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

magazine

RECRUITMENT

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RECRUITMENT

Moving on The Big Decision

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Development Manager
at Maritime Transport,
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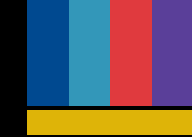
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Have you ever wondered how our Pension Experts get to be so expert?



FIGHTING FOR THE FORCES
AND THEIR FAMILIES



Our research amongst our Members shows that more than half will contact us at some point with a pension enquiry. In a year, that adds up to more than 10,000 queries. They range from commutation to when's the best time to leave and from medical discharge issues to divorce. With four pension schemes currently in operation, the permutations can be bewildering. But not to our experts.

OUR TEAM

The size of our pension team has doubled in the past eighteen months. That's been the result of our success in attracting so many new Members (we now have 50,000). When we recruit a new Pension Advisor into our team, the training is intense. For months the role involves reading, listening, observing and eventually shadowing. That's followed by drafting answers - all peer-reviewed like all of our work. It takes a long time for an expert to become expert. It has to. Our reputation as the AFPS authority demands it.

OUR SUBSCRIPTION

We are an independent, not-for-profit organisation. That's why we charge a modest annual subscription (currently £38 pa). In return and in addition to the Pension Advisory Service, we also provide access to many valuable and generally discounted membership services from a range of trusted affiliates.

The subscription also covers the support we offer ex-service people less fortunate than ourselves. And it pays for the vigilance and campaigning we undertake; wherever we spot an injustice or an inaccuracy in the system, we set about correcting it. Fighting for the Forces and their Families is in our DNA.

JOIN US NOW

Whether you have a pension query, want to keep in touch with the latest pension news or simply want to know we're here when you need us, visit **forcespensionsociety.org** and join us online today.

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Forces Pension Society



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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.

Many of you will be leaving service with a preserved or deferred pension. Most of you will leave those benefits in MOD's safe hands but some of you will be wondering whether to move them to another scheme.

In this article Mary Petley of the Forces Pension Society looks at the transfer rules and some of the things to consider when deciding whether to do so.



The AFPS rules, in a nutshell:

- Only a deferred/preserved pension may be transferred. Once yours is in payment, it may not be transferred;
- Benefits may not be transferred to overseas schemes or to Defined Contribution/private pension schemes. You may transfer them to other Defined Benefit (DB) schemes.
- Transfers to other public sector schemes must be done within 12 months of being eligible to join the new scheme - the clock starts ticking as soon as you are eligible to become a member of the new scheme irrespective of whether you are in fact a

member. Other DB schemes may also have time limitations for transfers, so do check.

The transfer process is straightforward:

- Find out what you have built up in the AFPS by applying to Defence Business Services (DBS) in writing for a 'statement of entitlement'.
- Ask your new scheme what the value of your AFPS benefits will buy in their scheme. You are not committed to the transfer at this stage of the process.
- If you decide to go ahead, apply to DBS for a transfer value payment, specifying the scheme to which the transfer value should be made. Once the transfer agreement has been entered into with the new pension scheme, you cannot change your mind.

In reaching your transfer decision, one of the things you should consider is the age at which benefits are payable in the new scheme. AFPS preserved/deferred benefits are payable:

- For AFPS 75, at age 60 for the proportion of the pension earned up to and including 5 April 2006 and age 65 for pension earned after that date.
- For AFPS 05, age 65.
- For AFPS 15, the member's State Pension Age (SPA).

Most public sector schemes will feature a Normal Pension Age (NPA) and deferred pension age of whatever the member's SPA is – only the Police and Fire Brigade schemes, like AFPS 15, have an NPA of 60 and a deferred pension age of the member's SPA. That means that the effect of transferring an AFPS 75 preserved pension into such a scheme could be costly.

Example:

An Army nurse leaves in 2018 with a preserved AFPS 75 pension of, say, £6,000 and a lump sum of £18,000. If her preserved pension remains in AFPS 75, she would receive £2,000 pension and £6,000 tax-free lump sum at age 60 and a further £4,000 pension and £12,000 tax-free lump sum at age 65

If she transferred these benefits to the NHS pension scheme she would have to wait until SPA to draw them. Assuming her SPA is 67, she could have already received the following from AFPS 75 by the time her benefits from this new scheme are payable:

- £6,000 tax-free at age 60;
- £10,000 in pension between age 60 and 65;
- £12,000 tax-free at age 65; and
- £12,000 in pension between age 65 and 67.

That means that she could have received a total of £40,000 (£18,000 of which would be tax-free) before her SPA had she not transferred her AFPS 75 to the NHS scheme.

