can use this form to make nominations for receipt of lump sums from those schemes, even if they include benefits from AFPS75 or FTRS97. The percentage of pension you opt to nominate as a lump sum will be applied to each and all of the pension schemes you are a member of with the exception of AFPS75 and FTRS97.

I wish to nominate my Death Benefit Lump Sum in the event of my death

☐

I wish to nominate my Deferred Pension Lump Sum in the event of my death before the Deferred Pension Benefits come into payment

☐

I wish to revoke any previous nomination and replace with that detailed below.

☐

© Simon Booth / shutterstock

70 Easy Resettlement Magazine Summer 2017

www.easyyresettlement.com

Career Opportunities for Armed Forces Personnel

Summer 2017 Easy Resettlement Magazine 71



LIFEWORKS

The transition to Civvy Street for a serviceman or woman can be financially, psychologically and emotionally challenging. Despite the ever-improving support provided by the Career Transition Partnership, life-changing mental and physical health conditions obtained during service or since discharge can compound and manifest into debt, homelessness, substance misuse, unemployment or even imprisonment. The transition back to the civilian world is a radical change and sometimes needs additional support.

Developed by veteran and disability charity Royal British Legion Industries, LifeWorks is a transformative employment support programme which revolves around one simple premise: employment is vital for veterans following their service – particularly those who are lacking structure or order in their lives upon their return.

RBLI's occupational psychologist Sharon Patmore, who pioneers the science behind the programme, says: "For many veterans who struggle with the transition to civilian life or experience a significant change as a veteran, sustained and rewarding employment can alleviate many of the pressures that followed them in their return to civilian life.

"Through employment, ex-service personnel can gain financial independence, giving them a sense of personal autonomy and help them to move away from the sometimes restrictive lifestyle of the forces. It can however also provide a sense of purpose and routine, giving service leavers much-needed structure. But perhaps most importantly, it gives them a place within a society which at times can appear disordered and chaotic."

"The first step in the LifeWorks programme is assessment," says RBLI's

head of vocational rehabilitation & training services Iain Downie, who himself transitioned to civilian life in 2013 following a 23-year career in the Army. "At this stage we may discover the issues that may be hindering success. These can vary hugely from individual to individual but they often have a common theme of lacking direction.

"Then over the course of the week, our aim is to redefine how the ex-serviceperson perceives his or her own ability and thus their own potential. We give them the information they require to make a positive change in their life – we help them realise what it is they want to do. Then by upgrading their CV, interview and job searching skills, we give them the tools to get out there and achieve their employment goals."

COLIN'S LIFEWORKS JOURNEY

The success of the LifeWorks programme is unquestionable. In 2016, an independent study by the Learning and Work institute evaluated the programme to determine how effective it had been since its development in 2011. It found that 83% of all LifeWorks participants had secured sustained employment, training or volunteering positions within 12 months – which is especially impressive when considering that almost 80% of delegates face barriers due to disability, health conditions or mental health conditions. Former Army Sergeant Colin Walker completed the LifeWorks course after his life fell apart. "I knew who I was in the Army," said Colin. "I was a very small cog in the military machine, but a cog nonetheless. However, when I came out I had absolutely no idea where I was and how I fit into society.

"In the civilian world there is no system – no hierarchy. There are no rules as such and for me, at the time, it appeared to lack order.

"In the military, if there is an issue with the system, there are ways to fix it. It wasn't perfect, we all knew that, but we do know what works and what doesn't; whereas when you leave, the lack of control of your own life is incredibly unsettling."

Colin was fortunate enough to secure work for several years following his 17-year stint in the Army which saw him based around the UK and Europe. However, after spending three years setting up his own business as a freelance first-aid instructor, just before Christmas of last year, in a matter of weeks his world came crashing down.

"It was November 2016 when it all went horribly wrong for me.

"The business started to struggle and fall apart. I had my head above water – just. But then the vehicle I relied upon packed up. I quickly realised, all of a sudden, that everything was gone. I lost everything – my home, my business – everything.

