

ER

Spring 2018 £Free

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

magazine

EXPERT ADVICE

The best CV do's and don'ts

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



RESETTLEMENT

Jumpstart your tech career with

AWS re: Start

RESETTLEMENT

On an ordinary day...

...an extraordinary service with the East of England Ambulance service



FORCES PENSION SOCIETY

Living abroad. Some of you who decide to live abroad may worry about the impact of the decision on your pensions. P3

CAREER TRANSITION PARTNERSHIP

Resettlement support form CTP. This issue gives some useful top tips for attending an Employment Fair. P35

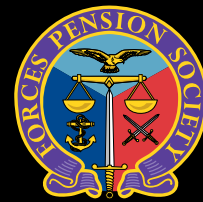
CIVIL NUCLEAR CONSTABULARY

The CNC is a specialist armed police service dedicated to protecting the Civil Nuclear industry. P46

ENHANCED LEARNING CREDITS SCHEME

Promotes lifelong learning and financial support in an upfront payment amongst members of the Armed Forces. P74

An Officer asked us for a forecast of benefits on his proposed PVR date and we told him he would receive more if he served just a few days longer.



**FIGHTING FOR THE FORCES
AND THEIR FAMILIES**

“There have not been many people in my life that have managed to make me £10,775 better off in a single e-mail. Thank you very much!!!”

PENSION HELP WHEN YOU NEED IT

We deal with hundreds of such pension enquiries every month from our Members (more than 50,000), 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 when you need us.

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FPS Motoring



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& Financial



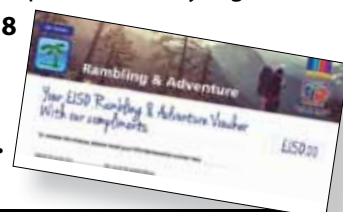
FPS Personal
& Home

INDEPENDENT, NOT-FOR-PROFIT

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

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Living abroad

Some of you who decide to live abroad may worry about the impact of the decision on your pensions.

In this article, Mary Petley of the Forces Pension Society explores the pension-related issues you need to consider.

Firstly, Armed Forces pensions are claimed and paid in the same way no matter where you live. Once your pension is in payment, you will receive a Life Certificate every three years. It is important that you deal with it straight away because, if the form is not returned in accordance with the instructions, your pension will stop!



Armed Forces pensions are normally taxable and the default is that it is taxed in the UK, even if you are paying other tax abroad. If your pension is being taxed in UK, arm yourself with a copy of any Double Taxation Agreement which exists between the UK and the country in which you are going to live. These are easily found – simply search the internet for “double taxation agreement” plus the country concerned and you should find a link to the part of the government website on which they are held. Once you have it, make sure your accountant is aware of it and experienced at dealing with ex-pats, or you could still end up being taxed twice!

There are some places to which you can emigrate and choose to have your pension taxed under the local tax regime – e.g. Southern Cyprus or the Channel Islands. There are others and information on this can be found on the HMRC website.

There are also countries where the default does not apply and no option exists – e.g. Australia and Canada. Check the position with regard to your chosen country of residence with HMRC to be certain about the prevailing tax regime. If you are going to live in such a country you will need to claim exemption from UK taxation in order to avoid double taxation. Wherever you are going to live, go armed with the latest information - and remember that tax rules do not remain static!

General information on taxation if you live abroad can be found at: www.gov.uk/tax-uk-income-live-abroad.

Information on taxation in Canada is at: www.hmrc.gov.uk/cnr/canada-individual.pdf

and on taxation in Australia is at: www.gov.uk/government/publications/australia-individual

Turning now to your State, or Old Age, Pension which is based on your National Insurance (NI) contributions. You will not have to pay contributions whilst living abroad but if you do not, this may affect your eligibility for it. Your choices are:

- Continue to pay voluntary NI contributions;
- Start to pay voluntary contributions when you are sure that you will remain abroad and, later, buy back up to six years' worth of contributions to fill any gap which has occurred;
- Pay nothing more and, when it is due, accept that you will receive a proportion of the State Pension rather than the whole.

Your State pension will be paid to you gross (i.e. before tax) and you will have to declare it on your tax return. We recommend that, for the first year at least, you use a local tax accountant to help you submit your tax return. Getting the first year absolutely right and learning about the country's tax regime from an expert will put you in good stead going forward.

Once in payment, the State Pension will not necessarily rise annually as it would in the UK. For example, in Canada it does not rise but in the USA it does. To learn more about NI and living abroad is available at www.gov.uk/national-insurance-if-you-go-abroad.



FIGHTING FOR THE FORCES AND THEIR FAMILIES

If you are a Member of the Forces Pension Society and have any pension-related questions, contact us at pensionenquiries@forpen.co.uk. If you are not a Member but would like to know more about us, please visit www.forcespensionsociety.org.

ABOUT THE FORCES PENSION SOCIETY

FPS is an independent, not-for-profit organisation that serves the interests of the Armed Forces community as the Forces Pension watchdog. We hold the government to account, arguing for better pensions and campaigning against unfairness in the schemes.

We know that the Resettlement period is a time when pensions come into sharp focus and there's a need to understand what the complex schemes mean for the future. Our pension experts are on hand to help; they deal with hundreds of enquiries every month from our growing membership (now more than 50,000).

Membership of the Society not only provides access to pension help, it also offers a range of significant discounts on products and services from healthcare to travel insurance, cars to cruises, and finance to outdoor kit.

Join us for all these benefits and for the peace of mind of knowing we're here when you need us.

Finally, a few words about bank accounts. Having all your money in an overseas bank account is limiting if strict withdrawal limits are imposed and, for those with savings, you risk a 'haircut' in times of crisis. Keeping some of your money in a UK bank account lest you should need it is a safe option. Useful numbers to keep handy are:

- for War Pensions/AFCS: **0808 1914218** (from UK) or **+44 1253 866 043** (from abroad)
- for AFPS: **0800 085 3600** (from UK) or **+44 141 224 3600** (from abroad).

Contents...

14 DEPENDABLE, EXCEPTIONAL AND TRUSTED

Pulleyn provides specialist ambient and temperature-controlled transportation throughout the UK, Europe and beyond.

16 COMBATTING HGV DRIVER SHORTAGES

Take a look around you and consider how your valued possessions, clothes, food and even the materials to build your house were delivered.

20 KICK START YOUR CAREER AS A TRANSPORT PROFESSIONAL

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

28 SUPPORTING THE TRANSITION WITH RBLI'S LIFEWORKS PROGRAMME

Transitioning from the Armed Forces into the civilian world is an intensive and challenging prospect for many servicemen and women.

32 MORGAN HELPS VETERANS CHALLENGE FOR PARALYMPIAN DREAM

World leading composites and defence systems manufacturer designs and builds two bespoke sit skis, in time for Pyeongchang 2018 Winter Paralympics.

38 ROYAL APPROVAL FOR SCHEME TO ENCOURAGE MILITARY LEAVERS AND VETERANS TO JOIN THE EAST OF ENGLAND AMBULANCE SERVICE

Military leavers and veterans are being encouraged to continue serving their country by joining the East of England Ambulance Service as part of a national scheme which has received the Royal seal of approval.

50 GET TRAINED - GET LICENCED - GET WORKING WITH UCP

UCP UK is the training wing of UCP Security Operations Group and as such need to fill an Annual Human Resources quota of 100 highly trained security operatives.

52 5 WAYS TO IMPROVE AS A PERSONAL TRAINER

Read our top 5 suggestions for improving as a personal trainer.

59 SETTling INTO CIVILIAN LIFE, BE BETTER PREPARED WITH THE OPEN UNIVERSITY

Every year, many Armed Forces personnel achieve qualifications with The Open University. You could be one of them...

64 MOVING HOME MADE EASY

Why choose removals and storage as a new career?

66 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.



24

SSAFA ON THE GROUND

SSAFA provides lifelong support to our Armed Forces, veterans and their families in times of need.



44

SOUTH CENTRAL AMBULANCE SERVICE

South Central Ambulance Service NHS Foundation Trust (SCAS) is part of the National Health Service (NHS).



12

LOGISTICS, A WORLD OF OPPORTUNITIES

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



62

FRANCHISING

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



60

WW1 'TOMMIES' MARK START OF NATIONWIDE CAMPAIGN

Ghostly figures of World War One soldiers or 'Tommies' pop-up all over the United Kingdom.



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Welcome...

Welcome to the Spring 2018 issue of Easy Resettlement magazine.



Within this issue we have some fantastic opportunities from various employers, we feature the companies that are looking to recruit those of you making the transition from leaving the Armed Forces and moving in to a new career.

These include The Step In to Health campaign with the East of England Ambulance and South Central Ambulance services looking to attract new candidates for their various roles. Morrison Utility Services are looking to recruit people in to the electricity, water, gas and telecoms sectors across the UK and Ireland. You can read a few case studies from people who have already made a successful transition in to their ever-growing work force. Amazon Web Services feature their AWS re:Start programme which was launched in January 2017 offering free IT training and mentoring job placements, this is not only aimed at service leavers but also veterans, reservists and their spouses.

Other companies looking to recruit include; The Civil Nuclear Constabulary, Army Cadet Force, Pulleyn Transport, Back Line Logistics, FDM Group and Cerco IT all of which have various roles specifically suited for our readers.

As always, we include information from the Career Transition Partnership also

known as the CTP about the resettlement process, we attend their employment fairs at various locations throughout the year and are always happy to speak face to face with our readers. You will find information at the back of every magazine about The ELC Scheme, informing you of your entitlements and how to apply for your funded training.

Other regular features include Franchising for Veterans, Resettlement training opportunities with companies that can offer ELC funded training and Education Courses for Armed Forces with The Open University.

As we are proudly sponsored by SSAFA we bring you their Charity News and updates, as well as information and case studies from other forces charities and organisations, to show the various networks of help and support that is available for those that need it most.

Easy Resettlement magazine is distributed by BFPO to 825 addresses in the UK and Overseas, you can also receive a digital version by subscribing online for free, having each issue emailed to you along with monthly employment opportunities.

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**KIND REGARDS
THE EDITOR**

Work with us

Join us and be the difference, every day!



BEING A RESPONSIBLE EMPLOYER

We approach everything we do with a sense of responsibility. We recognise that through sustainable business practices we can meet our commitments to our clients, our people and the communities we work in while respecting and protecting the environment. Our award-winning corporate responsibility strategy puts our people at its heart. Here are some examples of how we turned responsibility into action in the last year:

- We hold 'Investors in People' accreditation
- An average of 2.5 training days for every employee were delivered*
- Campaigns highlighting health and well-being in the workplace focused on mental health and managing stress, safe working in the sun, winter driving risks and activity challenges
- Our STEM Ambassador volunteers talked to over 1,000 primary and secondary school students about our work
- Our ongoing 'Aiming for Zero Harm' initiative emphasised the role of personal responsibility in staying safe



WHO WE ARE?

M Group Services delivers a range of essential infrastructure services to regulated sectors in the UK & Ireland through its four divisions of; Utilities - Transport - Data - Telecom Operating through established, proven businesses in each division that collectively employ thousands of skilled and experienced specialists, we have long-term relationships with our clients built upon a clear focus on safety, operational delivery, efficiency and customer service.

Our utility division, **Morrison Utility Services**, is the UK's largest provider of essential infrastructure services through long-term framework agreements to the electricity, water, gas and telecom sectors across the UK & Ireland. Our workforce operates 24/7, in local communities to keep people connected, households and businesses warm, taps flowing and the lights on. You might not realise that, at some point, our work will have helped your day run more smoothly.

OUR COMMITMENT TO YOU

If you decide to join us, we will make sure you receive a warm welcome through our effective recruitment, induction and on-boarding process. Our salary and benefits packages are market tested, competitive and recognise the skills, experience and value of our people.

We will work with you to identify a plan for your training and development specific to your role. We support volunteering to develop broader skills. Morrison Utility

Services is building a company culture which takes pride in success and ownership of our shared responsibilities. We recognise that employee engagement of our people is critical and gained through trust, respect, recognition, consultation and flexibility.

WORKING FOR US

Put simply, Morrison Utility Services aims to be the employer of choice in the Utility Services sector. Our continued growth and success is creating opportunities for fulfilling and rewarding roles making the best use of our people's skills and expertise. We want our people to have a positive impact on customers, communities and our clients every day.

We invest in training our people, developing leadership capabilities to create ambassadors not just employees. Through strong leadership, teamwork and mutual support we want our business to thrive on a happy, healthy and, most importantly, safe workforce.

WE KNOW OUR PEOPLE ARE PIVOTAL IN DRIVING OUR BUSINESS FORWARD

SUCCESS

The Morrison Utility Services' vision establishes how everyone's contribution can help achieve success.

ENVIRONMENT

We have a structure which highlights our priorities while offering a supportive working environment.

COMMITMENT

We are committed to being the UK's leading utility service provider.

EX SERVICE PERSONNEL CASE STUDIES



MICK HARDWICK EX ROYAL ENGINEERS Please give a brief history of your military life.

I am an ex-Sapper, Combat Engineer Class 1. City & Guilds Welder attained between 1974 and 1990. Left as a Corporal. Was promoted to Sgt to do Exercise "Long Look" by transferring to the Australian Army in 1985 with 1 Commando Coy. St Georges Heights, Sydney for 6 months, running Aussie Diving Courses, training them on basic u/w civil engineering, welding and cutting techniques.

Keen sportsman, excelling at boxing, waterpolo and rugby for Squadron, Regiment, Corp and Army (1 x game in Falklands versus Navy) Also worked as a Commercial (Civil Engineering U/W) Diving Instructor at REDE in Portsmouth and Kiel N.V. Germany on the Baltic coast. Three NI Tours, 1st Infantry, Armagh. 2nd Final Approach Man, Londonderry, 3rd High Risk Search (bomb disposal) Team Commander, Antrim.

Other construction and combat engineer tours included; Belgium and Falkland Islands keeping ports clear to allow forward logistical support, Canada, Belize (roads, quarrying), Kenya (water supply) and Military Aid to Civil Community (MACC) tasks in Germany, Kiel, the Mosel Valley (walkers huts and footbridges) and in the UK in Gosport (Explosive demolition of Victorian Pier), Somerset (repairs to Kipling's home) and Thetford UK (building a cantilever footbridge).

What skills have you been able to transfer from the Services to "Civvy Street"?

Previously Combat Engineer, bomb disposal and diving SOP's became "safe systems of work" or "method statements" or even "Construction Phase Plans" just getting the job done safely. As a Section Commander my main job was to make sure that no one got hurt, hence becoming a HSE Manager/Trainer. Worked on "drill and blast" tunnels in Hong Kong, Hydro Electric and Sewerage Treatment plants in Caribbean, Pipeline projects in the Middle East. All similar in some ways to military projects.

I have worked as Infrastructure HSE Manager/Instructor/ Supervisor

on small to medium value projects that culminated in high value; hundreds of millions on Bridging and Nuclear Sites, prior to joining MUS.

What drew you to work for the first company after leaving the Services?

I was a self-employed diver and did a career development course with RoSPA. The Instructor was ex-RN and with my letter telling me I had passed he wrote "why don't you take this up full time"; I asked him how and went for an interview, did a presentation on Accident Investigation and was offered a job.

What drew you to work for MUS?

18 months before I actually started for MUS I attended an interview for a "Cultural Change" Managers position, which is what I thought I was doing, but wasn't successful. I went to work on the Nuclear Site where I managed a SHE Team of 5 with x 2 Environmental Coordinators and a specialist external behavioural team of about 4 people most of the time. I met their manager, Peter Sillett, who had for about 3 months been analysing our project Management Supervisors and Engineers and he summarised by saying their behaviours were due to a lack of confidence. So with the backing of the Construction Manager, myself and Peter put together a 2 day course which ran 2 days a week between June and August and by the end we turned things around.

Peter had been with MUS for 6 months and he contacted me asking if I would be interested in a position at MUS, I trusted Peter and am very glad I did.

What training have you had or will you be having in the future? Has this helped with your opinion of MUS?

My role is to run NEBOSH and CITB Programmes. The quality of the people I get and their honesty and willingness to make things better, at work is second to none.

What is the work/life balance comparison between the Services and MUS?

Operational staff, we need to be honest there's not a lot of difference, still got to get your leave passes in early.