This is not to say that transferring out is always the wrong thing to do. For example, most schemes have a qualifying period which

must be completed before the scheme will pay out, say, ill-health or family benefits, and transferring benefits in from another scheme could mean automatic qualification. Further, preserved/deferred AFPS benefits increase annually by Consumer Prices Index rises. If they were transferred into a new scheme they would increase by whatever measure was in place for active members of the scheme.

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.

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Forces Cars Direct is the leading provider of vehicles and support packages to both serving and former service personnel.



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Welcome...

Welcome to the Summer 2018 issue of Easy Resettlement magazine.



As I am sure you are all aware there has been a lot of information about GDPR. Easy Resettlement magazine subscribers will not really have been affected by this as the only data we hold for you is your name and email address, which you would have given to us at the time of subscribing to receive our magazine by email.

We sent out our privacy policy and update to subscribers in line with the new regulations and hope that you all still enjoy reading our free digital version of the magazine. You are still able to pick up hard copies from the various outlets you normally receive them from as well as at the various CTP and Security Cleared Jobs expos we attend.

In this issue we look at various companies offering employment opportunities that are specifically targeted towards Ex-forces personnel and veterans. Since working with DRM and featuring companies that have signed the Armed Forces Covenant, some of which have been recognised with the MODs Employer Recognition Scheme Gold and Silver awards, we have been proudly working alongside some of these great employers and featuring their opportunities.

In addition to the employment opportunities we have educational

courses for those looking to enhance their qualifications, resettlement training providers offering various funded training as well as information from The British Franchise Association known as the BFA about franchising and the likelihood of succeeding with the added help and support from joining a franchise.

We are very proud to announce that we have agreed to a sponsorship package with SSAFA for another year, SSAFA is the oldest forces charity formed in 1885. They will continue to share their information and case studies with the magazine, raising awareness of how they can help and assist service leavers, veterans and their families.

We are very lucky to have a guest article from Lt Gen Richard Nugee again in this issue which can be found on pages 6 and 7. As well as information from The Career Transition Partnership (CTP) and as always the enhanced learning credits information about your entitlements and funded training using your ELC funding.

We hope you enjoy reading this magazine. Easy Resettlement is freely available thanks to our advertisers, please do mention ER magazine as we are sometimes known as Easy Resettlement, as without them we would not be able to assist you with the opportunities we provide. If you wish to subscribe or have friends or family that would benefit from reading our magazine, then please visit www.easyresettlement.com/ subscription and subscribe for free to receive each issue by email.

We hope you all have an enjoyable summer and are already working on our Autumn issue. We welcome your resettlement stories and comments on any of our social media platforms. ●

**KIND REGARDS
THE EDITOR**

Chief of Defence People



When I was last invited to contribute an article in the Winter 2017 edition,

I focused my attention on the quality of Armed Forces Personnel, their range of skills and experiences and the approach we take to train and educate them in their chosen professional field and career path.

I also alluded to how our people are attractive to prospective employers, both when they leave or for those who choose to serve as a Reservist. In this article I wish to continue the theme of "bridging the skills gap", and outline some further initiatives we have set in train and then focus on the potential benefits of pursuing a more collaborative approach with employers who are engaged in similar industrial sectors, with the ultimate goal of adopting an "Enterprise Approach" to critical skills and workforce management.

In common with many employers, the Armed Forces operate in a highly competitive skills market. But unlike many, we have chosen to invest heavily in training and education, which allows us to recruit those with the raw talent and the right aspirations, whom we educate, train and qualify for a wide range of roles across the three Services, as regulars or in a reserve role. Through this approach we create a workforce that is hard-working, well disciplined, highly trained, flexible, adaptable,

loyal, and impressively competent. This potent mix of hard and soft skills are developed over time and often in high pressurised and dangerous situations. The result is a group of individuals who are never satisfied with satisfactory. They never allow themselves to become stale, they thrive under pressure and generally possess an insatiable appetite to continually learn and improve. In sum, we create highly capable individuals with the skills and drive for success across the broadest of fronts.

This success is founded on our recruitment systems, which as I suggest above, is based on potential and promise, rather than demonstrated results or proven competence. The Armed Forces traditionally attract younger people with potential; some have a strong academic record, but many have no recognised qualifications. But it is their potential we seek, which we then strive to realise through comprehensive and proven regime of training and development. The next generation of school leavers are no different to those



that have gone before. In fact, much of our recent research into the aspirations and desires of younger people has reaffirmed that personal development is far more important to them than the security provided by staying with a single employer for their entire working life. So, in common with many other organisations, we now need to consider the development offer when attracting recruits and then providing this across a career; this with a view to convincing them to commit to us for the long-term. This is an area of traditional strength and a source of tremendous pride. We offer professional and personal development from the very first day of Service. We invest significantly in training and developing our people across their career, providing apprenticeships, vocational skills, and further and higher education. We even provide training during resettlement, with funding set aside and available when the individual has left and is with a new employer. This is fairly unique, and I am not aware of any other employer who is or is considering offering such a highly attractive development offer to their people. Clearly, prospective and future employers stand to benefit from our approach and investment, with many alive to the opportunity and recognising that the Service Leaver will come to them

with the motivation to learn and the funding to allow this to happen.

