

# ER

Autumn 2017, **£Free**

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

# magazine



#### **FORCES PENSION SOCIETY**

Some people look forward to their discharge only to find that, once they leave, they miss Service life and routine. **P3**

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"Your assistance has helped me close off an irritation that's been bugging me since I left the Service. And I'm now £9,000 better off."



FIGHTING FOR THE FORCES  
AND THEIR FAMILIES

Jon Gower, FPS Member



Jon had a nagging feeling that he had not received his pension supplement based on his period as a commissioned officer. We reviewed his circumstances and concluded he was right. As a result, he received a supplementary tax free lump sum payment, back payment of pension and interest too. His pension has also been increased to the correct rate. He tells us he's busy advising others to join the Forces Pension Society.

### PENSION HELP WHEN YOU NEED IT

We deal with hundreds of such enquiries every month from our Members, helping them through the AFPS pension maze. 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.

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& Financial



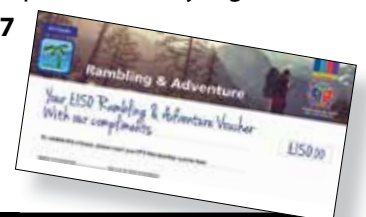
FPS Personal  
& Home

### INDEPENDENT, NOT-FOR-PROFIT

At the Forces Pension Society, we value our independence. It enables us to serve the interests of our c. 50,000 Members as the Armed Forces Pension watchdog. We hold governments 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.

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

Visit our website at [www.forcespensionsociety.org](http://www.forcespensionsociety.org) quoting Promo Code **EAR2017** (T's & C's apply). **Annual membership for you and your partner costs just £37.**



## JOIN US AND GET MORE FROM YOUR PENSION

### Forces Pension Society

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

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



# Forces Pension Society

Some people look forward to their discharge only to find that, once they leave, they miss Service life and routine.

**In this article, Mary Petley of the Forces Pension Society explains what happens to the Resettlement Grant (RG) for those who decide the grass is not greener in Civvy Street and undertake further military service.**

First let's establish what an RG is. It is a tax-free lump sum intended to help Regular Service personnel settle into civilian life. It is payable to personnel who give a certain number of years paid service (called 'relevant service' in the rules) and leave with preserved AFPS 75/05 or deferred AFPS 15 pensions. Neither periods of Full Time Reserve Service (FTRS), which includes Additional Duties Commitments, nor service with the Part Time Volunteer Reserve (PTVR) counts towards the RG.

The periods of relevant service required to qualify for an RG are as follows:

- **AFPS 75:** For Officers, at least 9 years' service from age 21 and for Other Ranks (ORs), at least 12 years' service from age 18. If an Officer reaches his or her 16 year point or an OR reaches his or her 22 year point, he or she is

awarded an Immediate Pension (IP) instead of the RG. If an Officer or an OR is awarded an invaliding pension the RG is not payable.

- **AFPS 05 and AFPS 15:** All members must give at least 12 years service and leave before EDP benefits are payable. EDP point for AFPS 05 is when an individual has given at least 18 years service and is at least the age of 40 (the 18/40 Point). For AFPS 15 the EDP point is the 20/40 Point. Further, if an individual leaves in receipt of a pension payable immediately or a Tier 1 ill-health lump sum the RG is not payable.

Most of you will have been transferred from AFPS 75 or AFPS 05 to AFPS 15 on 1 April 2015 and, if so, you have protected benefits in your 'old' scheme, and that included the RG.

Some of you will have had a break in service:

- If you left with preserved AFPS 75 benefits and re-joined as an AFPS 05 member, you are entitled to count both periods of service towards your AFPS 05 RG. You do not have to formally aggregate them for them to qualify (as is the case for qualification for the AFPS 05 EDP).
- If you left AFPS 75 or AFPS 05 with preserved benefits only (i.e. no other pension, lump sum or EDP in payment) and re-joined the Regular Armed Forces after 1 April 2015 within 5 years of your previous discharge date, you will be able to count your relevant service from that earlier service towards qualification for the AFPS 15 RG (again, without formally aggregating).

If, having received an RG, you re-join the Regular Armed Forces or accept an FTRS post you need to remember that, in order to keep the RG, certain breaks in service are required:

- For **AFPS 75** to retain the RG the required break is 121 days if you are re-joining the Regular Armed Forces and 30 days if you are joining the FTRS. If these breaks are not observed you will be liable to pay back all or part of the RG. So, for example, if you re-joined the Regulars 60 days after leaving with an RG, you would have to pay back approximately half of the RG. If you join the FTRS within 30 days the whole RG must be repaid.
- For **AFPS 05**, the required break is 31 days. If you re-join the Regular Armed Forces or join the FTRS within that period, the whole RG must be repaid.
- For **AFPS 15**, if you re-join the Regular Armed Forces or

- join the FTRS within 31 days of leaving with an RG, you must repay the whole RG.
- For all schemes, the RG is not affected by joining the PTVR.

If as a result of further service you leave at a point which qualifies you for an RG (so, before any other benefits become payable):

- If you received an RG and did not have to repay it, you will not be entitled to a second RG
- If you repaid a proportion of your AFPS 75 RG on re-joining as an AFPS 05 member, you will be entitled to a proportion of the RG for AFPS 05.
- If you repaid the whole RG, you will be entitled to the full RG for your new scheme.



**FIGHTING FOR THE FORCES  
AND THEIR FAMILIES**



If you are a Member of the Forces Pension Society and have questions about this or any other pension-related issue, contact us at [pensionenquiries@forpen.co.uk](mailto:pensionenquiries@forpen.co.uk). If you are not a Member but would like to know more about us, visit [www.forcespensionsociety.org](http://www.forcespensionsociety.org).

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The CENTENARY of one of the most infamous battles in human history was marked on 31 July 2017.



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## KLM UK ENGINEERING

A leading regional aircraft and narrow bodied Maintenance Repair Organisation.





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# Welcome...

Welcome to the Autumn 2017 issue of Easy Resettlement magazine.



Within this issue you will find numerous employment opportunities from companies looking

to tap in to the transferable skills that service personnel can bring to almost any business.

The companies we work with are fully aware of the transition our readers make when joining the ranks of civilian life again, many of these companies have forces liaison officers with many having served themselves, ensuring a smoother transition in to the workplace and a better understanding of the adjustments required.

Our next issue will highlight the winners of the MOD's Employer Recognition Scheme Gold Awards, this year there have been 33 companies recognised for going above and beyond in assisting and supporting service leavers, veterans, reservists and their families. We aim to share this information along with other transitional support and advice from all forces organisations and charities.

We are very proud to announce our partnership with SSAFA the oldest forces charity that has been supporting the Armed Forces community for 130 years. In each issue, we will highlight the work that they do and how they have been helping servicemen and women over the years.

As always, we have information from the Career Transition Partnership known as the CTP with case studies and information from ELCAs about your entitlements for ELC funded training. We attend various CTP events throughout the year and are always very pleased to speak with our readers about what they would like to read about in future issues.

Our Forces to Franchising feature includes information from the (BFA) British Franchise Association and highlights the positive help and support investing in a franchise can bring to individuals looking at starting their own business, there are some great opportunities with some trusted franchises and case studies to show their success.

Our magazines are sent to every BFPO address in the UK and Overseas, we attend numerous events including the CTP and Security Cleared Jobs Expos as well as the DSEI Expo taking place from the 12th-15th September at the ExCel arena, it is expected there will be 34,000 people attend the event with many of them being from the Armed Forces. We also share our information on many social media platforms to ensure anyone needing our services can get access to our magazines, however If you know of anyone who would benefit from reading our magazine, they can subscribe for free and have each issue sent to them via email as a PDF. You can also view each issue online as well as all our back issues by visiting [www.easyresettlement.com/magazine](http://www.easyresettlement.com/magazine)

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**KIND REGARDS**  
**THE EDITOR**



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## BECOMING A PERSONAL TRAINER

Becoming a personal trainer is a highly rewarding job to have.



# Aspire Defence Capital Works Help Royal Engineers Gain Civilian Construction Experience



**S**tudents from the Royal Engineers (RE) have gained valuable first-hand construction management experience with Aspire Defence Capital Works (ADCW), enabling future RE support of military operations and training exercises worldwide.

Sgts Anton Bakeberg, Alex Hunter and Robert Stephenson were hosted at Larkhill and Perham Down in the ADCW modular and utility teams during May and June.

The students took up their placements at the request of the Corps of Royal Engineers, the British military construction agency which supports all three Services.

High-grade Non-Commissioned Officers are selected by the Corps to study a two-year Foundation Degree in Construction Management at the Royal School of Military Engineering in Kent. The course covers groundworks through to full design, health & safety and build management.

The aim of the ADCW secondment was to give the students experience in

construction management, reinforcing their training and preparing them for life after graduation, when they will become military Clerks of Works. This role provides technical advice and management in support of military operations and training exercises worldwide.

The attachment also enabled the students to develop their technical skills and experience current practices in civilian industry.

During their secondment, the soldiers lived in one of the Single Living Accommodation blocks completed by ADCW under Project/Allenby & Connaught, so were able to appreciate first-hand the Aspire 'customer focus' value.

Richard Tindal, Project Manager (ADCW) Larkhill, says, "We were delighted to host our secondees and give them an insight to daily working life across our complex construction programme. The work we are doing is particularly relevant to their specialism, so we hope they gained some valuable experience and 'real-life' skills practice to apply in their regimental roles."

## WHO ARE ASPIRE DEFENCE CAPITAL WORKS

Aspire Defence Capital Works (ADCW) is a construction management business that was formed in 2006 as the Building Contractor responsible for delivering new and refurbished living and working accommodation for the Army across Salisbury Plain and Aldershot. This formed part of the Project Allenby & Connaught (PAC) PFI Contract with the MOD. ADCW is a 50/50 unincorporated Joint Venture between Carillion 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 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.





### FIRST BUILDING COMPLETE UNDER THE ARMY BASING PROGRAMME

The construction programme to prepare a new home for troops resettling on Salisbury Plain, Wiltshire, under the Army Basing Programme reached a key milestone this week, with the official handover of the first completed building to Larkhill Garrison.

The Officers' Single Living Accommodation (SLA) was handed over by Aspire Defence and Aspire Defence Capital Works to representatives of Larkhill Garrison on Monday 19 June. It is the first of around 130 new buildings being delivered by Army Basing through the amendment to the 35-year Project/Allenby Connaught (PAC) contract with the Defence Infrastructure Organisation (DIO).

Following the announcement in November 2016 by the Defence Secretary Sir Michael Fallon that over £1.1 billion will be invested in new single living and working accommodation and technical facilities for troops on Salisbury Plain and at Aldershot, construction has been progressing at pace.

The new infrastructure will support forces returning from Germany and relocating within the UK under the Army Basing Programme which aims to bring all military units back from Germany by 2020. The construction programme is on schedule to enable units based in Germany to return to the UK by 2019, resulting

in savings to Defence of up to £240 million per year by 2022/23.

The arrival of the first SLA 'Modular Units' (bedrooms) took place at Larkhill Garrison in November 2016. Just seven months later, the new build 24-bed space Officer SLA block has now been completed, handed over and is available to be occupied.

In addition to the SLA, new and improved technical, office, catering, retail and leisure facilities are being provided across five garrisons, to ensure soldiers work and live in the best possible environment. Health and education facilities will also be completed outside the barracks for military and civilian use.

The construction programme is being carried out by Aspire Defence Capital Works and once completed the new assets will be maintained under the facilities management services contract held by Aspire Defence Services Limited, until the PAC contract ends in 2041.

Lt Col David Penniell, Deputy Garrison Command said: "The building is the first of many new buildings at Larkhill under Army Basing - The completion of this 24 man Officers 'Z' Standard accommodation is very welcome. The building offers the

very latest building enhancements and modern en-suite facilities for all our living in Officers."

Mark Duddy, ABP Programme Director said: "It's exciting to see the handover of the first asset so early after the signing of the contract variation at the end of 2016. This is a brilliant example of how we are investing in infrastructure across the UK. I am delighted with the provision of modern, fit for purpose SLA delivered by our trusted and valued contractors in support of the Army Basing Programme and of our Service personnel."

Allan Thomson, Chief Executive of Aspire Defence Ltd added: "We are delighted to have reached this key milestone in our construction programme, validating the confidence placed in us by the MOD to deliver on this major contract and provide a first-rate home for British troops." ●



### 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, armouries, garages, offices and regimental headquarters.

ADCW works flexibly and responds to the needs of the MOD and the Army. In all, around 129 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.



# Aspire Defence Capital Works



Do you want a career in  
Construction/Project Management?



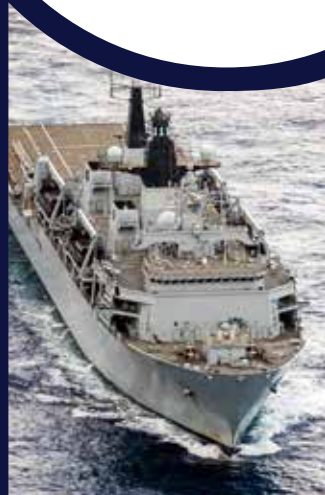
We have a wide range of roles  
and training programmes across  
Salisbury Plain and in Aldershot

Contact us at  
[ADCWHR@aspiredefence.co.uk](mailto: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.

# 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 upto £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 upto £1759).
- A more stable work life balance, with an initial 2 year harmony

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).

- 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.

- 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](mailto:navy-pers-cmffmailbox@mod.uk) We look forward to seeing you.

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



# Army Cadet Force

**M**any young people are missing out on the challenges and adventures that could transform their lives but the Army Cadet Force (ACF) aims to change that by giving young people - from all walks of life - access to fun, friendship, action and adventure. With 41,000 cadets and over 9,000 adults in more than 1,600 locations, the ACF is making a big impact on people and communities all around the UK.

Adult volunteers play a vital role in the Army Cadet Force – acting as role models for the cadets and teaching young people all sorts of skills from fieldcraft, skill at arms and adventurous training through to music and first aid. As well as the satisfaction of seeing young people achieve what they never thought possible, volunteers also have the opportunity to learn new skills, gain qualifications and make new friends.

Army Cadet Force volunteers come from all sorts of backgrounds and those with military experience

excel in helping to deliver the broad range of adventurous and military themed activities the cadets love.

Philip Kendrick was in the Royal Engineers for 18

years (five years at 33 Explosive Ordnance Disposal Regiment, five years as a Combat Engineer and eight years as an Armoured Engineer) and served on Operations in Iraq, as well as on Exercises in Kenya, Cyprus, Belize, Canada and Germany. Before joining the army Philip was a cadet with the ACF. When he was medically discharged from the army, due to a severe neck injury, he decided to put his experiences to good use: "I always said when I leave the army I will go back as an adult volunteer to help if I can in any way to give something back".

As well as working full-time as a Deputy Production Supervisor and Weighbridge Administrator, Philip is a volunteer Sergeant Instructor with Bovington Detachment, Dorset ACF. He joined in 2015 and is enjoying every minute: "It's important to have fun and we do. I get the chance to experience new challenges, new adventures and meet new people every time I go away or on a course. I have made some amazing friends who will be friends for life. I am a happy, outgoing person normally, but am at my peak when I do anything with the ACF" he says.

Philip's ACF training and experience has also benefitted his career prospects - helping him to secure job interviews and giving him practical examples of



## FROM THE ARMY RESERVE TO THE ACF – HELEN SMAIL'S STORY

Though she's now Officer

Commanding of A Company, Hereford & Worcester ACF, Helen Smail didn't intend to join the Army Cadet Force.

Helen joined the Army Reserve as a way to meet new people and develop a hobby, completing her officer training after three years. When her Colonel suggested that upon leaving she join the ACF as an adult volunteer, she wasn't sure.

"Until then, I'd always thought I wouldn't have the patience for young people," she says. What began as an uncertain decision turned into a lifelong passion that has shaped her personal and professional development.

## USING YOUR SKILLS TO HELP OTHERS

"The ACF is like the Army Reserve," Helen says. "You move somewhere and you have a new family. You understand the beast regardless of where you are. People have specific jobs and run specific training. And wherever you go, people want the tools in your belt. If you've got skills, they want your help."

Initially Helen had a lot to learn about working with young people. She wasn't sure if she would enjoy it or be any good at it, but that quickly changed. She loved the tangible

coaching and mentoring skills to talk about with recruiters. He is now in the process of signing up for the City and Guilds Level 4 Award in Leadership and Management, through the ACF's partnership with the educational charity CVQO, which is just one of the many subsidised vocational training courses on offer to volunteers.

## HELPING YOUNG PEOPLE TO DEVELOP

However the best and most unique part about being in the ACF, according to Philip, is seeing how the cadets benefit:

"As a volunteer it has given me immense pride watching the cadets achieve and overcome some of their own problems. The cadets always surprise me with their effort, commitment and spirit and the best thing is that I get to be part of it. There is a real sense of family, friendship, equality and inclusion within the Army Cadets."

Philip would encourage others to join as volunteers: "You can't teach experience and, with the right attitude and willingness to learn how the ACF works as a youth organisation, I'd encourage any former soldiers to join up."





impact she had on the cadets, how much fun she had with them and how they challenged her abilities.

"It's a bit of a stretch," she says. "It's enjoyable but not always easy. You can see a lot of positive changes from your influence. It's great to see a cadet come in at 12 years old and then see them leave at 18, when they've come such a long way in confidence, self-worth and their ability to achieve. It's powerful."

So powerful, in fact, that it prompted a major career shift. Helen was working as a Research Scientist, but she retrained to become a Science Teacher and further her positive influence on young people. She's been teaching for over 10 years now, a career she would have been unlikely to consider if it weren't for the ACF.

#### OPPORTUNITIES FOR LEADERSHIP GROWTH IN THE ACF

In her current role as Officer Commanding Helen manages over 30 adults and 200 cadets. "I oversee seven detachments – planning training weekends, managing people, making decisions, looking after both the adults and the cadets. It's an extensive role, and very rewarding."

Through the ACF she's also completed a Master's Level vocational qualification in Leadership, a qualification that's recognised by many employers: "It nearly killed me to do it – it was a lot of work – but I realised how much I've accomplished."

#### SEEING WHAT OTHER PEOPLE CAN ACHIEVE

Even though there are lifelong friends to be made, outdoor adventures to be had, and professional qualifications to be gained, the biggest reward the ACF offers its adult volunteers is seeing others achieve. Helen illustrates this with the story of a cadet she's known for over three years, who's grown from a quiet and reserved young woman to a confident leader.

"She's progressed to the rank of cadet RSM, she's amazing. She works at the National Challenge Service now [a charity that runs summer camps for young people], and her capacity is massive. I think she'd say a large part of that is from the ACF encouraging her to take on leadership roles."

To find out more about becoming a volunteer with the Army Cadet Force, visit [www.armycadets.com/resettlement](http://www.armycadets.com/resettlement)



# Civil Nuclear Constabulary

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



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## 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.



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#### 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 oversee 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](http://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](http://www.cnc.jobs)  
or contact the Resourcing Team on 01235 466666.  
CNC is an equal opportunities employer.



## LIKE WHAT YOU SEE?

Contact us:

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[recruitment@eastamb.nhs.uk](mailto:recruitment@eastamb.nhs.uk)

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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.



## WORKING FOR YOUR AMBULANCE SERVICE

Intermediate ambulance  
practitioners

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

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

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

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

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

#### What criteria do I need to apply?

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

#### How do I become an IAP?

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

#### What will I earn?

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

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.

**D**oing 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 clinical outcomes, ensure 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](http://www.jobs.nhs.uk).

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

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



#beseeningreen

## AWS RE:START FOR THE MILITARY

AWS re:Start training and work placements for the Armed Forces, including reservists, veterans, service leavers, and service spouses will be delivered through the Ministry of Defence and the Career Transition Partnership (CTP). AWS is also proud to have 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.

Chris Smith, one of AWS re:Start's most recent graduates, was initially offered a two-month job placement at cyber-security consultancy group Securestorm, which has since turned into a full-time position.

Chris spent five years serving in the Armoured Vehicle Royal Engineers (AVRE) before suffering an injury which prevented him from re-joining. Once discharged from the military Chris spent a year in rehabilitation. Unsure about to what to do next, he began to do some research on potential career paths.

"I was initially lost, but once I found out about the opportunities within cyber security and the support available to me, I knew this was my future. It's not all about what you know. It's about what you can learn, what you can achieve and your ability to pick new things up and adapt to new environments," explains Chris.

"AWS re:Start and the job placement at Securestorm gave me direction, confidence, and re-assurance which is vital to anyone who is coming out of the military and pursuing a completely new avenue. Most folks do not realise how daunting the transition to civilian life can be!"

The education Chris acquired at AWS re:Start gave him the tools and practical know-how to succeed in his current position, as a Sub-Security Consultant. A key area of focus in his job is advising clients on the advantages of cloud computing.