STEVE HEWINGS GROUP HEALTH AND SAFETY MANAGER

Please Give a brief history of your military life

I Joined the British Army in 1983 and trained in field engineering. Progressed in career and gained several promotions, which further developed my communication, administration, supervisory, management and logistical skills required for the ranks achieved.

During my time (22 years) in the services I had a successful and rewarding career, working at various locations within the UK and overseas, which has proven me to be adaptable to any working environment.

I also received recognition for my commitment and hard work. Retired from the military as a Warrant Officer.

What skills have you been able to transfer from the Services to Civvy Street?

Discipline, motivation, respect. Communication skills, management of people and risk awareness.

What drew you to work for the first company after leaving the Services?

Initially a lot of military personnel are drawn to certain jobs just

in order to get a job – it is only after that they realise their full worth in the civilian world.

What drew you to work for MUS?

Recommendation through ex-military colleagues that were within and communicated with me about MUS.

What training have you had or will be having in the future? Has this helped with your opinion of MUS?

I was trained prior to employment with MUS; but have gained valuable experience in progressing my career.

What is the work/life balance comparison between the services and MUS?

They are actually very similar (except when on military operations), in that MUS provide a varied, never dull career that allows individuals to get on and be rewarded for hard work, loyalty and commitment.

Did you want a job for life and career progression at MUS?

Yes – MUS does offer progression if the individual also wants to progress and has the ability to do so.

ANDREW KNIGHT SENIOR PROJECT MANAGER Please give a brief history of your military life.

I joined the Royal Navy in 1986 as a Junior Weapons Engineering Mechanic (Radio). Following 10 years in the surface fleet where I had obtained promotion to Petty Officer, I was selected for the artificers training course. Following this 2 ½ year course I selected the submarine service where I served on 2 S class submarines (HMS Superb and HMS Spartan). My final years within the service were spent managing several of the Weapons Dept maintenance sections following promotion to Warrant Officer.

What skills have you been able to transfer from the Services to "Civvy Street"?

- Managerial
- Organisational
- Man Management
- Can do attitude

What drew you to work for the First company after leaving the Services?

It was through that good old technique of networking and knowing a service friend within the company.

What drew you to work for MUS?

Knowing that the organisation was in a JV delivering major packages of work / projects for Scottish Water. A field I had experienced through my civilian life following my departure from the Royal Navy.

What training have you had or will you be having in the future? Has this helped with your opinion of MUS?

Not attended any formal training, however I have been gaining considerably on job experience, enhancing my skills and capabilities. ●

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Utility Services
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Jumpstart your
tech career with

**AWS
re:Start**

Training and Job Placements in the UK

Launched in January 2017, AWS re:Start is a free IT training, mentoring and job placement programme aimed at UK armed forces services leavers, veterans, reservists and their spouses.

The programme aims to equip participants with fundamental knowledge and skills to design, develop and implement cloud technologies. These skills are increasing in demand as more and more companies move their applications, data centres and even entire IT operations to the cloud. Working closely with the Ministry of Defence, QA Consulting, Experis and Sage, the training and job placement programme aims to prepare people for these roles.

The AWS re:Start programme is a free full-time four-week bespoke training course designed to accommodate all levels of experience, so even those with no previous technical knowledge can sign up. The modules are curated by AWS in collaboration with IT

training firm and AWS Authorised Training Partner (ATP) QA Consulting, which delivers the training course.

Technical hands-on training classes include an introduction to Enterprise Architecture, giving participants a broad understanding of modern IT systems. Students will then learn about vital concepts including relational databases, DevOps technologies and application programming interfaces (APIs), as well as getting an introduction to the inner workings of the JavaScript programming language.

Participants will also gain an in-depth knowledge of cloud computing and AWS core services, learning how to navigate the AWS console and securely set up new cloud infrastructures. Finally, the students create and deploy a JavaScript application to AWS at

the end of this four-week course.

This project will be available for employers to view via Github and will encompass all the technologies the participants learn on the programme.

At the end of the four-week course, participants will have the opportunity to apply for work placements and go through a formal interview process with AWS customers and APN partners including major firms such as KPMG, Centrica, Rackspace and Virgin Money. Those who complete the programme will be eligible for a variety of technical roles with these companies, including everything from first line helpdesk support to cloud engineer.

AWS re:Start partner Sage provides a military mentor training programme for these employers to actively support the graduates that have been matched to a work placement, through their transition into the workplace.

What's more, specialist recruitment firm Experis recently joined the programme to provide employability advice for AWS re:Start military participants. Experis is also helping graduates to get experience working at prominent UK organisations, on the way to a long-term career as an Experis Employed Consultant. Graduates working as Experis Employed Consultants receive a further two years of digital training, tailored to the individual's specific careers goals.

Since the launch of AWS re:Start last year, numerous participants have completed the training programme, successfully transitioning into a career in technology. Stephen Davies, one of AWS re:Start's most recent recruits is currently on a three-month placement as a cloud administrator with leading cloud provider Rackspace. Stephen served in the Royal Air Force for 18 years as a Logistics Driver before an injury led to a medical discharge. After discovering AWS re:Start at the Newark Career Fair, Stephen signed up for the four-week course, where he was first put in contact with Rackspace during a morning of employment presentations.

"I found the training challenging at first – it was a lot to take in," explains Stephen. "I had no experience and was coming out of the military and found it daunting but the instructors were great. They were extremely supportive and dedicated one-on-one time with anyone, anytime they needed it".

Stephen had only ever viewed his interest in computers as a hobby and had never considered a career in technology before. The AWS re:Start initiative gave him the boost that he needed, along with the practical skills that will enable him to secure a full-time position once his placement is complete.

"The most important takeaway from the programme was a new sense of positivity in myself," says Stephen. "I was at a low point in my life when I was discharged. I thought I couldn't do anything else. I didn't know how I was going to support myself and my family. Now that I look back at this opportunity, now that I am at Rackspace – I believe in myself. The programme gave that to me and showed me that there are opportunities for people like me."

Not only does the programme benefit the participants, it also offers prominent UK firms access to the most promising workers to fill the digital skills gap. "Technology sits at the heart of the British economy," says Dan Cox, General Manager at Rackspace. "At a time when the country is facing a serious skills gap in this sector, Rackspace is proud to support the AWS re:Start initiative. We believe that the programme offers up an opportunity to some of the most determined people in society to hone new digital skills,



so they can shape the country's future. We have been fortunate to work with some of these people and look forward to welcoming many more in years to come."

Not only is the programme aimed at military veterans, members of the military reserve and those leaving the Armed Forces, it also encourages service spouses to take part in order to re-train. One of the spouses who recently completed the training programme is Jenny Pattinson, who is currently working as an Information Security, Risk and Governance Manager with Centrica Hive Limited.

Jenny has a legal background, having worked as a company secretary in the legal field for 15 years. But when her husband, who served more than 16 years as a Marine Engineer, was diagnosed with a serious health condition she found that she was no longer able to work such long hours.

"It was emotionally draining and it took me a couple of years to figure out what I was going to do. I started with recruitment but after working in that sector for a while it became clear to me that I was not going to be fulfilled. I was involved in a military charity where I supported finding suitable jobs for service leavers. It was there that I found out about the AWS re:Start programme

and became really interested in the programme for myself".

Taking part in the training programme in Manchester, Jenny said she went in with an open mind, not knowing what to expect. "There were 22 people in the programme. It was a real mixture of people, all military – some were still serving, some had since left. A few individuals had IT backgrounds. There were four other women who were all serving. I was the only spouse".

A major part of Jenny's current role involves looking at the incoming GDPR (General Data Protection Regulation), where she makes use of her extensive legal skills. On the technology side, there's lots of new information and IT jargon to get to grips with but Jenny says that the process of learning new things is exciting and that her colleagues have been patient and supportive. While Jenny only had limited professional experience with technology prior to the training, she had an early interest in the area.

"I was always interested in computers. I used to do coding with my father as a child and as a result always really loved technology. In school, I pursued electronics while I could but then when I switched schools it was no longer offered. As a woman, I felt that I was not encouraged to pursue an interest or

career path in technology. Part of me thinks that if it was offered I might have gone down that path earlier.

"Being a woman and a spouse in the programme was significant. If there are any women, either serving or spouses out there looking to explore opportunities I would tell them not to worry about what you think you do or don't understand. As long as you are open-minded and prepared to work hard this is a very rewarding experience. The support from AWS has been great. They are genuinely interested in what happens to people after the programme wraps".

AWS re:Start is the ideal way to jumpstart a career in tech. Not only does it offer an introduction to the world of IT and cloud computing, but it also enables trainees to learn much sought after AWS skills that can help them secure full-time roles or even build their own start-up company. And most importantly, the programme is open to people from any background, no matter what their level of education or technical experience is. For those considering signing up for the programme, AWS will be running taster days throughout 2018 at its head office in Shoreditch, East London. For more information and to register visit, www.ctp.org.uk.

"I think the AWS re:Start programme is an unparalleled opportunity for service leavers," says Ross Boyd MBE, Head of Partnerships at Virgin Money. "When I left the military I didn't know what I wanted to do, nor did I understand what an exciting, challenging and rewarding industry the digital space was. The military equips you with a huge array of transferable skills and AWS re:Start is the perfect introduction to this industry. I can say with all honesty that I wish I had this education as I kicked off my career at Virgin Money. Of all my friends and contacts I have that have made the transition in to a civilian work environment, none of them have received such a comprehensive and empowering education, for such a 'hot' market."

For more information and details how to apply for AWS re:Start, please visit: aws-restart.com.



Are you interested in a career in technology?

AWS re:Start is a free IT training, mentoring and job placement programme 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.

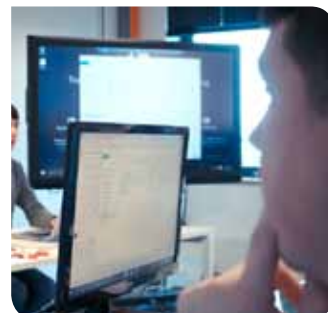
Once you have completed the training we aim to provide a work placement with one of our customers or partners. The Sage Veteran Programme will provide a specifically trained mentor for each veteran who will give 1 - 2 - 1 support to guide you through your initial placement.

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:
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Experis joins AWS re:Start

Experis to offer long-term work placements and further training for AWS re:Start military graduates.

London, UK, 6th March, 2018 – Experis has announced it is working with Amazon Web Services (AWS) to support the company's AWS re:Start programme – a training and job placement scheme for young adults and military veterans, members of the military reserve, those leaving the Armed Forces and service spouses. Experis is a global leader in professional IT resourcing, and as part of AWS re:Start, will work to help military graduates get hands-on experience working at some of the most prominent organisations in the UK, and provide them with a long-term career as an Experis Employed Consultant.

Graduates working as Employed Consultants will also receive a further two years of digital training, tailored to the individuals' specific goals and career aspirations, as well as the needs of the businesses they are placed in.

Geoff Smith, Managing Director of Experis Europe, said, "Experis is not just committed to finding the best talent in the marketplace for our clients, but also training and developing people with the right skills to help the market to bridge the growing cloud demand gap. We recognise that there is a digital skills shortage, and rather than just comment on it, we want to work with the industry to help address this problem."

Launched in January 2017, the AWS re:Start programme aims to educate 1,000 individuals in the latest digital skills including software development, cybersecurity and cloud computing technologies. The initial AWS re:Start four-week course, delivered by APN Training Partner, QA Consulting, provides participants with the fundamental building blocks and soft skills needed to support their future careers in technology. Once they've completed the course, AWS will work with Experis, Sage, and the MoD to place and support the graduates in work.

"Placing veterans into meaningful work is an incredibly

rewarding initiative to be part of. We want to help create a programme that provides service leavers with the opportunity to learn new skills and embark on a career that is both fulfilling and financially rewarding. We believe this programme is a great way to help them achieve that," concludes Smith.

"AWS re:Start is a training and job placement programme that educates and provides service leavers with the fundamental software and cloud development skills on which they can build a career for their future," said Gavin Jackson, UK Managing Director of AWS, comments. We're excited to have Experis join the programme to provide military veterans with access to even more training and job opportunities."



To find out more information about the programme, please see the website www.aws-restart.com/career-opportunity





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Apprentice James Halsey working on a truck

JAMES HALSEY APPRENTICE CASE STUDY

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

James found his first year on the job to be both challenging and rewarding, and reported a "massive" improvement in his practical skills. He said: "Learning from experienced mechanics in a workshop combined with studying the theory side at college has allowed me to consistently move forward and develop. Not only has this apprenticeship given me a valuable foot in the door at FTA but it is also giving me transferable skills that I could take all over the world."

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

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

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

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

The Freight Transport Association (FTA) is the UK's biggest transport trade body, representing more than 16,000 members who move goods by road, rail, sea and air. The organisation's members operate 200,000 trucks – that's half the UK fleet – so recruitment is a major issue. Raising the profile of the industry and changing people's perceptions is central to FTA's role, and the Association believes service leavers in the Armed Forces are exceptionally well equipped to take up many of the jobs currently on offer.

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

FTA's own training business offers all of these courses and can provide advice on career paths within the logistics industry. FTA



Head of Skills Campaigning Sally Gilson said: "The skills gaps the industry has experienced over the past few years could be exacerbated by Brexit and the

prospect of foreign workers deciding to leave the UK and return home.

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

"We have been meeting with MoD representatives and attending skills fairs to spread the word about the opportunities on offer. Logistics is a diverse and exciting industry. New technology means modern truck drivers need brains rather than brawn and many roles in the services mirror those in the logistics industry."

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

It has also developed its own apprenticeship scheme for vehicle engineers, collaborating with supply chain company Gist Ltd which already has a very well established programme of its own. FTA plans to expand on this scheme over time, with a commitment to offer permanent positions to all of those who complete their apprenticeships.

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

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

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



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

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

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

RAF LEAVER RYAN HUTCHINSON'S TRANSITION TO THE FTA

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

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

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

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



Ryan Hutchinson working on a vehicle

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



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transporting and storing over the years and each holds its unique story that we look back on with a smile and great pride.

We relish a challenge and our Quick Response Team are experienced at planning and managing what sometimes seems like the impossible. If this is a company that you would like to work for then keep reading, as we are currently accepting applications from LGV 1 drivers based in or around the Berkshire area.

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Applicants must have Clean LGV 1 and LGV2 licenses and be based in the south east region



Combating HGV Driver Shortages

Take a look around you and consider how your valued possessions, clothes, food and even the materials to build your house were delivered.

The logistics of getting virtually any product to the end consumer requires a commercial vehicle to move it through the supply chain. A major part of this chain inevitably involves the employment of drivers who hold a commercial (i.e. HGV or LGV) licence.

UK PLC is currently seeing an acute shortage of these vocational skills and, therefore, logistics companies both locally and nationally are experiencing

difficulties recruiting sufficient numbers of drivers to get goods to your door. Statistics show the average HGV driver is fast approaching 60, and the void left by these very drivers approaching retirement age, with some even taking early retirement, is further compounding the issue.

This reduction of jobseekers applying to join the industry is attributed, by some industry commentators, to the profession seeing regulatory hurdles such as Driver CPC and increased on-the-job training becoming minimum requirements to get started. In addition, a more rigorous process of testing to reach the required driving standard for would-be heavy goods drivers is proving too much of a hurdle for some. However, despite this, for those that do venture into the world of heavy goods driving, there are rewards to be had.

We have taken it upon ourselves to go some way towards addressing the challenges both faced and perceived by

prospective drivers. By providing opportunities through localised training and/or finding appropriate employment for newly passed candidates, in particular ex-forces personnel, we are assisting ever more jobseekers get a foothold in this essential industry.

One excellent example of this is driver Billy Davey who had spotted an advertised vacancy in Cannington. Billy, a forces leaver who had completed his final tour of duty, was experiencing difficulties finding work as he had no commercial experience. Despite this, Somerset-based Cannington Enterprises, a long standing client of ours, were willing to give him an opportunity thanks to our introduction.

James Spens, Transport Manager for Cannington

Enterprises, and himself a heavy goods vehicle licence holder, nursed Billy into the job from day one and supported him through every stage. Billy was very quickly earmarked for a 12 week "temp-to-perm" period, whereby he was working full-time with Cannington, whilst remaining a Backline employee, at the end of which he would transfer over to Cannington as a permanent member of their team.