I should also like to reflect on Apprenticeships and how Defence continues to lead the way in developing its people by promoting the gaining of skills that are so important to a competitive UK economy. At the 2017 National Apprenticeship Awards held in London on 18 January 2018 the Royal Air Force were awarded the Macro Employer of the year and continue to enrol all recruits regardless of their age on Level 2, Level 3 or Level 4 apprenticeships according to their Trade. On a larger scale some 98% of all ground trades in the Armed Forces are offered an apprenticeship. And of those 98% complete it. This has been recognised by Defence being placed in the Top 100 Apprenticeship Employer List and we were a finalist in the Apprenticeship Programme of the Year category at the Times Educational Supplement Further Education Awards in London on 23 February 2018.

Within Defence, we recognise that the world of work is changing. Whilst our preference is for our workforce to commit to us for the long-term, the reality is of that many are now seeking a more flexible approach to their work and working lives. As such, we have taken strides to modernise our offer. The Flexible Service Act 2018 has recently become law that allows for a range of employment models to be available to Service Personnel from early 2019. This, for the first time, will allow Service Personnel to apply to serve more flexibly than ever before and with the rights and protections aligned to that enjoyed more widely across civilian employment.

The 2015 Strategic Defence and Security Review also committed the MOD to make a career in the Armed Forces be better balanced with family life, reflecting the realities of modern life. As part of this the MOD is making a new accommodation offer to help more Service Personnel live in private accommodation and meet their aspirations for home ownership. This will be introduced through the

Future Accommodation Model with a pilot due to launch in late 2018.

Service personnel will have increased choice in where they live with a future model making use of the Private Rental Market, alongside existing options of Single Living Accommodation and Service Families Accommodation. Single Living Accommodation will be retained, but what proportion of Service Families Accommodation will be retained will be assessed after the Future Accommodation Pilot.

The Future Accommodation Model will continue to support subsidised housing for Service Personnel and the total pot of money for subsidised accommodation will not be cut. The new policy is being designed so that the cost to Service Personnel to rent a property in the private sector will be broadly the same as the equivalent type of Service Families Accommodation. MOD will also offer support and advice to Service Personnel in finding private market rental accommodation.

The Armed Forces are not alone in facing a challenge for skills, so we are now examining how we could collaborate more

effectively with organisations in the Defence Industry, or those sectors that face similar challenges for certain specialist skills, to make it easier for people to move across organisational boundaries throughout a career and allowing the skill to be deployed where and when it is needed within a business sector. We call this the Enterprise Approach. There is still some way to go in proving this concept but the signs are encouraging and I am increasingly confident that a smarter strategic outlook will allow us to be able to share skilled personnel in a way that attracts and retains the brightest and the best within the Defence Sector as a whole.

The Enterprise Approach Project is addressing the challenge that there are insufficient skilled personnel within a number of sectors to deliver and sustain both current and future Defence outputs. The Project's contention is that this problem requires a fundamental change to how we think about the generation, utilisation and sustainment of the wider Defence skills base.

This new Enterprise Approach means redefining Defence Policy to

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focus on a wider Defence Enterprise comprising everyone involved in delivering Defence outcomes. It invites us to recognise that this Defence Enterprise is interconnected and interdependent, working towards shared value with shared costs and a shared risk of failure. Furthermore, it involves leveraging the importance of the shortage of critical skills to identify and develop the enablers to managing Defence capabilities as a collaborative enterprise.

The Enterprise Approach Project aspires to achieve betterment for the entire Defence sector by redefining Defence as a collaborative enterprise, comprising everyone involved in directing, developing, delivering, generating, operating and assuring Defence capabilities. Essentially an Enterprise Approach means accepting that we are less concerned with where skills are based and much more with how we can access them as a Defence Enterprise to deliver operational capability. Therefore, the project seeks to tackle shortages in critical skills as an enterprise-wide problem and by pursuing an enterprise-wide solution.

The concept phase and the signs so far are encouraging however, there is still a great deal of work to do to alter perceptions, removing barriers and looking at innovative ways to promote greater recruitment and retention within the Whole Force of Regulars, Reservists, Civil Servants, and wider sector partners.

People choose to leave the Armed Forces for a whole range



of reasons and I respect each and every decision. As Chief of Defence People, I have committed to ensuring that the opportunity for continued service exists, and that we pursue an approach which allows flexible employment and which provides opportunities for those who have left to re-join and for the experience they have gained to be recognised. For those committed to leaving, I am keen that we ensure their skills are used to optimum effect, which is why we are so keen to pursue an Enterprise Approach. Leaving the Armed Forces comes to all at some time and I am also committed to that those who choose to end

their service career "leave well". If that is the case, and given the increasingly flexible nature of the career, some may choose to re-join, either as a regular or in the reserves.