Tony Richards at CTO Securestorm said: "I generally find you have to make more considerations about civilians than you do ex-military; ex-military will turn up they'll do the job, civilians not so much."

AWS looks forward to following graduates progress and success stories like Chris's and invites the next group of veterans and their spouses to sign up for the AWS re:Start programme.



# AWS re:Start

## Training and Job Placements in the UK

Earlier this year Amazon Web Services (AWS) launched AWS re:Start, a training and job placement programme, designed to educate young adults, military veterans, members of the military reserve, those leaving the Armed Forces, and service spouses on the latest software development and cloud computing technologies.

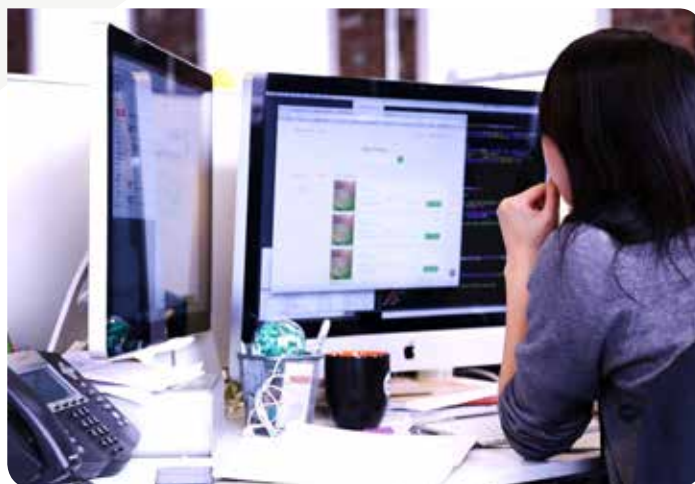
Working with QA Consulting (an AWS Partner Network (APN)

Training Partner), The Prince's Trust, the Ministry of Defence (MoD), Experis and Sage, AWS re:Start aims to see 1,000 people be given the knowledge and skills to build a career within the digital economy.

The AWS re:Start programme is a full-time four-week training course, designed to accommodate differing levels of experience. Even those with no previous technical knowledge are encouraged to sign up. Participants who join AWS

re:Start will complete technical training classes, led by AWS certified instructors, and gain experience through on-the-job training. They will learn about multi-tier architectures, application programming interfaces (APIs), and microservices, giving attendees the knowledge and skills needed to help businesses build secure, elastically scalable, and highly-reliable applications in the cloud. Training content for the





For more information and updates on where and how to apply for AWS re:Start, please visit: [aws-restart.com](http://aws-restart.com).

AWS re:Start program is curated by AWS in collaboration with QA Consulting, who deliver the training courses. In addition to the training and placement, service leavers are offered support throughout the transition via a mentoring scheme specifically tailored to them.

AWS customers and APN partners who have committed to offering participants of the AWS re:Start programme job placements include BBC, Direct Line Group, KPMG, Securestorm, Sony, Splunk and Telegraph Media.

Participants completing the programme can expect to be eligible for many different technical positions within these companies, including highly sought-after entry level positions, such as first line help desk support, IT support analyst, software developer, IT support technician, network engineer, IT recruitment consultant, and IT sales roles. They will also gain the fundamental knowledge needed to immediately start working with AWS and building their own technology start-up business.



**AWS  
re:Start**

## 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.

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; BBC, Direct Line Group, KPMG, Securestorm, Sony, Splunk and Telegraph Media

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

Find out more or register your interest:

[aws-restart.com/](http://aws-restart.com/)



# Finding your feet after leaving the Forces



The transition into civilian life after leaving the Forces can be difficult.

**M**aritime Transport Ltd, one of the UK's largest container hauliers, has been working with service leavers over the past three years to ensure they have the support, the schemes and the expertise in place to make that transition as easy as possible.

As a growing business with 27 sites throughout the UK, Maritime have gained a fantastic reputation throughout the industry with both customers, and employees. As they've expanded, they've invested in their staff and equipment and are proud to offer their own in-house training and industry leading Professional Driver Scheme, aimed specifically at service leavers with a C+E Licence.

Passionate about recruiting the right people with great attitudes, Maritime introduced a work experience programme back in 2015 which continues to see success throughout the country, introducing ex-service men and women to both container and distribution transport, helping you to gain some experience before committing to fulltime employment.

"Our on the job training gives ex-service personnel the best insight into the job of a driver with Maritime," said Gary Austin, Training and Development Manager. "Each of our depots are able to offer the experience, lasting between one and four weeks, giving those interested the chance to experience training with our driver trainers and our driver mentors before deciding if they'd like to be considered for our Professional Driver Scheme."

## THE PROFESSIONAL DRIVER SCHEME

Maritime's Professional Driver Scheme launched in 2015 and has so far supported over 100 new drivers joining their workforce.

"As a business we've always recognised the skills service leavers are equipped with as they leave the forces," said Gary Austin, Training and Development Manager. "Unfortunately, despite having the qualifications needed to become a HGV Driver, many service leavers found their lack of commercial experience meant joining large, reputable companies wasn't all that easy. In order to help provide ex-service men and women with the experience and confidence needed on the road, on Ports and at customer sites, we created our Professional Driver Scheme and the feedback we've received in its first two years has been fantastic."

Spanning the course of a year, the Professional Driver Scheme is a fantastic opportunity for drivers with little or no commercial experience to join an industry-leading transport company. In its first year, over 30% of those joining through the scheme were service leavers, many of which have seen progression into other roles within the business, including Aaron Cowan who is now a Fleet Controller at their award winning head office.

*So what exactly does this scheme offer and why is it so popular with service leavers?* From day one Maritime provide each service leaver with a mentor who is there to help support them and teach them everything they need to know. The scheme has a structure and allows the employee, the mentor, the trainer and the driver administrator, to track their progress and ensure their ability, and confidence, grows every day.

## WEEK 1 & 2

During your first two weeks on the Professional Driver Scheme, you will work no longer than 11 hours days. You'll be introduced to your driver trainer and driver mentor and will spend time familiarising yourself with the depot and Maritime's vehicles and systems whilst learning how to complete paperwork and daily vehicle and trailer checks. You'll spend time driving with a driver trainer and mentor and week two will see you put into practice the skills you've learnt in week one as you take on local work.

## WEEK 3

You will now get to drive on your own, following your driver mentor and visiting sites you are already familiar with.

## WEEK 4

Your maximum daily hours will now increase to 13 and, after assessments, you'll be planning your own start times

and taking to the roads on your own. You will also spend some time in the office and gain a basic understanding of what goes on behind the scenes.

## MONTH 2

During this month you are able to develop your skills and settle into your job as a C+E driver. You'll be expected to take control of your day to day time management, your working time directive and your driver's hours as well as being productive, punctual and reliable.

## MONTH 3

Your daily maximum working hours will increase again to 15 hours. If you are hoping to become a tramper, or a night driver, you will start to experience nights out.

## QUARTER 2

You have now successfully completed your probation period and initial training and will move onto your chosen shift pattern.

## WHY CHOOSE MARITIME?

As a business, Maritime are benefitting from the skills and strong work ethics already instilled in ex-service men and women. Their ability to learn new skills and have confidence in new and challenging situations makes them desirable in any workplace, particularly one which echoes many of the forces standards. In return for the hard work and dedication service leavers are showing Maritime. Maritime invest in them, offering in house training, top of the range facilities and equipment and take their commitment for the forces seriously. In 2016 they signed the Corporate Covenant and proudly accepted the Silver Award from the Ministry of Defence in

recognition of their continued support for the forces community and, for the third consecutive year, Maritime have selected The Royal British Legion as one of their chosen charities, donating to the Poppy Appeal and placing a poppy on every single one of their vehicles throughout November to help raise awareness and increase support for the charity.

So, if you're ready to make the transition, but you're not sure driving will be for you, why don't you try work experience with Maritime and then join their Professional Driver Scheme and become the best driver you can. [professionaldrivers@maritimetransport.com](mailto:professionaldrivers@maritimetransport.com)



**Name:** Aaron Cowan

**Title:** Fleet Controller

**Joined Maritime:** May 2015

**Brief Background with Maritime:**

Aaron joined the business in 2015 as a day driver at Maritime's Felixstowe depot, the largest within their UK wide network. When an opportunity arose for Aaron to swap the driver's seat for an office chair, he jumped at it.

"I joined the Army in 1992 and when I left I was a Senior Non-Commissioned Officer, responsible for the fleet and driver management of 117 vehicles and 140 personnel,"

said Aaron Cowan, Fleet Controller – Maritime Transport.

"Aaron first joined Maritime in May 2015 after a successful interview and driving assessment," said Gary Austin, Training and Compliance Manager – Maritime Transport. "After 18 months, a position within our fleet department became available and so Aaron applied."

"I've always been ambitious and when leaving the Army I told myself I would aim high and progress the best I could at every opportunity," said Aaron.

"Having dealt with vehicles whilst serving, the fleet position really appealed to me and felt like a good career move."

"Since joining the business Aaron has made great relationships with everyone he works with," said Stuart Wardlaw, Fleet Director – Maritime Transport. "His attitude and experience made him stand out when he applied for the Fleet Controller position and as we always like to promote from within, where possible, we were delighted to offer Aaron the job and welcome him onto the fleet team."



# OPPORTUNITIES FOR OUTSTANDING PROFESSIONALS

**Apply now and join the Number 1 team in logistics**

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

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Email: [professionaldrivers@maritimetransport.com](mailto:professionaldrivers@maritimetransport.com)



**JOIN THE BEST**



# Opportunities for Ex-Forces Personnel

## Gold standard support

We know that both service leavers and reservists are Ready for Anything and we're proud to have them on our team. That's why we actively give them a great deal of support, which we've been officially recognised for. We were awarded Gold in the Armed Forces Covenant Employer Recognition Scheme. The AA was one of just 15 organisations to receive this award in 2016 and we've been awarded Gold again this year. 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. We think your service is invaluable and we appreciate that your military experience means you can act calmly and decisively in any situation, which is ideal for a career with us. You'll be where you're needed and ready for whatever arises, always ready to give our members and customers the best possible advice, help and service.

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 have exciting prospects for your future.

## Careers that keep the UK moving

We have a great 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 our roles, we look for people from all kinds of backgrounds who can think on their feet and take the initiative. It's also important to have strong interpersonal and listening skills, with a calm, confident approach to problem solving. Opportunities in our Road Operations team are ideal for people who thrive on working on their own, are happy working outdoors, and are comfortable working night or day shifts.

Whatever opportunity you go for, you'll be in a role where you can still make a real difference to the people of the UK and be rewarded with a competitive salary and benefits package.

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

Michael Thompson was in the Army from 1990 to 2013 as a Sergeant in the 1st Battalion Scots Guards. Since joining our Recovery Patrol team in 2014, he's enjoying the view from his new office.

## Why did you choose to join the AA?

I got my HGV licence whilst serving with the Scots Guards, and when I first left the Army I was working with an agency driving articulated lorries. The AA offered stability, the opportunity for a new career, and enabled me to utilise many of the skills I had developed during my time in the Army. It was an added bonus to join an organisation that supports those who have served in the Armed Forces.

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

It is difficult to compare my role in Recovery Patrol to my career in the Army, however you have an abundance of transferable skills, which allow you to adapt. When you are at a breakdown you have to assess the situation, thinking on your feet, whilst taking the initiative to solve the problem. You have to be ready for the unexpected, remaining composed under pressure, and must consider the safety of the member, other members of the public, and yourself.

## How did you find the transition from leaving the Army to working for the AA?

It has been a challenging time, and has required a period of adjustment, however I have been fortunate to have supportive colleagues within the recovery team. My Area Manager has also been very supportive, which has aided my transition, and helped me settle into my role in Recovery Patrol.



“You get to go to various towns and cities, and see some amazing scenery. The view from ‘my office’ is always changing.”

Michael Thompson, Recovery Patrol

## What kind of support do you get?

The three week residential Recovery Training course prepares you for starting out in your role. The instructors train you in all aspects of Recovery. They are very supportive and guide you through scenarios that may occur whilst out on patrol. There is a further week of on-the-job training with an experienced Recovery Patrol which prepares you for real-time breakdowns, whilst having the additional support of a colleague.

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

I enjoy being out on the open road. You get to go to various towns and cities, and see some amazing scenery. The view from ‘my office’ is always changing. You're meeting different people from different walks of life and have the opportunity to help people in difficult situations. I feel that I can still make a difference to people, and I find it very rewarding to see the customers happy.

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The Ministry of Defence  
partnering with Right Management

## Enhanced Resettlement Provision from CTP

### INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS



The Ministry of Defence  
partnering with Right Management

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

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

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

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

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

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

### WHERE DO I START WITH RESETTLEMENT?

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

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

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

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

### WHAT SUPPORT AM I ENTITLED TO?

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



Future Horizons

### 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



Assist

### 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.



# ROUTE MAP FOR SERVICE LEAVERS START HERE:

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

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

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

## TRANSITION

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

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

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

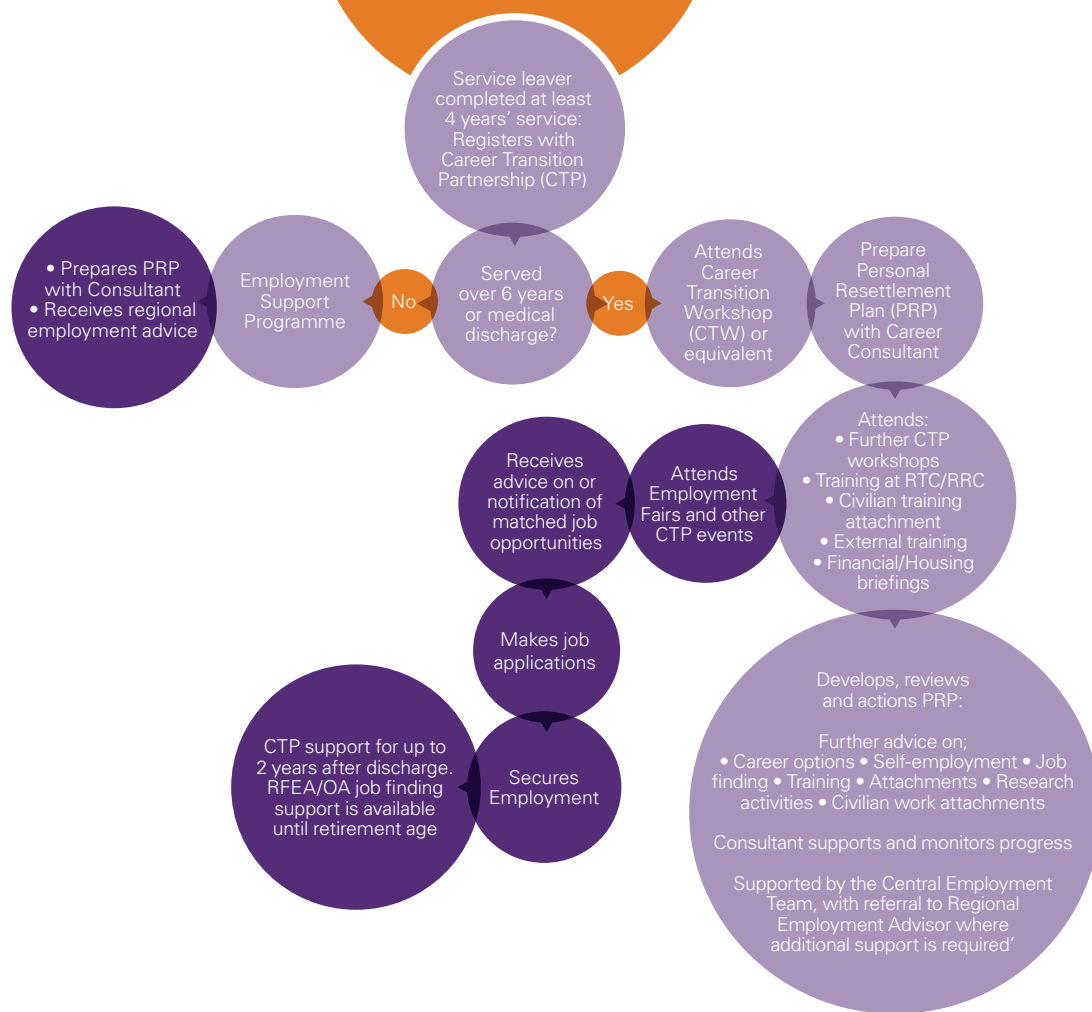
Online Support - myPlan, the personalised area of the CTP website, enables Service leavers to manage their own resettlement and offers career assessment activities, video library, Interview Simulator, Plotr career matching game, Personal Resettlement Plan, resettlement tracker and checklists.

## TRAINING

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

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

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



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

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

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

## EMPLOYMENT

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

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

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

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

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

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

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

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

# 5 Things

## Not to Say in a Job Interview

What you don't say in a job interview is just as important as what you do say. Follow these interviewing tips to ensure you stand out for the right reasons.

In a job interview, what you don't say to a potential employer could have as big an impact on your prospects as what you do say. Strengthen your approach by avoiding these common errors in your next job interview.

### **1. "I'M NOT FAMILIAR WITH YOUR COMPANY, WHAT DO YOU DO?"**

Do your homework so you can ask intelligent questions about the job. This shows potential employers that you are prepared and proactive. If you're truly interested in the job, you'll be a much better employee and more likely to get hired. Plus, researching the company before you show up for the interview shows that you have initiative.

### **2. ANYTHING NEGATIVE ABOUT YOUR LAST BOSS OR JOB.**

If you sound overly critical of your previous employer, your interviewer will wonder what you'll

have to say about his company when you leave. Even if what you say is true, keep it positive, or at least keep a neutral tone in the interview. Try to find a way to turn negative experiences at previous jobs into a positive for the interview or simply respond that the new position aligns with your career goals and presented an opportunity you couldn't pass up.

### **3. "IT'S ON MY CV."**

If an interviewer asks you about an experience that is on your CV, they want you to elaborate. Instead of saying "it's on the CV", which sounds flippant, go into more detail about the job they are asking about. Tell the interviewer what you did, how you did it, and the impact





you had on the employer you were working for. The more you are able to integrate measurable results and real-world professional examples, the better your chances of landing the position.

#### 4. "MY ONLY PROFESSIONAL WEAKNESS IS I CARE TOO MUCH."

Everyone has weaknesses; potential employers do not expect you to be perfect. This question is intended to uncover your level of self-awareness and your ability to tackle problems. You'll impress your interviewer more if you're honest about what you're working on, and outline the proactive steps you're taking to close the gap. Turn your weaknesses into a positive, but don't gloss over them.

#### 5. "I'M AN OUT-OF-THE-BOX THINKER."

This is a cliché. Even if it's true, it will make you sound boring and uncreative. Your interviewer is looking for what sets you apart from other job candidates. You might as well drop every cliché you're thinking about saying in a job interview. The rule: Don't state it, demonstrate it with real-world examples of your professional achievements.

Don't forget, your CTP Career Consultant is on hand to help you prepare for upcoming interviews. Visit [www.ctp.org.uk](http://www.ctp.org.uk) to find out more.

## Improve your Employability with a Civilian Work Attachment

A great way to gain sector specific work experience prior to leaving the Forces is by using some or all of your Graduated Resettlement Time allowance to complete a trial attachment with a civilian employer.

**C**ivilian Work Attachments (CWA) involve undertaking unpaid work experience with an organisation, in order to gain insight into a particular job role or industry. Along with on-the-job training and experience, CWAs can also ensure that you and the employer are well matched, prior to any commitments being made by either side.

CWAs can be mutually beneficial to both employers and Service leavers. As a Service leaver, you are able to gain vital experience in a civilian work environment, which may assist in future career decisions prior to leaving the military. This can also prove a useful tool for demonstrating to prospective employers that you are interested in their industry, and have committed time to researching the market and gaining additional experience. Meanwhile, CWAs also allow employers to view the range of skills held by ex-Armed Forces candidates, and to assess their suitability for potential employment.

Even if you don't end up working for that employer, you've still gained vital experience and knowledge of that job sector – boosting your chances of getting a job with someone else.

#### WHY TAKE A CWA?

- To gain experience of a particular industry
- To try out a particular job role
- To see whether your skills and experience are suited to the chosen position
- To develop an understanding of the civilian working environment

- To broaden your knowledge of the opportunities available to you in an industry
- To illustrate a willing to learn to potential employers
- To experience the culture of a particular organisation and to understand whether you will be a good fit for each other

#### HOW DO CIVILIAN WORK ATTACHMENTS WORK?

- Your CWA can be taken at any time during your last two years of service, and Travel and Subsistence can be claimed.
- It is your responsibility to liaise with your Chain of Command to gain permission to be released for the duration of the CWA.
- CWAs are classed as resettlement activity and therefore your Graduated Resettlement Time (GRT) can be used for attendance.
- For those without sufficient GRT, individual annual leave may be used, and exceptionally, Terminal Leave.