We spoke to Billy and asked him how he felt about his experience, he said "I was unsure of my ability at the start but James [Spens] gave me the confidence to get through the initial weeks. I think his experience was valuable as he understood what I was going





through having come in without any civvy driving experience under my belt. I was taking 11 or 12 hours to complete the rounds on some days and now I'm down to 8 or 9 at the most. I had a couple of disaster days where things went wrong but Backline and Cannington have been really good about it and helped me get past it. They [Cannington] are also looking to put me through my class one [articulated lorry] test which I'm really looking forward to".

Cannington had been experiencing difficulty in filling the vacancy, despite a generous salary and benefits package, well above the national average. James Spens said "Backline introduced Billy to us and, admittedly, at first we were hesitant due to his lack of experience. However, Billy's attitude was that he simply wanted to get stuck in and this is all we can ask for. We know the people are out there, the industry just needs to reach out and give people the confidence to go for it!"

Backline have several office locations across the South and South West of England, and have been given the seal of approval by the Career Transition Partnership (CTP) for both recruitment and training services.

OVERCOMING THE HURDLES

For those considering a career in the transport and logistics sector, particularly as a driver, there might seem, on the face of it, to be various obstacles in your chosen path. The reality, however, is that many of you will be most of the way towards obtaining everything required to become a professional driver already.



So, let's start by clarifying exactly what it is that you need to get started:

A category C1 (7.5tonne), C (aka Class 2) or CE (aka Class 1) driving licence entitlement

- If you passed your B (car) test before 1997, you'll automatically have C1 on your licence, if not you'll need to take a test.
- If you don't already have one of these categories on your licence, find out how to get one at www.gov.uk/become-lorry-bus-driver

A digital tachograph card

- This can be obtained by completing a D777B form (Application for a Digital Tachograph Card)
- You'll need to pay £32 if it's your first one, or £19 for a replacement one

A Driver Qualification Card (DQC, aka CPC card)

- To get one of these, you'll need to complete your CPC training.
- For newly qualified drivers (anyone taking their test after 9 September 2009), you'll need to complete module 2 & 4 tests (initial CPC) for your first DQC. For subsequent cards, you'll need to complete 35 hours of periodic training CPC.
- Anyone who passed their test before 9 September 2009, or who already has or has previously had a DQC, can skip the initial CPC and go straight for the 35 hours of periodic training (no test).
- Backline can help you obtain your DQC, and other additional licences, with one of their resettlement training packages (email them on resettlement@backlinelogistics.co.uk for more information)

These three elements are all that you need to get started as a driver in civvy street.

The next step is to find your new job. There are many options on how you can approach this, but what many service leavers find invaluable is registering with a decent recruitment company. The benefits of doing so are many in number. Perhaps the most beneficial is the variety that you will get working through a recruitment company. With a whole host of contracts, you can gain experience in all different types of work; from supplying superstores to completing building site deliveries, laying tarmac to collecting scrap vehicles – a commercial driving licence can involve some hugely varied responsibilities. As someone new to the industry, it's important that you get the opportunity to discover what it is that you want to be doing long term. Backline are keen to hear from service leavers in particular as they have experienced first-hand the attributes they bring to the workplace. For a full list of their branches and contact details, visit www.backlinelogistics.co.uk/branches

Another option is the more traditional approach to searching for jobs – that is submitting CVs and making applications directly with potential employers. This will work for some, but increasingly companies are looking for candidates with pre-existing experience, something that a recruitment company such as Backline can help you obtain.

Apprenticeships can also offer a route into driving. Companies such as Gregory Distribution are one organisation that offer such schemes for people keen to get behind the wheel. The upside to this approach is that your training is paid for by the company, and



you will gain valuable experience immediately. But bear in mind that you will often be on apprenticeship pay rates whilst doing the training and then tied to that company for a period of time.

For those who already have the licence, there is also the option of purchasing a commercial vehicle and becoming your own boss. Running a business can be exceptionally rewarding, but it too has drawbacks – particularly in an industry where the clock never stops.

Whichever route you choose, remember that there are numerous possibilities and opportunities, and if you don't succeed at your first attempt, don't stop there. For information, advice and to find training and employment opportunities, visit www.backlinelogistics.co.uk/resettlement or search for "backline logistics" online.



For a full list of contact details, visit www.backlinelogistics.co.uk/branches where you will find contact information and see who you will be dealing with at each site. ●



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

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

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

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- Drivers' Hours regulations and record keeping
- Planned preventative maintenance

- Vehicle costing
- Driver licensing
- International transport documentation

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

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

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

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

BENEFITS OF ATTENDING

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

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

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



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Army Cadet Force

Many 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

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."



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





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

SSAFA

on the ground



**Do something amazing
with a cup of tea!
This year hold your
own Big Brew Up,
in support of SSAFA.**

SSAFA provides lifelong support to our Armed Forces, veterans and their families in times of need.

Beginning this vital work in 1885, this makes SSAFA the oldest tri-service, military charity running in the UK. This year alone, 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.

It has become clear over more than 130 years of providing Forces support that everyone faces different challenges, so SSAFA uses a tailored approach to meet the needs of today's serving community. Whether it's practical, emotional and financial support – SSAFA is there to serve the Armed Forces family every step of the way.

HOW CAN YOU MAKE A DIFFERENCE?

You too can help us to make a change to the lives of the Forces community, by joining the ranks of fundraisers who are using their creativity to raise vital funds for SSAFA. Every fun run, skydive, bake sale, community fun day or sponsored walk means that more funds are raised to give much needed support for serving personnel, veterans and their families.

Last year over 1,200 individuals got involved and raised money for SSAFA, each of them played a part in helping SSAFA provide ongoing support for those in need.



Amey employees fundraising for SSAFA, the Armed Forces charity at their Big Brew Up event at their Liverpool offices, December 2017.

IF YOU'RE FEELING INSPIRED, CHECK OUT THE SSAFA 2018 EVENTS CALENDAR TO GET YOU STARTED:

Vitality London

10,000 – 28th May

The London 10,000km run has become one of London's premier running events. Take in the sights of the capital, from the Mall to the finish line opposite Buckingham Palace.

Heineken Race to the Tower

9 - 10 June 2018

Race from Stroud - Broadway and conquer the Cotswolds. Choose to camp over the weekend or take on the full distance of the Cotswold Way in one go all the way to the foot of the magnificent Broadway Tower.

Race to the King

23 - 24 June 2018

Walk, jog or run is the stunning South Downs, taking you from Arundel to the magnificent Winchester Cathedral.

Race to the Stones

14 July 2018 to 15 July 2018

Take part in one of the UK's biggest long-distance treks or runs for SSAFA, on the Ridgeway - Britain's oldest path. 100km is all that stands in your way, as you walk, jog or run to the historic Avebury Stone Circle.

Freedom Trail

14 to 19 August 2018

This beautiful and demanding trek in the Pyrenees follows the Freedom Trail, or 'Chemin de la Liberté', one of the toughest WW2 escape routes from Nazi occupied France into Spain.

Ride to the Somme

29th August

Ride to the Somme will commemorate the cycling soldiers that fought and fell during the Great War with a ride of 250 miles over 3 days.



ANYONE CAN FUNDRAISE

Gary (ex-Royal Navy) organises a music festival in Wiltshire, to help get veterans together and raise money for SSAFA.

"Fun in the Field is for military veterans to get together, share their problems – because some of them have suffered with PTSD – and talk about things with likeminded people who can relate to the problems they're going through.

It started off as just a BBQ and over the last few years it's grown. The first Fun in the Field took about four or five months to put together. I would say that the first one was probably the most difficult one because I had to establish contacts – for electricity, generators,

portaloos, showers – but luckily people in the village had contacts and were happy to help me."

Any advice?

"Anyone can fundraise. It doesn't have to be on a massive scale – you could do a coffee morning and raise funds for SSAFA. I think if you're committed, do the right amount of research and you're confident, you'll find that raising money for SSAFA isn't as difficult as you might think."

"The end result, when it's a success and you hand that cheque to SSAFA, is so satisfying because the money is going to such a good cause and a great charity."

Gary

Help SSAFA, the Armed Forces charity to make a difference to the military community in times of need, head to - ssafa.org.uk/fundraise ●



AMEY

Getting involved with fundraising for SSAFA, the Armed Forces charity has brought the team at Amey closer together. Teams of Amey employees have collected donations for the charity at tradeshow and sporting events, and have volunteered clearing gardens, completing DIY at SSAFA homes, as well as giving other in-kind support. In 2017 Amey organised 19 SSAFA Big Brew Ups in sites and offices up and down the country, including one held at the Ministry of Defence Main Building.

As well as fundraising Amey looks to support the military network in other ways. Their workforce includes both ex-military

veterans and reservists, with an established understanding of the diverse pool of transferable skills that former and current personnel can bring to a role

Teams at Amey also volunteer to support veterans in the wider community, as well as being signed up to the Armed Forces Corporate Covenant and working with ex-service recruitment specialists Civvy Street and the Career Transition Partnership.



Armed Forces Day

will celebrate its
10th anniversary
this summer

North Wales gears up to lead the nation in recognising the contribution of our Armed Forces.

Launched in 2009, Armed Forces Day is gearing up for its 10th year with events across the UK. This year, Armed Forces Day is on Saturday 30 June.

With its origins in Veterans Day (an event held since 2006), Armed Forces Day is a chance for the British public to show support for the men and women who make up the Armed Forces community: from currently serving troops to Service families,

veterans and cadets. There are many ways for people, communities and organisations across the country to show their support and get involved www.armedforcesday.org.uk/get-involved, from attending an event to throwing a party or local event.

This year's National Event will take place in Llandudno, North Wales on Saturday 30 June. Celebrations begin on Monday 25 June when the Armed Forces Day flag is raised on buildings and famous landmarks around the country.

Reserves Day, www.armedforcesday.org.uk/reserves-day on 27 June, will also provide an important opportunity for the country to recognise our Reserve Forces.

Each year a different town or city has the honour of hosting the National Event, becoming a focal point for the day with dozens of smaller events taking place locally across the UK.

THE NATIONAL EVENT

The National Event in 2018 will be held in Llandudno in North Wales, a region that has many current and historic links to the Armed Forces, including many Regular and Reserve Army units. Many North Walian are proud to serve in the Royal Welsh and nearby RAF Valley on Anglesey is home to a fast jet training base. Nearly 10,000 veterans live in Conwy, supported by a number of local and national charities.

On Saturday 30 June a parade of around 1,000 serving personnel, veterans, cadets and marching bands will signal the start of the Armed Forces Day celebrations.

Activities will take place across the Llandudno waterfront with zones dedicated to all three military services. In these zones military equipment will be showcased ranging from

static aircraft to a diving tank plus a variety of tanks, armoured vehicles and many more.

The Secretary of State for Wales Alun Cairns commented: "I'm delighted that the national Armed Forces Day event will return to Wales in 2018. This time next year, we will see veterans of wars gone by and soldiers serving in conflicts around the world today marching side by side in Llandudno, united in pride in service to their country. In Wales we have a special connection with our Armed Forces and this annual event gives the public an opportunity to show their appreciation and pride for our soldiers, sailors and air personnel who sacrifice so much for others. Our debt of gratitude also extends to the families they leave behind and the veterans past





and present who have dedicated years of their lives to service. I am honoured to mark Armed Forces Day today – and in the years to come – in their company.”

BUT WHY HOST SUCH A DAY IN SUPPORT OF OUR MEN AND WOMEN IN UNIFORM?

Showing support for the Armed Forces provides a much valued morale boost for troops and their families. The UK Armed Forces defend the UK and her interests 24 hours a day, 365 days a year. They are busy working around the world, promoting peace, delivering aid, tackling drug smugglers, providing security and fighting terrorism.

Armed Forces Day brings together people of all ages from all over the UK to publicly thank the members of our Armed Forces for their bravery, their dedication and sacrifices they make for every one of us on a daily basis.

But those who are currently serving are not the complete extent of the Armed Forces community that this day seeks to recognise. Cadets, Veterans, Reservists are also represented.

Our Armed Forces couldn't do their job without the incredible support of their family and friends, and Armed Forces Day rightly recognises their contribution.

Although this year's National Event will take place in North Wales, regional celebrations will also be held across the country, giving the public a chance to say "Thank you" to the Armed Forces for their contribution to the nation.

In 2017, more than 300 Armed Forces Day celebrations were held across England, Scotland, Wales and Northern Ireland. More than 130 of these were supported with funding from the Ministry of Defence.



To help event organisers put together a day of celebrations, up to £10,000 of funding is available. In previous years this funding has helped to fund hundreds of events from large community displays to school talks and small family fun days.

RESERVES DAY

There will also be events in the week leading up to Armed Forces Day, most notably Reserves Day on Wednesday 21 June. The Reserve Forces make up approximately one sixth of our Armed Forces personnel and as such are integral to protecting the nation's security at home and overseas, particularly in providing capability in specialist areas such as medical and cybersecurity.

Reservists are currently supporting operations worldwide including in Afghanistan, Northern Iraq, Cyprus, Bosnia and Herzegovina.

However, the contribution they make to our Armed Forces often goes unrecognised. As such an annual Reserves Day was created to highlight and recognise the valuable contribution Reservists make to our Armed Forces.



GET INVOLVED

People, communities and organisations across the country will be coming together to show their support. You too can get involved www.armedforcesday.org.uk/get-involved by attending an event or hosting your own.

You can also:

- Salute Our Forces www.armedforcesday.org.uk/get-involved/saluteourforces – Post a tribute to the Armed Forces community by sending us a photo or video of you, your friends or family saluting on Twitter, Facebook or Instagram with the hashtag #SaluteOurForces.
- Follow us and spread the word on Twitter, twitter.com/armedforcesday] Facebook www.facebook.com/armedforcesday/ or Instagram www.instagram.com/ministryofdefence.

Find out more information about Armed Forces Day on the official site www.armedforcesday.org.uk.



Supporting the transition with RBLI's LifeWorks programme

Transitioning from the Armed Forces into the civilian world is an intensive and challenging prospect for many servicemen and women.

Despite the continually improving support available, as provided by the Career Transition Partnership, life-altering mental and physical conditions established either during or after service can have a disastrous effect on veterans in almost every aspect of their lives.

Currently, working-age veterans in the UK are nearly twice as likely to be unemployed as their civilian contemporaries. This becomes worrisome when coupled with the understanding that 40% of

veterans report suffering with a long-term health condition. However, with the help offered by the military charity sector in the form of employment, social and accommodation services, ex-service personnel can have their transition eased, and find firm footing on Civvy Street.

Military and disability charity Royal British Legion Industries runs a leading transformative employment support programme, LifeWorks, which directly tackles many of these issues faced by veterans in their search for work, making for a far smoother transition.

Developed by RBLI in 2011, LifeWorks is designed specifically to provide vital guidance and ultimately give the participants a sense of personal autonomy through the process of securing sustained employment.

RBLI's head of vocational rehabilitation & training services Iain Downie, who leads the LifeWorks team, said the course can be a godsend for ex service personnel, altering their understanding of their own skills, potential and employability. "Over

the course of the week, our vocational assessors and coaches redefine how the veterans perceive their own ability," he says. "This is a vital process in helping them overcome many of the barriers they face both during and after their transition to the civilian world."

The results gathered since the programme's development have been extremely positive. An independent study, commissioned by the Learning and Work Institute in 2016, found that 83% of participants secure sustained employment, volunteering or training within 12 months of completing the course. This is a particularly impressive feat when considering that almost 80% of participants face challenges with disabilities or physical or mental health conditions."

However, Royal British Legion Industries and its LifeWorks team recognise that it is not just those who are leaving the Armed Forces who require additional support. It is also vital that the families and partners of current servicemen and women receive support they need to find employment and feel a part of their local community, particularly when relocating regularly.

The high-skilled LifeWorks Families team are dedicated

to building, through specific, tailored support, on the skills partners in the military community have already developed.

This support helps develop participants' employability factor, through teaching them modern interview techniques, job searching skills, and CV formatting methods. The result of the intensive three-day course is an ability to better connect with the job market, the development of both short and long-term goals, and a set plan to help participants stay motivated in their search for employment. Following the course, participants are also able to take advantage of the 'reachback' advice programme which, for 6 months, will continue to offer guidance on any area which can aid them in securing sustained employment.