I am proud of the quality of support we provide to those who are in Career Transition. Resettlement advice can be sought at any time with access to formal provision being available when the decision to leave has been taken. The resettlement offer is the final stage of in-Service through life-learning and personal development. Resettlement as a package is delivered through the Career Transition Partnership which is a contracted service between

the Ministry of Defence and Right Management Limited lasting until 2021. The level of provision varies with length of service or if special circumstances should be taken into account. As well as this formal package of support resettlement leave and financial advice is available giving Service Leavers all of the tools and support they need to make a successful transition both immediately before leaving and up to two years after. I urge all Service Personnel and their families to consider what life will be like after they have left and start to think about how they can be best equipped to be as successful after Service as they have while within. ●





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Ex-Forces Recruitment

Ex-Forces Recruitment supplies skilled former military services personnel into high technology sectors such as automotive, aerospace, engineering and construction.

All businesses are currently looking for highly skilled people and the recruitment opportunities are huge. What sets us apart is that we work by reputation rather than by price. Our clients (many of whom have been with us as friends for many years) know that we will find them the talent they need: disciplined, highly skilled and motivated. We have demonstrated time and time again that ex-armed forces and services personnel are exactly what growing businesses need and will increasingly rely upon when we leave the EU.

We work in six main sectors: automotive, aerospace, construction, engineering, hospitality and catering and social care.

For over 25 years we have established strong global connections with some of Europe's most prestigious automotive OEMs. Today we are still growing in the automotive recruitment sector as it moves into new areas of development such as Autonomous and Self Drive, Hybrid and Electric vehicles. Our automotive client base has encompassed Royal Enfield, Aston Martin, Bentley Motors, Jaguar Land Rover, McLaren, Volkswagen, Hyundai and Volvo.

We provide permanent, contract and interim solutions across three dedicated areas: product development, manufacturing and commercial over the complete product lifecycle supporting passenger car, motorcycle and commercial vehicle applications.

We have formed firm partnerships with clients ranging from OEMs, 1st and 2nd Tier Suppliers and SME's, to bespoke, prestigious and niche automotive brands for the more discerning clientele. We put our best endeavours into focusing on continuous improvement, gaining relevant feedback from our clients regarding our delivery of recruitment services just to make sure to that we keep our position at the forefront of industry changes.

Many of our consultants are industry specialists from relevant engineering backgrounds, including full-vehicle development, powertrain, electrical and electronics, mechanical engineering, quality, MP&L, and design services and we pride ourselves on our in-depth understanding of the skills, experience and personal attributes needed for specialist automotive engineering roles. We also ensure that we are in a position through collaboration with specialist training companies to re-skill candidates who require additional qualifications or training. This will give them the best foot up to be positioned in the right roles.

In 2017 ADS' Aerospace Recruitment Outlook shows the UK aerospace industry employing 120,000 people and supporting a further 118,000 jobs indirectly. Employers vary from substantial multinational entities to small entrepreneurial firms and fast-paced start-ups.

The UK aerospace industry is the largest in Europe and second only to the US with sales in the

sector of £31.8bn in 2017, 8% up on the previous year. According to the data, the aerospace industry has expanded 39% in five years. 90% of sales, worth £27.7bn, is exports. The UK is Boeing's third-largest supplier, after the US and Japan, and the company spent £2.1bn with its suppliers last year alone. There are 3,800 apprenticeships in the sector, and 60% of aerospace companies expect to see growth in business exceed 10%.

Aerospace is apparently a vital sector of the UK economy, and if your military career covered similar areas, you could be sure that there are jobs waiting for you in civilian life in every size of company. A third of the UK's aerospace businesses are concerned about where they are going to find the skills they need to accelerate innovation and keep ahead of the competition. Your skills could be vital to the sector. The sector is diverse: aerospace manufacturing covers building the airframes or other components which make up the aircraft such as the landing gear, engines or avionics systems. A career in aircraft maintenance means travelling the world maintaining, inspecting and servicing aircraft to high international safety standards. You may choose to specialise in mechanics (engines, airframes) or avionics (instrumentation, electrical/electronic equipment).

Aircraft engineers work for airlines, maintenance divisions of aerospace manufacturers or specialist aircraft maintenance companies.

The average salary in the UK Aerospace sector is £41,600. This is 51% more than the UK average.

The UK has the third largest aviation network in the world. It was the most extensive air transport system in Europe in 2015, serving 250 million terminal passengers. The UK has direct connections to over 370 international destinations with at least a weekly service and nearly 200 with at least a daily service from at least one UK airport.