For all the facts, Joint Service Publication (JSP) 534 – The Tri-Service Resettlement Manual, contains details of all resettlement policy.

You can find CWA opportunities advertised on the CTP's dedicated ex-military job board, RightJob, or can source your own placement by contacting employers direct. Visit [www.ctp.org.uk/job-finding](http://www.ctp.org.uk/job-finding) to learn more.

# Expert Advice

## The best CV dos and don'ts

It's time to reveal exactly what's so wrong with most CVs!

### CV DOS

#### DO use white space

Your CV should be an 'at a glance' summary. It should use formatting, bullet points and white space for readability and to direct the scanning eye.

Gordon Kaye, Co-Founder and Director at Cathcart Associates has this advice: *"Remember these three words – clear, concise, simple."*

If you're creating thin margins or using a tiny font size to fit everything on one page, make yourself familiar with the backspace button and start using it!

#### DO sell your personality

Personality and culture fit are a huge deal for lots of businesses, so a CV that tells them nothing about who you are as a person generally won't work in your favour.

For marketing roles, in particular, personality is incredibly important. Don't be afraid to try to raise a smile with your CV copy.

While it shouldn't be the main focus of your submission, including a short section on hobbies and interests demonstrates you find time to be passionate about other pursuits outside work. No one wants to work with a robot, and discussing hobbies is a good opportunity to bond with your potential employer.

#### DO make a statement

Cover letters have largely been replaced by a clear opening statement or career profile at the top of page one of your CV. A CV without this section is like a limp handshake.

The career profile should be the place where you say why you really want this job. It can also be used to highlight some evidence-based reasons why you should be considered for it. (We recommend no more than three.)

Just be sure to avoid phrases like "I'm a driven and hardworking individual" – isn't everyone?

#### DO get real

It's easy to slip into using terminology that's unique to the company you currently work for. After all, by now it's probably second nature.

Before sending it to a recruiter, ask a friend from another company to read and weed your CV to remove any idiosyncratic jargon.

#### DO be social

If you have a LinkedIn profile, blog or a portfolio site that is directly relevant, shout about it! Once you're in the initial 'yes' pile, it can help you to stay there.

According to Tim Redgate, Co-Founder of EchoMany, you should be careful though, as your personal Facebook page or Instagram profile may place you on that dreaded 'no' spike: *"What do your Facebook, Instagram and Twitter accounts say about you? If they are a continuous stream of unflattering pictures from after-dark socialising, it might set off a few alarm bells!"*

#### DO select the best

Only include work experience that is directly relevant, or that showcases transferrable skills.

Forget about the three bullets discussing your cash-handling skills in your student job at Tesco and really focus on the relevant commercial and academic experience you have for the specific role you're applying for.

If only highly relevant information is on your CV, it will get read. If you ask the recruiter to find the gems amid the guff, they'll get lost. And so will your chances!

You'd think writing a CV would be straightforward, but submitting a job application is actually a fine art, Steve Thompson, Managing Director at recruitment specialist Forward Role has put together the top CV dos and don'ts, as well as gathering together comments from industry experts, he says:

*First impressions are everything. Your CV is a platform to make a great first impression, but when it comes to putting one together, not everyone knows what works.*

### CV DON'TS

#### DON'T include irrelevant work experience

Remove all clutter: it's just noise, and you want your voice to be heard.

Laura Hampton, Marketing Manager at Impression, echoes this point: *"It's important your CV best reflects your skills in the most appropriate way for the job you want. That doesn't mean doctoring your experience – simply ensure your relevant skills are most prominent."*

#### DON'T show your age

In an era of equal opportunities, including your marital status, religious preference or age simply suggests you've slept through a couple of decades. As do double spaces after a full stop!

#### DON'T use personal pronouns

This is less immediately obvious, but there's no need to use personal pronouns like 'I', 'me', 'he' or 'my' in your CV. It's simply redundant.

Similarly, your phone number and email don't need labelling as such.

#### DON'T use an inappropriate email address

Speaking of email addresses, make sure you use a professional one and not the Hotmail address you made for MSN messenger when you were 12 years old.

Gareth Jones, Commercial Manager at Kit Out My Office, has run into some questionable

email addresses before: *"It's better to keep your email address to john.smith@domain.com or something similar as opposed to freakydancer1991@gmail.com or badboy\_bigdave@hotmail.com."*

#### DON'T create a disasterpiece

Some people think being artistic with their CVs is the key to standing out, but it's easy to go too far.

Amy Shaw, Senior Digital PR Executive at The Femedic says: *"While it's great to have something a bit out of the ordinary, it can be off-putting if you can't find the information you need quickly."*

#### DON'T explain departures

Your CV shows you have the skills and personality for the role. Your reasons for leaving a previous position are irrelevant to this, so don't bring them up. You can save details like this for the interview.

#### DON'T just fire it off

Tailor your CV for the role each time you send it.

Ensure the skills you highlight match those that are sought, and make sure they can be seen at a glance.

#### Your CV is your chance to sell yourself

Your CV needs to sell you. But specifically, it needs to sell you to the role you're applying for. And don't forget – it needs to stand out among a pile of about 53 other candidates.

With these dos and don'ts, you can transform your average application into a standout submission, putting you closer to that 'yes' pile than ever before. So you know exactly what to do.

**Go get that job! •**





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## KLM UK Engineering

**AIRFRANCE INDUSTRIES** **KLM**  
Engineering & Maintenance



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

**T**he 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 360 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 an ELC claims form needs to be 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.



### SCOTT LANE WORKSHOP TECHNICIAN – KLM UK ENGINEERING

'I joined the Royal Air Force in 1989 as general technician workshops. I completed my training at St Athan, South Wales and remained there for the next 5 years whilst at 5 SQN, where I completed advanced training in Sheet Metal Work and Aircraft Welding. Over the next 22 years my postings included Henlow, Brize Norton, Marham and Coltishall.

During my resettlement period, I undertook a lean management and six sigma course prior to leaving the RAF in 2011, this additional training gave me added confidence as well as a different skill set to assist me in finding civilian work. However, my training in the forces, which included team work & communication skills, was invaluable in securing interviews/opportunities and provided me with a robust CV.

After this additional training, I applied & was accepted for a position at CNC Machine Shop Engineering Works and during my time there I assisted the company in reintroducing in-house welding where I could utilise my experience in this area. I stayed with the company for 3 years and during this time managed the transition from forces to civilian life. This was the first role that I had applied for from the RAF and it helped me in gaining confidence, making me realise what I had to offer and that I had many transferable skills including flexible/can do attitude & good communication.

I started to look for a new challenge and was fortunate, that due to retirement, a position



at KLM UK Engineering became available. Again, I applied for and was accepted to the position of Workshop Machinist, which allowed me to return to aircraft engineering and experience the work from a commercial standpoint & being part of a team.

The position is diverse & challenging, as with up to 5 lines of heavy maintenance you never know what is coming & work varies from bearing removal / replacement to milling bespoke fabrications to manufacturing tooling to keep jobs on schedule. This variation in work makes it an interesting place to be and continues to stretch your engineering knowledge.

After a further retirement, I became the Company Welder, qualifying in aluminium, titanium, stainless and mild steels, this added a further string to my bow and emphasised the multiskilling that I believe will benefit the Company for years to come.'

As well as training & employing aircraft engineers KLM UK Engineering values its support staff, which covers positions like Scott's in the onsite workshop to planning engineers in our production support department and finance / logistics roles. Our staff are the heart of the business and their skills and commitment are essential to our success. If you are interested in joining our team, contact us to find out more – [jobs@klmuk.com](mailto:jobs@klmuk.com) or **01603 254513**.



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](mailto:training@klmuk.com)

For all employment enquires please contact: **+44 (0)1603 254513** / [jobs@klmuk.com](mailto:jobs@klmuk.com) [www.klmukengineering.com](http://www.klmukengineering.com) / [@klmukcareers](https://www.linkedin.com/company/klmukcareers) @afiklmem / LinkedIn ●





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# Continue to work Transition Mapping Study 2017

Published by  
Forces in Mind Trust

The report is the second *Transition Mapping Study*, following the original published in August 2013.

## WORLD OF WORK

The world of civilian work has evolved significantly over recent decades. Some of these changes have accelerated since the financial crisis of 2008.

For Service leavers who have served for a decade or more, the civilian world of work that they find themselves joining, or re-joining, may be very different from the way they imagine it. For those leaving after a shorter period, especially younger and less-skilled leavers, the labour market of 2017 can be an unforgiving place, with flat wages, less security, and employers who are willing to let workers shoulder a disproportionate share of economic risk.

The changes in the labour market are a combination of long-run shifts in values, technology and demographics, and both longer and shorter-term changes in economics. These have created a so-called 'recomposition of the workforce', and this has had significant effects on the structure of work, and on the nature of the opportunities available to Service leavers. The modern workforce now includes far more women, changes in the balance between part-time and full-time work, and an increase in services jobs, especially poorly-skilled ones. Digital technologies have been used to increase flows of information, substitute some types of jobs, and monitor more closely certain types of work. People are also likely to work later into their lives.

There has been a long-run economic shift to a knowledge and service economy, away from manufacturing. The employment rate is currently high (a record 74.6% in the three months to the end of February 2017), but much of this growth has come from low-paid and low-skilled jobs.

It maps the transition of Service leavers into civilian life, with a focus on employment, and uses new evidence to identify the barriers in place and how they can be removed. This follow-up study has a threefold purpose: to understand new research and activity around the area of transition since 2013; to update the economic cost model of poor transition; and to develop insight into skills and employment post-transition. It makes a number of new work-related recommendations and tests the validity and progress of implementing those made in 2013. Its map of successful transition into work is intended to be used as a tool to help improve outcomes of those moving into civilian life.

There have been significant positive changes to the formal support available to Service leavers in the four years since the first report. Historically, transition had been an under-researched topic, but since this publication a number of important steps have been taken which have demonstrated a commitment by the Government to improving the lives of all Service personnel, particularly the most vulnerable. The Career Transition Partnership (CTP), the Ministry of Defence's official resettlement provider, has extended its range of programmes to offer support to Early Service Leavers (ESL) in response to the recommendations of the first report. These improvements to the resettlement process mark a welcome shift to a more holistic understanding of transition, and represent the first steps on what should be a path of continuous development towards a more inclusive approach to transition.

However, there is some evidence that cultural change within the Services is happening more slowly. The follow-up report to Lord Ashcroft's Veterans' Transition Review in 2016, for example, noted that those in the junior ranks were twice as likely as officers to say that resettlement support from their line managers had been poor.

There has also been specific research, undertaken since 2013, on the transition into employment. This work includes a study for the Royal British Legion, 'Deployment to Employment', and two studies funded by Forces in Mind Trust, one published by Deloitte (Veterans Work), and the other by Future4Forces.

In general, successful employment transition requires a successful transition across a number of domains, according to research by Veterans Affairs Canada. As well as employment, these domains include finance, health, life skills, social integration, housing, and social and cultural environment, and they broadly map across into Forces in Mind Trust's change model. outcomes.



## MEASURING TRANSITION

The Armed Forces full time workforce is roughly the same size as one of the UK's largest private employers, the Royal Mail, at around 139,000 people. The Services, though, very rarely provide a 'job for life' which means that transition into civilian employment is almost inevitable for everyone who serves.

In 2016-2017, 16,545 individuals left the Services. Outflow has been higher in recent years, following a series of redundancy programmes, peaking at 23,520 in 2012, and is projected to stabilise at around 14,500 per year by 2020 – about two per cent of the total number of people entering the labour market each year.

Two-thirds of leavers come from the British Army, and the rest are split evenly between the Royal Navy and the Royal Air Force; 10% of leavers are female. The peak ages for leaving the Services are in the early to mid-20s, when those who have joined from school leave after completing a minimum period of service, and the early 40s, when those with 22 years of service qualify for a full pension.

Around half of Army recruits have literacy and numeracy skills below the level expected of 11-year olds, and improving their employability through training and education, and gaining additional qualifications in Service, takes time.

The CTP is now available to all leavers, although the scope of the support packages still varies with length of service. It runs four 'pathways' for leavers, with those who have served for

**CONTINUED >>**

## THE STOCKS OF TRANSITION

Stocks describe the resources a Service leaver can draw upon to transition; they are personal, social and institutional.

Personal resources include formal qualifications and experience, and individual attributes such as determination, resilience, and so on. Social attributes broadly represent the leaver's networks, both family and social. Institutional stocks can be thought of as the totality of the leaver's training and development during their Service career, including the resettlement period.

In looking at institutional resources, the Services have taken significant steps since 2013 towards mapping military qualifications to the National Qualifications Framework, along with placing a greater emphasis on compatibility of military and civilian qualifications. The Ministry of Defence has also adopted a more strategic approach to transition, looking at the way in which demand for skills is evolving in the overall labour market.

However, several transferability issues remain. Some Armed Forces roles, notably combat, have no civilian equivalent. The Armed Forces' goal that all leavers will have at least Level 1 in literacy and numeracy is below employer expectations (research suggests that three-quarters of employers look for Level 2 and above.)

Looking broadly, this speaks to a need for a more effective development culture within the Armed Forces, and some significant steps have already been made. These include the through-life learning policy, which also helps leavers to formalise their Service qualifications. The electronic Personnel Development Pathway, to be introduced in 2018, will allow the Services to track more effectively individual development, and also to monitor those units (eg ships, battalions and squadrons) that fall behind on development. This may also require a cultural change that acknowledges that in-service training produces more productive individuals and more effective teams.

The next stage in this process will be to give greater emphasis to the so-called 'soft skills', such as leadership and management. These skills also include the cultural values that are associated with the Services, which civilian employers increasingly value in a world where businesses are also expected to have greater organisational purpose.

six years or more receiving 'the most comprehensive assistance', including individual career advice, CTP training courses, trial attachments and external training, and post-discharge support for up to two years.

Registration with the CTP is voluntary for all leavers, and roughly 12% of leavers chose not to register in 2015/16.

Around 67% of Service leavers used CTP services - of those 80% were in employment after six months, 10% were looking for work, and 10% were economically inactive. Of the inactive group: 37% were in education, training or volunteering; 12% were inactive for medical reasons (and likely to have been medically discharged); 11% were looking after family; 9% were travelling abroad; and 6% were retired. The remaining quarter gave no reason, or did not provide enough information to be categorised.

While the figure for employment is higher than that for the UK population as a whole (74%), the universe of Service leavers is not comparable with the UK population. Army leavers (78% employed) are less likely to be in work than Navy or RAF leavers (both 83%). This is likely to reflect the educational profile of those joining the different arms of the Services, rather than provide a measure of the effectiveness of the Army's Transition process

compared to the other Services.

There is almost no difference between outcomes for Officers (80% employed) and Other Ranks (79%). Ethnicity though does appear to make a difference; white leavers (81% employed) do better than UK black, Asian and minority ethnic (BAME) leavers (73%).

Finally, ESLs are less likely to be employed (74%) than those who have gone through the Core Resettlement Programme or Employment Support Programme (both 81%).

## TRANSITION COSTS MODEL

The Transition Costs Model tries to model the direct costs of poor transition: not just unsuccessful transition into work, but other negative outcomes such as illness or family breakdown.

The reason for the focus on poor transition is to inform policy makers and service providers as to where investment would improve results. While (for example) good mental health is priceless for the individual, society makes decisions about the trade-offs on the costs and benefits of such things in almost all areas of public policy.

The Ministry of Defence has detailed information on the numbers and types of leavers each year, and also makes planning-based projections. But social data, especially on costs of social problems, is far less precise and far more open to interpretation.

It is believed that the model represents the minimum cost of poor transition. This is because the assumptions are conservative, and because they represent only direct costs to the state and the third sector, along with direct revenues foregone.

The model output is not a scorecard. It does not indicate how well or badly Service institutions are doing in terms of transition. The single variable with the largest impact on the overall total is the number of Service leavers in any given year; the available evidence suggests that the outcomes generally change slowly over time.

In the 2017 model, for example, unemployment has fallen among Service leavers, which also reflects trends in the wider economy. This reduces the costs of poor transition. At the same time, more leavers are reporting mental health problems, most likely because it has become increasingly socially and culturally acceptable to do so. This change reflects well, not badly, on Service institutions and their transition partners.

The costs of poor transition projected by the model are £105m in 2017, climbing slightly to £110m in 2020. These numbers are rounded to the nearest million pounds. This compares with a cost of £114m in 2012. The four largest areas of cost are as follows: family breakdown accounts for 27%;



## VISIONS OF TRANSITION

Looking at the transition journeys of leavers, the emotional experience of transition was consistent for respondents. Initially, the experience is poor; plans are poorly formed, research is limited, leavers are not called to interviews. As they shape their plans, and take courses, their experience improves, especially as they find work. But the initial experience of civilian work is often a negative one, which improves only as they get a better sense of what they want to do and why.

Whilst there are strengths in the idea of learning by doing, there are ways in which the expectations of leavers could be better managed.

The 'tasks/goals/vision' model is intended to improve the chances of the leaver having a softer landing in the civilian world by starting with a clearer idea of their end goal.

The question: "what kind of civilian do I want to be?" is at the heart of the transition process, but it is usually posed more implicitly than explicitly. The transition process tends to be built around tasks and goals, usually employment goals. From our expert interviews, it is clear that a greater emphasis on values would improve the transition process. Since transition almost invariably involves mis-steps, a broader focus on purpose would make the transitioning individual

better able to manage these and, if necessary, recover from them.

It is also clear that some of the difficulties that Service leavers reported experiencing in the first report are still being experienced today. While the experience will vary in different units, these difficulties include pressure on resettlement resources within the Services, postings away from home during the resettlement period (and without time being added on to compensate), conflict of loyalties between the individual need to prepare for transition and the continuing demands of the unit, and lack of support at unit level, and of being disregarded once the decision to leave had been made – even after lengthy and distinguished service.

Among the report's recommendations, one of the strongest is therefore to inculcate a 'permission to prepare', which would legitimise appropriate preparation for transition as a 'cultural norm' across the Services. The current language used, which speaks (for example, in official advice) of "information and encouragement", should be changed to make it clear that the chain of command, across each of the Services, has a duty to support effective planning and preparation for transition.



There have been significant positive changes to the formal support available to Service leavers in the four years since the first report.

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common mental health disorders (CMHD) and Post-traumatic stress disorder (PTSD), taken together, account for 23%; harmful drinking accounts for 19%; and unemployment accounts for 15%.

Looking ahead to 2020, the impact of mental ill health rises (common mental health disorders and PTSD account for 28% of the costs of poor transition); family breakdown is broadly the same, at 26%; and the share of costs accounted for by alcohol misuse and unemployment both fall (to 14% and 10%, respectively).

The total cost of poor transition is expected to remain stable over the forecast period at around £110m per year. Lower levels of outflow as well as further falls in Service leaver unemployment are expected to counteract rising costs associated with problematic transition outcomes such as alcohol dependency/harmful

drinking, CMHD, family breakdown, PTSD, and drug misuse.

Alcohol abuse is the single biggest contributor to the cost of poor transitions. The estimated annual cost of poor transitions related to alcohol in the 2013 study was more than £34m, accounting for 31% of the total. In this update, costs associated with alcohol fall to £21m in 2016 and to £22m by 2020. Alcohol-related costs of poor transition also fall as a proportion of the costs of overall poor transition (from 31% in 2012 to 19% in 2015 and 2020). This change reflects increases in the costs of other types of transition problems, but is mainly driven by the reduction in outflows. The model assumes that both the cost of an alcohol-related poor outcome and the proportion of leavers experiencing such a transition remain relatively stable across the update and forecast periods.

## CONCLUSION

Service leavers who face transition set out on an uncertain path, but one whose destination for the vast majority is a good place to be at. They are moving from a world that is relatively managed and relatively controlled to a world that is more open, less controlled, and in which they are more exposed. As with other transitions in other walks of life, it is a shift that can involve difficult emotions, as one lets go of a particular version of oneself, a self that has often performed to a high level, deployed specialist skills, and belonged to a tightly-knit unit.

Inevitably, transition involves a sense of loss. At the same time, though, it should involve hopeful anticipation. Many leavers, even most leavers, are bringing attributes and skills with them that are valued in the civilian world, provided they know how to frame and to present them: technical skills, often, but also organisational and engagement skills, whose value can be concealed from view in the civilian world. Service leavers also bring a visceral understanding of purpose and values to a business world that increasingly recognizes the worth of these as sources of motivation and differentiation. Skills matter, but perhaps in a different and broader way from how it is commonly understood.

For some, transition involved translating a set of existing skills fairly directly into a post-Service world, sometimes working with similar groups of colleagues, and they felt comfortable in their transition.