"In the space of a month, my life had gone from something to nothing. I was worried for my wife and my two children who were both at school at the time. I was lost in a world I'd never been in before. My confidence was at rock-bottom and I was desperate for a fresh start."

Then, by something which he refers to as 'a pure stroke of luck', Colin was given the details LifeWorks by a local job centre. "What happened then changed my life."

Naturally however, prior to attending a course in Colchester in January, Colin admits he was apprehensive. "I had no idea what to expect," he said. "Because of what had happened in my life I was still in a cynical mind-set, but that changed, not just as the week progressed but as the first day progressed."

"You could tell immediately that the LifeWorks team weren't just there to turn up, get paid and go home. By the end of the first day I could see that was not going to be the case, and that made a big difference."

"Within just the first couple of days, my confidence and the confidence of the others around me started to grow. By the end of that course – I had a CV I was impressed with, a clear idea of what I wanted to do, and the tools and knowledge of how to get there. The LifeWorks team really showed me how to sell myself in a way I couldn't before."

With his newfound sense of confidence Colin was once again eager to look for work. "After the course, I used what the team had taught me: I started refining my job searching."

Within a month of finishing the course, Colin managed to secure an interview with SkillsForce – a national education charity who employ mostly ex-service personnel to lead teaching exercises in schools to empower children and young people to make positive life choices. His interview was successful which, he said, would not have happened if it was not for LifeWorks.

"I am entirely confident that I would not have secured this job if I hadn't have attended that course and the first reason for that is because the employers would not have looked twice at my CV, the second for that is the interview techniques they taught us all. I knew the principles of basic interview techniques, but LifeWorks taught me how to put it into practice.

"LifeWorks has changed my life – I wish I had done it years ago. I would do anything to prove its worth to other veterans"

LIFEWORKS COURSES

AYLESBURY
5–9 JUN

BRISTOL
19–23 JUN

CARDIFF
31 JUL–4 AUG

YORK
21–25 AUG

MANCHESTER
11–15 SEP

STIRLING
18–22 SEP

GOSPORT
18–22 SEP

BIRMINGHAM
25–29 SEP

AYLESFORD
2–6 OCT

For more information about the upcoming courses, please visit:

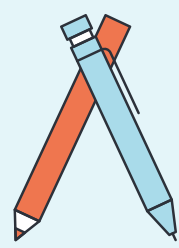


wearelifeworks.org.uk

The MoD Enhanced Learning Credits Scheme

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

The scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years. You are reminded that ELC funding is only available for pursuit of higher level learning i.e. for courses that result in a nationally recognised qualification at Level three or above on the National Qualifications Framework (NQF) (England, Northern Ireland and Wales), a Level six or above on the Scottish Credit and Qualifications Framework (SCQF) or, if pursued overseas, an approved international equivalent qualification with an approved learning provider.



Getting Started: How does it work?

1. There are several stages to the ELC process. Full information is set out in Joint Service Publications (JSP) 822.
2. First you must have already been registered to become a Scheme Member and have accrued a sufficient amount of service before you can submit a claim. If you are still serving speak to your local Education Staff as they will be able to check your entitlement for you. If you have left the forces contact ELCAS as they can make the appropriate checks.
3. Have a look at Service Personnel Claiming ELC or Service Leaver Claiming ELC respectively as these pages will tell you how to make your claim.
4. Finally you must complete your Course Evaluation via the Member's Area. Please note that further claims cannot be processed until the evaluation has been completed.

Claim Process to be Followed by Learners and Learning Providers

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

TWO. Learner completes ELC ClaimForm (form ELC 005.01)

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

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

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

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

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

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

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

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

FURTHER INFORMATION

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

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

Claiming

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

If you have completed four years qualifying service prior to 1st April 2017, please read JSP 822. The lower tier of funding is up to £1,000 per claim instalment and the higher tier (eight years service) is up to £2,000 per claim instalment. Only service accumulated since 1st April 2000, may be counted as eligible service for the purpose of the ELC Scheme.