The aviation sector has seen significant growth. In 2015 there were 3.3 billion air passengers worldwide. Asia and the Pacific accounted for the most significant proportion of world air traffic in 2014, representing 7% growth. This was followed closely by Europe and North America who also displayed a substantial share of world air traffic. Global demand for seats has grown on average by 5.5% per year.

The UK aviation sector generates a turnover of £60.6 billion. It supports 961,000 UK jobs, many of them high skill and high productivity jobs. It contributes £52 billion to UK GDP, and it supports 3,500 apprenticeships. If you want to design aircraft, build aircraft, maintain aircraft, fly aircraft or support the industry from a wide range of well-paid and interesting jobs, please contact us. Our experts will be ready to talk to you. Our customers include specialists such as Air Livery and Airbourne Colours.

The Construction Products Association expected the sector to grow by 1.2% in 2018 and 2.3% in 2019. Within the sector they expect infrastructure to grow by over 11% in 2018 and private housing to grow by 3%. For infrastructure, water & sewerage is expected to grow by 12% in 2018; growth in rail construction is expected to reach 10% in 2018 and 20% in 2019; Energy infrastructure activity is expected to grow by 14% in 2018 and 20% in 2019. Despite the vulnerability of certain sectors such as retail and offices to economic conditions, the need for workers

remains high, particularly in new technology. To fix the demand for social housing, the government will need to look at newer and faster ways of building accommodation. Many countries are looking at manufacturing components of houses or commercial buildings in factories with assembly on site.

According to The Independent in February 2018, 150,000 UK construction jobs will be added over the next five years. The Construction Industry Training Board (CITB) predicts 15,350 carpenters and 9,350 labourers will be needed as more homes are built. The strongest job growth in the sector is expected to be in a range of professional and managerial roles as the industry seeks to boost its productivity: these are expected to be at the rates of 7.8% and 5.6% respectively, the CITB expects 1.8 million people to be working in construction by 2022. Our customers include the Alderminster Group, Horgan Homes and the Woodward Group.

Engineering is responsible for developing and implementing some of the solutions to major global challenges. UK engineering has a world-leading position across the range of knowledge-intensive industrial industries involved in scientific and technological research and innovation that results in addressing these global challenges. Engineering is responsible for

44% of UK exports according to the EEF. Britain is the world's 8th largest manufacturer.

According to Engineering UK, It is estimated that engineering contributed £486 billion to UK GDP in 2015 – around 26% of the total and representing 2.3% growth since 2014. In 2015, the number of engineering enterprises in the UK grew by 7% over the previous year, to 650,000. Nearly 5.7 million employees work in engineering enterprises in the UK, representing just over 19% of total UK employment. 265,000 skilled entrants required annually to meet the demand for engineering enterprises through to 2024. That is more than 2.5 million job opportunities over a ten-year period.

The average salary, in 2015, for all those in full-time engineering occupation employment was £33,689 compared to a UK average of £27,645. Average earnings for some mainstream engineering roles look strong and are enjoying more significant rises – such as civil engineers at over £42,500 (up 5%) and mechanical engineers (over £45,000, up 3.6%). In 2016 the Office of National Statistics said that the average manufacturing salary was £32,047 compared to a national average of £28,299.

Our engineering customers include Wabtec, the EEF, Architectural Building Fabrications,

Crown Fabrications, Ardent Hire, Stevenage Sheet Metals and Tiger Doors.

The hospitality and leisure industry embraces a spectrum of sectors and businesses across hotels, pubs and restaurants, travel and tourism, sport and leisure and gaming. The Joseph Rowntree Foundation recently undertook an analysis of the hospitality industry and pointed to the positive impact of ICT, digital, logistics and customer service skills to the productivity of the sector. If you are a former member of the armed forces or a member looking to enhance your civilian prospects, your skills will place you well for rapid promotion within this fast-growing sector.

The British Hospitality Association reports that by 2019, when we are due to leave the EU, the sector will have 60,000 vacancies. By 2029, the recruitment shortfall could be 1,000,000 workers. According to PwC UK the Hospitality sector is our 6th largest contributor to export earnings and 4th largest employer – accounting for 4.49 million people or 10% of the workforce and over 180,000 businesses.

The growth in the hospitality industry is reflected by the fact that employment opportunities for skilled people in the UK have increased exponentially. The increasing investment in the sector has created job opportunities in diverse areas

like business managers, finance managers, contract caterers and event organizers. There are about 22,000 hotels, motels and guest houses in the UK. Apart from these, there are more than 16,000 breakfast restaurants in the entire UK. These figures are expected to grow in the coming years with greater foreign investment coming in the country.