For others, the opportunity of leaving was also an opportunity for change, even for personal challenge and development. Some of these respondents had found the process tougher, and had to work harder at it. In general, though, they seemed at least as fulfilled by the person they had found on the other side.

A third group, however, lived with regrets. They felt that their skills were being under-used, and they had lost the sense of purpose that had made their Service lives worthwhile.

Transition predictably involves missteps, for it involves big questions. What kind of civilian do you expect to be? What kind of person do you want your future self to be? Often these questions are implicit, hanging in the air, unspoken. A re-articulation and realignment of transition is necessary in the Armed Forces and the CTP, with these wider questions at the centre. Working towards this realignment would consolidate the progress already made over the last few years to improve the transition process for Service leavers.

So part of the secret of a successful transition lies in creating the space for recovering from missteps, in having the resilience to regain one's balance and composure when one stumbles. The model of transition that we have proposed in this report is designed to provide a sense of perspective and reflection when things are not going well, by affording an explicit vision of one's future self to orient oneself towards, while also being conscious of what one is taking into that future.

For the transitioner is not just a leaver, even if that is how they are described. They are carrying valuable elements of their Service life and history forward with them, as tools to help them build their identity in the civilian world, as keys to help pick the locks of a successful transition. It is in the best interests of both the Service leaver and the Armed Forces that they are successful at this in the long term. A good transition process is one that ensures the Service leaver keeps both these things in sight: a clear idea of their intended future; and a grounded sense of all the skills and experience they are able to take with them that will ultimately ensure they reach it. ●

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# Online tools shown to work to help cut drinking in former soldiers

UK Armed Forces personnel moving back into civilian life and having difficulties with alcohol could be helped by the use of online tools, a new study has revealed.

**T**he research led by Newcastle University, published in the *Journal of the Royal Army Medical Corps*, shows that web-based programmes may be an effective way to tackle excess alcohol consumption.

Findings by the experts have now been used to develop new documents funded by the Forces in Mind Trust to summarise the effectiveness of interventions to protect the wellbeing of those in the military.

Research has highlighted that two in three men in the UK Armed Forces are defined as drinking harmful amounts compared with just over one in three in the general population.

## ONLINE SUPPORT

The study, led by Dr Sarah Wigham, Research Associate at Newcastle University's Institute of Neuroscience, reveals that online support worked especially when it involved personalised feedback. It also found some effectiveness of electronic reminders prompting medical professionals to give advice.

Dr Wigham said: "This research could offer a lifeline to someone leaving the Armed Forces, or their family, as it shows that an online tool can help them cut back if they are concerned about their drinking."

"We know that if alcohol is used to help someone cope it may complicate the process of moving back to civilian life, for example, by exacerbating any mental health symptoms, or causing further issues such as difficulty sleeping or relationship problems."

"These quick internet tools were shown to be useful to people who may otherwise be reluctant to seek help as a way of reducing the amount of alcohol consumed."

An information sheet on the study's findings can be found at the Forces in Mind Trust website as the charity funded this research. Later this year, two further documents will be published summarising the overall findings and interventions for wellbeing.



*One of the Forces in Mind Trust's research priorities is alcohol and substance misuse, including effective and appropriate interventions*

#### UNIQUE PRESSURES AND DEMANDS

Brief interventions in the study included an individual recording online the amount of alcohol they had consumed recently, receiving personalised information on what this translates to in equivalent units of alcohol, calories, financial cost and other indicators which may be motivators to cut down.

It also includes information on mental health, pros and cons of drinking, setting goals and coping strategies for situations in which an individual may be tempted to drink more than usual.

Air Vice-Marshal Ray Lock, Chief Executive of the Forces in Mind Trust, said: "Most members of the Armed Forces transition into civilian life successfully, however, evidence indicates that a small number may have unhealthy levels of alcohol consumption. It can be difficult for these individuals to identify how to access support for their drinking, or even whether they have a problem."

"One of the Forces in Mind Trust's research priorities is alcohol and substance misuse, including effective and appropriate interventions."

"We would welcome further research to identify the positive impact these brief interventions could have specifically on the Armed Forces community to promote healthier transitions into civilian life."

Newcastle University's study showed that brief interventions can promote awareness of the health effects, and social or occupational effects of harmful levels of drinking.

Dr Wigham said: "The study findings and the new documents will be of benefit to policy makers and service deliverers by helping to inform decisions on which interventions to fund and develop."

The online tools encourage people to drink in moderation rather than enforcing abstinence and can prompt them to think about the amount of alcohol they are consuming, increase awareness of any negative health and social effects, and may help them make different choices or change habits.

Interventions found to have an impact on moderating alcohol consumption included those delivered over the internet and using personalised feedback, and that had been developed specifically for Armed Forces personnel.



#### COPING WITH CHANGE

Data was collected from currently serving and former male members of the Armed Forces in the USA.

The study focused on military personnel moving back into civilian life as this can require simultaneous adjustments to job, housing, location, finances, relationships and family life. For some, these life changes coming together may increase their susceptibility to stress which in turn can lead to people drinking more than the healthy recommended levels of alcohol.

The researchers examined a number of online programmes including 'VetChange' and 'Drinker's Check-Up' and further information can be found on the Forces in Mind Trust website.

Dr Wigham said: "This study will benefit those moving back into civilian life by highlighting the effectiveness of some alcohol brief interventions including those delivered online. This will help service providers develop and trial similar systems for the UK."

The study is a collaboration with Teesside University and Northumberland, Tyne and Wear NHS Foundation Trust.

Dorothy Newbury-Birch, Professor of Alcohol and Public Health Research at Teesside University, is co-author of the study.

She said: "This is a really important piece of work which highlights, not only the levels of risky drinking former soldiers have, but also addresses ways in which we can help them to reduce their risky drinking."

"The research clearly shows that those leaving the Armed Forces are consuming higher levels of alcohol and more work needs to be done to support them in their transition into civilian life."

The study is part of Newcastle Academic Health Partners, a collaboration involving Newcastle upon Tyne Hospitals NHS Foundation Trust, Northumberland, Tyne and Wear NHS Foundation Trust and Newcastle University.

Newcastle Academic Health Partners harnesses world-class expertise to ensure patients benefit sooner from new treatments, diagnostics and prevention strategies. ●

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# VFS Edu Support Services partners with Oxademy to launch world's first 'AI-based' online learning programmes for students



**L**ONDON, Wednesday 19 July 2017: VFS Edu Support Services Pvt. Ltd, the education services arm of VFS Global, today announced a partnership with award-winning UK-based Edtech Oxademy Technologies and its subsidiary Oxademy Business School to form the new global digital learning platform 'VFS-Oxademy'.

VFS-Oxademy will offer a first-of-its-kind knowledge-driven artificial intelligence (AI) cloud infrastructure called OX360 which identifies each learner's strengths and weaknesses and generates learning paths based on individual learner's behaviour, personalising the learning to each individual student.

The new platform is designed to be a response to the limitations of purely online courses, which have suffered from high drop-out rates, due in many cases to the lack of a personalised learning element, the monotony of rote learning, and students feeling isolated compared to education models in which they direct contact with a teacher.

The intuitive system will also provide real-time analysis of their performance data and include features such as a chat facility so that students can speak to tutors direct at any time and a mobile

app to prompt students on which course material they need to study ahead of their next online session.

VFS-Oxademy will provide internationally-accredited post-graduate and executive education programmes in full online and 'blended' modes – combining online with classroom learning – for aspiring students and professionals from across the globe. Students can simply log on to these universally accessible programmes that will be affiliated with top universities in the UK and US, and benefit from expert tutelage of prominent alumni networks from across the globe.

Some of VFS-Oxademy's key programmes include Masters in Business Administration (MBA), Masters in Strategic Leadership (MSL), Masters of Science in Organisation Leadership (MSOL), Global Leadership Programme (GLP), Authentic Leadership Development (ALD), Programme for Leadership Development (PLD) and Advanced Management Programme (AMP).

Uniquely, OX360 will allow MBA students to undertake a 'virtual work placement' with a blue chip organisation as part of the final stage of their studies, which require that they help solve a real-life business

problem. This allows students in the Middle East or India to work with a company in the UK via virtual technologies. This arrangement is often preferred by employers because it means they do not have to find physical space for a work placement student, and also widens the pool from which companies can recruit work placements.

OX360 courses will also address frequently raised concerns over fake qualifications in online courses, where it is sometimes unclear that the person taking the final exam online is the person that actually signed up to the course. VFS Global's international expertise in identification management and certification has created a system that can give learners, academic institutions and employers confidence that security is watertight. Unusually, VFS-Oxademy students also have to complete a final physical exam where they will have to prove their identity.

Another significant benefit to students is the substantially lower cost of obtaining an accredited qualification through VFS-Oxademy. The 'study from anywhere, anytime and on any device' model of education allows

students from across the world real-time accessibility to world-class education courses, at a price that is substantially more cost effective. For example, the cost of an MBA course under OX360 will be less than one third of the usual cost.

Oxademy has already partnered with Kazan Federal University, the second oldest in the Volga region and ranked ninth best university in Russia, providing technology and modules towards their MBA, and with Northwood University in the US where it is running its Master of Science in Organisational Leadership.

VFS-Oxademy's collaborative digital learning platform OX360 is a significant milestone for both entities. VFS Edu Support Services will leverage on its wide geographical network of technology-enabled infrastructure to support the rollout OX360 technology and learning programmes globally. The fundamental objective of this collaboration is to revolutionise education by offering students from across the globe enhanced accessibility to world-class learning through an AI-driven next-gen digital platform. ●



**Mr. Syed Shahzad (Oxon), Founder & CEO, Oxademy,** said, "We are bringing learning to people instead of people to learning and its done by embracing the latest technologies available in digital human interaction and by using huge amount of data. We have developed an innovative platform and programmes that enhance the learning at large scale. VFS – Oxademy partnership is leading the way and pushing the boundaries by incorporating features that make use of Artificial Intelligence, Big Data, and Analytics to evolve the education sector."



**Mr. Bernard Martyris, Chief of Human Resources, VFS Global,** said, "A high quality education, especially for advanced professional degrees, carries lifelong benefits. A unique feature of the VFS-Oxademy programmes is that they can be customised to individual needs of students, irrespective of location or background. We are delighted to partner with Oxademy to offer digital learning programmes that make higher education more accessible to students, in a format that offers them all the advantages of getting an international degree from anywhere in the world."

## ABOUT OXADEMY

Oxademy is a UK-based online education provider offering professional and academic programmes in entrepreneurship, leadership, business and management. Oxademy also boasts an artificial intelligence (AI) driven online digital learning platform that is made available to the education and corporate sectors globally.

Oxademy is an award winning Edtech and consultancy who work with clients from across the globe. The organisation's value proposition believes in a "Learn, Innovate, Transform". For more information please visit [www.oxademy.com](http://www.oxademy.com) or for the business school [www.oxademy.ac.uk](http://www.oxademy.ac.uk)





## ADAM'S STORY

The 37 year-old and father of two from Cheshire spent seven years with the Royal Navy as an aircraft engineering mechanic before being medically discharged following a serious road traffic accident.

Fast forward to today and with the help of Morson Group, Adam has worked in various contract roles including search and rescue and production with Airbus' A380 wing together with inspection roles on the Nimrod project at Woodford.

Adam explains: "Contracting with Morson was a great starting point for my civilian career, especially with search and rescue, as this was as close to being in the Navy as I could get - but without the uniform. I found becoming a contractor so easy, and setting up and running as my own limited company was rewarding and not as daunting as first thought.

"For the past five years I've been working at Thomas Cook on the winter programme as an aircraft fitter, before becoming the onsite account manager. I'm now responsible for all contract staff employed at Thomas Cook Aircraft Engineering across all trade boundaries."

A highlight for Adam since transitioning into civilian life was organising more than 100 fitters and engineers during a winter heavy maintenance programme. The intake took place over three days, but required more than a month of planning prior this was to ensure all security procedures have been followed, car park passes purchased, tooling checked in accordance with the clients operating procedure, uniforms and inductions were in place prior to the start of the aircraft maintenance check for all contract staff.

"I've been surprised by how approachable and flexible the staff and management are as this makes communication and interaction easy and enjoyable at all levels," explains Adam. "Morson is a great employer for anyone who is ex-military. They've given me the opportunity to expand on skills gained in the forces and to progress rapidly into civilian life."

# Careers beyond the Front Line with Morson

As the UK's No.1 technical recruiter, Morson excels in aiding ex-forces personnel in their transition to civilian life by securing new roles that match this specialist skill set.

**T**he company has a long history of supporting the British military and is committed to helping ex-armed forces personnel reintegrate into successful civilian careers. Experts in a number of technical sectors including aerospace, engineering, defence and rail, the team has built close links with some of the world's leading industry names including Babcock, Thales and BAE Systems.

Morson International secure jobs for ex-forces personnel across sectors including aerospace, defence, marine, IT and cyber. Its Armed Forces Champions, Pat McMullan and Jon Moon, actively support military personnel within the Group and promote the benefits and skill sets that they bring to various clients. With more than 500 ex-military personnel working on client projects at any one time throughout the UK and overseas, it's an approach that is clearly working well.



fact, these highly trained individuals offer a range of specialist skills that our clients want and need."

Discipline, teamwork and calmness under intense pressure are essential in the military but also highly sought after by a number of employers. Many businesses now recognise the benefits that ex-military staff bring, with these individuals able to hit the ground running as they've already dealt with similar equipment and processes in their previous career.

Pat continues: "There's often a perception in recruitment that you need to take people with rail experience to work on the railway, for example, but that's not necessarily the case. Military personnel already possess the right transferable skills for a successful technical career but just don't realise it. By understanding military skill sets and how they can transfer across so many different roles, we're able to cast the recruitment net far wider to a larger talent pool, securing the right skills for our clients and the best careers for our candidates."

Morson International also works closely with the Careers Transition Partnership (CTP) and British Forces Resettlement Services (BFRS) to ensure a smooth transition and recruitment journey. Its team provide interview and CV training, upskilling, mentoring and an invaluable

Pat explains: "Regardless of the length of your military tenure, moving back into civvy street can be a big shock for ex-forces personnel and their families. Our experience of this exact transition makes sure that we understand the unique challenges that veterans face.

"Resettlement is a significant life change and that's why we work hard to help service leavers, their partners and spouses get the very best start. People often find it hard translating their military experience into employer benefits when in



Morson's female engineers from its Defence MRO team in Yeovil



network of ex-forces colleagues to candidates. Once employed, Morson also remains in close contact with all of its contractors to make sure they've the support they need from its recruitment, HR and contractor care support teams.

### TRANSITIONING MADE SIMPLE

As a global industry leader in providing technical skills, Morson Group operates across 12 key markets. Its expert team is able to advise candidates on the type of roles and industries that are best suited to their skill set developed during their time with the armed forces and match them with roles that will ensure a successful civilian career.

When transitioning to civilian employment, Morson Group recommends:

- Take time to identify your strengths and where you perform well. Also take into account your interests and what duties you performed in the military that you most enjoyed
- Once you've a clear vision of your strengths and interests, start your job search early to find the right role for you rather than settling for a last minute opportunity
- Open yourself up to new challenges and a change of direction. Don't ignore different industries or roles as your skills could be a perfect match
- For help with your CV, speak to a trusted recruiter, like Morson

### FROM BARRACKS TO TRACK

Morson Vital Training, the Morson Group's specialist rail training provider, recently designed an innovative training programme designed to help ex-service personnel into work, while enabling the rail sector to benefit from their transferable skills.

The team have been working closely with the Regular Forces Employment Agency (RFEA) and Walking With The Wounded to design the training programme and recruit suitable candidates.

The initiative builds on Morson's existing relationship with Walking With The Wounded, following their involvement with the DIY SOS Big Build last year and its current apprentices will be returning to site to help with phase two.

The new course is ready to roll out and has been fully-accredited. It forms an important part of the Group's future skilling and diversity strategies with the armed services training expected to increase the number of female apprentices it recruits.

Group, who can help to tailor this information to specific roles

- You may find that certain roles require additional certifications so consider whether more training and education is needed
- Capitalise on recruitment platforms like LinkedIn and join groups to increase your exposure to the opportunities available
- Attend CTP/BFRS job fairs and make the most of networking opportunities
- Have all your trade papers and certificates to hand
- Finally, don't account for your pension when calculating an acceptable remuneration package. You've worked hard for this, after all! ■



### JON'S STORY

Contracts manager, Jon Moon, hadn't planned to join the Army yet an Apprenticeship with a local engineering firm in Stockport quickly saw him become the target for a career in the military.

Having spent 15 years' in service, Jon now works at Morson's Suffolk office at Wattisham Airfield and supports the Group's wider aerospace division. Using his extensive aircraft knowledge and experience, Jon is responsible for the performance of several contracts and heads up the £multi-million Apache Integrated Operational Support.

"My transition when leaving the Army wasn't straight forward," continues Jon. "I was injured in whilst serving and this restricted what I could do. So after discussing my career options, I decided to leave in 1999.

"There were challenges when I came to work for a civilian company, one being the language. I'd been so used to talking in military truncate and acronyms – as my wife said, I couldn't hold a conversation when I was in the Army!

"I was told early on by Morson not to be afraid to make decisions, which has allowed me to develop as a manager and given me more confidence in my role."

With almost 50 years' technical recruitment experience, Morson Group holds a Silver Award from the Armed Forces Covenant's Employer Recognition Scheme - an accolade that recognises industry leaders for their commitment to securing successful careers for ex-force personnel. Jon has played a key role in securing this award through his involvement in organising recruitment days and promoting the business and its services at various events.



Mark Webb, on behalf of Morson Group, demonstrating the integrated, partnership approach that Morson Technical Services has with its customers



For more information, contact Morson Group's recruitment consultants today on:  
E: [air.support@morson.com](mailto:air.support@morson.com)  
T: +44 (0) 161 707 1516  
W: [www.morson.com](http://www.morson.com)

## THE EASA PART-66 CIVIL AIRCRAFT MAINTENANCE LICENCE

The European Aviation Safety Agency (EASA) is the EU "Agency" which oversees the implementation of licencing standards for Engineers, Flight Crew, and maintenance, operation and manufacturing organisations involved in civil aviation, across all EU states. The various EU states' National Aviation Authorities (such as the Civil Aviation Authority in the UK) are responsible to EASA and carryout examination and certification procedures in accordance with the regulations set by EASA. In the case of Aircraft Maintenance Licencing, the specific regulation is EASA Part-66.

The Part 66 licence is a pre-required for engineers to obtain 'approvals' to certify work carried out on aircraft. These approvals are issued by employing companies who are themselves approved by the CAA (under another regulation - EASA Part 145).

For anyone who aspires to be meaningfully employed working on civil aircraft as a maintenance engineer, a Part-66 licence is a prerequisite. This means passing all the modular exams, as prescribed by EASA Part-66 and as administered by the CAA (in the UK) and other EU National authorities in their respective countries.

The EASA licence categories are as follows:  
**Category A** - Line mechanic (airframes and engines)  
**Category B1** - Licensed Technician (mechanical, airframes and engines)  
**Category B2** - Licensed Technician (avionics)  
**Category B3** - Licensed engineer (piston engined aircraft of mass 2000kg and below)

See [www.club66pro.com](http://www.club66pro.com) for details of sub-categories and experience requirements.



# Total Training Support

## Your Guide to the Civil Aircraft Maintenance Licence Qualification.

**T**otal Training Support have provided individuals and companies in the aircraft maintenance industry with quality training support services and products for 17 years.

We supply Study materials for EASA Part-66, for both self-studiers and to Training Organisations around the World.

### FOR THE ARMED FORCES - PREPARING FOR A CAREER IN THE AIRLINE INDUSTRY

You can start studying for your Part-66 Licence any time before you leave the armed forces. In fact, the sooner the better.

At Total Training Support, via our club66pro.com study portal, we have put together a special 2-year flexible distance learning study programme for armed forces personnel and others with unpredictable lifestyles and work/travel commitments.

We understand that the armed forces personnel have different study requirements, compared to most civilians. Firstly, you have

probably got a dozen (or many more) years' of experience in aircraft maintenance with either the RAF or Fleet Air Arm, or Army, and have completed plenty of classroom training in aircraft maintenance, delivered to you by highly competent and qualified instructors, and you know the systems of your aircraft like the back of your hand. Consequently, you will be expected to "fast-track" through the EASA modules in a period of 2-years, or less, instead of the usual 5-years or more (up to 10 years allowed), that, for example, a civilian 16-year-old apprentice may require.

A certain "honoring" of your knowledge is required, to adapt it to the (some would say 'peculiar') civilian ways, and to the CAA examination question philosophies. Self-study is the most efficient way to switch your forces qualifications, and distance learning is the most appropriate for your work commitments. That is where we come in, with our 2-year continuous **Platinum Flexible** Study Programme, which comes with assistance from qualified civilian instructors via the Tutorial Support service.