You are entitled to make three ELC claims in total. You can only make one claim per financial year (1 April – 31 March), however if you have served between 6 and 8 years you are eligible to aggregate all three claims together. As the expiration date of your claims is dependent upon many factors please read JSP 822. If you are claiming in the last year of scheme eligibility, study must commence before scheme expiry date.

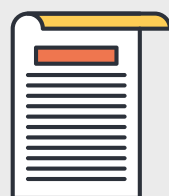
If you are in your qualifying resettlement phase you may be eligible to claim under the Joint Funding Initiative (PF FE/HE Scheme). For the full details and to check the eligibility rules, please view the Serving Personnel/Claiming Publicly Funded FE/HE page.

Claiming ELC Funding

You are required to read this page if you are in service or ex-service and are looking at claiming on the ELC Scheme. Before registering for any learning activity serving personnel must get authorisation from their line manager and Education Staff to ensure that their chosen course meets the MOD requirements for ELC funding. Ex-Service personnel must get authorisation from their Single Service Representative.

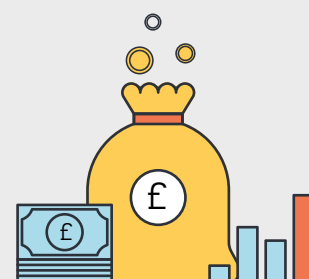


ONE. You fully must research both the Provider that you choose and the course that you wish to study. Please note that providers may move on and off the approved list and so it is advisable to check your provider is approved before you undertake any claim.

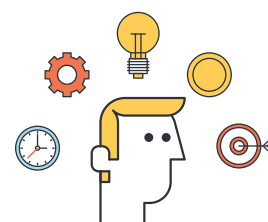


THREE. You must present your Claim Authorisation Note (CAN) to your chosen Provider before your course start date. If for any reason you do not undertake the course you must submit a request to cancel/reinstate the claim. Failure to do so may result in the loss of Scheme Membership, which will prevent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

TWO. ELC funding is only available for courses that result in a Nationally Recognised Qualification at level three or above on the National Qualification Framework or level six or above on the Scottish Credit and Qualifications Framework. Just because an organisation is listed as an Approved Provider does not mean that all of their courses are of the required level. *TOP TIP: The course must be listed as an approved course (on the ELCAS website) for your chosen Learning Provider. You can verify this information by viewing the Searching for a Learning Provider page.*



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



FIVE. The proposed learning activity must be of benefit to the Service. Applicants are required to demonstrate that their proposed course of study is as a result of careful planning (use Personal Development Records).



SIX. You must make a personal contribution of at least 20% from your own resources towards the total course cost. You will also be responsible for any costs associated with food, accommodation, course books, material, travel and subsistence. *BE AWARE: MOD rules strictly forbid the acceptance of inducements or incentives from providers including subsidies, free accommodation, travel and equipment. Learners who breach these rules risk forfeiting their ELC membership.*

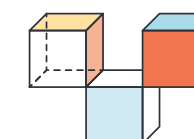


SEVEN. If you are making a second or third claim you must first ensure that you have completed the Evaluation Form via the Member's Area for all previous ELC funded courses. You must also provide documentary evidence to demonstrate that you have completed previous courses to your Education Staff. *TOP TIP: MOD and ELCAS rely on accurate completion of evaluation forms to help us assess Learning Provider performance. Please help your fellow claimants to access the best possible learning provision by providing timely and accurate evaluation feedback.*



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

NINE. If your course is split into modules, list each module you are claiming for. However, for longer courses of study such as degree level, where the academic year is out of synch with the financial year, it is permissible to use one claim for several modules which count towards a continuous and recognised block of study which may extend into or start in the next financial year. *TOP TIP: You must refer to the Joint Service Publications (JSP) 822.*