The LifeWorks Families team also offers remote support for the partners of servicemen and women, which is tailored to meet the specific demands of those in need who either can't make the course or need only specific employment advice.

Nicola Ricketts left her own beauty therapy business in Devon to move to Middlesex with her husband after becoming an Army wife. "After spending 6





months as a full-time housewife, I decided that I needed to get my independence back and get a job," she said.

"Having been self-employed for over 4 years, I had completely forgotten how to look for a job and didn't really know what I wanted to do. By pure chance, the LifeWorks Families course popped up on my Facebook feed and I signed up immediately. It turned out to be the best thing I could have done."

"The LifeWorks team is very passionate and dedicated to giving military spouses the tools to find a career, not just any-old-job. During the course we covered every aspect of finding employment and were taught how to highlight our skills and experiences to make us appealing to a potential employer. I was able to apply the skills we learned in my covering letter, CV, interview and follow up emails. I received positive feedback in all these areas from my new employer and I'm sure that this helped me to secure the role.

"I am now a Receptionist and Personal Assistant at an innovative beauty company. This is something I have aspired to do for a long time, but never had the confidence to apply for until I attended LifeWorks. We are so lucky to have such a valuable

course available to us. I would not hesitate in telling anyone to take full advantage of the opportunity to attend this course."

Nicola and Paul are not alone. LifeWorks and LifeWorks Families are on the verge of reaching a total of 1,000 participants in its short 6-year history and RBLI has no intention of stopping there. Iain said: "RBLI and the LifeWorks team are committed to ensuring that thousands more veterans and their families reap the rewards of the course, secure employment and get their lives back on track."

The LifeWorks team is very passionate and dedicated to giving military spouses the tools to find a career, not just any-old-job.

LIFEWORKS GRADUATE COLIN'S STORY

Former Army Sergeant Colin Walker completed the LifeWorks course after his life fell apart.

"I knew who I was in the Army," said Colin. "I was a very small cog in the military machine, but a cog nonetheless. However, when I came out I had absolutely no idea where I was and how I fit into society."

"In the civilian world there is no system – no hierarchy. There are no rules as such and for me, at the time, it appeared to lack order."

"In the military, if there is an issue with the system, there are ways to fix it. It wasn't perfect, we all knew that, but we do know what works and what doesn't; whereas when you leave, the lack of control of your own life is incredibly unsettling."

Colin was fortunate enough to secure work for several years following his 17-year stint in the Army which saw him based around the UK and Europe. However, after spending three years setting up his own business as a freelance first-aid instructor, just before Christmas of last year, in a matter of weeks his world came crashing down.

"It was November 2016 when it all went horribly wrong for me."

"The business started to struggle and fall apart. I had my head above water – just. But then the vehicle I relied upon packed up. I quickly realised, all of a sudden, that everything was gone. I lost everything – my home, my business – everything."

"In the space of a month, my life had gone from something to nothing. I was worried for my wife and my two children who were both at school at the time. I was lost in a world I'd never been in before. My confidence was at rock-bottom and I was desperate for a fresh start."

Then, by something which he refers to as 'a pure stroke of luck', Colin was given the details of LifeWorks by a local job centre. "What happened then changed my life."

Naturally however, prior to attending a course in Colchester in January, Colin admits he was apprehensive. "I had no idea what to expect," he said. "Because of what had happened in my life I was still in a cynical mind-set, but that changed, not just as the week progressed but as the first day progressed."

"You could tell immediately that the LifeWorks team weren't just there to turn up, get paid and go home. By the end of the first day I could see that was not going to be the case, and that made a big difference."

"Within just the first couple of days, my confidence and the confidence of the others around me started to grow. By the end of that course – I had a CV I was impressed with, a clear idea of what I wanted to do, and the tools and knowledge of how to get there. The LifeWorks team really showed me how to sell myself in a way I couldn't before."

With his newfound sense of confidence Colin was once again eager to look for work. "After the course, I used what the team had taught me: I started refining my job searching."

Within a month of finishing the course, Colin managed to secure an interview with SkillsForce – a national education charity who employ mostly ex-service personnel to lead teaching exercises in schools to empower children and young people to make positive life choices. His interview was successful which, he said, would not have happened if it was not for LifeWorks.

"I am entirely confident that I would not have secured this job if I hadn't have attended that course and the first reason for that is because the employers would not have looked twice at my CV, the second for that is the interview techniques they taught us all. I knew the principles of basic interview techniques, but LifeWorks taught me how to put it into practice."

"LifeWorks has changed my life – I wish I had done it years ago."



For more information about LifeWorks and LifeWorks Families, or for any advice regarding employment if you have previously served in the Armed Forces, or if you are a spouse or partner of a serviceman or woman, contact the LifeWorks team on Freephone **0800 319 6844**, email: lifeworks@rbli.co.uk, or visit: wearelifeworks.org.uk ●



Horticulture provides new shoots of hope for Army veteran

Former soldier, Gordon, left the Army after struggling with social anxiety issues and problems integrating with his peers.

When his difficulties continued out on 'civvy street', Gordon's mental health started to decline. However, a chance introduction to Veterans in Communities signalled a turning point in Gordon's life, providing him with a renewed sense of belonging and purpose.

Gordon served in the British Army with the Royal Regiment of Fusiliers for four years, completing an operational tour of Afghanistan, as well as training deployments to Canada and being part of the

additional military security team brought in to support G4S during the London 2012 Olympic Games.

He describes having 'mixed feelings' about his time in the Army and says he found it extremely hard to integrate with people, admitting that he 'fell short with the socialising side of Army life'. Ahead of his tour to Afghanistan in 2013, Gordon submitted his terminal discharge papers, as he'd decided that he didn't want to continue with a career in the Army. Following his six-month tour, Gordon battled through the last six months of his service and confesses to

turning to alcohol to help cope with the stress and anxiety of day-to-day life during that time.

On leaving the Army, Gordon moved back to his hometown and managed to secure a few part-time jobs; working in a warehouse and behind the bar at a local pub. However, it was here that he began to discover the extent to which he suffered from severe anxiety, primarily caused by being in large groups of people he didn't know. He explains how feelings of panic would set in when people spoke to him in a certain way and says this was the catalyst for him to seek help from mental health services: "The panic made me feel like I was being put into a corner. After my second job out of the Army, I really struggled and started looking for help from mental health services."

I felt like I was losing it a bit, so I wanted to find some help."

Unfortunately for Gordon, his experiences of the mental health system didn't end up being wholly positive and he was at a loss as to where to turn to next. That is when he found Veterans in Communities (VIC); an East-Lancashire based charity that provides activities for ex-service personnel and their families, to help them re-integrate back in to civilian life. VIC received a grant of £8,000 from ABF The Soldiers' Charity in November 2016 and is one of the many organisations that receives financial support from the Charity each year.

Gordon was recommended to VIC by one of his first counsellors, who had links to Bob Elliot, the manager of the scheme. He was



initially engaged in a walking programme and activities at the VIC centre, which gave him the courage and impetus to go on to other things: "Ever since that first meeting, I've been coming here regularly and joining in on the activities. They've helped me take part in qualifications further afield and they've also given me somewhere where I don't feel like so much of an outsider."

At the time of Gordon's arrival at VIC, the charity was donated a small plot of land at a site in Rossendale, which held several allotments. This was the push he needed, and he joined a team of veterans from VIC who were handed the job of turning the site back in to a usable plot: "We got a small team together in the summer of 2016, I believe it was. It was a refuse site – people had been using it to tip all sorts of rubbish in, so it was a massive clean-up job; we had to make it safe for everyone, remove all of the hazardous materials in there and then start building the allotments for the raised beds and build the shed. We've had one year of crops go through it, and had quite some success with the crop yield, so I can't be any happier with that!"

Gordon says that being involved in the allotment project gave him a lot of pride, witnessing how, from



the initial planting, his hard work helped their seeds to grow in to 'actual fruit and veg'. He credits this experience with uncovering a hidden love for horticulture and has since gone on to complete a 14-week, Level 1 Horticulture Course, via the VIC. He is now seeking full-time employment and admits that finding a gardening job 'would absolutely be my dream'.

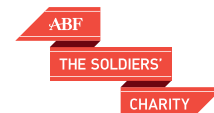
Reflecting on the impact that VIC, and the funding from The Soldiers' Charity, has made on his life, Gordon says: "Before I came to Veterans in Communities, I was isolated, suffering from severe depression, rage, anxiety; I'd lost a lot of my own personal friendship groups. I was willing to take my own life before I came here. Since all the help and support and nurturing that they've given me, they've made me not even consider that dark part anymore. They've given me belief in myself to keep going, even though sometimes with what I have going on in my head, it's very hard. But they've given me confidence to keep pushing, even if it feels crud sometimes."

Gordon now has a positive outlook on life and would

encourage others who are experiencing similar feelings as he was, to go out and find their local veterans charity and get involved in any of the activities they offer: "Having that comradeship again, and the safety blanket that it provides, being with people in a familiar situation, it helps save lives. Isolation is the biggest killer. When you suffer from mental health problems, you just hide in your room and it gets worse. The best thing you can do is try and get out there and talk to people at the very least." ●

* Name of individual has been changed to protect their identity

www.vic.org.uk



The Army's National Charity

ABF THE SOLDIERS' CHARITY

ABF The Soldiers' Charity is the British Army's National Charity, supporting soldiers and veterans from every conflict, and their immediate families, in times of need. The charity was originally established as the Army Benevolent Fund (ABF) in 1944, to ensure that the hardships endured by soldiers in the aftermath of 1914-18 were never repeated.

Now, nearly 75 years on (and having changed its name to ABF The Soldiers' Charity in 2010), they remain the backbone of Army charitable support, constantly changing and adapting to meet the current needs of today's Army.

In the last financial year, they provided direct financial assistance to more than 4,500 individuals and awarded grants to 92 other charities and partner organisations like VIC, who delivered specialist support on its collective behalf. The scope of their work is enormous; its eldest beneficiary last year was a 103-year-old World War II veteran who needed assistance paying his care home fees. The youngest was a nine-month-old child of a serving soldier who needed funding for medical bills. In total, their work touched the lives of around 75,000 people across 59 countries worldwide.

To find out more about the work of The Soldiers' Charity, visit soldierscharity.org

Morgan Helps Veterans Challenge for Paralympian Dream

World leading composites and defence systems manufacturer designs and builds two bespoke sit skis, in time for Pyeongchang 2018 Winter Paralympics.

When Steve Arnold and Scott Meenagh joined the Armed Forces, it is probably fair to say that they would not have thought that they'd be competing in the 2018 Winter Paralympics being hosted in Pyeongchang, South Korea.

Both Steve and Scott are double amputees, caused by injuries in the line of duty. They are being supported in their pursuit for Paralympic selection by a partnership between Help for Heroes and the Armed Force Para-Snowsport Team. If successful for selection, Steve and Scott will be the first Para-Nordic skiers to represent GB at the Paralympics for 20 years.



Scott was part of the recovery operation in Afghanistan when he stepped on a roadside IED (Improvised Explosive Device). Steve Arnold was serving as a Staff Sergeant that was leading a search team in Afghanistan when he also lost both of his legs in an IED explosion.

Even though both members have suffered life-changing injuries, they now find themselves on the verge of qualification for the Paralympic Para Nordic Skiing event, thanks to some help from the Composites and Defence Systems business of Morgan Advanced Materials.

Morgan was approached by Elizabeth Winfield, Chief Operating Officer for Armed Forces Para-Snow Sport, and Jayne Kavanagh, Performance Pathway Manager at Help for Heroes, in September 2017 to design and manufacture bespoke sit skis for Scott and Steve. Morgan's relationship with the Armed Forces follows on from its recent win of the £4.49m contract to supply body armour to the Ministry of Defence.

Qualification for the games started in December 2017. This gave the manufacturer just six weeks to produce the sit skis in time for training and qualification.

"We were incredibly honoured to have been able to help Scott and Steve on their extraordinary Paralympic journey",



said Greg Aratoon, Principal Engineer at Morgan Composites and Defence Systems.

"Before we got involved, they were using off the shelf ice hockey seats that were ill-fitting and heavy. We knew that we'd be able to help create bespoke, lightweight sit skis which would give them the best chance of reaching Pyeongchang".

Nordic Para Skiing tests athletes on varying inclines, while they also must roll the sit skis over to shoot at targets and then sprint to the finish.

To design the new seats, Morgan started by 3D scanning the team members. This helped get Scott and Steve's unique measurements for the seat moulds and tailor the designs where waist strapping would be situated.

The sit skis were then manufactured out of mainly carbon fibre. The seats weighed less than 1kg each when finished, not including the metallic frames.

"I feel very secure in the seat and all the strapping was designed to keep me in when in the prone shooting position, making it feel like part of my

Not only does the seat look good and make us look professional on the racing circuit, but it is also very robust and has held up to me putting it through its paces

Steve Arnold

body while skiing. I believe the seat has helped me with the marginal gains you need when competing in high level sport".

Special thanks go out to companies involved in the project, including Morgan Advanced Materials Base Group, Pattern & Moulds, SHD Composites and ADV Metal Craft.



ABOUT MORGAN ADVANCED MATERIALS

Morgan Advanced Materials is a global materials engineering company which designs and manufactures a wide range of high specification products with extraordinary properties, across multiple sectors and geographies.

From an extensive range of advanced materials we produce components, assemblies and systems that deliver significantly enhanced performance for our customers' products and processes. Our engineered solutions are produced to very high tolerances and many are designed for use in extreme environments.

The Company thrives on breakthrough innovation.

Our materials scientists and applications engineers work in close collaboration with customers to create outstanding, highly differentiated products that perform more efficiently, more reliably and for longer.

Morgan Advanced Materials has a global presence with over 10,000 employees across 50 countries serving specialist markets in the energy, transport, healthcare, electronics, petrochemical and industrial sectors. It is listed on the London Stock Exchange in the engineering sector.

For more about Morgan's Composites and Defence Systems Business, visit www.morganadvancedmaterials.com/en-gb/our-product-groups/composites-and-defence-systems.



ABF

THE SOLDIERS'

CHARITY

The Army's National Charity

We exist to provide a lifetime of support to soldiers, veterans and their immediate families.

We support up to 100 front line charities and specialist organisations – such as SSAFA, Combat Stress, Royal Star & Garter and the NSPCC – to deliver help on our behalf. We also make direct grants to some 5,000 individuals, ranging in age from 6 months to 105 years old. Through our network of support, our work touches the lives of around 80,000 people worldwide, every year.

Donate or get involved in fundraising at www.soldierscharity.org



facebook.com/soldierscharity



instagram.com/soldierscharity



[@soldierscharity](https://twitter.com/soldierscharity)

ABF The Soldiers' Charity is a registered charity in England and Wales (1146420) and Scotland (039189). Registered Office: Mountbarrow House, 12 Elizabeth Street, London SW1W 9RB, Tel: 020 7901 8900, Email: fundraising@soldierscharity.org



Cobseo
The Confederation
of Service Charities



Veterans
Scotland



Resettlement Support from CTP



Enhanced Resettlement Provision from CTP

INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS

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

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

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

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

CTP will also be delivering two trial programmes, which will support spouses and partners of RAF personnel and one for eligible Reservists.

Further details of the spouse trial can be found on the CTP website and the reservist trial will commence in 2016.

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

WHERE DO I START WITH RESETTLEMENT?

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

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

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

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

WHAT SUPPORT AM I ENTITLED TO?

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



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

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

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

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



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.