Secondly, we understand the unpredictability of armed forces life. Although your Postings Officer will no doubt try to make your final years in the forces as stable as possible, to allow you to attend resettlement courses, or get down to some serious self-study for a civilian qualification (in our case, the EASA Part-66 basic licence), the commitments of today's armed forces often means that you are posted to active duties overseas, where studying is a practical impossibility. For this reason, our 2-year Study Programme has the additional flexibility of being able to be suspended (or put "on-hold"), until such a time that you return to a more

stable period, and are able to resume your studies. The 2-year Study Programme, is 2-years of truly active study, although the total elapsed time this may consume, is practically unlimited.

### THE "CLUB66 PROFESSIONAL" STUDY AID

The [club66pro.com](http://club66pro.com) study portal is wholly run by **Total Training Support Ltd.** It exists to use modern technology to its full, to support aircraft mechanics at a distance, and as flexible as is feasible, in their efforts to pass the EASA Part-66 licence examinations.

For the self-studier, we are the primary support agency. Through our portal at [club66pro.com](http://club66pro.com), we support you in your studies for the EASA part-66 exams with a 3-pronged approach:

- **Study Notes** – These cover all Modules 1-17. They can be read on our online flip-book viewer, or can be purchased as hard copies so you can read them in the conventional way.
- **Tutorial Support** – Via our Tutorial Support forums, you can ask any subject related problem you like, and you will get an answer from the Subject Specialist. You can also read through the previous questions and answers and discussions on a Module by Module, and subsection by subsection basis.
- **Practice Questions** – Over 22,000 Multiple Choice questions are available for you to generate exams and practice your knowledge. You can practice as much as you want within the active membership period. Web links and book references and hits/tips on each question provide further reading and assistance where needed.

When you use your ELCAS credits to claim for a **Platinum Flexible**



or eReaders. The eReaders are on a 6-month subscription. You can open and read on any device (laptop, iPad etc.) and each Module subscription is independent so the 6-month subscription commences only when you first open the specific module manual.

Even if you go for the hard copy option, you also get the fully inclusive Study Notes as an online flip-book viewer, so if you are posted overseas during your resettlement period, you can always access the books providing you have WIFI connectivity.

As we appreciate the difficulty individuals have in finding information, locating good reference books, and importantly, knowing what to study. Total Training Support provide the books, and the advice, and club66 professional provide thousands of EASA Part-66 style questions for you to try out your knowledge on (with answers and references for further reading where required).

**II training course at club66pro.com**, you get a full set of Study Notes, one manual for each of the Modules applicable to your chosen discipline (normally B1.1 – Mechanic Fixed Wing, B1.3 – Mechanic Helicopters, or B2 – Avionics).

You can choose whether you receive each as a hard copy paper manual (delivered to the address of your choice, free of charge),

We use a network of trained instructors, professional in their own field, who research each question and provide, where possible, either a book reference, or a short explanation to help you understand the question and its associated answer.

We also share the expertise and the many hours spent by existing members, who answer the more difficult and obscure questions, and provide references and other sources of information where you can find answers yourself. ●



#### AND AFTER BREXIT?

The UK CAA have issued this statement on the subject of Brexit:

*"Following the referendum on EU membership there will be no immediate change to civil aviation regulation nor the CAA's role in the EU and in relation to the European Aviation Safety Agency (EASA) framework.*

*The UK continues to be a part of the European single market for aviation. Over the last three decades this single market has led to additional connectivity and competition and has lowered fares for consumers. This is underpinned by a range of market-wide safety, security and consumer protection measures.*

*The CAA will now be working closely with the Department for Transport in assisting the UK Government as negotiations on exiting the EU progress. We will ensure that Government is fully apprised of the consumer and industry benefits provided by the current arrangements and specifically in relation to our continued role within the EASA framework and the European Common Aviation Area."*

EASA's 32 members already include four outside the EU – Iceland, Switzerland, Liechtenstein and Norway – the UK will seek the same status.

## 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 4½" 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**

# SSAFA named as Easy Resettlement Charity Partner of the Year 2018

SSAFA, the Armed Forces charity provides lifelong support to our Armed Forces, veterans and their families in times of need. We began our work in 1885, making us the oldest tri-service, military charity running in the UK.

**T**his year alone, our staff and teams of volunteers have helped over 67,000 people – from World War Two veterans to those involved in more recent conflicts and their families.

We have been serving the Armed Forces community for over 130 years. This year, SSAFA has been announced as the Easy Resettlement Charity Partner of the Year – and it's an obvious match.

The journey back to 'Civvy Street' can be a difficult time for some veterans. Employment, living arrangements, financial stability and personal lifestyles all alter at the same time whilst you and your family are moving away from familiar support networks and starting to acclimatise to a new life. This is where SSAFA can help.

Something that has become clear over the years of our Forces support is that everyone faces different

challenges, so SSAFA tailors support services to meet the needs of today's serving community, whenever they are needed.

We provide practical, emotional and financial support to serving families. Whether you need advice on dealing with a complicated situation, someone to talk to if a loved one is deployed or support stepping back into civilian life - SSAFA is there for the Armed Forces family every step of the way.

## ADVANCING INTO CIVILIAN LIFE

When servicemen and women leave the military, SSAFA can smooth the transition onto Civvy Street which includes advice on debt management, rent, mortgages and bills and includes information on what properties are available including private renting, council housing and the Help to Buy scheme.

SSAFA provides impartial housing advice to veterans and their dependants that have left the Armed Forces. Our Housing Advisors can offer guidance on homelessness, housing benefits, accessing social housing, tenants' rights, mortgage arrears, repossession and eviction.

SSAFA looks into each individual's situation and explains the options available to them and can then signpost them to other organisations that might be able to help.

Moving forwards, the dedicated casework team handles all issues and problems that may be encountered by the Armed Forces community. Tailored support is always our core objective, however this may look, we partner with other organisations to ensure that we have the best chance of being able to make a real difference.

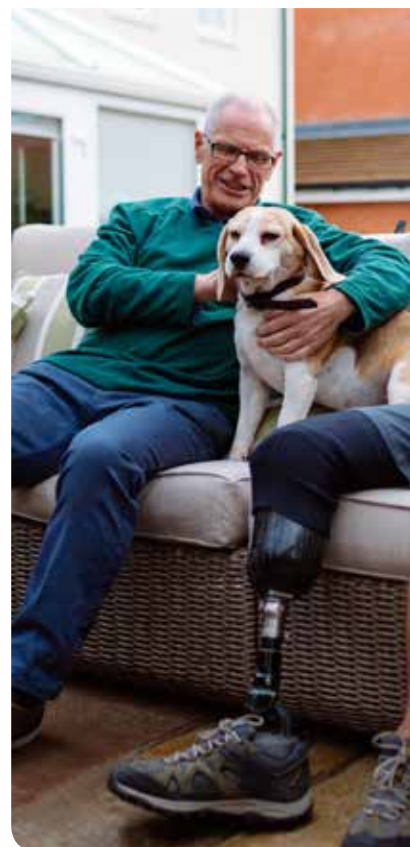
## DISCHARGED ON MEDICAL GROUNDS

SSAFA Mentoring supports individuals being discharged from the Armed Forces on the grounds of being wounded, injured or sick to help their transition out of the Services.

In addition, SSAFA Mentoring is now piloting the provision of support to service leavers and family members, where a need for mentoring has been identified.

If you are currently serving and would like to get in touch with SSAFA Mentoring, speak to your Medical Officer or if you are a veteran contact your career transition partner.

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



## NOT SURE WHERE TO TURN FOR HELP AND GUIDANCE?

SSAFA runs a free and confidential telephone helpline and email service for the Armed Forces community which, for those still currently serving, operates independently from the chain of command.

The team are here to listen without judgement and can give factual information and signpost ways forward to help.

Last year, Forcesline received over 25,000 calls, emails and online enquires from the military community requesting help.

If you or someone you know needs support – call **0800 731 4880**.



# Open Arms

How a partnership between SSAFA, the Armed Forces charity and Openreach is changing lives

Life in the Forces is all about a sense of community and team work. SSAFA has embraced this ethos in working with key partners, such as Openreach, Britain's digital network business, who began supporting the military charity in April 2015 and it's been a game changer for both sides.

An enthusiastic workforce has thrown itself into the common goal of supporting SSAFA and the Forces family – and has raised almost £100k. From holding cake sales for SSAFA's Big Brew Up campaign to trekking across the challenging Icelandic terrain for five days, it's definitely been a case of all hands on deck.

Yet far from simply raising money to continue the vital work carried out by SSAFA, the team at Openreach has shown ongoing commitment to the Armed Forces community – which in fact led to the partnership developing.

Recognising the transferrable skills and the value that this pool of talent can bring to a company, Openreach has employed more than 2,000 veterans over the last few years and even has its own Armed Forces Network (AFN). The AFN plays a big role in easing the transition period for many ex-Forces personnel and looks to inspire those employees already in the business.

Take Martin Cassidy, for example. Having left the Forces in 2014 after a 15 year career in the Army (Scots Guards), he found the transition from military to civvy life to be a bumpy road. Now 36 years old and working as a trainee engineer for Openreach, he is able to look back on his journey out of the Forces from a positive place.

"My own experience of the transition period was a whirlwind. Having served in Ireland, Iraq and Germany, all of a sudden I was living in a different place without the routine that had become so natural to me and without the familiar surroundings and people that made me feel at ease. Being a soldier was a big part of my identity and it felt strange to suddenly lose that. If I am honest, I wasn't sure who I was any more."

"I've always had an interest in IT and communications. After spending time in the Royal Signals as a communications systems operator, I knew I had a set of skills that were valuable and transferrable, but not every employer is able to recognise this."

"I first heard about Openreach by word of mouth from former colleagues who started new careers with them. As a company, they saw my time serving as an

asset which was refreshing and made me feel valued again. I know that their partnership with SSAFA gives Openreach a greater insight into the value of a veteran in business, for that I'm grateful."

"I'm four months in and I love my job. I like that no day is the same. Every job comes with its own challenges and if you run into difficulty, your team mates are only a phone call away."

"Seeing my new colleagues here raising money for SSAFA with so much enthusiasm shows me that I'm working in an organisation that genuinely cares about this important cause. I know about the help that SSAFA provides to people connected to the Forces, people like me, so I feel personally motivated to get involved with the fundraising events that are held."

"I'm no expert, but I feel that other big companies can learn from Openreach's attitude. Anyone who has come out of the Forces is instinctively hard-working and reliable – it's not optional when you're serving! Aligning with SSAFA and embracing the military community has undoubtedly strengthened the Openreach workforce, as well as given the employees here a worthy cause to get behind."

For more information on the partnership between Openreach and SSAFA and to see how you can support this please visit: [mydonate.bt.com/charities/openreachsupportingssafa](https://mydonate.bt.com/charities/openreachsupportingssafa).

**openreach**



To donate to SSAFA's support of the Armed Forces community before, during and after the transition period, head to [www.ssafa.org.uk/give](http://www.ssafa.org.uk/give)



# EX-FORCES? LOOKING FOR WORK?

**"LIFEWORKS  
WITHOUT A DOUBT  
HAS CHANGED  
MY LIFE"**

JAMIE, EX-ROYAL ENGINEER  
SUPPORTED INTO WORK

## LIFEWORKS



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[lifeworks@rbli.co.uk](mailto:lifeworks@rbli.co.uk)

# 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.

**T**he 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](mailto: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](http://www.novadata.co.uk)  
T: 01376 552999  
E: [info@novadata.co.uk](mailto:info@novadata.co.uk) •



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# BuildForce

connecting Service Leavers and Veterans to construction careers

As is well-known, the construction industry has a huge shortage of skilled workers, and a new initiative, BuildForce, aims to tap into many of the 14,000 personnel that leave the Armed Forces each year and have the kind of skills that are directly transferable to the construction industry.

**T**his collaborative project, part-funded by the Construction Industry Training Board (CITB) Structured & Flexible Fund, was formally launched at a Westminster reception hosted by the CIOB in June 2016. With support from the project's founding partners – Carillion, Crossrail, EY, Lendlease, Morgan Sindall and Wilson James – BuildForce opened for business at the end of January 2017, and by mid-May nearly 300 service leavers and veterans had registered with the service.

BuildForce aims to help reduce construction skills gaps while supporting ex-military personnel – through information, mentoring, work placements and training – into worthwhile careers. Steering group

chair Andy Parker, ex RAF squadron leader now director of defence at contractor Morgan Sindall, says:

"UK construction needs to find over 220,000 new workers by 2019. With 120,000 ex-services personnel currently without work in the UK and around 14,000 more leaving the services annually, BuildForce aims to smooth the military-to-construction transition."

The project's advisory group now includes over 40 construction organisations, ranging from the all-important industry SMEs to international contractors and consultants. These businesses sign up to the BuildForce Charter committing named individuals to act as champions, ambassadors and – perhaps most critically – as mentors. They help service

leavers and veterans to learn about construction, gain work experience, and identify career opportunities. Through such partners, BuildForce even managed to place two army officers into new civilian roles even before it had officially opened for business.

## FROM ROYAL HUSSAR TO TRAINING CENTRE MANAGER

Take John Stevens, for example. Stevens was the Regimental Administration Warrant Officer for the Kings Royal Hussars, managed a team of 17 HR administrators and managers providing fiscal services to the regiment. He felt he had lots to offer employers:

"My military experience gave me the ability to adapt and overcome: constant change happening within the Army without warning. I gained leadership and management skills and the confidence to motivate my team and develop them. Army life gives you the ability to perform under extreme physical and mental pressures whilst on operations, along with excellent decision making, problem-solving and strategic level creative thinking skills."

"I left the Army as an efficient organiser and multi-tasker capable of operating in a very fast paced environment, with great communication skills."

He says networking proved key to finding his first civilian role: "My son's friend's mother told me that BuildForce was about to start a partnership with Carillion, to help ex-military personnel move to careers within the construction industry, and I passed her my CV."

"A Career Transitional Workshop was my first step in the right direction. Working with my

mentor Chris James at Carillion Training Services really helped me with interview techniques and preparing my CV. It also helped me realise skills I had, but was unaware of." Stevens is now manager of Carillion's construction training centre in Bristol.

## FROM ROYAL ENGINEER TO SENIOR CONSULTANT

The construction and infrastructure sectors are not always obvious destinations for service leavers or veterans. Tom Scott, for example, was a captain in the Royal Engineers, and a two-week work placement with EY in December 2016 helped persuade him to accept an offer to become a senior consultant with EY's Programme Management Infrastructure team.



*I gained leadership and management skills and the confidence to motivate my team and develop them.*

"As Regimental Operations Officer, I undertook project management and operations improvements at a training establishment. I have strong leadership and team management skills; I am good at designing, scheduling and coordinating transformational change; and I understood what needs to be prioritised to foster trust from a team and deliver for stakeholders by going the extra mile when required."

He says the work placement was "more like a two-week interview" during which he could demonstrate some of his talents while also learning about EY and its clients. His advice to others? "If possible try and undertake a work placement to confirm the role is right for you. This is also the best way to network and prepare for any future interviews."

Scott's mentor at EY, Katherine Allt also underlined the benefits of a work placement, saying: "It let Tom get a better understanding of what work at EY is like, and what it takes to be a good senior consultant within our advisory infrastructure practice. He could speak to both our clients and the infrastructure leadership team, which helped him see how his skills were transferable to the firm."

A former army officer in the Royal Corps of Signals, Allt adds: "I joined EY from the military and having a work placement opportunity would have been a fantastic start to my career at EY."

#### WORK EXPERIENCE

As well as helping service leavers and veterans into jobs, BuildForce is also helping identify work experience and training opportunities. Lance-Corporal Ryan Hadfield, who served three years in the Yorkshire Regiment as an Armoured Infanteer, recently benefitted from a work placement with Hull-based civil engineering contractor, M.B. Roche & Sons Ltd, an early signatory to the BuildForce Charter.

"I see all skills from the Army as transferable in a construction role," says Hadfield. "During my placement I have been shadowing a site supervisor and getting a feel of civil engineering operations. I've got involved in groundworks, general concreting, setting up formwork and traffic management. I see the construction industry as fun, challenging and educational."

"More step by step help would have helped me transfer to civilian life – normal things such as paying the bills and knowing where to get help were difficult. I was helped by BuildForce and charities that help ex-forces personnel such as Hull4Heroes."

Daniel Roche, director of M.B. Roche & Sons added "I have found Ryan to be reliable, dependable and a good communicator with people of all ages and background. He is conscientious, honest and courteous. During his placement Ryan consistently achieved good results and delivered all expectations."



Ryan summed up his experience: "To any employer, I'd say ex-military people are proud, effective and reliable. To anyone leaving the Armed Forces, I'd say – sign up to BuildForce prior to leaving."

#### SPREADING THE BUILDFORCE WORD

The BuildForce project has been receiving a steady stream of enquiries from potential beneficiaries and from industry employers looking to tap into its resources. BuildForce personnel have also been to several services employment fairs run by the MOD's Career Transition Partnership, and also got involved with an event organised by the Tottenham Hotspur Foundation focused on employment opportunities created by the current redevelopment of the White Hart Lane stadium

in north London. Further north, BuildForce is also working closely with construction businesses and armed services resettlement groups in Yorkshire and Humberside.

The examples of John Stevens, Tom Scott and Ryan Hadfield suggest it could prove a fruitful engagement between the military and construction sectors.



For more information about the BuildForce programme and to sign up, please visit [www.buildforce.org.uk](http://www.buildforce.org.uk), or email [info@buildforce.org.uk](mailto:info@buildforce.org.uk) ●



#### TESTIMONIALS

*"If I may say, you and your team are incredible!"*

*I've been sending my CV to employers for the past six months, and I only managed get one acknowledgement, saying they "have seen my CV". The rest of the organisations didn't even bother to reply. Yet you guys on the other hand have managed to get me an interview in less than two days, that's unbelievable!! I will definitely recommend Buildforce to some of my friends. You are doing an amazing job for ex-forces."*

Wellington Karunga,  
BuildForce member

*"Thanks again for the invite for today's jobs fair. At the BuildForce stand, Mike was very welcoming, clear and helped me understand what the day was about and how to get the most from it."*

*The day itself was absolutely brilliant. What I gained out of the couple hours was more than I've done in almost 6 + months. I'm registered to a few other companies that seemed keen on me and I even got offered a job while I was there. A brilliant and productive day was had!"*

William Drinkwater,  
CTP Employment fair attendee  
and BuildForce member

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1. Good training from seasoned operators and instructors (Best of British)
2. Relevant awards and certification (nothing is wasted)
3. Introduction to specific overseas security contractors and UK operational companies including our own UCP Operations division.

*UCP guide you all the way; from initial talks about the industry – helping and supporting you until you initiate employment. (we never give up)*

## WHY CHOOSE UCP AS YOUR TRAINING PROVIDER?

1. UCP are one of the very few training providers with top reviews/ feedback on the ELCAS website and social media. Also, with being a CTP Member, UCP makes your choice a safe one when it comes to choosing your training provider. UCP are proud to serve the MoD in providing the very best training and post-employment support for British Soldiers.



2. UCP are one of the longest established British companies that specialise in Close Protection medium to high risk operations and training only.
3. UCP have eight main Instructors with backgrounds from; 2 Para, (RMP) Royal Military Police (former SO14), RMP CPU (SEG) UK Special Forces, British Royal Marine Commando, Former Mi5 agent, and a wealth of knowledge from our highly trained and seasoned Civilian Instructors.
4. Since 1991 UCP Security Services "Operations" have been protecting VIP clients, Celebrities and Government officials (UK and overseas) not to mention being tasked with providing pre-deployment training for teams on high-risk operations.



5. Since 2003 Up Close and Personal Group have been training overseas Internal Security Forces from Asia, Middle East and Africa.
6. UCP UK Training provides the security industry with a database of highly trained operatives.
7. UCP Operations division also work with many other security contracting companies (UK and overseas)



### CHOOSE YOUR TRAINING PACKAGE.

**1.** 18 day Working as a Close Protection Operative including: Working as a Close Protection Operative, First Response Emergency Care (FREC), Surveillance (Urban, Rural and Technical), (H2H) Hand to Hand Unarmed Combat, Concealed firearms, B6 Armoured Vehicle and Drone Operator £1862 + Vat (£2232) ELCAS claimable: Yes. Training Provider number: 5011. Courses delivered every month: 1st-18th.

**2.** 10 day combined tactical Live Firearms (Level 3 HABC (9mm/5.56mm/7.62mm) for Hostile Environment Close Protection Officers including: HE Drone Operator, B6/7 Armoured Vehicle, (PSC) Private Security Contractor and (CQB) Close Quarter Battle. £2000 + Vat (£2400). ELCAS claimable: Yes. Training Provider number: 5011. Course delivered every month: 18th – 27th.