TEN. Retrospective ELC claims are not permitted. Claim forms must be received by your Education Staff at least 25 clear working days prior to the course start date. You must ensure that you have enough time to receive the Claim Authorisation Note to present to your chosen provider before the course starts. (Please note that for courses with Open University the CAN must be presented to them by the final course registration date). **You should not set up a loan/credit agreement for the full cost of the course under any circumstances.**



Eligible Service Personnel

PROCEDURE FOR ELIGIBLE SERVICE PERSONNEL

Please note that the following information must be submitted to your Education Staff (in paper or electronic format) a minimum of 25 working days prior to your course start date/registration date:

- Fully completed claim form.
- Full information about the course that you wish to undertake and include details of your registration date where applicable
- On receipt of your Claim Authorisation Note (CAN), you must present it to your chosen Learning Provider before the course is due to start.

Choosing Your Learning Provider

A key stage of making a claim is choosing a suitable learning activity and Provider.

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 by visiting www.enhancedlearningcredits.com/learning-provider/provider-search

The easiest way to identify a suitable provider is to use the search filters available. Using

these results you can then either refine your search to take into account other factors or you can explore the individual provider websites through the links provided. This search engine facility also allows searches for PF FEHE approved providers, Approved Learning Providers by name, The Geographic Area, Course Title, and/or Delivery Method. Please note that when searching for Learning Providers offering distance learning you should not search by geographic location. •

Points to note when booking your course

Please note that although the Learning Provider as an organisation may be Approved you must still ensure that the specific course has been approved by MOD. Only MoD approved courses will appear on the Provider's course listing on the ELCAS website Learning Provider Search Engine.

If you are not happy that your chosen Learning Provider is following the ELC scheme policies, please detail your complaint in writing via your Education Staff or Single Service Representative.

Single Service Representatives

Personnel should only contact their Single Service Representative (SSR) if they have been unable to find the answer to their query on the website and the FAQs page.

AMENDING, CANCELLING & REINSTATING A CLAIM

All Learners wishing to withdraw from their chosen learning activity should contact their designated Education Staff. Learners are reminded that re-instatement of an ELC instalment is only permitted for those who have to withdraw from a course of study because of operational or compassionate circumstances. Further details can be found in JSP 822.

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

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

Scheme members who request a reinstatement under such circumstances risk forfeiting their ELC instalment and membership eligibility of the ELC scheme.

If ELCAS has already generated a payment file for the learning activity then the Learner should follow the Single Service reinstatement procedure NOT the cancellation procedure. Outlines of these procedures along with the necessary forms are available through the links from this page. •

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

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

N.B All amendments must be received by ELCAS in writing (email, fax or letter) from a member of Education Staff who is authorised to sign off claims.

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

BACKGROUND

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

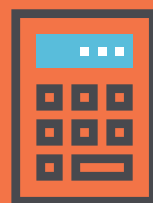
If a Service Personnel has obtained 120 credits this would result in a Higher Education qualification and makes them not applicable for this scheme. MOD and the relevant national education authority in England, Scotland, Wales and Northern Ireland pay for the tuition fees in full rather than the individual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

Before making an application, Service Leavers are advised to



first check the national position on existing support with the relevant national education authority (e.g. in England BIS or SFA). There may already be existing 'free' provision by another route e.g. those aged 25 years or under are already entitled to a first level 3 in England; free entitlement for all who fulfil the residency requirements on degree/HND level courses in Scotland; Welsh residents also attract some support for FE and HE provision. It makes sense for SL to explore alternative routes before considering support and access through the ELC 'top up' scheme, but there are safety measures in place to prevent any possibility of double funding.

CLAIMANTS PLEASE NOTE: YOU ARE REQUIRED TO SUBMIT A CLAIM FOR EACH ACADEMIC YEAR OF THE COURSE. ONLY ONE YEAR OF STUDY SHOULD BE ENTERED ONTO EACH CLAIM FORM.