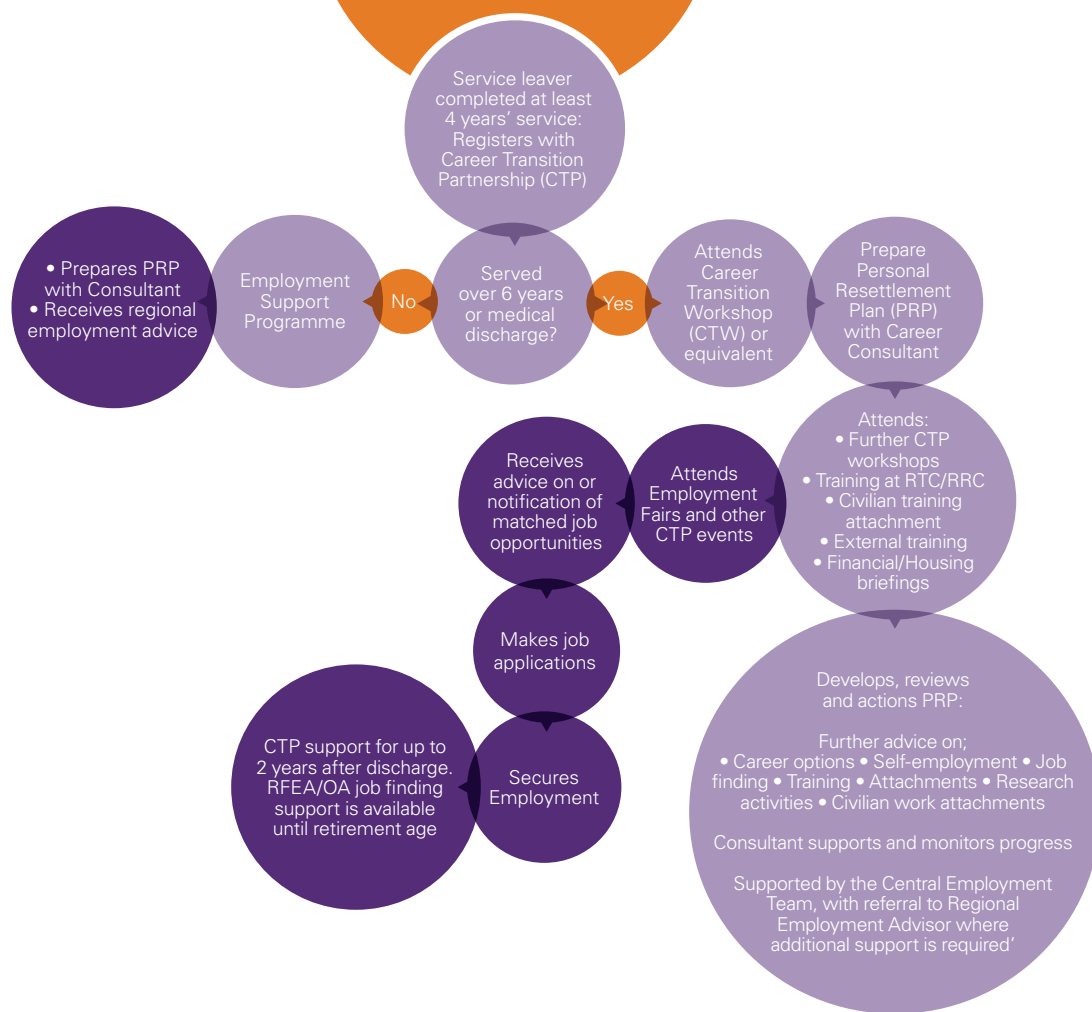
Online Support - myPlan, the personalised area of the CTP website, enables Service leavers to manage their own resettlement and offers career assessment activities, video library, Interview Simulator, Plotr career matching game, Personal Resettlement Plan, resettlement tracker and checklists.

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.

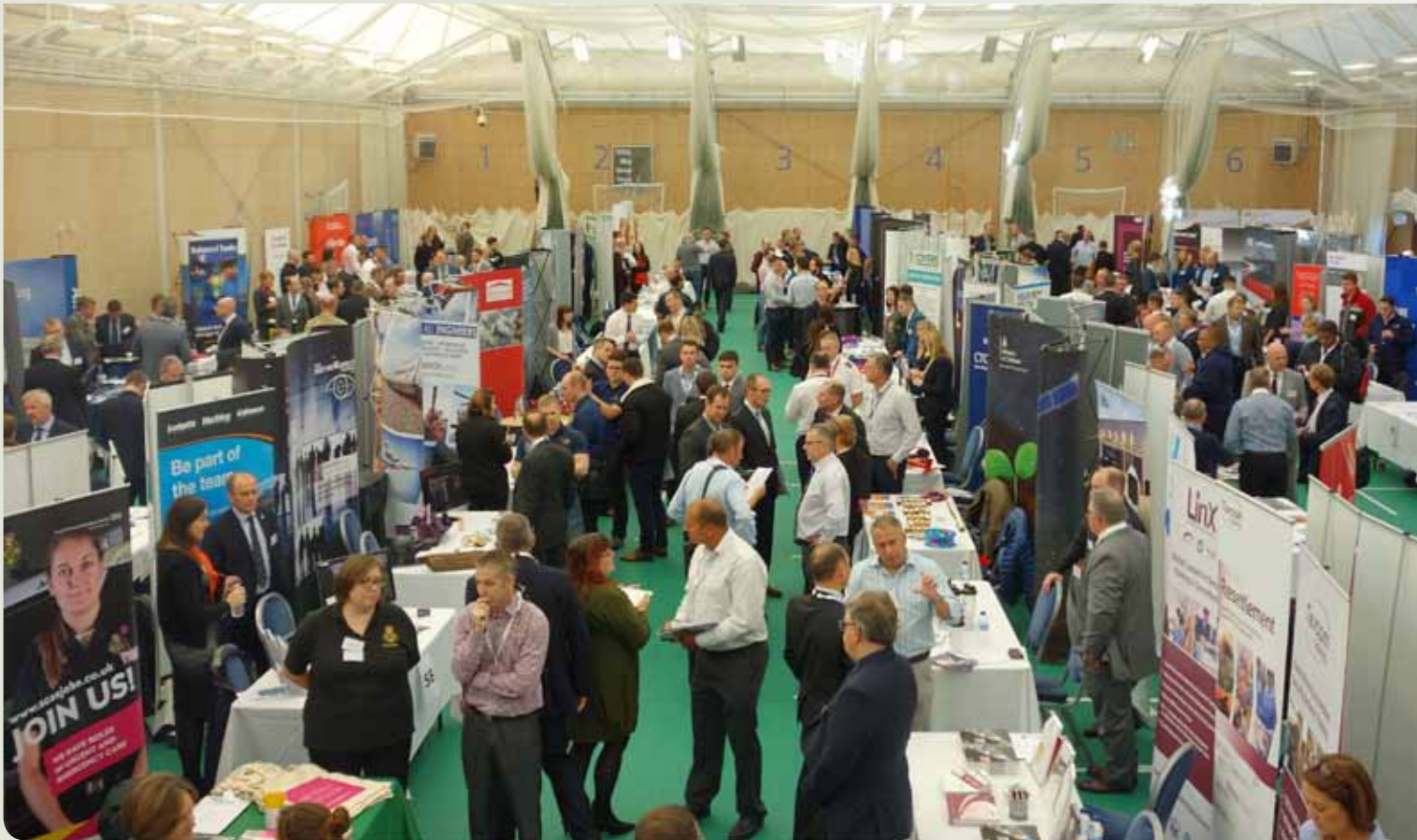
The CTP Employment Team works closely with local, national and international organisations from all industry sectors to source and match suitable job vacancies for Service leavers. You'll receive regular job alerts

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



Top Tips

for attending an Employment Fair

An Employment Fair can seem quite daunting; there are lots of stands, and other Service leavers waiting to speak to employers. How can you make the best use of your time and find out about all the opportunities which are available?

FIRSTLY, DO SOME PREPARATION IN ADVANCE:

- Research ahead of the day; check the website to see which of the companies attending interest you. Identify which companies are seeking someone with your skills and prepare a target list.
- Think about the type of questions you would like to ask.
- Prepare your CV. Whilst we advise that any application made for a specific role is accompanied by a tailored CV for that particular vacancy, employers at these events will sometimes accept CVs on the day - so go prepared and take plenty of copies with you.
- As you don't know what specific role you are aiming this CV at, it might be useful to take either a brief one-page Cover Letter and generic CV.
- If you need assistance with finishing your CV, ask your Career Consultant prior to attending.
- Dress appropriately - you don't need to be dressed in a formal suit; however, you should make an effort to dress in smart business attire. Remember - first impressions count!
- You will usually be given a brochure at the event; take your time and read through the booklet before you go in. Take a look at the floor plan and work out your approach.

APPROACHING AN EMPLOYER

- Start with a smile and a friendly greeting and introduce yourself with a handshake, as this will naturally help exude confidence.
- Remember companies attending CTP Employment Fairs are there because they want to meet Service leavers like you! A good way of breaking the ice is to ask a general 'open' question such as:
 1. Could you tell me a little bit about your business?
 2. How large of an organisation are you?
 3. What type of person and skills are you looking for?

This will lead to a discussion where you can then suggest which skills you have that they may be interested in and briefly tell them your main selling points. Rehearse your '30 Second Commercial' or 'Elevator Pitch'.

JOIN



- Be ready to briefly discuss your career goals, skills, qualifications, work experience and extracurricular activities.
- It is good practice to ask for their business card at the end of the discussion. If they give you a general company business card, make a note of their name on the back so you can remember who you spoke with. You may wish to connect with them via LinkedIn to follow up any discussions.

Don't forget this is a marketing opportunity, so try and highlight the relevant skills you have for the type of company you are speaking to.

If you are asked for a copy of your CV, give them your generic CV version, but ask for a contact name and email address to enable you to send a more targeted CV later. Don't be disappointed if an employer refuses to keep a copy of your printed CV; many will provide you with an email

address or their recruitment website where you can send/upload your CV after the event. Remember to be courteous! In addition to representing yourself, you are also representing the military.

FINALLY...

Take your time; the companies are there all day, so take a pause after each discussion. You might want to make some notes to help you compile a targeted CV for a particular employer at a later date or to remind yourself of what was discussed.

Do a mental checklist.

Once you have spoken to all the companies on your target list, review all the other ones in attendance. Don't rule out a company just on face value, go talk to them all - they may just have an opportunity which matches your skills!

Good luck and enjoy! ●

Secure your place at a 2018 CTP Employment Fair

Don't miss out on the chance to meet local and national employers with both current and future job vacancies, book your place today!

The CTP hosts a programme of Employment Fairs taking place throughout the year across the UK, giving you the chance to meet with representatives from a wide range of companies, to research your career options and maybe even find your next job role. The events are free to attend and are open to all Service leavers, regardless of when you're leaving or where you're planning to settle post-discharge.



CTP EMPLOYMENT FAIRS OFFER...

- A fantastic networking opportunity - whether you're ready to apply for live jobs or simply researching the market to get a feel for what's out there.
- The chance to meet employers who already recognise the skills and experience Service leavers can offer and are keen to recruit from the pool of talent leaving the Armed Forces
- Presentations from key employers speaking about their current vacancies, recruitment processes and the skills and qualities they are looking for.

- A great way to learn more about different industries and any specific qualifications required for roles you are interested in to help you plan your training and development to get job ready.
- The opportunity to meet with other Service leavers to share your experiences and idea about ways to approach the civilian job marketing and build your network.
- The opportunity to chat with Service support organisations about housing, pensions and related topics, and CTP staff who can offer advice on other aspects of resettlement.



UPCOMING 2018 EMPLOYMENT FAIRS

South Central
Newbury - 22nd March

East Midlands/East
Newark - 19th April

Scotland
Edinburgh - 10th May

South West
Bristol - 6th June

South East/East
Chelmsford Essex - 5th July

North East
Leeds - 27th September

South Coast
Southampton - 11th October

West Midlands
Telford - 29th November



Call **0203 162 4410** or visit **www.ctp.org.uk/events** to secure your place at any of these events - you're welcome to attend as many as you'd like. Please note: These events are open to serving and ex-military personnel who have pre-registered to attend through the Career Transition Partnership, and not to the general public. ●

Royal approval for scheme to encourage military leavers and veterans to join The East of England Ambulance Service

Military leavers and veterans are being encouraged to continue serving their country by joining the East of England Ambulance Service (EEAST) as part of a national scheme which has received the Royal seal of approval.

EEAST was one of the first thirty trusts to sign-up to the Step Into Health initiative, which is aimed at encouraging people from a military background, or their dependents to embark on a new and fresh career within the NHS. Step into Health offers opportunities across the NHS family, so potential employees can be assured of the same level of support wherever they see the step into health branding in an organisations website or recruitment media.

The Duke of Cambridge officially launched the programme during a ceremony in London on January 18, which was also attended by the trusts Director of Service Delivery, Kevin Brown and Armed Forces Champion Terry Hicks.

Terry said "We are proud to be part of a scheme which is supporting the people who have put their lives on the line for this country, and their families. It was

great to be part of the official launch of the Step Into Health Programme, which we know will make a big difference."

"Veterans and people who are leaving the Armed Forces have a superbly transferable skill set and aptitude to working in a dynamic and diverse environment which will make a tremendous impact within the communities that EEAST serves. EEAST also supports reservist commitments that many leavers have through additional time-off and policy arrangements.

Members of the Armed Forces with health-related skills and qualifications will be encouraged to take part but there are also a host of other opportunities available within EEAST and across the wider NHS, that don't require any formal clinical qualifications.

Careers are not limited in the NHS to frontline roles, but also include Maintenance, Administration, Finance, Communications and Management. EEAST also offers opportunities to work within the dispatch and call handling functions, as well as offering work placements for people from military backgrounds and there



are also training opportunities available. It's also important to support the dependent families of the servicemen and women, and we offer opportunities for them through the step into health scheme.

"Work placements are designed to provide members of the Armed Forces the chance to gain experience along with understanding of where skills are transferrable and career opportunities. We are working with the Forces Career Transition Partnership to offer a variety of appropriate placements across the trust."

Step Into Health was developed by the Norfolk and Norwich University Hospital NHS Foundation Trust, Walking with the Wounded, and The Royal Foundation, which is the Duke of Cambridge's charity. Further details can be found by visiting www.militarystepintohealth.nhs.uk/contact-us.

**STEP
INTO
HEALTH**





LIKE WHAT YOU SEE?

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

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

THISISEAST

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

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 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

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

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.

Doing this job is not all about having medical knowledge; it's often about applying a common-sense approach to dealing with

patients in their hour of need, or demonstrating personal resilience when a patient's life is at risk. Of course, the training will provide you with the skills and knowledge to assess and treat a range of patients in need of your help.

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 and Bedfordshire.

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 who wish to join an organisation that offers a clinical career pathway, developing you to reach the highest standards. 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 our IAP roles 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 EEA. 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.

We offer a 3 year development programme leading to a Level 5 education framework qualification at Diploma level. Completion of the programme allows for application to HCPC to become a newly 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, 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.

STUDENT PARAMEDIC TRAINING PROGRAMME

Applicants must:

- Be highly motivated with excellent communication and numeracy skills with a minimum of 5 GCSE's at Grade C or above to include English, Maths and a Science (alternative equivalent qualifications may be accepted). 1 'A' Level at Grade C or above in a Science subject.
- 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 one year driving experience, (please note that the person specification states that 'a maximum of 3 points will be considered for a minor motoring offence only'). If you have more than three penalty points on your driving licence, there will be no exceptions to this rule and you will not progress through the recruitment and selection process.
- Category C1 (manual vehicle) on your driving licence is essential in order to start on our Student Paramedic programme. Applicants without Provisional or Full C1 who are successful in the recruitment and selection process will be required to obtain Provisional C1 before being allocated to a training course, and achieve the FULL C1 before you begin a training course.



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

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

Alternatively, the HR Recruitment team will be happy to answer any queries; please call and speak to one of the team on **01234 243200**.



#Be Seen in Green



**East of England
Ambulance Service**
NHS Trust

You're thinking about working for the ambulance service, but wondering what sets us apart and makes the six counties of Essex, Hertfordshire, Bedfordshire, Suffolk, Norfolk and Cambridgeshire so special.

You get to work in one of the most diverse areas of the country; the bustling capital city is on our doorstep and the bracing North Sea coast envelops our shores to the east.

We've got historical cathedral towns and cities, brand new communities, rural broadlands and some of the busiest arteries of road and rail networks, including the M25, A14, M1, M11 and A12, and railway lines from London Liverpool Street out to Cambridge, Norwich, Peterborough, Colchester and Southend.

Wherever you go in the east of England there is always something to see and do; but if travelling around the UK and beyond is a must for you as well, the Luton, Stansted, Norwich and Southend airports couldn't make it more easier to stay in touch with loved ones or send you on a deserved holiday or short break. In short, our region has got just about everything you need to call it your home and join our 4,000+ staff who already

call it home. Together they help make sure we can respond to anyone needing our help 24 hours a day, every day of the year.