**3.** Combine the courses 1 and 2 and complete the full 28 day CPO course. ELCAS claimable: Yes. Training Provider number: 5011. Course delivered every month: 1st-27th.

### RELEVANT INFORMATION TO BOOK A COURSE

Call **00447966176129**  
(mobile and overseas)  
Call **01474 832032**  
(Academy direct)  
Call **08001951644** (Freephone and main London admin office)  
**contact@ucpgroup.co.uk**  
**jemma@ucpgroup.co.uk**

ELCAS Approved training provider number: 5011  
Careers Transitions Member: UCP Group

Our training will allow you to apply for your SIA front-line licence for VIP protection as well as working overseas as a private security contractor.

Delivering the training schedule to achieve correct qualifications for matching job opportunities and referencing the training cost to fit perfectly within your enhanced learning credit claim.

- 1.** HABC Level 3 working as a close protection operative
- 2.** First Responder Medic training
- 3.** Hostile Environment Close Protection Officer (PSD, IED, PSC)
- 4.** B6 Armoured Vehicle training
- 5.** Use of drones within security
- 6.** Firearms competency level 3
- 7.** Private Military Contractor (CQB, SERE)
- 8.** Team Leadership for small team tactics ●



Visit our Facebook "**UCP UK Training**" [www.facebook.com/UCPGroup](http://www.facebook.com/UCPGroup)  
For the latest course info, video's testimonies and images of our courses

Visit: [www.ucpuk.co.uk](http://www.ucpuk.co.uk) (Training)  
Visit: [www.ucpgroup.co.uk](http://www.ucpgroup.co.uk) (Group)  
Visit: [www.ucpso.com](http://www.ucpso.com) (Operations)



# Becoming a personal trainer from passion to career

Being a personal trainer is a highly rewarding job to have because you get to help people improve their overall health and fitness and by doing so, you also teach them to lead a healthy lifestyle.

If you're someone who is passionate about exercise and enjoys helping other people, personal training can also be extremely rewarding from a financial point of view.

It is quite often nowadays for people to work with a personal trainer in order to lose weight and body fat, correct posture, build endurance or just get back on track and therefore, the demand for PTs that offer high quality services has increased. With the demand increasing, so have clients' expectations; in order to

be a successful personal trainer, you not only need to deliver a really good session but you also have to be a good listener and motivator, you need to be able to graciously handle clients that are extremely demanding or have difficult personalities and finally, you need to be able to market yourself accordingly.

## **YOUR NEW JOURNEY TOWARDS BECOMING A PERSONAL TRAINER SHOULD START WITH DISCOVERY LEARNING**

Discovery Learning has been in the fitness training industry for over 15 years and the main aim has always been to provide high quality courses in a flexible manner so that our students could tailor their learning requirements to their exact specifications. With over 10,000 students already trained, we have learned that the teaching styles of our tutors are quite an important aspect of the whole experience and that is why we always recruit the best tutors in the industry who can resonate with our students and can deliver an informative and engaging class.

All courses that we provide are independently accredited and represent national qualifications that appear on the qualifications and credits framework (QCF) and are accredited by Skills Active, the sector skills council for health and fitness for England and Wales or by the newly appointed custodian of qualifications and skills in our sector, CIMSPA.

We work with the top two awarding organisations (YMCA Awards and Active IQ) in order to issue the certificates for our newly qualified personal trainers and this way, students can be sure that any certificates provided by Discovery Learning are recognised all across the UK and internationally.

## **WHAT FORMAT CAN I STUDY?**

The Discovery Learning course packages can be completed on either a full-time or part-time (weekend or week-day) basis depending on what works best for the student.

## **STUDENT SUPPORT**

Just like our tutors, the student support team are always there to help you during your course. If you experience any learning difficulties or have enquiries about your course. Course work or assessments, you can always call or email our student support team who will try and help you solve any issue you might encounter.

## **WHERE CAN I STUDY FOR MY PT QUALIFICATION?**

Discovery Learning is a national organisation with full time Personal Trainer course academies in: London, Manchester, Birmingham and more. Our flexible learning uses the latest online learning and for those that prefer this kind of education our Personal Training and Fitness Instructor.

## **LEARNING FOR THOSE WHO SERVED IN THE MILITARY**

If you are serving (or have served) in the armed forces and are now looking to resettle and start a new career, the fitness industry might be a great option for you. As long as you are passionate about health and fitness and would like to work towards getting other people healthy and in shape, this is definitely something you could look into.

We have always had a large number of ex-military personnel looking to start a new and exciting journey towards becoming a personal trainer and therefore have chosen Discovery Learning as their trusted course provider.

The courses can be taken up once you have started the resettlement period and are available through ELC funding (runs from April to April).

If you have already taken the ALL ARMS PTI course, it means we would be able to equate that with a Level 2 Gym Instructor course and you would only need to qualify for a Level 3 Personal Trainer Qualification.

If you would like to go through all available options for you or just have enquiries about the whole process then give our friendly course advisers a call on **0208 543 1017**.





### WHAT DO I NEED TO BE A PERSONAL TRAINER?

There are regularly a few steps you need to take in order to become a personal trainer in the UK and below is the regular route our students take:

#### 1) Level 2 Gym Instructor Qualification

The Level 2 Gym Instructor course (also known as a fitness instructor course) is the starting point in the careers of most personal trainers and other fitness industry professionals. If students only choose to study for this qualification itself, it eventually entitles them to work as a gym instructor on the gym floor, health club or any other kind of fitness establishment in the UK and in many other countries.

#### 2) Level 3 Personal Trainer Qualification

Gaining this qualification means that students would be able to work for themselves as a personal trainer in the UK and in other countries or to work for various fitness studios, gyms or health clubs if they choose that career route (or can even do both!).

In order to start a Level 3 qualification, one would need to hold a level 2 gym course. Both the level 2 and level 3 courses can be purchased as part of our combined course packages. It takes slightly longer but are much better value than studying for both courses separately.



#### 3) First Aid Certificate

This is not compulsory but we do advise our students to study for this certificate because it teaches them how to perform basic first aid in case any of their clients should sustain an injury during training.

This is a Health and Safety Executive (HSE) recognized training course and is valid for three years before it needs to be renewed.

#### 4) Personal Trainer Insurance

This insurance is not a legal requirement but it is quite useful for PTs to have it because if someone under the supervision of a personal trainer is hurt or injured during the course of their training, if the trainer does not have an insurance policy in place, he or she would be personally liable for any compensation that would have to be paid to the injured client.

#### 5) CPDs

Continuing Professional Development (CPD) is a short-term course which helps students strengthen their knowledge about the fitness industry. Discovery Learning offers a variety of CPD courses including strength & conditioning, circuit training, clinical nutrition and many more. With these additional qualifications it enables you to stand out as well as maintaining the knowledge of the ever-evolving fitness industry.





## BECOME A FITNESS PROFESSIONAL & PERSONAL TRAINER

[WWW.DISCOVERY.UK.COM](http://WWW.DISCOVERY.UK.COM)  
[INFO@DISCOVERY.UK.COM](mailto:INFO@DISCOVERY.UK.COM)  
 0208 543 1017



**GYM INSTRUCTION COURSE**  
**PERSONAL TRAINING COURSE**



**SPORTS MASSAGE THERAPY COURSE**  
**STRENGTH & SPORTS CONDITIONING**



**PRE & POST NATAL COURSE**  
**AEROBICS COURSE**



**LEVEL 4 COURSES**  
**CPD COURSES**



**CHILDRENS EXERCISE COURSE**

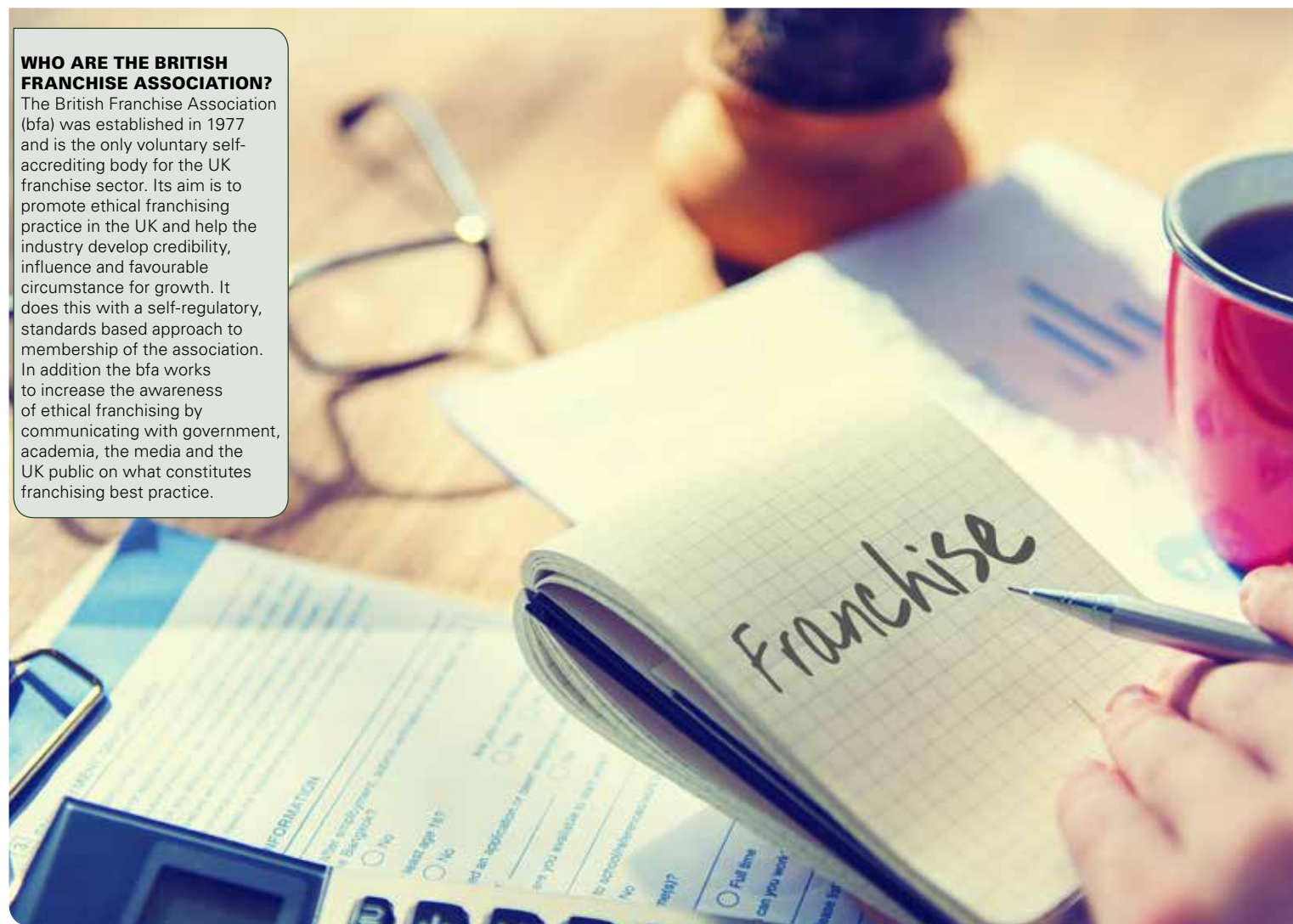


**GP & EXERCISE REFERRAL COURSE**



**WHO ARE THE BRITISH FRANCHISE ASSOCIATION?**

The British Franchise Association (bfa) was established in 1977 and is the only voluntary self-accrediting body for the UK franchise sector. Its aim is to promote ethical franchising practice in the UK and help the industry develop credibility, influence and favourable circumstance for growth. It does this with a self-regulatory, standards based approach to membership of the association. In addition the bfa works to increase the awareness of ethical franchising by communicating with government, academia, the media and the UK public on what constitutes franchising best practice.



# Franchising

You may be considering joining a franchise as your next career move, which is great.

**T**he British Franchise Association are on hand to help you prepare to ask the right questions and make the right choice for you.

**WHAT IS FRANCHISING?**

Business format franchising is the granting of a license by one person (the franchisor) to another (the franchisee), which entitles the franchisee to trade under the trade mark/trade name of the franchisor. This agreement also allows franchisees to make use of a comprehensive training package, consisting of all of the necessary information to enable a previously untrained person to establish a business using the brands format with continued support from the franchisor.

**WHAT CONSTITUTES A 'GOOD' FRANCHISE?**

Simply put, a 'good' franchise will protect the interests of their franchisees whilst supplying the agreed training and ongoing support for any franchisee trading under their proven business model. As franchising in the UK is unregulated, there are franchises around that fall short of any or all of these characteristics and this is why it is important for you to do your research before handing over any money or signing a legally binding contract.

All members of the bfa have undergone and passed the bfa's rigorous accreditation process. These brands then agree to abide by the bfa's rules of membership and periodic reaccreditation of their brand as standard. To complete this accreditation process, the

bfa's accreditation team review the brands promotional materials, check they can evidence their financial projections, survey the franchisee network and check the franchise agreement with a bfa accredited legal advisor. This detailed process is designed to filter out the brands who do not meet the bfa's standards. As a result, brands do not always pass their accreditation the first time. The bfa then provide feedback on what changes or improvements need to be made to meet these standards, thus enabling franchisors to improve their franchise offering for the benefit of their whole network.

Not being a member of the bfa does not mean that a franchise brand is not 'good'. bfa membership is voluntary and there can be a number of reasons that brands choose not

to join membership. However, it is incredibly important when considering joining a franchise to complete your due diligence to ensure the brand is right for you before you commit – especially if the brand has not undergone bfa accreditation.

You can view a full list of bfa members on the bfa website here: [www.thebfa.org/members](http://www.thebfa.org/members)

**WHAT ARE THE BENEFITS OF JOINING A FRANCHISE?**

There is no guarantee of success no matter what type of business you are starting. However, business churn rates in franchising are low at just 4.6%<sup>1</sup>, 1.6% of which accounts for retirement. Franchising has proven itself to be a fantastic route to self-employment and business ownership, with 44,200<sup>1</sup> businesses in the UK owned by franchisees. More than half of these franchisees are reporting that their businesses are achieving an annual turnover of over £250,000<sup>1</sup>. Besides the financial rewards, franchised businesses



### WHAT CHECKS SHOULD I MAKE BEFORE I JOIN A FRANCHISE?

What checks shouldn't you make should be the question! As mentioned before, prospective franchisees invest time and money into building a business under an already established brand; therefore it is important that they are comfortable that the brand is worthy of that commitment.

**Check them out online:** The World Wide Web is incredibly powerful tool to utilise when finding out more about a brand's reputation. With social media and customer reviews so easily accessible you are able to not only see whether a brand has developed a negative reputation for their franchise operation, but also whether their network of franchisees are helping to build a positive brand image through their customer service – after all who wants to join an operation with a network of franchisees that are damaging the brand's reputation?

That being said, do bear in mind that there are always two sides to the story. Do bring any concerns raised during online research to the franchisor's attention. They may have a good explanation for what you found or alternatively, they could convince you that their brand is not where you want to place your trust and funds.

#### Ask them detailed questions:

To name a few: how long did the business operate before they franchised? How long have they

been franchising? How many franchisees are currently operating? Have many franchises failed whilst trading under the brand? These can feel like tough questions to ask, however, it is incredibly important that you ask them. Firstly, you can find out a lot about a franchisor from how transparent and forthcoming they are when answering these questions. Secondly, a 'good' franchisor will be selective about who they introduce into their network, being prepared with sensible and detailed questions proves commitment to the franchisor.

For more questions to ask a franchisor during your initial meetings, visit the bfa website and read 50 questions to ask a franchisor: [www.thebfa.org/join-a-franchise](http://www.thebfa.org/join-a-franchise).

#### Speak to existing franchisees:

This is a crucial step to check what training and ongoing support is received once the franchise agreement has been signed. Don't be fooled into only speaking to the franchisor's favourites, they should be willing to allow you to choose from a list of their franchisees which you would like to speak to. You may wish to ask to choose from lists of their top performers, average performers and under performers to determine how they support received is adapted to the requirements of their franchisee.

#### Request evidence of financial projections:

It is inevitable that a brand will indicate to you how much money you can expect to

make whilst trading under their model and brand. Before you trust these projections, request to see evidence that these have previously been met.

At this stage it is fairly common for a franchisor to ask for a refundable deposit before they reveal their financials to a prospect. This must be refundable and is usually refundable less any reasonable expenses. Reasonable expenses are genuine costs such as, paying a surveyor to scope out locations in your local territory, not administration charges for answering your questions. This refundable deposit will be returned to you if you decide the proposition is not for you. If you decide to proceed to invest in the franchise, this will usually be deducted from the franchise fee you pay at the start.

#### Get the franchise agreement checked:

The bfa can't stress enough how important it is not to skip this step. This legally binding document will form the basis of your business relationship for the duration of the contract. A single document that details both the franchisor and franchisee responsibilities, as well as what protections are in place to prevent you from being terminated from the network without cause.

For a full list of bfa accredited solicitors who specialise in franchising, visit the bfa website: [www.thebfa.org/members](http://www.thebfa.org/members).

are also creating jobs for their local communities, with 621,000 people employed in franchising.

A great feature of franchising is that franchisees often do not need previous experience in the sector they are joining, this is because the franchisor will provide comprehensive training and ongoing support to help the franchisee build and grow their business. The flexibility of franchising is allowing a variety of motivated individuals the opportunity to own their own business, including mothers who are returning to work. The plethora of franchise opportunities available cover a variety of sectors and models. As a result, franchisees are able to decide whether they would like a business that requires a larger time commitment in exchange

for greater financial rewards and opportunity for business growth, or whether they would like a more flexible business that fits around their family commitments whilst still providing a fulfilling career.

The biggest benefit of all is that the business model has been proven. This means that the franchisor has traded under their model to test the model and calculate their financial projections. As a result, the franchisor will have learned from mistakes made in their own business, this enables them to provide training and support to ensure their franchisees can avoid repeating these mistakes. Use of a proven business model is also looked upon favourably by banks when they are considering lending to a prospective franchisee as opposed to an individual starting a private company.

### ARE THERE ANY DISADVANTAGES TO JOINING A FRANCHISE?

Joining a franchise brand does not grant you a license to print money. Starting a new business requires an investment of time and money that should be expected. However, some prospective franchisees fall into the trap of joining a brand without doing much research and begin their journey with unrealistic expectations. This is why bfa member brands are looked upon favourably by prospective franchisees, not only have they undergone a voluntary accreditation process, they have also committed to running an ethical operation and encourage franchisees to ask questions that will be answered with transparency before the agreement is final.

### WHAT DOES THE BFA OFFER TO HELP PROSPECTIVE FRANCHISEES MAKE THE RIGHT CHOICE?

There are a host of resources available on the bfa website designed to help franchisees prepare to make this big choice. The bfa have developed a free online course in association with Lloyd's Bank to help prospective franchisees build a strong

foundation of knowledge. The Prospect Franchisee Certificate is easily accessible, modular and can be completed at your own pace. At the end of the course, you will be able to print a certificate to show that you have taken the time to learn about franchising and what it could mean for you.

To find out more about joining a franchise, visit the bfa website: [www.thebfa.org](http://www.thebfa.org).



LLOYDS  
BANKING  
GROUP



*The flexibility of franchising is allowing a variety of motivated individuals the opportunity to own their own business, including mothers who are returning to work.*

# How 20 years in the RAF ignited an entrepreneurial spark!

John Davison enjoyed his career in the RAF spanning two decades, constantly learning new things and updating skills.



John Davison

**A**fter another 20 years of running his father's business, he found out what it was like to be a true entrepreneur when he joined ActionCOACH.

"I joined the RAF as an Officer Cadet in 1966. I spent two and a half years at Cranwell where I swapped from engineering to logistics. My future was set out for me as a Pilot Officer with a guaranteed career until I was 55, unless I took optional retirement after 16 years of service. I got married to Helen just six months after being commissioned and we started a family."

John worked at RAF Wittering during the Falklands War, receiving a MBE for his contribution. He was promoted in minimum time to Squadron Leader and sent to do a Master's degree at Cranfield before moving on to a role in the Ministry of Defence.

## STEPPING IN TO ENTREPRENEURSHIP

"My Masters helped to save a lot of money in the MoD but I didn't fancy spending the rest of my time in the RAF in a staff role and so I took optional retirement when I was 38 years' old. I'm originally from Sunderland and I went back to Teesside in 1986 as my first entrepreneurial spark ignited. My father had started a marine engineering company quite late in life, I took it over and it remained very profitable for nearly 20 years until two of our biggest clients went out of business almost overnight. I couldn't sustain the business and spent six months closing the company down, controlling discussions with staff, clients and suppliers - it was a big hit of reality."

At that point, John felt like he was unemployable. He invested a year with career change consultants and found something called business coaching.