Changes to Enhanced Learning Credits and Further Education and Higher Education Schemes

Since 01 April 2016 the Enhanced Learning Credits (ELC) and Further Education and Higher Education schemes have changed, including the introduction of auto-enrolment of all current Service Personnel. The MOD promotes lifelong learning among members of the Armed Forces, and this is encouraged through the Learning Credit schemes. The aim of the changes to the schemes are to make ELC easier to use and more accessible to all current Service Personnel (through auto-enrolment); and to enable them to make use of ELC to enhance personal and professional qualifications in a more flexible way, both while serving and to aid career transition from the Service. Under the ELC and FEHE schemes qualifying Service Personnel (SP) and Service Leavers (SL) receive financial help with the cost of learning. ELC allows a single payment in each of a maximum of three separate financial years; or now a single, aggregated lower tier payment. The FEHE scheme provides full tuition fees for eligible SL undertaking their first further or higher level qualification. The level of funding will remain the same, with an ELC lower

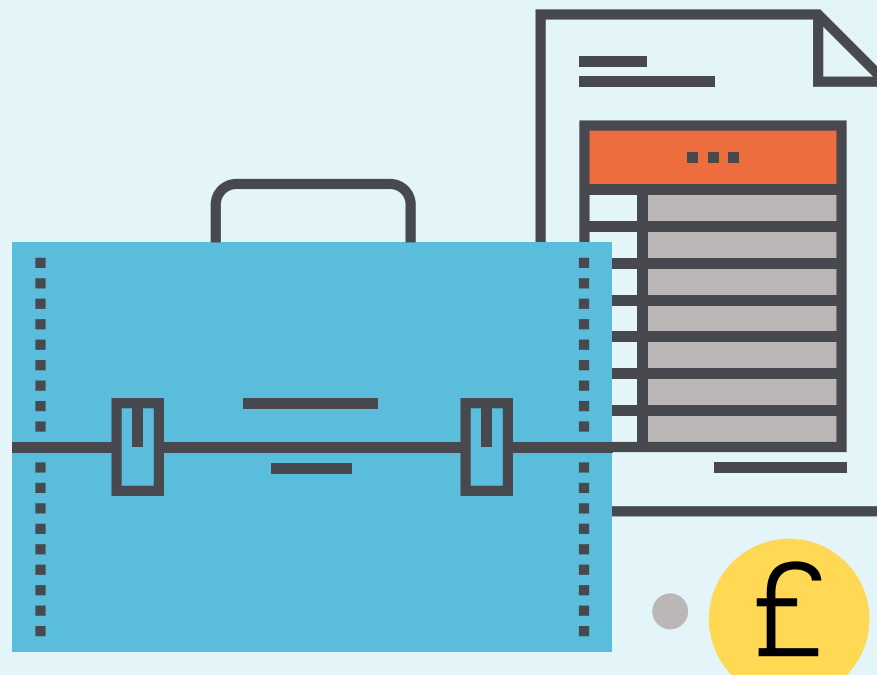
tier of up to 3 payments of up to £1000 in 3 separate financial years and a higher tier of up to 3 payments of up to £2000 in 3 separate financial years. SP and SL are eligible for up to 3 payments. FEHE will continue to pay in full for a first qualification from Level 3 (2 x A Levels or equivalent) up to undergraduate degree level.

The key changes to the schemes are as follows:

- All Service Personnel (SP) currently in service will be auto-enrolled to be eligible for both Schemes, as will future SP on completion of Phase 1 training
- A new ELC payment has been created: an aggregated lower tier payment, a single payment of up to £3000 for those with 6 or more years of qualifying service completed on or after 1 Apr 16, which will count as all 3 payments.
- The qualifying service required for lower tier payments and FEHE will increase from 4 to 6

years from 1 Apr 2017. SP who have already accumulated 4 years qualifying service before 1 Apr 2017 will keep their entitlement to use lower tier payments and FEHE.