According to the Health Foundation, there are over 80,000 vacancies in the UK. Apart from these, there are more than 16,000 breakfast restaurants in the entire UK. These figures are expected to grow in the coming years with greater foreign investment coming in the country.

In 2016 there are an estimated 20,300 organisations in England providing adult social care alone with about 1.6 million people working in the sector (1.5% more than 2015 and 19% more than 2009).

The health care sector is looking for professionals and world-class managers. The greatest needs are for planning, communication, customer handling, team working and problem-solving skills. 52% of vacancies are in care related occupations.

Social care faces considerable challenge in looking after the needs of the elderly, the infirm and in helping young disillusioned people find their way back into society. ●



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re: Start

Training and Job Placements in the UK

The AWS re:Start 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 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.

Technical hands-on training classes include an introduction to Enterprise Architecture, giving participants a broad understanding of modern IT systems. Students also 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. Additionally, participants 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.

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.

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 as well as offering graduates the opportunity 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.

Stephen Davies, one of AWS re:Start's recruits has just completed a three-month placement as a cloud administrator with leading cloud provider Rackspace, and now has a full time position at BJSS. Stephen served in the Royal Air Force for 18 years as a Logistics Driver before an injury led to a medical discharge. "I had no experience and was coming out of the military and found the AWS re:Start programme daunting, but the instructors were great. They were extremely supportive and dedicated one-on-one time with anyone, anytime they needed it. Now that I look back at this opportunity, I believe in myself. The programme gave that to me and showed me that there are opportunities for people like me."

Not only is the programme aimed at military veterans, military reservists and those leaving the Armed Forces, it is also aimed at service spouses. Jenny Pattinson,

who is currently working as an Information Security, Risk and Governance Manager with Centrica Hive Limited registered for the programme after her husband was diagnosed with a serious health condition, and she could no longer work in the legal sector.

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 Holborn, Central London.

For more information
and to register visit,
www.ctp.org.uk





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AWS re:Start is a training and job placement programme to educate military service leavers, veterans, reservists, cadets and their spouses, on the latest software development and cloud computing technologies.

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Morrison Utility Services is part of M Group Services. M Group Services delivers a range of essential infrastructure services to regulated sectors in the UK, Ireland through it's four divisions of: Utilities Transport, Data, Telecom.

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 smoothly.

**DRIVING QUALITY DELIVERY
AND SUSTAINABLE GROWTH FOR
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We are highly experienced in being able to deliver all the design, engineering and technical challenges involved in the utilities sector which then allows our clients to be able to concentrate on other aspects of their businesses.

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.

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.

Our people are our most important asset and we provide training and development programmes which produce teams capable of offering the expertise and dependability our clients rely on. Our mission is to continuously add value either through incremental changes to our systems or via innovations which continuously improve the way we work.

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.

Our continued growth and success creates excellent developmental opportunities alongside fulfilling and rewarding roles which make best use of our people's skills and expertise.

Morrison Utility Services is proud to support the UK Armed Services community including Veterans, Reservists and Wounded, Injured and Sick veterans. The skills and experience you'll have picked up in the Forces are easily transferable to the kind of work we do here. We share as a core value the safety of all our people.

We are actively engaged with The Career Transition Partnership and other ex-forces organisations to promote the Utilities sector as the next step for your career. Transition to a new career is often challenging but at Morrison Utility Services we have people across a range of occupations and locations that have already made the transition successfully with us and are just waiting to help you too.

The CTP reports that over 14,000 skilled and experienced people leave the services every year. We appreciate that investing time into train people is necessary, but we know that a successful career in the services is not possible without dedication and commitment and not being afraid of working hard.

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.

We work hard to bring opportunities to all and believe that our workforce should be representative of the communities in which we operate.

We value and respect differences, ensuring that through well communicated and effective strategies we create environments which enable our people to flourish and grow as individuals in their chosen fields.

At Morrison Utility Services, everyone is treated with dignity and respect. We challenge and overcome obstacles and barriers to create inclusive environments and a diverse workforce and it is recognised that diversity and equality are critical to our success. We are committed to removing unconscious bias by constantly reviewing our activities, policies and practices. Education and Awareness is available to all and we strive to create positive work environments. We attract and retain a diverse workforce.



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If you want to make the best use of the skills you gained in the forces, are a team player with a strong work ethic, excellent communication skills and a desire to work with a highly customer centric organisation, then we want to hear from you. ●

Moving on The Big Decision

Gary Austin, Training and Development Manager at Maritime Transport, pens a piece on starting out within logistics.



After making the big decision to leave the Armed Forces and deciding on the career path you want to follow, have you given any thought into how you are going to achieve this? What to expect from an employer? How you will be treated? If your welfare and training needs will be met? If you want to progress within your chosen career? How much you want to be paid? How safe your working environment will be? You'd hope that wherever you end up when you leave, all of these things will be addressed by every employer - if only that was the case.