"It really interested me because of my extensive experience;



John Davison helping business owners transform their business and their lives

skills from the RAF played a big part; a Master's degree and 20 years in the trenches of business ownership. It began to dawn on me, I could help others overcome the challenges I had faced. But I didn't have a set of tools to back me up and so I started to look around for resources including investigating some organisations and franchises which could help."

### REALISING WHAT A REAL ENTREPRENEUR SHOULD BE

In 2006, John was introduced to Yorkshire's first ActionCOACH, Andrew Cussons, by his accountant. He then went on to speak with the UK Support Team.

"What struck me during my initial conversation with Ian Christelow, ActionCOACH's UK Co-founder, was he wasn't selling the franchise to me, he was interrogating me to see if I was suitable to be a franchise owner. I was really taken by ActionCOACH's culture, the structure and support.

John took Helen to the discovery day and looked at the huge range of tools and resources available to him. He convinced the team he could make a success of the franchise and began a whole new challenge.

"I realised I had gone from constant development in the RAF to 20 years in business where I had never opened a book! I went to Las Vegas for 10 days of initial training and commenced a new era of personal development. I'd never been so stretched before - even given my military training. The RAF taught me how to lead, organise, manage, and communicate but, so far, I'd only used them in business to deal with negative situations. ActionCOACH taught me to approach a positive angle and a mindset of success."

John launched his ActionCOACH business in November 2006. He set himself some goals but, most importantly, his focus was on helping local business owners.



John with fellow franchise partners at ActionCOACH's quarterly conference.

"It took me 18 months to really get into the flow. In hindsight, my biggest personal challenge was sales and marketing. My past two careers had never needed these skills and it took a number of MasterCLASSES, which ActionCOACH run for free for franchise owners, to improve my skills and to realise that sales meant building relationships. Typically, I have 10 one-to-one coaching clients, and run a group planning day, GrowthCLUB, every quarter. My clients come from ActionCOACH's 6-steps seminars, networking and referrals."

Five years ago, John decided to share office space in Knaresborough with another Action Coach, Stuart Johnson. Teamwork is very much embedded in the culture of ActionCOACH and that makes the business more enjoyable.

"We share GrowthCLUB, strategic alliance workshops and seminars. It could be seen as competition but it works well to farm in the same area. Apart from the fact that I choose to support

just 10 clients a month when there are thousands of business owners in Yorkshire and Lincolnshire, we call it co-opetition - some coaches click better with certain personality types and I have someone close by to introduce if I have a business owner eager to begin coaching when I don't have availability.

### AN ENTREPRENEUR FOR THE FUTURE

John received one of the top scores in ActionCOACH's first independent client survey conducted in 2016. It's just one of the ways in which he has recently accessed the support available to him.

"It's fair to say that a franchise represents a pre-ordained, structured successful model. It's not an easy way to start a business but someone has done all the thought process and structure, so all you need to do is put the hard work in and follow the systems. As well as the client survey, I've introduced three of my clients to the national partnership ActionCOACH has developed with Funding Circle.

"ActionCOACH is an outstanding franchise and continues to develop and grow. The core of the model and the communication methods between the network is constantly innovative. Equally as a business opportunity, ActionCOACH has added value services to the core coaching, multiplying the commercial potential for franchise owners."

Even though John turns 70 in February, he has no intention of retiring. ActionCOACH gives him the option of reducing his workload by having an employed coach to take on the day-to-day work or passing on his clients to another franchise owner.

"I currently work three days a week and Helen is still working too. Coaching is something I love and can do at my own pace. I need to feel purposeful and this business enables me that. My clients are about the same age as my children. While my brain can outdo them, I will stay in business and entrepreneurship." ●



### SPECIAL DEALS FOR THE ARMED FORCES...

...ActionCOACH UK has signed up to the Armed Forces Covenant, recognising the value Serving Personnel, both Regular and Reservists, Veterans and military families contribute to business and the country. ActionCOACH commit to honour the Armed Forces Covenant and support the Armed Forces Community.

"We acknowledge the value the Armed Forces Community can offer the business community and how they can become successful business owners by utilising the many skills they have gained whilst serving," said Ian Christelow, Co-founder and Managing Director of ActionCOACH.

ActionCOACH will:

- offer a discount to members of the Armed Forces Community who are considering taking up an ActionCOACH franchise
- offer a discount on all coaching fees to members of the Armed Forces Community who are considering starting a business or are already running their own business
- offer free initial coaching meetings to business owner members of the Armed Forces Community or members who are seriously considering setting up their own business.

Call Julie on **01284 701648** for details or email **freedom@actioncoach.com**

### NEXT STEPS

If you'd like to take the step into entrepreneurship and you:

- get a buzz from helping others succeed
- love learning and developing yourself
- have enjoyed success in your career or sport...

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





## 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.

**A**fter 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.

### 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



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!"



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**.



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

Join the ranks of successful franchisees with a ChipsAway SMART car repair franchise.

Be your own boss and take control of your life. ChipsAway offers unlimited earning potential, with full support including training, and national advertising, including TV adverts!



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**ChipsAway**

Scratches and scuffs won't dent your pocket

# Still Going Strong

gas-elec's first franchisee  
Dennis Healy is still going  
strong after 20 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 had recently been made redundant from Southern Electricity where he had worked for 19 years. Dennis approached gas-elec as he was interested in an opportunity with the company.

Dennis was definitely gas-elec material. But, in order to join gas-elec the electrical engineer needed to add another string to his bow and qualify as a gas engineer. Having both qualifications would make him perfect for gas-elec, whose founding concept was one

engineer who could carry out a gas and electrical inspection in one visit, producing one report – saving 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.

Dennis qualified as a gas engineer and became part of the pilot scheme for the company to be awarded BFA membership. He achieved this by working as a potential franchisee for one year. He liked it so much, at the end of the year he bought a franchise.

Sales and marketing is directed from a dedicated centralised office. Work is provided and the regional offices book and coordinate the jobs for the engineers.

Only the first job is usually a timed appointment, thereafter the jobs are scheduled to either morning or afternoon slots. When inspections have been completed, the engineer submits the details of the inspection onto gas-elec's bespoke central IT system, ready for the job to then be invoiced.

One of the biggest headaches for self-employed people is admin 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. It then pays franchisees twice a month upon receipts.

The company came up with the idea some years ago after it realised that the amount of time regional offices were spending on admin and invoicing, was leading to a direct fall in sales. On average,

it saves gas-elec franchisees around 17 hours a month – that's support for our franchisees!

All this has enabled Dennis to comfortably look after his very large family – seven now grown-up children and a wife.

These days, most of Dennis's work is in and around Berkshire, the SL postcodes are his prime area of responsibility. Sometimes he gets several days' work at the same property which cuts down on driving.

A good proportion of gas-elec engineers earn more than £60,000 a year, and gas-elec has provided services to over 1,000,000 customers.

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

For the first time in modern history, more people privately rent their home. By 2026 half of all householders in the UK will be living in private rented accommodation, which remains gas-elec's core market.

The company's workload is also determined by changing legislation. Dennis, for example, has added to his skills set how to carry out risk assessments for Legionnaires' disease. Landlords are now legally obliged to carry out these assessments in their tenanted properties. He can also supply and fit smoke and carbon monoxide alarms

The company can also offer its clients a bespoke service tailored to their needs. Our national clients also have the facility to monitor the status of their jobs using our bespoke IT system.

Now on his fourth franchise agreement, Dennis says "If he is blessed with continuing good health, he has every intention of renewing for the fifth time."

When asked if he had his time over, would he do it all over again. "Yes I would!" ●



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## 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 projections in year 1
- 😊 We offer a bespoke service and renewal reminders to our clients
- 😊 Gas-elec have opportunities throughout the UK
- 😊 Gas safety inspections are mandatory, giving our franchisees regular and repeat business
- 😊 Brought to you by a company that has been in business and franchising for 20 years



Celebrating 20 years in franchising  
[www.gas-elec.co.uk/franchise](http://www.gas-elec.co.uk/franchise)

0800 015 2030



# Ex-soldier finds structure and success with Snap-on



As a child, Steve Murray wanted just one thing: to be a soldier.

**D**espite a rocky academic start, Steve achieved just that and spent 12 years literally living his dream. With the birth of his first daughter, Steve took the difficult decision to leave the armed forces and despite finding joy in his new family, he struggled to adapt to civilian life. Now, ten years later, Steve has once again found the professional success and structure he craved. This time, as a Snap-on franchisee.

"The best thing about being a Snap-on franchisee is the earning potential. I've put away enough money to put both of my daughters through university and I've even managed to buy my dream car. Yes, I work hard, but I make sure I enjoy my down time with my mates and I always prioritise the gym. What's the point in earning so much if I can't enjoy it from time to time?"

Like many others, Steve admits he wasn't particularly academic during his teens and left school at 16 with just a handful of GCSE's. But it was enough to secure a place at Army Apprentice College. He aspired to serve overseas and thanks to his natural work-ethic and sheer determination to succeed, he worked his

way up through the ranks to Regimental Sergeant Major.

"I didn't enjoy school. All I ever wanted was to be a soldier, so being accepted into Army Apprentice College was an important time for me and I made a real effort to succeed. I passed out as Regimental Sergeant Major in 1993 and served for six years in Germany. I did a tour of Bosnia before being stationed in Colchester, then moved on to Aldershot and served two more tours of Bosnia and one tour of Kosovo during the Gulf War. Being a soldier was hard work but I was born to do it. I can't say it was all fun and games but I've been to some incredible places and I've made mates for life. I achieved a lot during those twelve years."

Steve left the forces in 2004, just in time for the birth of his beautiful daughter, Katie. But it wasn't to be plain sailing. Looking back, Steve says he didn't plan well enough for life on Civvy Street - he'd been so determined not to fall into unemployment, he took the first job he could find which didn't suit this long-time soldier well.

"I missed the routine of being in the army and I didn't want to get sucked into unemployment, like so many ex-forces guys are. I jumped head first into work, which in hindsight was a big mistake; I ended up spending only one month as a bin man. I hated that job almost as much as I hated the next one - six months as a long-distance lorry driver. I was so bored!"

It wasn't long before along came second daughter, Jessica, and Steve knew something had to change: "I knew I needed to put more effort into my career, instead of just settling for the next opportunity. So many guys who leave the armed forces fall into the same trap that I had; they fail to plan for their resettlement and take the first job going. I was frustrated with the lack of direction and I knew I had to take a different route."

Now working as a Heavy Goods Mechanic, it was during one particularly cold night shift in the workshop (-9!), that Steve saw an online advert for Snap-on and experienced the light-bulb moment which would ultimately change his life: "Seeing that advert couldn't have come at a better time. I didn't realise how

unhappy I was until I saw it. At the end of the day, I was lining someone else's pocket. I'd never really thought about being my own boss - that pop-up advert was a real moment of realisation for me."

Snap-on is the world's number one professional tool brand. They are the leading global manufacturer and distributor of tools for the professional technician. Franchisees deliver gold-standard, premium products to technicians up and down the country. Their fantastic business opportunity offers you the chance to be your own boss whilst being supported by an elite team of industry specialists.

With a string of unhappy roles behind him, Steve had to be sure that owning a Snap-on franchise was right for him. His in-depth research included speaking with the team at the Snap-on headquarters in Kettering and going on van rides with existing franchisees. Steve really enjoyed the sale-orientated atmosphere and the banter between franchisees and their customers reminded him of his army days. Now confident in his decision, Steve signed his franchise agreement and joined the Snap-on ranks. Next up: training!

Snap-on training starts with a week in Dallas in the US. Afterwards, new recruits are welcomed into the Snap-on family at the 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 paired with a dedicated franchise developer for the first 12 months who spends another 12 days on the road offering one-to-one support within the first five weeks.

"The training in Dallas was great, but it was very intense. I'm not complaining though, all those years as a soldier taught

*Snap-on is the world's number one professional tool brand. They are the leading global manufacturer and distributor of tools for the professional technician.*

me to work hard and respond well to structure. You're literally in a classroom all day and you learn so much. It's not just about the tools, it's about good business knowledge and covering all your bases. I don't think I appreciated how much I had learnt until I was actually out on the road."

Selling to a regular route of customer came naturally to Steve and with the support of the team at the head office in Kettering, his





thriving territory in Worcester went from strength to strength. Within 16 months, he had comfortably paid back his start-up loan and was earning more than enough to support his young family.

Snap-on understands that it's only ever going to be successful if its franchisees are! That's why they 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. Steve even goes as

far to say that the team at head office are so good at what they do, they can recognise potential problems in your franchise before you do. Support at this level is invaluable, especially if starting a Snap-on franchise is your first experience of running a business.

After four years, Steve's Worcester territory had grown to a multi-van operation and an increase in sales saw him enjoying the perks of financial freedom. At this point, Steve had developed a nest-egg big enough to warrant a year out of the business and a relocation.

"Selling my Snap-on business was the right thing to do at that

time. I had more than enough in savings to support myself and so I made the decision to move back to North Shields. I spent a year out of work in the end but I missed the business! It was a chance conversation about Snap-on in a local garage which made me think about getting back into the franchise again. I found out that the North Shields territory was available and the temptation of that routine and consistent earnings was too strong to ignore. So, I called the team at head office and they asked if I wanted to be a franchisee again... I said yes!"

Steve knew that his previous success would be easily replicated in another territory and before he knew it, he was back in Dallas for another week of training. Repeating the course was an incredible opportunity for Steve to improve upon his knowledge from four years previously and for the second time, he couldn't wait to get out on the road with his customers!

"My customers are the reason I do this job. Don't get me wrong, there's no real limit to earning potential and I can choose my own hours but I work hard. Most days I'm on the road by 7.30am and I might not stop until 8pm but I do it because I enjoy it so

much. I'd recommend being a Snap-on franchisee to anyone who is thinking of leaving the forces. Being your own boss is great but it's even better that there is a whole support team just a phone call away. If you work hard, follow the model and you enjoy being around people, then you'll be successful with Snap-on."

As ambitious as ever, Steve is keen to share his experience and knowledge with others by exploring management opportunities within Snap-on.

"Snap-on has made such a positive impact on my life. My children are well set up for their future and it would be great to give back to the network. Being my own boss has been a real learning curve for me and my success is down to hard work and being a real people person. Snap-on provides a huge support system and is a great opportunity for anyone leaving the forces who would like another chance at a profitable and worthwhile career."

Want to follow in Steve's footsteps? 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.**

"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.

Text **FRANCHISE** to **07786 201 770** or visit **www.snaponfranchise.co.uk** to find out more.

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

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

# ActionCOACH wins Service Leaver of the Year again!



“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.



## RESETTLEMENT AWARDS 2016

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or watch the opportunity overview video at:

**actioncoach.co.uk**

- ✓ 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



# Mending canal bridges

and war wounds at the same time

Injured servicemen and women are being given the opportunity to re-build their lives, gain qualifications and learn new skills by transforming and restoring historic canals.



**T**he Canal & River Trust and Help for Heroes have come together to deliver an ambitious canal restoration and career recovery programme for wounded, injured or sick servicemen, women and veterans.

Veterans from across the country have joined the Heritage Heroes project and have just finished working alongside the Canal & River Trust and its volunteers to restore historic Bridge 99 on the Kennet & Avon Canal in Wiltshire.

Each veteran received specialist lime mortar training in order to work on the historic bridge. The programme of activities has also included creating a memorial garden at Caen Hillside, waymarking routes through the new woodland, constructing a new pond dipping platform and painting lock gates - in total there are 105

on the Kennet & Avon canal. All the work undertaken by the veterans will leave a lasting legacy.

The project, made possible by £500,000 funding from players of People's Postcode Lottery, aims to bring pride and purpose back to our heroic veterans while restoring canals, some of which have been left neglected for decades.

The Heritage Heroes project will equip the wounded, injured or sick heroes with City & Guilds qualifications in construction, health and safety, horticulture and land-based management which can be used to help them identify a new, purposeful career.

Former Corporal Tom Dempsey, of Bideford Devon, joined the military in 1976 and undertook five tours of Northern Ireland. Whilst on tour, he was in a bomb attack, which left his hearing affected. After leaving the military, Dempsey went onto a career in the police force - but as time went on he started to doubt his abilities, and day-to-day tasks became more difficult. Tom sought help and was diagnosed with PTSD. Tom says: "It's great to be around military personnel again, I've

loved the course and I've learnt so much. It's just great to be mixing with people again, both military and civilians - I've shied away from that for a long time but this has proved to me how much better it is for me to be social."

Jason Leach, Enterprise and Restoration Team Manager for the Canal & River Trust, said: "Heritage Heroes is such an exciting project for us. It gives the Canal & River Trust the opportunity to work with Help for Heroes to transform waterways as well as helping to rebuild our wounded heroes' lives."

Mike Lee, Project Manager at Help for Heroes, said: "Leaving the

- Canal & River Trust and Help for Heroes team-up to deliver ambitious £1/2 million canal restoration and career recovery programme
- Injured servicemen and women work on memorial garden and carry out bridge restoration works on the Kennet & Avon Canal
- "It's great to be around military personnel again, I've loved the course and I've learnt so much," said Help for Heroes veteran

military or realising that your career choice may no longer be possible can be daunting, especially for those who are living with life-changing injuries and illnesses. Working towards a new goal in life through career recovery can be extremely beneficial to an individual's overall wellbeing, often accelerating their personal recovery journey. This project will resonate with many of our military men and women who will already have some of the necessary skills and enjoy working outdoors, as part of a team."

Clara Govier, Head of Charities at People's Postcode Lottery said: "We are delighted that the 'Dream Fund' has enabled this partnership between the Canal & River Trust and Help for Heroes. Heritage Heroes will make such a difference to the lives of our injured servicemen and women and I'm looking forward to seeing the results of their hard work on our historic canals."

More information about the project and how to get involved can be found here: [www.canalrivertrust.org.uk/volunteer/heritage-heroes](http://www.canalrivertrust.org.uk/volunteer/heritage-heroes)





*The football tournament has been a great opportunity to raise awareness and link Veterans together with other employers.*

## Merthyr Tydfil company make a difference to Scottish Veterans through football

Merthyr Tydfil based company DJ Rees Decorating Services Ltd have gone the extra 500 miles to support Veterans from Scotland.

**T**he Save Our Service Veterans group in Glasgow recently received equipment worth £500 from DJ Rees Ltd and it has been put to use in their garden therapy sessions to help former Military Personnel overcome their hidden psychological wounds.

The group of Veterans were keen to return the favour and travelled south on Friday to show their gratitude for the donation, accepting an invitation to play in a football tournament hosted by DJ Rees Ltd at Penydarren Park, the home of Merthyr Town FC.

Teams from Systems Electrical, an Armed Forces property contractor, and the South Wales Fire and Rescue Service, who were captain by Reservist Tim Davies, took part in the event to raise awareness for the needs of Veterans.

Mr Dai Rees, the Company Director of DJ Rees Ltd, said: "We are very proud to give a helping hand to those who have served us and it's an ethos we encourage everyone to have. The difference we can make to Veterans is very rewarding and there are mutual benefits that flow both ways.

"The football tournament has been a great opportunity to raise awareness and link Veterans together with other employers. They have been able to gain a greater understanding of challenges facing Veterans and consider how we can all support each other to maximise our capabilities."

Systems Electrical walked away as the overall winners after six-competitive games, edging a close final against fellow unbeaten team Save Our Service Veterans. The winning team's captain then gave the trophy to the tourists as a souvenir of their trip.

The relationship between DJ Rees Ltd and Save Our Service Veterans began randomly through the business networking website Linked In. Mr Rees responded to a request for garden tools, which the group needed to work on a piece of ground they had gained a land lease for.

An online Wish List was set up and Mr Rees, a former rugby player for Swansea RFC, purchased the equipment for them to collect from their local



B&Q store in Parkhead. He also added anti-climb paint to combat vandals and six warm work coats which were instantly appreciated.

The Reserve Forces' and Cadets' Association (RFCA) for Wales provided the visiting Veterans with free accommodation at Merthyr Tydfil Drill Hall, affording them the opportunity to cap the trip with a tour of Penderyn Whiskey Distillery and a trek to the peak of Pen Y Fan.

A number of local companies have sponsored the event, including; Rabart Decorators Merchants, Graft Heating Solutions, David Rees Joinery, G Force Telecoms, S Fitzgerald Flooring Services, Tricketts Windows,

Tajoa Bespoke Furniture, The Colour House, Glamorgan Brewery and Andrew Lucas.

In October, DJ Rees Ltd became the first Welsh company to win the Ministry of Defence's Employer Recognition Scheme Gold Award following their long standing support of the Armed Forces community, giving back to those who have given for their country.

They were presented with the honour by HRH Prince William in London after recruiting Service Leavers directly from the Armed Forces Employability Scheme, providing flexible working conditions for Reservists and sponsoring Cadets, who gain practical skills and academic qualifications.