- Post service access to ELC and FEHE, for all those leaving on or after 1 Apr 2016, will be reduced to 5 years.
- Those who left between 1 Apr 11 and 31 Mar 16 (both dates inclusive) will have until 31 Mar 21 to use ELC or FEHE – 5 years from now. Anyone who left before 01 April 2011 will retain 10 years of post-service access.



Eligibility Rules

IN ORDER TO TAKE ADVANTAGE OF THE SUPPORT CLAIMANTS MUST:

- Have previously joined the Enhanced Learning Credit (ELC) scheme and have completed six years eligible service (four years qualifying service prior to the 1st April 2017).
- Only apply for a first eligible FE/HE qualification at the level for which they are academically qualified to enter learning on leaving the Service.
- Have not already obtained 120 credits.
- Have left the Service or entered their qualifying resettlement

phase on or after 17 July 2008.

- Meet UK's residency requirements to qualify for full state subsidy.
- Be undertaking at least the equivalent of 25% of a full time course.
- Undertake learning with an approved provider listed on the ELCAS website as a PF FEHE provider and ensure the chosen course is designated for student support.
- The course of study must be completed prior to the period of entitlement ending.

QUALIFICATION LEVEL

- This commitment will provide access, free from tuition fees, for your: **First Level three or national equivalent.** This refers to a first full Level three i.e. the achievement of two GCE A levels (A2) (passes at A-E) or vocational equivalent as defined by the National Qualifications Framework (NQF) or the Qualifications and Credit Framework (QCF) (England, Northern Ireland and Wales); or in Scotland a Level six qualification (SVQ Level three on the Scottish 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 (HNC), Higher National Diploma (HND) or a first undergraduate degree, undertaken at a publicly funded institution.

- In Scotland the equivalent qualification is a Higher National Certificate (HNC), Higher National Diploma (HND) or a first undergraduate degree, undertaken at a further education college (FE college) or a higher education institution (HEI).

CLAIMING

- Firstly read the Joint Service Publication (JSP) 822 and ensure you meet the eligibility criteria.
- Complete the PF FE/HE claim form (paper/electronic) and submit it to your Education Staff a minimum of 25 working days prior to your course start date/registration date.
- Check the ELCAS website of approved PF FE/HE providers – Publicly Funded FE/HE providers for the purpose of this support will be highlighted and ensure the chosen course is designated for student support.
- Provide Evidence of your last day of Service which can be one of the following: - copy of your discharge document, copy of P45 terminating employment,

document stamped by regiment confirming leaving date (see notes below).

- Provide a copy of a utility bill showing your home address.
- Submit full information about the course that you wish to undertake and include details of your registration date where applicable.
- If wishing to use a new provider ensure they will be eligible to participate in this scheme (they must deliver Publicly Funded FE/HE) and ask them to apply for approved provider status as per the information on the Learning Provider/Responsibilities page of the ELC website.
- As with the current ELC scheme – try not to leave everything to the last minute. Allow time

Single Service Representatives (SSR) Contact Details

Service Representative (SSR) if you have been unable to find the answer to your query on the website and the FAQs page, contact;

ELC MANAGER

Milpoint 3.3
Leach Building, Whale Island
HMS Excellent
Portsmouth
PO2 8BY
Tel: 02392 625954
Email: NAVYTRGHQ-EL3RRESETSO3C@mod.uk

ARMY

Learning Credit Scheme (LCS)
Manager
Education Branch Zone 4, Floor 2,
Army Personnel Services Group,
Home Command
Ramillies Building, Army HQ
Monkton Road, Andover
SP11 8HJ
Tel: 01264 381580
Email: elc@detsa.co.uk
The Army ELC helpline is open
Wednesday 0930-1230

ROYAL AIR FORCE

Learning Credits Administrator
Accreditation and Education Wing
RAF Central Training School
HQ 22 TrgGp
Room 221B
Trenchard Hall
RAF College Cranwell
NG34 8HB
Tel: 01400 268 183
Email: 22TrgGp-CTS-AandEWg-LCA@mod.uk

CONTACT US

If you are out of the services please ensure you send your claim form and required documents to your Single Service Representative and not ELCAS. You can view their details by visiting the Service Leaver Claiming ELC page.