You may feel that you need to secure a job, any job, to get started within your chosen career. This is not the case, and rushing into a job that doesn't tick all of the boxes may be doing you and your skill set a disservice.

Whatever industry you choose to pursue, your background,

training, and skill set gained in the service of your country makes you a desirable candidate in the workplace. So why would you sell yourself short or to the initial highest bidder?

As you're on the search of a new career, have you thought about what you want from your new employer? Does the employer meet your criteria? What salary, benefits, hours, location, and development are you looking for? Have you looked at the reputation of the business, or the actual place of work?

Maritime Transport Ltd recruit service leavers, predominantly into HGV Class 1 positions. Within the driving industry, jobs are aplenty, and nine times out of ten, you won't even need to break a sweat to be offered a position. Walking through the door with a C+E licence is enough to guarantee you a job with a large number of companies within the industry.

Sounds great, until you think about arriving on day one to be handed a set of keys to £100,000 piece of kit, and cargo that could be worth millions, and to then be waved off by your operator; your only instruction: 'phone in when you're empty'. Unfortunately, no matter how far-fetched it sounds, this isn't uncommon within the industry, and despite successfully obtaining your HGV

licence, here at Maritime, we argue that that's only the beginning to becoming a professional driver. After all, does someone who has completed basic training immediately become a fully-functioning soldier, sailor, or airman?

Following a successful career with the forces, you know your value, and therefore you hopefully know what you want from your future career and salary.

Supply and demand will normally dictate what the market pays. The public sector is nice and easy, as jobs here are normally banded with a salary range for each one, depending on role/experience etc. The private sector isn't so straightforward.

HGV drivers will earn around £30k per annum; this is across the board with a few exceptions. Truck drivers are infamous exaggerators when it comes to salaries; what customers pay to have their goods moved dictates the market rate for drivers. In certain specialist areas, drivers will earn more, but will require extra qualifications, experience, and knowledge to get one of these rare positions.

You may see driving jobs being advertised for £25 per hour,

which is well over double what the industry average is. You know the saying: 'if it's too good to be true, then it usually is'...

These are adverts placed by driving agencies as a way to draw drivers in. These rates do exist, however, it will be for self-employed drivers with the required experience who work some very grotty shift patterns during certain times of the year.

Is a driving agency a solution for you? Yes, if you want to be shifted from pillar to post with no actual guarantee of work every day. What can be expected? Minimal support, no training, possibly working for a different company every day, and being treated very poorly because 'you're just an agency driver'. You have a licence, and will be hawked out to whoever is paying the agency the most money that day for a bum on their seat - not exactly satisfying, worthwhile, or career building is it?

You have your values and goals; these make you an attractive employment prospect. You therefore want to work for an employer whose own values and goals align with yours as much as possible.



DO YOUR RESEARCH

Every industry has blogs and forums which are an invaluable resource. Once you wade through the negative posts by those with personal issues or gripes, they will give you an idea which companies are worth working for and those which are not. Jobs are like second-hand cars - they can look nice in the advert and perfect for what you want, however, the reality might well be a missed cam belt change or that it has done a stint as a submarine in bad weather.

PUT YOURSELF IN THEIR SHOES

Invariably, the person conducting the interview will be the person you will be reporting to and/or working alongside. This is something you should take into consideration, because they will be thinking that way about you.

USE YOUR OWN JUDGEMENT

You have acquired many skills in the military, one of which is analysing a situation and then planning to deal with it. You should use this skill in the job market. Is the advert professional? Does it cover everything it should? Is there a phone number and the name of a person to speak

with? Does it contain phrases or buzzwords? Are some aspects a bit vague? Does the job actually exist? (It is not unknown for recruitment agencies to fish for CV's then hawk these around in the hope of finding you a job for a hefty commission). Is the job advertised anywhere else? How long has it been advertised for?

PREPARE FOR THE INTERVIEW

Research the company before attending the interview and not just by looking at the company website. Research the industry they are in and what issues/challenges it faces going forward. How can you as an individual help?

BE HONEST WITH THE INTERVIEWER ABOUT YOUR EXPECTATIONS

Employment is a two-way street. They are looking for the best possible person for the position, and you are looking for the best possible employer for your job satisfaction. Is the interviewer interested in you, not just in a professional sense? A good employer always takes an interest in an employee's welfare and happiness, because a settled, secure, and happy employee is a productive one.

DON'T BE SCARED TO DISCUSS SALARIES

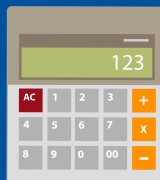
Employers should be aware of military pensions and their value, and may try to offer you less than they normally would because of it. Again, research is vital here, to get an idea of the market rate for a particular job or role. You may find you are offered a lower salary to start as you will probably lack the commercial experience; this is normal. However, you should request, in writing, when this will be reviewed and how.