Employers wanting to follow in the footsteps of DJ Rees Ltd can become a signatory of the Armed Forces Covenant, a promise from the nation that those who serve or have served, and their families, are treated fairly. Visit [www.Wales-RFCA.org/Employer-Engagement](http://www.Wales-RFCA.org/Employer-Engagement) for more information. ●



# 100 Years on from 'Muddy Hell'

The CENTENARY of one the most infamous battles in human history was marked on 31 July 2017, Passchendaele.

**S**tuck in the muddy hell of the First World War, Walter Carter, Company Sergeant Major of the 10th Battalion, The Queen's (Royal West Surrey) Regiment, and his men are about to go over the top at Passchendaele... just as the heavens open and the battlefield becomes a quagmire.

The *WW1 Soldier's Tale* online project follows the progress of Walter in real-time, 100 years

to the day since his battalion experienced the horrors of the Great War. A fictional but meticulously researched character, he posts updates about his experience on Facebook, Twitter and a blog and has now amassed more than 26,000 followers.

Walter is joined on social media by his family and friends, all of whom share pictures, news articles and experiences from the time, and the project follows



## A POST FROM 7TH JUNE 1917

**Walter:** Can hardly write for the shaking ground. Biggest mines I ever heard just went off under the German trenches. At least 9 blasts I counted – must have been more – each one looking like a huge volcano. Earth and bodies thrown up into the air and now the dust and smoke's still hanging there, lit up by the fires underneath. Looks like you'd imagine a painting of hell. The company was just catching a bit of sleep before the offensive when they blew. Rude awakening if ever there was one. Some of the men are showing signs of concussion, even from this distance. Worse for Fritz, of course. And now we have to run towards

the whole smoking mess. We're attacking as the right-hand battalion of 124 Brigade and Zero Hour's nearly here. We've moved everyone through the gaps in the parapet that were cut last night. Lying on the start line waiting for the order to advance.

## TWO VILLAGES VANISH IN WORLD'S GREATEST EXPLOSION

**Lily:** How horrible. Could that have been what I heard this morning? A few of us here in London thought we were woken by something – a sound or a rumble. I can't imagine what it must have been like where you are if we heard it in England. I hope you're alright.

the progress of a real battalion, uses contemporary diaries and letters, and is checked regularly by an expert team of historians.

Project researcher and writer, Nikky Pye, said that the Battle of Passchendaele was one of the most brutal of the war, and deserves to be marked in the same way we remember the Battle of the Somme. She added: "*WW1 Soldier's Tale* has been a real labour of love over

the past three years and we're glad to share this knowledge with our young audience.

"Passchendaele has particular significance for me as my great grandfather Ernest Griffiths was there as a stretcher bearer, and will have walked the same ground as our character Walter."

Recognising Passchendaele is something David Noble, managing director of Living History, the company behind *WW1 Soldier's Tale*, also feels strongly about. He said:

"Passchendaele is often overshadowed by the Battle of the Somme, but it was here that Allied casualties numbered over 300,000 and Walter faces his toughest challenge yet.

"The project has taken over our lives. It grew from a passing comment from one of our colleagues and now, 3 years later, we have a story that has reached all over the world."



What next for Walter and his men? Will they make it through once the whistle is blown and they scramble over the top?

Follow the project at [www.facebook.com/WW1SoldiersTale](https://www.facebook.com/WW1SoldiersTale) [www.twitter.com/ww1SoldiersTale](https://www.twitter.com/ww1SoldiersTale) or [www.ww1soldierstale.co.uk](http://www.ww1soldierstale.co.uk) and check in with their progress. ●

# Life as a Bailiff

Have you considered using your transferable skills as a Court Bailiff, or Enforcement Agent (EA)?

Currently the subject of a popular fly-on-the-wall television series, enforcement officers need to demonstrate a mixture of resolve and tenacity and understanding and compassion.

The bailiff industry is seeing a huge rise in the number of new recruits coming from The Forces. It appears that the bailiff industry is providing job opportunities for ex-police personnel as well.

One industry leader suggested that the apparent match in skill sets required to succeed in both professions makes the transition from jobs in the army, police force or even prison service relatively seamless.

She claims: "Bailiffs need good communicative skills and need to be able to remain calm in situations of great stress, I imagine these skills are fundamental to serving on the front line whether it be in the Army, Royal Navy or even police force."

She goes on to suggest that people leaving their respective industries still desire a job that remains exciting and throws up challenges on a daily basis. The fact that bailiffs can benefit from substantial financial rewards whilst experiencing these challenges makes the industry very appealing.

"We have a large number of ex-forces and police officers on our books and have been successful in placing a large proportion of these. We have had some very positive feedback regarding these candidates and are always looking to recruit from these professions. I would encourage anyone from these professions who are looking to embark on a new challenge to leave their details with us and take the first steps towards a very lucrative career change."

## ENDEAVOUR UK

Training organisation Endeavour UK offers a range of courses for people wishing to enter the profession, starting with the Level

3 Certificate for Enforcement Agents (Bailiffs) Taking Control of Goods. It is part of the company's security training portfolio.

This course has been made for anyone that would like a career as an Enforcement Agent. This course covers all aspects relating to the roles and responsibilities of an Enforcement Agent. It includes Taking Control of Goods, EA Conduct, understanding the process of a number of different debt types, identifying and dealing with vulnerable people, understanding how to be an effective EA and also being able to effectively manage conflict. This course will give the candidate the information they need to apply to the county court for their enforcement agent court certification. Candidates must apply to the courts themselves for the certification. (If you would like us to do the administration to make the certification process as easy and stress-free as possible, we have a package: Level 3 Certificate for Enforcement Agents (Bailiffs) Taking Control of Goods Course (Theory Course - Units 1 to 4) with Court Certification Process)

The course covers the legislations for Enforcement Agents:

- Schedule 12 of Tribunals, Courts and Enforcement Act 2007
- Taking Control of Goods Regulations 2013
- Taking Control of Goods (Fees) Regulation 2014
- Data Protection Act 1998

This course also covers the National Standards and much more This course is broken down into units:

### Unit 1: Roles and Responsibilities of an Enforcement Agent (Bailiff)

- Understand the roles and responsibilities of different types of Enforcement Agent.
- Understand the type of cases that a Certificated Enforcement Agent can enforce upon.
- Understand Enforcement Agent enforcement procedures when taking control of goods.
- Understand the National Standards and Legislation relevant to Enforcement Agents.
- Understand the fee structure set out in legislation relevant to Enforcement Agents.

### Unit 2: Magistrates Debt and Road Traffic Debt

- Understand the process which is followed by Local Authorities when issuing a Penalty Charge Notice (PCN).
- Understand documents which are required to enforce Magistrates Court warrants and Road Traffic fines.
- Understand the legislation relating to enforcement agent activity when enforcing Magistrates Court warrants and Road Traffic fines.
- Understand the Appeals Process.
- Understand the recovery process of a Road Traffic warrant



### Unit 3: Council Tax (CT), National Non Domestic Rates (NNDR) & Commercial Rent

- Understand the legislation relating to both Council Tax (CT) and National Non Domestic Rates (NNDR).
- Understand the debt recovery process for both CT and NNDR.
- Understand the enforcement process for Commercial Rent Arrears.

### Unit 4: Vulnerable People, Managing Conflict and Effective Enforcement Agent Action

- Understand threats to personal safety of an Enforcement Agent.
- Understand how to manage conflict effectively.
- Understand effective enforcement to achieve a positive outcome.
- Understand how to deal with vulnerable people.

You must successfully complete the assessment for all units and pass a classroom based exam to achieve the qualification. There is also an optional extra.

For the learners who would like the certificate for theory and practical, that confirms you can apply the classroom knowledge to real life. Once Units One to Four are successfully completed you can go onto street on a one to one basis to complete Unit Five which is a field assessment. This is an optional extra which can be booked in at a later date. There is an additional cost for this assessment.

The Company also offers courses for those who need to renew their qualification certificates, identifying and dealing with vulnerable people and process serving.

For more information on Endeavour Training's enforcement courses visit the company's website **www.endeavouruk.com**. You can also call them on **020 3263** or use the easy-to-use on line enquiry form.



## THE BAILIFF SCHOOL

### THE BAILIFF SCHOOL

The Bailiff School also offers qualification courses and claims to be the original training provider of its type.

The Course in Certified Enforcement has been compiled, designed, prepared and written by a panel of professional Certificated bailiffs all of whom have been practicing for a number of years.

The student will from the very start be working toward a Diploma in Certificated Enforcement (DICE)

The course is written with up to date legislation and is amended periodically in line with changing laws and legislation. The course was also checked by practising Bailiffs, Office managers and directors of Bailiff Companies and all considerations have been taken into account. The school claims this course is the single most up to date and useful tool that can be purchased for a student.

The course is also designed with students in mind:

- Work at a comfortable pace
- Work at home or when travelling
- Have the knowledge that support is available
- Have only personal deadlines to meet
- Feel real progression

As you work through the course you will become more confident and build up a vital knowledge base for your new exciting and rewarding career.

### HOW LONG DOES THE COURSE TAKE TO COMPLETE?

The answer is, of course, your decision. Most students take four - six months to progress from receiving the course up until they gain their certificate but with full time study it can be completed in as little as six weeks. There is no time limit on the course so a slow approach is fine.

### WHAT WILL I ACHIEVE FROM THE COURSE?

You will gain qualification from The Bailiff School, namely a Diploma in Certificated Enforcement enabling you to apply to the court for Certification.

You will need your Diploma and reference to take to the court with you which, upon successful completion of the course, the school will provide.

The school was designed and developed as there was, and still is, a shortage of Certificated Bailiffs in England and Wales.

The established and respected school specialises in Enforcement Training and is dedicating to raising the standards of the industry and currently provides Diploma students with a firm grounding in which to take into the workplace via distance learning and seminars.

The course is fully accredited and provides benchmark training for those wishing to pursue a career in the Enforcement or security industry.

The organisation also works closely with several companies such as London Bailiffs Limited to provide work for newly



certificated officers who have participated in the programme and have achieved the diploma.

There are many Certificated Enforcement Officers working in the UK who have been the beneficiaries of this training course.

The course was not written by one tutor but is monitored by a team of professionals who came together to address the shortage of qualified Bailiffs whose combined knowledge and experience was no less than 415 years!

The seminars and live courses are run by suitably experienced CEOs who are still actively involved in the day to day running of enforcement agencies.

To find out more visit website **www.becomeabailiff.com** or telephone **0207 717 5257**. You will find full course details and the syllabus.

The course is priced at £350 and includes full Bailiff Training, Examinations, references and Certificates, sent via a digital download.



### BAILIFFJOB.CO.UK

**Bailiffjob.co.uk** is combining forces with one of the country's leading security industry lecturers, to develop a complete and concise bailiff training course. The aim is to provide a training course specifically designed so that someone taking their first steps in the bailiff industry, can acquire the skills and knowledge that will help them to be both successful as well as profitable.

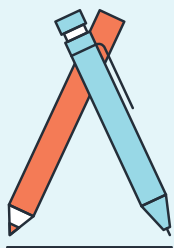
The company claims that many courses provide a curriculum specifically aimed at gaining a 'Bailiff General Certificate', but are lacking when it comes to developing the soft skills that enable a newly certificated bailiff to become an instant success. **Bailiffjob.co.uk** aims to provide a one-day training course that not only guides you through the certification process, but will also teach the skills and techniques gained and employed by extremely successful serving bailiffs with many years of experience.

Not only will it facilitate your ability to be successful, but will focus on subjects such as 'risk assessment' and 'cash control', so that you can stay as safe as possible when embarking on your new career. Check out website **www.bailiffjob.co.uk** for regular updates or email **enquiries@bailiffjob.co.uk** to book a preliminary place on its courses. ●

# The MoD Enhanced Learning Credits Scheme

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

**T**he scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years. You are reminded that ELC funding is only available for pursuit of higher level learning i.e. for courses that result in a nationally recognised qualification at Level three or above on the National Qualifications Framework (NQF) (England, Northern Ireland and Wales), a Level six or above on the Scottish Credit and Qualifications Framework (SCQF) or, if pursued overseas, an approved international equivalent qualification with an approved learning provider.



## Getting Started: How does it work?

1. There are several stages to the ELC process. Full information is set out in Joint Service Publications (JSP) 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.

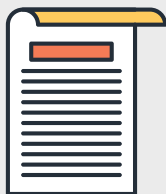
You fully must research both the Provider that you choose and the course that you wish to study.

*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.*

### TWO.

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

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



### THREE.

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

### FOUR.

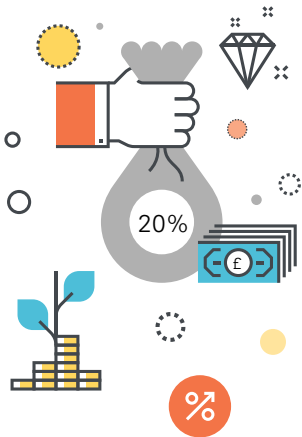
You must ensure that you fully research the course and the requirements prior to submitting a claim for ELC funding. Claimants need to be aware of the implications of cancelling or withdrawing from a course of study funded by ELC. Always consult Education Staff before doing either in the first instance,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



### FIVE.

The proposed learning activity must be of benefit to the Service. Applicants are required to demonstrate that their proposed course of study is as a result of careful planning (use Personal Development Records).





#### SIX.

You must make a personal contribution of at least 20% from your own resources towards the total course cost. You will also be responsible for any costs associated with food, accommodation, course books, material, travel and subsistence. **BE AWARE:** MOD rules strictly forbid the acceptance of inducements or incentives from providers including subsidies, free accommodation, travel and equipment. Learners who breach these rules risk forfeiting their ELC membership.



#### SEVEN.

If you are making a second or third claim you must first ensure that you have completed the Evaluation Form via the Member's Area for all previous ELC funded courses. You must also provide documentary evidence to demonstrate that you have completed previous courses to your Education Staff. **TOP TIP:** MOD and ELCAS rely on accurate completion of evaluation forms to help us assess Learning Provider performance. Please help your fellow claimants to access the best possible learning provision by providing timely and accurate evaluation feedback.

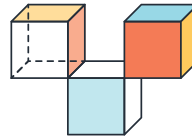


#### EIGHT.

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

#### NINE.

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

Your chosen organisation must be an ELC Approved Provider. For claims including an element of PF FEHE

funding your chosen organisation must also be a PF FEHE approved provider. Use only the comprehensive list of Approved Providers available via the search engine by visiting [www.enhancedlearningcredits.com/learning-provider/provider-search](http://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. •

## 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.	

### 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.

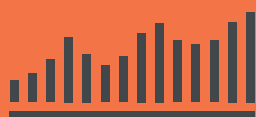
## Publicly Funded Further Education, Higher Education (PF FE, HE)

### 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.

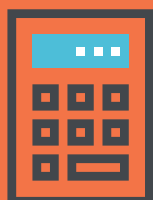
If a Service Personnel has obtained 120 credits this would result in a Higher Education qualification and makes them not applicable for this scheme. MOD and the relevant national education authority in England, Scotland, Wales and Northern Ireland pay for the tuition fees in full rather than the individual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



## 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 or Diploma for which the entry qualification is lower than a degree and which normally takes place at a publicly funded institution.
- In Scotland the equivalent qualification is a Higher National Certificate (HNC), Higher National Diploma (HND) or a first undergraduate degree, undertaken at a further education college (FE college) or a higher education institution (HEI).

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.



### 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

Mailpoint 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  
Monxton 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](http://www.raf.mod.uk/links/contacts.cfm).

Army Personnel can request details of discharge dates from the Army Personnel Centre – phone number **0845 6009663**.

# Forces Cars Direct

## Announces partnership with SSAFA, the Armed Forces charity.

In a new partnership formally announced on 9th May, Forces Cars Direct has committed to making a donation to SSAFA, the Armed Forces charity for each car they sell.

Forces Cars Direct offer unique discounts on new cars for all serving personnel, veterans and Ministry of Defence staff. For those living in the UK there are savings of up to 30 percent and those stationed overseas can save up to 50 percent.

SSAFA provides vital support for members of the Forces, past and present and their families. From helping veterans who are coming to terms with life changing injuries or supporting families who have lost a loved one in battle, SSAFA works tirelessly to provide help and support for all members of the military family.

**Steve Thornton, Managing Director of Forces Cars Direct, said:** "As ex-military myself, it has always been a core value of our company to give something back to the military community. I have witnessed the work of SSAFA many times during my Army career and through friends and family. I am proud to be working alongside such a great charity and am looking forward to further supporting the Armed Forces together."

**Rebecca Keaveney, Commercial Manager at SSAFA, said:** "SSAFA is delighted to be working with Forces Cars Direct, we are looking forward to our partnership supporting members of the Armed Forces community in need for years to come."

Anyone from the Forces community who is interested in purchasing a new car whilst supporting SSAFA should go to: [www.forcescarsdirect.com](http://www.forcescarsdirect.com).



### SSAFA, the Armed Forces charity

- SSAFA, the Armed Forces charity provides lifelong support to those who are serving or have ever served in the British Army, the Royal Navy, the Royal Marines and the Royal Air Force and their families.
- SSAFA are the oldest national tri-service military charity and have been serving the Armed Forces community for over 130 years.
- The 6,500 volunteers across the UK are at the heart of SSAFA's work with the Armed Forces family. SSAFA's network of 92 branches and 68 In-Service Committees provides practical, emotional and financial support to those that need our help across 12 countries worldwide including the UK, Germany, Cyprus and the Falklands.
- We continue to adapt to ensure we meet the changing needs of service men and women, veterans and their families.

### WHAT MAKES SSAFA UNIQUE AS A MILITARY CHARITY?

- SSAFA has the broadest reach on the ground in local communities across the UK offering emotional, financial and practical support for serving personnel, veterans and their families.
- SSAFA has the greatest presence on military establishments of any charity.
- We focus on supporting families as well as serving personnel, reservists and veterans.

### FORCES CARS DIRECT

Forces Cars Direct was established in 2001 and quickly became the largest online company specialising in tax free military sales, tax paid military sales, tax free diplomatic sales and special discounts for all those who serve, or who have served in the Armed Forces.

We work closely with manufacturers who have supported us, and the Armed Forces, to offer the best discounts over the past 14 years, and have sold 12,000 cars to Forces personnel in this time. Because of these close relationships, we are able to add new makes and bigger discounts all the time, giving you continued offers and support. So if you are currently serving in, or retired from, the Army, Marines, Navy or RAF, are a Reservist, a member of the TA, a Diplomat, MOD civilian, or Defence Discount Service (DDS) card holder, we have exclusive discounts and offers for you.

We take the hassle out of buying a new vehicle and are dedicated to getting you the best all-round package thanks to our close relationships with a wide range of vehicle manufacturers. There's no need to worry, we arrange everything from finding the right vehicle, to sorting out your part exchange, and arranging your finance, we even offer specialised Forces insurance! Forces Cars Direct is your one-stop-shop, from initial enquiry, to order, delivery and beyond. Let us take care of you.

We are based in Lincoln but serve the entire country and have collection points located throughout the UK. Our employees are predominantly ex-Forces personnel so we

### ARMED FORCES STATISTICS

- Around 2.6 million people living in the UK today are estimated to have served in the Armed Forces at some point in their lives.
- Every year, around 20,000 service men and women leave the services and return to civilian life.

Areas SSAFA covers for serving personnel, veterans and their families:

- Wounded, injured and sick veterans
- Families with additional needs
- Adoptive families
- Bereavement support
- Welfare advice and support
- Health and social care services
- Specialist services
- Housing and accommodation

Fundraising messaging

- SSAFA relies on the generous donations of the public to continue its lifelong support for serving personnel, veterans and their families.
- We would like to offer a heartfelt thank you to everyone for their enthusiasm, dedication and hard work to raise money for SSAFA.

understand your position and the unique nature of the work and challenges. We offer you an exceptional level of customer service as we understand that service and peace of mind is just as important as the price.

We're not just about selling you a car. We believe in taking care of you, be it through welfare packs to customers on operational tour, or looking after the families left behind with events and sponsorship. ●



Wherever you are, we welcome you as part of our family. ●

# KEEP COMMS OPEN

Addiction. Debt. Family problems.  
Don't keep quiet.

**Forcesline** is a free, independent helpline, that's outside of the chain of command for the Armed Forces and their families. We'll listen and help get you back on track.

## 0800 731 4880

Open weekdays, 9am to 5.30pm

Or get in touch online at [ssafa.org.uk/forcesline](https://ssafa.org.uk/forcesline)

**ssafa** | the  
Armed Forces  
charity

The AA logo is positioned in the top left corner, featuring the letters 'AA' in a bold, black, sans-serif font. It is set against a yellow background that forms a triangular shape pointing towards the top right.

# AA

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