ELCAS CONTACT DETAILS

ELCAS
Basepoint Business Centres
Tewkesbury Business Park
Oakfield Close
Tewkesbury
Gloucestershire
GL20 8SD

elcas@m-assessment.com
UK: 0845 3005179
Overseas: 0044 191 442 8196
Lines open 09:00 – 17:00
Monday to Friday
excluding bank holidays



for any new providers to be accepted onto the scheme. This can be a lengthy process. Once accepted you can submit your application.

- Remember! If you are submitting your second or third claim, you must complete your previous claim evaluation form online via accessing your Member's Area.

If you have any questions with regards to the above, then please discuss with your Single Service Representative.

Submit all necessary documentation to your Single Service Representative (address details above).

RAF Personnel can request a copy of their discharge document from the RAF Disclosures team at www.raf.mod.uk/links/contacts.cfm.

Army Personnel can request details of discharge dates from the Army Personnel Centre – phone number **0845 6009663**.

LOOK TO THE FUTURE.



THE OU
IS AN ELC
APPROVED
PROVIDER
NO. 1260

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



FLEXIBILITY

Our flexible materials let you work your studies around shifts and postings, even when on active duty.



SUPPORT

You'll have a personal tutor to guide you through, and feedback on your studies.



QUALITY

The Open University is ranked amongst the top UK universities for the quality of its teaching.

For further information visit the OU Forces
www.open.ac.uk/forces

ADVANCE

The Open University is incorporated by Royal Charter (RC 000391), an exempt charity in England & Wales and a charity registered in Scotland (SC 038302). The Open University is authorised and regulated by the Financial Conduct Authority.
Crown copyright 2015.



GET EXCLUSIVE MILITARY SAVINGS AND BENEFITS

At Jaguar Land Rover, we have a long history of supporting the British Military. In particular, we are committed to helping ex-armed forces personnel with and to reintegrate into successful civilian careers.

If you're a full-time, serving member of Her Majesty's Forces, you're entitled to exclusive benefits and preferential prices on a new Jaguar or Land Rover.

We are delighted to extend this offer to all Former Military Personnel who have left the service up to and including 5 years*.

Take advantage of your status with savings of up to 30% on a new Jaguar and up to 12.5% on a new Land Rover.

Armed forces personnel and former serving* have some impressive and exclusive benefits:

- Savings available of up to 30% on a new Jaguar and up to 12.5% on a new Land Rover
- Personalised specification designed around exact requirements
- RHD or LHD depending on your posting demands
- Dedicated experienced military sales support
- Tax Free / Tax Paid pricing options
- Finance packages available subject to status*

MARSHALL MILITARY SALES Jaguar and Land Rover House, Mallory Road, Peterborough PE1 5PT
+44 (0)1733 213231. jaguarlandrovermilitarysales.com

WESTOVER LAND ROVER SALISBURY Westover Land Rover, Old Sarum Park, Salisbury, Wiltshire SP4 6EB
+44 (0)1722 414400. westovermilitarysales.co.uk/landrover

WESTOVER JAGUAR POOLE Westover House, West Quay Road, Poole BH15 1JF
+44 (0)7909 993724. westovermilitarysales.co.uk/jaguar

Models shown Jaguar XF and the Land Rover Range Rover Evoque. *Finance is subject to status and only available to full time members of HM Forces and Ex full time Serving members qualify up to 5 years from date of termination, aged 18 and over resident in Mainland UK and N.Ireland. Indemnities may be required. Prices and savings correct at time of going to press. Terms and conditions apply.

Ready for...

**The externally
grateful?**

The misfuellers?

Road Operations, Contact Centres
and Membership Sales roles

Apply at **theaacareers.co.uk**

Ready for ANYTHING?