We value care, teamwork, quality, respect and honesty

in order to transform the care we deliver to our communities and welcome applicants who share these values to apply to work at EEAST.

The Care Quality Commission has rated the care patients receive as outstanding – staff demonstrate compassion and respect whilst promoting patient dignity and respecting individual needs, patients are involved in their care and treatment, and staff act with the utmost professionalism and support patients and the public in the most trying of circumstances to provide positive outcomes.

If this sounds like you, and it's time to make the change, then it's time you applied to work at the ambulance service. Here are a few of the different patient-facing roles we have:

- Associate ambulance practitioners (AAP)
- Intermediate ambulance practitioners (IAP)
- Paramedics
- Graduate paramedics
- Student paramedics
- Call handlers
- Dispatchers
- Patient Transport Drivers (PTS Driver)
- Ambulance care assistants (ACA)



NHS CAREERS

We offer excellent paid holiday entitlement, entry to the NHS pension scheme and other employee benefits. Most importantly, we offer career progression and excellent training opportunities, whilst you get to work with friendly colleagues and have the ability to make a difference to people in the community.

To find out more about current vacancies at East of England Ambulance Service please visit the website or www.eeastamb.nhs.uk/join-the-team/working-for-us.htm.

Recruiting now



AMBULANCE



South Central
Ambulance Service
NHS Foundation Trust



www.scas.nhs.uk



[scas999](https://www.facebook.com/scas999)



[@scasjobs](https://twitter.com/scasjobs)

WANTED

At SCAS we have career opportunities to suit you and your skills, ranging from roles in emergency and urgent care, to non-emergency patient caring roles and our clinical coordination centres.

Whatever your life and career aspirations are, there are opportunities for you.

➤ www.scasjobs.co.uk



SCAS' main functions are:

- Accident and emergency service that responds to 999 calls
- Provision of the NHS 111 service for when medical help is needed but it's not an emergency
- Non-Emergency Patient Transport Service (NEPTS)

South Central Ambulance Service



South Central Ambulance Service NHS Foundation Trust (SCAS) is part of the National Health Service (NHS).

Trust's commitment to employing veterans, supporting cadets and reservists who continue to serve.

SCAS is an ambassador organisation in supporting Military engagement and frequently shares best practice to support other Trusts who are looking to sign up to the NHS Employers Step into Health initiative.

SCAS works with a number of charities and initiatives such as Career Transition Partnership (CTP) and the Officers Association (OA). From early 2016 SCAS began a focused recruit strategy targeting military service leavers through engagement events and job fairs. Since then, Military recruitment at SCAS has grown considerably and more in-depth recruitment related activity is now taking place.

SCAS is part of the NHS Employers Step into Health programme, NHS Employers Reservist group as well as being active Champions for Military workers within the NHS. In addition to this SCAS has signed up to the See Potential campaign to support disadvantaged people back into the work place – this includes veterans amongst other groups.

Right across the organisation, SCAS has veterans working on frontline emergency 999 services, in the clinical co-ordination centres, in non-emergency patient transport services and also has a number of service leavers who are now appointed into corporate and support function roles.

SCAS is aware of the experience and skills that veterans have obtained during their Armed Forces career. These can include excellent communication, organisational and leadership skills, as well as delivering high standards of performance in teamwork, problem solving, flexibility and reliability.

Veterans have a breadth and depth of experience in operating in different environments through active deployment and humanitarian relief efforts, being able to communicate easily with people from different backgrounds and cultures. They are also adept at maintaining focus and staying calm under pressure, many can think on their feet where resources and options may initially seem limited and can be quick decision-makers. All these attributes, over



Peter Ludlam
Emergency Care Assistant

What's your Military background?

For 10 years I worked as a Regular; during this time I was a Driver covering the Medical Units. I also spent eight years as a Military Provost Guard Service (MPGS) guarding military bases.

What transferable skills do you utilise in your role with SCAS?

It's a very personal job, working closely with people in the Military has aided my transition into the role of an emergency care assistant.

What do you enjoy most about working for SCAS?

I'm enjoying all aspects of the role; it's a steep learning curve but a challenge that I am enjoying.

What advice would you give to someone who is interested in working for SCAS?

I would suggest that they go for it! You'll be well looked after and find the role very rewarding.

SCAS' clinical co-ordination centres handle around 500,000 emergency and urgent calls each year, and around 1.25 million NHS 111 calls. The Trust serves a population of approximately 4 million people over our 4 counties: Berkshire, Buckinghamshire, Hampshire and Oxfordshire. In April 2017, SCAS was appointed as the provider of the NEPTS service in Surrey and Sussex.

SCAS was delighted last year to receive the prestigious Ministry of Defence Employer Recognition Scheme, Gold Award, in recognition of the

and above any medical knowledge and clinical experience, will continue to ensure SCAS maintains veteran recruitment as a key focus of our workforce strategy.

SCAS currently has active support from over 270 serving members of the Military, in the form of Military Co-Responders. The Military Co-Responders have 12 teams spread across the four main counties that SCAS serves. The Co-Responders do a fantastic job of supporting front line operational teams, they provide vital care (with a focus on CPR and defibrillation) to patients before an ambulance arrives, ensuring our patients are getting the care they need when they need it. The Co-Responders travel on blue lights and have cars stocked with medical supplies and equipment. They are often called upon to support in a number of situations (including life-threatening illnesses/incidents), where they provide a fast response to these critically ill patients.

The Co-Responders are all fully trained by SCAS and supplement the Trust every day. This support is on a voluntary basis, many of the team members support SCAS after having worked their day job or at weekends. SCAS has found that many of the Co-Responders then go on to join the Trust after they leave the Military as they enjoy the experiences they have been exposed to. This is considered a 'win-win' for the Trust as the Trust recruits a new employee who has a good level of medical training with Military values that are easily transferrable and the staff member knows the organisation and teams.

SCAS has a specific reservist policy that has been designed to support reservists with their duties. There is also an additional leave policy that supports partners of serving personnel.

SCAS has developed strong links within the Military specifically, the RAF and Army. SCAS supports the development and training of HCPC-registered Paramedics, by enabling qualified paramedics to work for the Trust in line with their current role thus supplementing their continued personal development (CPD) and allowing them to access patients that they wouldn't normally come into contact with.

SCAS has formed a Military Champion network within the Trust; the Champions are people who work within set areas of the Trust such as: Training, Education, Recruitment, HART, 111, Operations and Co-Responders. They meet and discuss suggestions and opportunities for the future and work on feedback/issues that have been highlighted. They actively welcome ideas from people within the Trust and continually support opportunities where possible.

RECRUITMENT PROCESS

As mentioned already, SCAS has developed close links with the Ministry of Defence, as well as with other charities such as the CTP and OA to help them in their efforts to recruit from the transitioning military community. The range of activities that SCAS is engaged in is outlined below:

All of the activities are aimed at engaging service leavers and providing them with an opportunity to learn from current staff about working for SCAS and the pathways available to them.

BENEFITS AND CHALLENGES

The initiatives to recruit service leavers have mutual benefits. They help SCAS recruit personnel for a variety of roles, ranging from paramedics to board level positions. For the service leavers, it provides a relatively easy transition into another uniformed service which enables them to utilise their varied skills.

One of the challenges for SCAS is to educate potential recruits about the wide variety of roles that are available. Overcoming the perception of SCAS as another medical service provider requiring medically trained personnel is paramount.



Ross Smith
Paramedic Team Leader

What's your Military background?

I served 10 years in the Royal Air Force Fire Service. I served in the first Gulf War and the Falklands and latterly on The Queen's Flight dealing with the Royal Helicopter.

What interested you about the ambulance service?

I always wanted to join a public service after my military career and contemplated joining the Police and

Fire Service. However neither I felt would satisfy my goals to help people daily on a one to one basis.

What transferable skills do you utilise in your role with SCAS?

Leadership, communications skills, problem solver, positive attitude and forward thinker.

What do you enjoy most about working for SCAS?

Good fun and incredibly varied. My role is full of surprises.

What advice would you give to someone who is interested in working for SCAS?

If you are looking for a varied, fun, and interesting career after the military then SCAS is excellent. Great team working, good friendships and long term career security.

WHAT'S NEXT...

As the service recruitment initiatives grow in strength, SCAS is putting in place a system to measure the impact. SCAS realises the benefits of recruiting people who are passionate about their role and give 100%, and they have

very similar values to the Military: Teamwork, Innovation, Caring and Professionalism. SCAS has witnessed how Military qualities can transfer over to its service and the Trust will be continuing to build upon their relationship within the Military for many more years to come.



Quote from our Chief Executive Officer – Will Hancock, after receiving the ERS Gold Award

"It was an honour to be presented with this award by Prince Harry and Sir Michael Fallon and Victoria, Laura and myself were delighted to be able to tell His Royal Highness and the Defence Secretary about the fantastic support that our

people and organisation give to veterans looking for a fulfilling second career and those members of our staff still serving as reservists in our Armed Forces."

SCAS is one of only two ambulance trusts in England to have received the prestigious Gold Award. The Trust previously held the Silver Award.

For further information on SCAS please see:
www.scasjobs.co.uk or
email the recruitment team on
recruitment@scas.nhs.uk



Civil Nuclear Constabulary

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



© EDF ENERGY

RECRUITMENT PROCESS

Criteria to apply

Age: 18.5 on appointment with no upper age limit.

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

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

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

Qualifications: There are no qualifications required for entry

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

Fitness: Pass level 7.6 on the bleep test.

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



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

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

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

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

APPLICATION FORM

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



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

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

REVIEW OF APPLICATION FORM

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

ASSESSMENT CENTRE / PRE-EMPLOYMENT ASSESSMENTS

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



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

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

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

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

MEDICAL APPOINTMENT

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

REFERENCE CHECKS

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

SECURITY VETTING

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

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

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

CONDITIONAL OFFER

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



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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.

CIVIL NUCLEAR CONSTABULARY

DETER, DEFEND, DENY, RECOVER



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

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

POLICE OFFICER

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

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

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

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

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



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

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INSTRUCTOR LEAD, CLASSROOM BASED 5 DAY I.T. VOCATIONAL TRAINING COURSE

To those who we believe are suited for a career in I.T. Support

After the training, what then?

Our recruitment team offer you the opportunity of working for us on a contract basis at full market rates of pay.

You are not committed to work for us unless you want to.

We work with some of the largest I.T. companies in the UK; Fujitsu, Computacenter, HP and NCR

Why do these companies and others work with us?

More and more today, employers are looking for people trained vocationally; **they need to know that they have been trained to do the job not just to pass exams** and Cerco have been at the forefront of this type of I.T. training for over 28 years.

Gaining qualifications are important in furthering your career but not at the start of it. So **save your ELC's till you need them** later on in your career; don't waste them at the start!

What can Cerco do for you if you are already qualified?

Contact our recruitment team as our client base are looking to Cerco for highly qualified I.T. Engineers.

We will arrange for an interview with us, at which your skills level and aspirations will be discussed; then we will find you either suitable I.T. contracts or permanent positions to match your qualifications.

INTERESTED? THEN CONTACT US TODAY

info@cercoit.co.uk
or call 01270 219760

***you have nothing to lose
and everything to gain!***





Get Trained - Get Licenced - Work and Employment

UCP UK is the training wing of UCP Security Operations Group and as such need to fill an Annual Human Resources quota of 100 highly trained security operatives.



UCP UK allow only eight candidates per month to join the 28 day CPO/HECPO training and nearly all candidates will be former British Military due to your already developed skill set.

Unlike most training providers that can train up to fifteen candidates in the class, UCP have a policy limit of eight candidates



giving our team time to get to know you and instruct on a more personal level thus, giving each candidate a good chance of employment post training including post support and coming back anytime free of charge for upskilling and continuous job finders forum "UCP Operations"

Each successful candidate will be interviewed after the course by our HR Operations Director where they will place you into a certain category for immediate work.



Most of the candidates that pass will go into UK Close Protection Roles or Overseas High Risk Protection Duties with an average monthly pay of £3600

UCP developed the UCP 28 day CPO/Medic/HECPO/Firearms Program. This program is used worldwide and is now etched in the training development for overseas government agents.

We proudly state **'this is the best training you will ever receive'** based on the experience of the instructors and course programmers and drill content.

Ask yourself these 7 simple questions before you consider a training provider

1. Who are your instructors?

UCP UK have their own Current Operational/Instructors (background from British Intelligence, Army, RMP (CPU) UKSF, 22 SAS and PMC's.

2. Is the course residential?

UCP Bodyguard Academy has 8 beds ready and waiting with its own fully equipped kitchen. Residential course (accommodation provided free of charge for the full

28 Day Close Protection Training



- Get Working



28 days) WIF, 4 bedrooms, leisure room and 24 hour gym facility.

3. What awards will I get if I pass?

7 Awards, 4 of which are HABC Level 3 and FREC Level 3 medic award. Surveillance (Urban, Technical and Rural) B6 Armoured Vehicle and Drone Operator.

4. Does the live firearms deliver the tactical side as well as basic shooter and is the ammo real calibre 9mm/5.56mm/7.62mm with semi-automatic

UCP are the only British company to deliver the level 3 Live firearms training in the proper calibre with the proper weapon systems. We do not believe in 22 rim fire or single shot UK training unless your hunting rabbits.

5. Does the course accept MoD funding such as ELCAS?

UCP are proud of their Approved status with the MoD and CTP and our students ELCAS reviews making us one of the top considerations for any up and coming professional operative.

6. How many Guided Learning Hours are in the course?

UCP deliver 240 GLH's unlike most that give you 140 GLH's and with small student to instructor ratio's there is no better choice.

7. Is the training delivered in London?

Yes it is, UCP Bodyguard Academy is situated 17 minuets from central London and we regularly use this City as our training ground. Approximately 90% of the CP work is in London so it makes sense that you train in a place that you will be working. ●



VISIT

UCPUK TRAINING
www.facebook.com/UCPGroup

UCP GROUP CHANNEL
www.youtube.com/channel/UCIP9xsurlyv5-rslyGd7F7w

UCP 28 Day CPO/HECPO
 Brochure Download
www.ucpgroup.co.uk/security-training

To book a course just email
jemma@ucpgroup.co.uk
 Or call 08001951644
 Or mobile whatsapp.
 07966176129

Visit our website
www.ucpgroup.co.uk





5 ways

to improve as a

Personal Trainer

We all know that today's fitness industry is extremely competitive and having a wider knowledge base could potentially set you apart from fellow PTs and get you more clients – and let's be honest, who doesn't want more clients? It's not always about the hard skills that you have to learn, sometimes part of your success as a personal trainer is owed to your soft skills, your ability to communicate efficiently, to listen and to plan as well as to be ready to face any challenge and make an opportunity out of it.

READ OUR TOP 5 SUGGESTIONS FOR IMPROVING AS A PERSONAL TRAINER

1. Take up some freelancing projects or a part-time gig at a gym

There are so many skills you can gain just by working part-time at the gym and one of the most important ones is your networking skill. You'll always be in contact with people, you can easily build professional relationships with future clients or mentors. Additionally, it can be something that would definitely look great on your resume!

2. Taster boot camps

We're not saying to always give out your PT services for free but you'll be surprised how much you can learn when you reach out to your community, get involved and organise an activity. You could set up a taster boot camp and this way, you get to use and improve your personal training skills and even get some new clients!

3. Monthly newsletters to your clients

Good communication is one of the most important tools anyone can have, as quality forms of communicating can help you build and maintain a long-lasting relationship with your clients and that translates

in a high number of retained clients through a longer period of time - which you guessed it, means a steady income for you.

Being a good communicator doesn't have to mean that you'll be on the phone or on your laptop for hours daily - it can simply mean sending out a monthly newsletter to your clients counting updates and a few tips from you. Why not include motivational quotes, useful articles and your recommended recipe of the month? Get creative and your clients will surely appreciate it.

4. Online services

Almost anything you can think of now, you can find online nowadays. Personal training is one of those services and it seems to work for many personal trainers. You can offer online consultations for your clients and weekly catch-up sessions and this would definitely save you some time!

5. Up skill or take up some extra CPDs

Knowledge is power as Sir Francis Bacon would have put it long time ago and this statement is just as valid today as it was then. Having a wider knowledge base in this industry comes with a lot of advantages and that extra qualification can give you the competitive edge you need to get more clients. Here are the CPDs that have proved most popular with our students:

PERSONAL
TRAINER

MMA

A great one day CPD that will help you improve your skillset and by the end of this course you will be able to integrate MMA style moves to your workout sessions with your clients. So think a lot of bag and pad work, elbow and knee strikes, punch techniques and kicks, all in a friendly and non-combative setting.

Circuits

This course will cover topics ranging from planning and managing health and safety risks through circuit training sessions to preparing and developing a circuit that will improve client's individual performance. This knowledge will give the creative trainers amongst you the opportunity to create your own class that targets a specific clientele whilst also allowing yourself to express yourself as a trainer.

Spin

Spinning classes have become extremely popular in the last few years and there is a high demand for this CPD course. The Discovery Learning Indoor Cycling course will give you all the insights and techniques that will help you deliver a great spinning class and really give you the opportunity to incorporate bike work into your training plans.



The Hatton Academy Advanced Boxing Workshops

This is the newest CPD that Discovery Learning will offer through the well-known and respected Hatton Academy. This two-day CPD will kick-off in May and is aimed at those who really want to make boxing the centre of their client's training and take everything to the next level.

Ultimately, this course will offer the students the technical boxing knowledge needed in order to deliver 'boxing for fitness' sessions, without the need for contact and as part of one-on-one or group training.



Kettlebells

This 1 Day Kettlebell Instructor Course is a great introduction for fitness professionals wanting to teach Kettlebell training. It covers all of the Foundation drills (2 Hand Swing, 1 Hand Swing, 1 Hand Snatch, 1 Hand Clean, 1 Hand Press, 1 Hand Squat, 1 Hand Turkish Get Up) plus some progressions/ variations of these drills.



To find out more about the courses that Discovery Learning offer, visit www.discovery.uk.com or call 0208 543 1017 •



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LIFEWORKS

EX-FORCES & LOOKING FOR WORK?

ALL TUITION, TRAVEL,
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COSTS COVERED



WHAT IS LIFEWORKS?

LifeWorks is a free support service for ex-service personnel who want to find work or develop a new career. LifeWorks is available to anyone who has served in the Forces, regardless of when and how long they served

HOW WE HELP

- Discover the career that suits you
- Advice on coping with change
- Help with searching and applying for jobs
- Support with CV writing
- Assistance with interview skills
- Guidance with job applications



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lifeworks@rbli.co.uk

Project Firefly

Regular to Maritime Reserves



KEY POINTS

- Project Firefly offers the Naval Service Leaver an opportunity to seamlessly transfer from Regular Service into the Maritime Reserve either Royal Naval or Royal Marine Reserve.
- As a Reservist you are well rewarded for your time, earning extra money, accruing an (additional) pension and receiving an annual tax free bounty of 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

Trusted support for Army families



army families federation

Why is AFF so vital?

The Army Families Federation (AFF) is the independent voice of all Army families, Regular or Reserve, wherever they are posted, including those in their own homes.

You probably know we're...

A trusted source of information and support when you need advice or guidance about any aspect affecting Army life.

A link between Army families, chain of command, decision makers and service providers.

...but did you know...

Our team works worldwide, gathering your feedback and evidence - you are never far from our support. For your regional team, go to our website and click 'Contact Us'. Subscribe to our award-winning magazine, Army&You, for everyone with a soldier in their life.

Get in touch

us@aff.org.uk | 01264 382324 | www.aff.org.uk



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RECRUITING.

www.thedevelopmentinitiative/en/job-opportunities/



TDI have contract positions available for Project Managers, Operations Managers, Team Leaders, IEDD Trainers and Mentors, Technical Field Managers, EOD Qualified staff, Medics and all associated support staff.

TDI provides a number of services to organisations in both humanitarian and commercial sectors including landmine clearance, UXO disposal, MRE, IEDD and Search Training, Fleet Maintenance and Remote Logistics Solutions. To date, with 12 years of operations, TDI has successfully undertaken over 85 projects in 18 countries.

TO APPLY:
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STAY CONNECTED WITH THE RESERVES

- Continued camaraderie with like minded people
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 - Maintain your substantive rank
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ADVANCE YOUR CAREER WITH THE OPEN UNIVERSITY

Preparing for the move to civilian life? Whether or not you already have a career option in mind, take a look into the exciting and relevant qualifications that we offer. You'll enjoy the reassurance that we're a world-leading provider of distance learning and that over 1,500 forces personnel are currently studying with us.



Find out how we can help you develop
your career path for civvy street
visit openuniversity.co.uk/easyresettlement



The Open
University

Settling into civilian life be better prepared with The Open University

Every year, many Armed Forces personnel achieve qualifications with The Open University (OU). You could be one of them...

No matter what rank you've achieved, where you've served or what trade you're in, the OU can help you to develop on a new career path. We understand that getting ready for a new career in civvy street can be a daunting prospect. Rest assured that our qualifications can help you to feel better prepared and gain the kind of knowledge and skills that employers are looking for.

"Studying with the OU was flexible, manageable and interesting, exactly what I was looking for. The study materials were always of a very high standard, and the tutors were excellent. Always willing to help and never more than a quick email or phone call away, it is the quality of the tutors which really make the OU experience work."
Flight Lt James Coulman

A FLEXIBLE, PRACTICAL OPTION

Back in March 2016, the OU signed The Corporate Covenant; underlining our commitment to the Armed Forces and pledging to continue supporting servicemen and women with access to flexible higher education. You'll find that the flexible distance learning and practical support we offer makes our service ideal for you as a member of the Forces. You can choose from over 600

OU modules across a wide range of subjects and levels, so whatever career you have in mind, or however you want to challenge yourself, there's sure to be a choice to help you.

Here are five reasons to talk to us about getting a qualification to help you onto the next stage of your journey.

1. EARN A VALUABLE QUALIFICATION WHEREVER YOU'RE STATIONED

Of course, you won't always know where or when you can do your learning, which is where our practical approach comes in. You can study on your computer, tablet or smart phone, so you can adapt your schedule around your commitments. You'll find that our learning content is varied and interactive – it's designed to be engaging as well as useful.

Depending on the qualification or the course you choose, you'll come across people from different industries and backgrounds in our online forums and discussion groups. You may even be able to make useful connections for career opportunities.

2. MAKE A MORE AFFORDABLE CHOICE

As you're in the Armed Forces, you may be eligible for financial support (whatever you choose to

study). Our courses can be wholly or partly financed by Enhanced Learning Credits (ELCs). To find out more, openuniversity.co.uk/elcs

3. ENJOY SUPPORT AT EVERY STAGE

With almost 50 years of teaching experience behind us, we can say with confidence that we truly understand how adults learn. We also pride ourselves on quality teaching and on providing support at every stage, whether that's from our tutors – most of whom work in industry – or from our professional careers and education advisers to support your OU study choices and career planning. What's more, the vast majority of our courses have no entry requirements.

4. IT'S ABOUT MORE THAN JUST THE LEARNING

Another advantage of choosing the OU is that you'll also gain a deep learning experience that's well recognised for how it stretches people to achieve more. Many employers recognise this benefit of studying with the OU.

5. GET ALL THIS PEACE OF MIND

We've worked closely with the MOD for a long time, supporting in-service education and training. More than 1,500 service personnel and their dependents are currently studying with us.

More than 80% of FTSE 100 companies have also trained their staff with us. There's more reassurance too – the OU is the world's leading provider of online learning. Our business school is one of the largest in the world to be triple-accredited and we're world leaders in STEM (Science, Technology, Engineering and Mathematics) teaching and research. You can come away with a respected degree – and an inspiring, challenging, rewarding experience that you won't find anywhere else.

SO WHAT COURSE ARE YOU LOOKING FOR?

When you browse through our courses, you'll see that they're available at a number of different levels, from short free courses to degrees and beyond. To find out more about how the OU could help you broaden your career horizons or become better equipped for civilian life, visit openuniversity.co.uk/easyresettlement.





WWI 'Tommies' mark start of nationwide centenary campaign

Ghostly figures of World War One soldiers or 'Tommies' pop-up all over the United Kingdom.

Wednesday 28th February: Ghostly figures of First World War soldiers or 'Tommies', have sprung up all over the UK today, as part of a new fundraising campaign led by former Chief of the General Staff, **General The Lord Dannatt** and supported by Birdsong novelist, **Sebastian Faulks**.

Hoping to raise in excess of £15 million for armed forces and mental health charities, the six foot high Tommies are part of a nationwide art installation called 'There But Not There'. The Tommies appear as 2018 marks 100 years since the end of the First World War.

Tommy installations have appeared in sentry boxes usually manned by Yeoman Warders at the Tower of London, on Giants Causeway in Northern Ireland, at Big Pit National Coal Museum in Blaenavon, South

- The Tommies form part of an art installation marking the centenary of the end of the First World War
- Campaign hopes to raise in excess of £15 million for armed forces and mental health charities
- Campaign led by former Chief of the General Staff, Lord Dannatt and supported by Birdsong novelist, Sebastian Faulks

Wales and at Heart of Midlothian Football Club in Edinburgh.

The Tommies will be touring the country until Armistice Day and members of the public are being encouraged to buy their own 10 inch versions to remember their own relatives. The money raised from the sale of these commemorative figures, which are made by military veterans, will be distributed evenly between The Royal Foundation: Heads Together, Walking With The Wounded, Combat Stress, Help for Heroes: Hidden Wounds, The Commonwealth War Graves Foundation and Project Equinox: Housing Veterans.

Alongside the touring Tommies, local community groups, such as schools, businesses, places of worship and village halls will be given the opportunity to host their own 'silhouette installations'.

The silhouettes, different in shape to the standing Tommy, are designed to fit into seated spaces and were inspired by an art installation by Martin Barraud at Penshurst Church in Kent in 2016. The installation at Penshurst Church included 51 silhouettes, one for each name on the local Penshurst war memorial.

It is hoped that communities will honour the fallen on their own local war memorials, by placing a silhouette for every man that fell in local community spaces.



A soldier for forty years, concluding his military career as Chief of the General Staff, the head of the British Army, Lord Dannatt was Constable of the Tower of London until July 2016. As such, in 2014, he oversaw the iconic Blood Swept Lands and Seas of Red installation where 888,246 ceramic poppies were installed in the moat of the Tower of London.

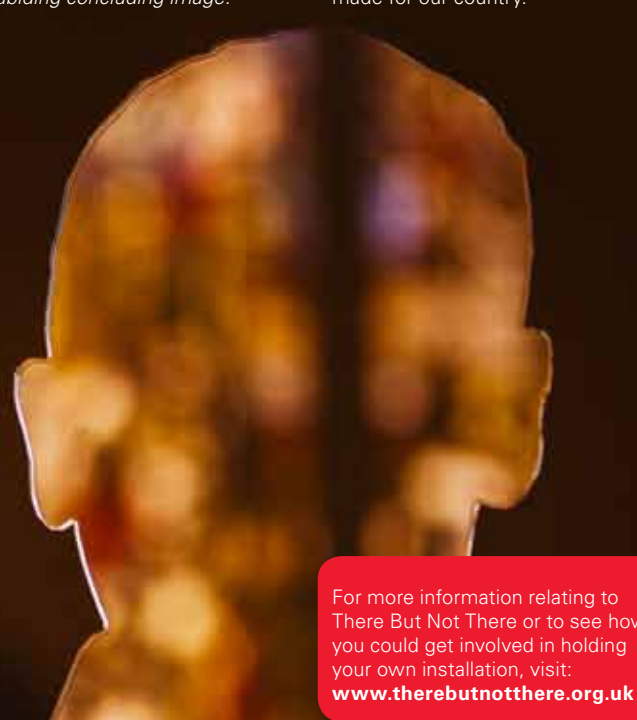
There But Not There Patron, Lord Dannatt said: *"The poppies at the Tower of London captured the start of the national WWI commemoration – There But Not There will be the abiding concluding image."*



He continued: "In buying the Tommies and silhouettes, people are not only commemorating the sacrifice of hundreds of thousands of British and Commonwealth soldiers, they are also supporting the veterans of today, with all profits going to charities supporting the armed forces community."

Novelist and There But Not There Ambassador Sebastian Faulks said: "One hundred years ago this country offered its best young men to the war. Many never returned. This nationwide campaign will honour those men at a local level – in the villages and towns from which they came."

He continued: "Just as Pals Battalions were formed from local offices, factories and schools, so each community now has the chance to remember its own. These haunting figures allow us to give thanks for the ultimate sacrifice these men made for our country."



© martin-barraud

For more information relating to There But Not There or to see how you could get involved in holding your own installation, visit: www.therebutnotthere.org.uk




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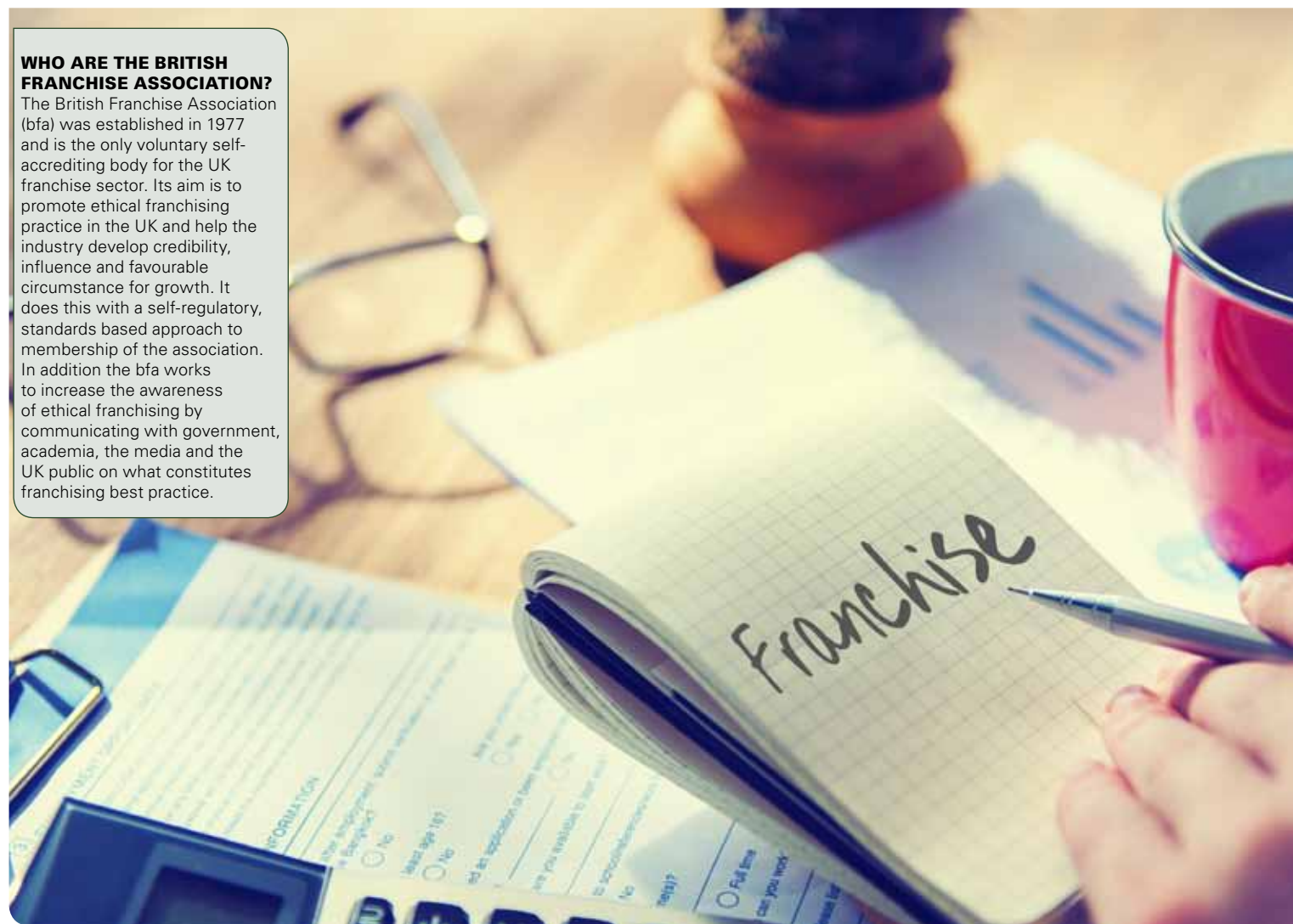
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WHO ARE THE BRITISH FRANCHISE ASSOCIATION?

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.

The 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

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%¹, 1.6% of which accounts for retirement. Franchising has proven itself to be a fantastic route to self-employment and business ownership, with 44,200¹ 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 £250,000¹. 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.

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.

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.



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.

*The future is very exciting
for business owners in
the moving market.*

Moving
Home

Made

Easy

BENEFITS OF RUNNING A MOVING HOME MADE EASY FRANCHISE

It's easy to run

This business is easy to run and is designed to be operated from the position of a novice with no business experience or a fully seasoned professional with extensive managerial experience within the removal industry.

Low start-up costs

Initial start-up costs are relatively low with an affordable outlay requirement for vehicles, staff, uniforms, insurances, and marketing literature.

Regional developers opportunities

For franchisees that wish to expand out with a particular designated area we offer a perfect solution with our mixed territories, regional developers and master franchise opportunities.

Premises are optional

Our business can be run to suit individual personal preference and situation with trading possible from your home or virtual office, a fully functioning storage warehouse, or high street shop.

Low running and operational costs

Ongoing running and operating costs are low due to low fixed costs, minimal staffing and advertising costs. Overheads and liabilities remain consistently low allowing you to enjoy peak season trends.

A healthy work/life balance

The design of the business allows trading to be carried out from a single man operation to a multinational operation with a structured management system. This means that you can work hours to suit your own personal preference.

Discretionary employment of staff

With our easy to run usability, staff employment is more discretionary than obligatory. The number of employees is dependent on the size of your operation and aspirations.

Franchising the Moving World

WHY CHOOSE REMOVALS AND STORAGE AS A NEW CAREER?

Everybody knows that the moving market of recent years, like many other areas of commerce, had been in a slump - the good news is there has been a revival and house sales are on the increase. The future is very exciting for business owners in the moving market. With an easily identifiable market, good profit margins and the potential for multiple income sources from the one customer, removals and storage has many benefits that other franchises simply don't.

For many people a new removal franchise will represent a change of life style, a new adventure with unlimited potential, a chance to be their own boss and take firmer control of their future. So jump the queue and get ahead of the competition. Be the first to start your business in your local area. Before someone else does!

THE BUSINESS MODEL

Our business model is a one stop move solution for home movers. Franchisees will become the owner of a UK trademarked market friendly removal and storage business that has a proven track record and with clever marketing and low operating costs, franchisees can enjoy higher profit margins on work undertaken.



WHERE IT ALL BEGAN

It all started in 1993, when ex British Army logistics driver David Reed was given an opportunity to deliver fireplaces for a local company called George McAlpine, using a small loaned van. Soon thereafter, a small advert was placed in the removal section of some local papers and expansion into local removals soon followed. Successful advertising in Yellow pages aided further growth with a larger second hand removal vehicle being purchased allowing for larger house moves - ACE REMOVALS WAS BORN.

The first office (1995)

In 1995, with sales enquiries and conversions at a decent level, David decided to move into the storage market and moved to an open warehouse. 250 cubic feet industry standard wooden storage containers were purchased and held within the warehouse... A STORAGE BUSINESS BEGAN.

Early expansion (1995-1998)

For the next 3 years, with an annual and progressive increase in financial commitment to Yellow pages, the companies storage revenue increased steadily. By this time the company had acquired 2 larger HGV vehicles, its own sales estimator, a clerical secretary and had increased their move team to 8 removalists- Ace removals was playing a larger part in the Glasgow moving market- ITS OWN LEASED WAREHOUSE BECKONED.

Entering into a Lease Agreement (1998)

1998 arrived and ACE REMOVALS USING THE STRAP LINE "THE CAREFUL MOVERS" moved into its own 9400 square feet leased warehouse. With expansion, growth and development the constant theme, a separate office in the South side of the city was leased ensuring a substantial presence in the area.

Association membership (2001)

By 2001 the company had become a member of THE BRITISH ASSOCIATION OF MOVERS and developed a successful marketing strategy with well targeted and well designed marketing collateral. All of which improved exposure in the market resulting in an increase in market share and ultimately sales.

Re-branding with progress in mind

By 2003, David was still not 100% satisfied with the marketability of Ace Removals as a potential franchise so decided to take the somewhat unusual step of re-branding the company and changing the strap from an initial slogan to the new company name "The Careful Company"- all the time keeping the original name Ace Removals as an alternative trading name.

2010...Franchise development begins

After a brief break away from the industry (2009-2010) it was back to the drawing board for David, the previous 16 years had seemed at times a somewhat prolonged apprenticeship, and although there had been many turbulent chapters along the way, a wealth of knowledge experience had been gathered.

It was now time for a change of focus and ideology! With the main aim being national and international expansion and to share his knowledge and ultimately be able to provide a unique, credible and affordable option for people interested in starting a removal and storage business... DAVID STARTED PLANNING A NEW FRANCHISE VENTURE CALLED... "MOVING HOME MADE EASY".

OUR CORE VALUES

As a service orientated business our success relies on all franchisees maintaining and practicing our core values. These are the building blocks to everything we do.

Always put the customer first

Without our customers we are nothing. They must be at the centre of every decision we make.

Honesty and Integrity

We undertake to provide a service where honesty and integrity are fundamental throughout our business

Care and Compassion

To show care and compassion to our customers, co-workers and the general public at all times

Show Best Practice

We strive to provide best practice in everything we do professionally and personally.

Achieve Growth

Creating profit and growth is central to what we do. All decisions must be made with commercial principles in mind. ●

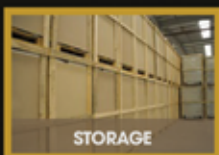
REMOVALS AND STORAGE OPPORTUNITY

The **future is bright** for the removals and storage market

Flexibility | Scalability | Enjoyability



REMOVALS



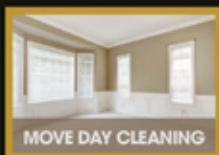
STORAGE



PACKING SERVICE



PACKING MATERIALS



MOVE DAY CLEANING



HOUSE CLEARANCES

The Next Step

If you would like to find out more information on becoming the first owner of our removal and storage franchise in your area, simply contact your regional franchise manager.

0800 055 6669 franchising@movinghomemadeeasy.com www.movinghomemadeeasy.com

Moving Home Made Easy

Local • National • International

Head Office, Edward House
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Moving Home Made Easy is a trading name of Removal Companies Made Easy Ltd.
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From Forces to Franchising with ChipsAway

The UK's leading brand in SMART automotive repairs, ChipsAway, is actively recruiting new franchisees to satisfy growing demand.

After a life of camaraderie and routine, many ex-members return from the forces and struggle to settle back into civilian life. However, there is one career path where they seem to thrive. Franchising provides the perfect combination of support, guidance, freedom and flexibility. It's a proven business model and safe bet for individuals looking to be their own boss.

ChipsAway has been established for over 20 years and are the originators of minor automotive paint repair (SMART repair) technology. In that time, we have built a fantastic reputation for providing high quality SMART car body work repairs such as: minor paintwork scratches, bumper scuffs, dents, and alloy wheel repairs.

The franchise package not only includes unrivalled, comprehensive

practical training, but also business mentoring from an experienced franchisee, ongoing franchise development from a dedicated support team, and full marketing and advertising support including national TV campaigns.

As a result of our extensive national marketing campaigns, regular national television advertising, and ever-increasing brand awareness, last year alone we were able to send our franchisees a record-breaking £75,000 worth of leads on average. The rewards for hard-working franchisees really are unlimited. The flexibility of the stable, tried and tested business model means that franchisees can expand as their ambition grows.

So, if you're driven, ambitious and not afraid of hard work, a ChipsAway franchise could be perfect for you.

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.

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

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



Lead generation



Flexible working hours



High demand

Get started from **£15,000 + VAT***

ChipsAway

Scratches and scuffs won't dent your pocket

CALL NOW for more information

0800 980 5951

www.chipsaway.co.uk



*The franchise is £29,995+VAT, but with the various pricing options that we offer, you only need £15,000 + VAT of your own funds.

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!" ●





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
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- 😊 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



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an opportunity to join
one of the UK's **fastest
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Over the last 9 years Tinderbox has been changing the shape and outcomes for many SME's in terms of business performance. Almost 200 businesses with turnover from £2 million - £2 billion have benefited from our skilled and experienced support and advice which is provided by experienced Tinderbox personnel.

Our relationship with major banks, accountants and legal firms provides us with a rich source of referrals and the referring organisations are always well pleased with and get great feedback on the work we do which enhances their business relationships.

All that said we never stand still and continue to search for ways to make our offer even more compelling for business owners. To that end we are delighted to announce the introduction of our superb Learning Management System for 2018. Two and a half years in development this is learning through technology plus,

We are delighted to announce the introduction of our superb Learning Management System for 2018

plus, plus and it will transform the performance of SME's and the development and productivity of people within business for many years to come. Given the organic growth of our core consulting offer and the addition from January 2018 of the LMS we now need more top resource to assist in our continued growth. ●

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Igniting Business Performance

Regional Director - By purchasing a region you secure a postcode protected territory including 6,000 SME's within our target range and you will manage 2 Associate Directors and a team of LMS Sales Consultants and Regional Specialists. Your investment buys you the region and its full saleable value in the future and also a stake in the Parent Company along with full training and additional features. Typical OTE for our Regional Head Partners is £250,000 - £350,000.

Quote reference RD 003 if interested in finding out more about these positions.

Associate Director - Each Regional Director will be supported by two Associate Directors who will assist in the running of the region and to share in **all regional fees generated**. this lower investment secures our full initial training course, ongoing training and support package, our marketing programme, marketing collateral and license to sell the Learning Management System. OTE for an Associate Partner is £150,000 - £175,000.

Quote AD 004 if interested in finding out more.

Learning Management System Sales Consultant - We need a number of Sales Consultants to sell our LMS to SME's and to benefit from a generous commission scheme. A small set up fee initiates an induction via our comprehensive Initial Training course, comprehensive training, ongoing support on the LMS, the license to sell the LMS for a 5 years and additional features. There is a small monthly license fee to pay. OTE for a Sales Consultant is £100,000 per annum.

Quote SC005 if interested in finding out more.

To discover more about any of the above just quote the appropriate reference and contact our Board Director Mike English at: mike.e@tinderboxbusinessdevelopment.co.uk or on 07545 432200

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Expert Advice

The best CV do's 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:

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

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.

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! •

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 for details of sub-categories and experience requirements.



Total Training Support

Your Guide to the Civil Aircraft Maintenance Licence Qualification.

Total 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 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, 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.



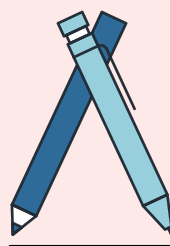
To find out more about the **Platinum Flexible Account**, the funding available from the **MoD's Enhanced Learning Credits** scheme and to start your training for your civilian career, email us for further information at:

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

The MoD Enhanced Learning Credits Scheme

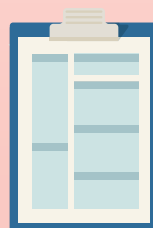
The MOD's Enhanced Learning Credits Scheme (ELC) promotes lifelong learning amongst members of the Armed Forces.

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



Getting Started: How does it work?

1. There are several stages to the ELC process. Full information is set out in Joint Service Publications (JSP) 822.
2. First you must have already been registered to become a Scheme Member and have accrued a sufficient amount of service before you can submit a claim. If you are still serving speak to your local Education Staff as they will be able to check your entitlement for you. If you have left the forces contact ELCAS as they can make the appropriate checks.
3. Have a look at Service Personnel Claiming ELC or Service Leaver Claiming ELC respectively as these pages will tell you how to make your claim.
4. Finally you must complete your Course Evaluation via the Member's Area. Please note that further claims cannot be processed until the evaluation has been completed. ●



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.**



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 Claim Form (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) or five (return to step three).

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.

TOP TIP: Please note that providers may move on and off the approved list and so it is advisable to check your provider is approved before you undertake any claim.

TWO.

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

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



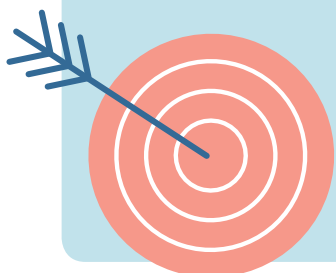
FOUR.

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



FIVE.

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





20%

**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.*

**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.*

**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.

**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).



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


The easiest way to identify a suitable provider is to use the search filters

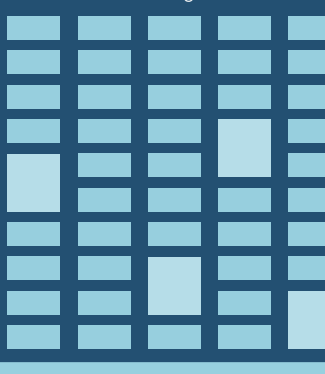
available. Using these results you can then either refine your search to take into account other factors or you can explore the individual provider websites through the links provided. This search engine facility also allows searches for PF FEHE approved providers, Approved Learning Providers by name, The Geographic Area, Course Title, and/or Delivery Method. Please note that when searching for Learning Providers offering distance learning you should not search by geographic location. ●



Points to note when booking your course

 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.

 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.



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.



Single Service Representatives

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 section of the magazine. ●

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.

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).

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.

Single Service Representatives (SSR) Contact Details

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

Tel: UK: 0845 3005179
Overseas: 0044 191 442 8196
Lines open 09:00 – 17:00
Monday to Friday
excluding bank holidays
Email: elcas@m-assessment.com



CONTACT US

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-EL3RRETSO3C@mod.uk

ARMY

Learning Credit Scheme (LCS)
Manager
Education Branch Zone 4, Floor 2,
Army Personnel Services Group,
Home Command
Ramillies Building, Army HQ
Monxton Road, Andover
SP11 8HJ

Tel: 01264 381580
Email: elc@detsa.co.uk
The Army ELC helpline is open 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

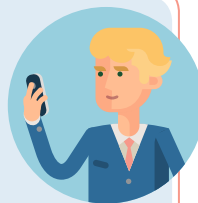
- Or a first foundation degree or first full undergraduate degree or national equivalent. Typically to be eligible for this support, the higher education qualifications would be at levels four-six of the Framework for Higher Education and Qualifications in England, Wales and Northern Ireland (FHEQ) eg: a first undergraduate degree (including foundation degree) or Higher National Certificate or Diploma for which the entry qualification is lower than a degree and which normally takes place at a publicly funded institution.
- In Scotland the equivalent qualification is a Higher National Certificate (HNC), Higher National Diploma (HND) or a first undergraduate degree, undertaken at a further education college (FE college) or a higher education institution (HEI).

CLAIMING

- 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.
- 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 page of the ELC website.
- As with the current ELC scheme – try not to leave everything to the last minute. Allow time for any new providers to be accepted onto the scheme. This can be a lengthy process. Once accepted you can submit your application.
- Remember! If you are submitting your second or third claim, you must complete your previous claim evaluation form online via accessing your Member's Area.

If you have any questions with regards to the above, then please discuss with your Single Service Representative.



Submit all necessary documentation to your Single Service Representative (address details above).

RAF Personnel can request a copy of their discharge document from the RAF Disclosures team at www.raf.mod.uk/links/contacts.cfm.

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

Alcoholics



Anonymous

National Helpline 0800 917 7650

www.alcoholics-anonymous.org.uk

Alcoholics Anonymous has over 4,400 groups throughout Great Britain dedicated to helping those with a serious alcohol problem learn how to stay sober. Groups are made up of people from all walks of life and all age groups. Through friendship and mutual support, members assist each other in coping which is made easier by meeting others with the same problem. There are no dues or fees for membership and anonymity is carefully preserved.

Anyone who believes they have a drink problem can contact Alcoholics Anonymous by using the helpline number above or email; help@aamail.org

Further information may be obtained from the web site above or from the General Service Office at the address below.

For information:

P.O. Box 1, 10 Toft Green, York. YO1 7NJ

Tel: 01904 644 026



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+44 (0)1202 974 328. westovermilitarysales.co.uk/jaguar

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