BE SURE THIS IS THE JOB YOU WANT AND THE COMPANY YOU WANT TO WORK FOR

Ask questions, and don't be afraid to discuss salary and expectations.

ENJOY THE APPLICATION PROCESS

Please don't fear it. 'Confident not cocky' is what you are looking to present yourself as. Something to bear in mind - the person conducting the interview may be nervous too; the misconception is that interviewers do it all day long, but this isn't always true.



IF YOU DO NOT LAND THE JOB, MOVE ON

As disappointed as you may feel, you must dust yourself off and move on. No matter how much you wanted that job, it wasn't meant to be. Ask for feedback, and you may be lucky enough to receive some honest and constructive insights.

If it is a particular company you really want to work for but get rejected, be persistent, but not a nuisance with further applications.

Job applications are unique, as both parties are selling and both parties are buying. Our job often defines our lives, so it's important you make the right choices. Being happy at work affects our happiness away from work and vice versa.

Don't settle for mediocrity in an employer, because a good employer won't hire a mediocre employee. You are the best now; why should you accept anything less going forward? ●



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Backline Training

A History

Backline has been delivering driver training for almost 15 years.

Originally this was an exclusively in-house operation, used to facilitate the upskilling of their own workforce.

It was at the beginning of 2014 that they took the decision to develop it into a fully-fledged commercial offering, making their expertise available to their clients, external companies and members of the public alike.

This included forces leavers – a natural progression considering the strong links they have with armed services personnel. In fact, two-thirds of their training team are themselves former army members, with a wealth of civilian experience since leaving.

SO WHAT DO THEY OFFER?

Driver CPC

Driver Certificate of Professional Competence (DCPC). There are two types, and you can check which one you need by visiting www.backlinelogistic.co.uk/cpc-checker.

Unlike the perception of many DCPC providers, they don't just tick boxes. They make the training relevant to you and the jobs you'll be doing in Civvy street.

The modules covered will bring you up to speed with all of the requirements of vocational HGV driving. Many of these requirements will be unfamiliar to serving personnel, regardless of their experience, as they simply do not apply to government bodies such as the MoD.

ADR (Carriage of Hazardous Goods)

The carriage of hazardous goods can see you transporting a variety of products from gas and fuel through to asbestos or clinical waste. There is a huge variety in the type of work available with an ADR licence.

Quality assurance is at the forefront of all their training. Their most recent audit result from February 2018 saw the team's efforts awarded with Grade 1 status, plus Richard

Stentiford being approved as a qualified ADR Instructor.

Good To Know - Their record on delivering ADR training is second to none. Candidate satisfaction scores average 9.6/10 and their pass rate is 97.8%

If you are not looking for full ADR, they can cater for individual classes, or for just Tanks or Packages.

Forklift Training

Their Forklift training is accredited by the Independent Training Standards Scheme and Register (ITSSAR), part of the Accrediting Bodies Association and recognised nationally.

Forklift courses last between one and five days, depending on the operator's previous experience and involve some classroom-based theory, followed by practical training and test. Forklifts come in various forms including:

- Counterbalance
- Reach
- Moffett / Lorry Mounted
- Flexi / Pivot Steer

HIAB Training

HIAB is a brand name which has become a generic term used to refer to a Lorry Mounted Crane. Their HIAB training is also accredited by ITSSAR.

HIAB courses last either one or two days, depending on the operator's previous experience and involve some classroom-based theory, followed by practical training and test.

HIAB training can also count towards the operator's Driver CPC hours.

Typically, a Lorry Mounted Crane will be used for delivery of construction materials or bulky/heavy items which cannot be loaded or unloaded using traditional methods.

HOW DO I ACCESS TRAINING?

Backline are a Career Transition Partnership (CTP) approved provider and have a number of resettlement training packages available. Your resettlement advisor will be able to let you know what type of funding you have available. Typically IRTCs and SLCs can be used to fund Backline's training package options which can get you, for example, Full ADR plus Driver CPC.

Having dealt with the CTP for over 3 years now, Backline make getting the paperwork and administrative elements organised quick and easy.

To find out more about what's available to you, call **03333 201 221** (opt. 1) or email resettlement@backlinelogistics.co.uk.

WHAT NEXT?

In addition to providing driver training, Backline are also a recruitment business, offering permanent, temporary, full and part time positions depending on location and availability.

They pride themselves on the standard of their "Field Staff Partners" (drivers and other field-based staff), as the following extract from their website demonstrates:

"Our Field Staff Partners are some of the best professional drivers in the U.K. and we treat them with all the respect they deserve. When you join our elite team, you access great employee benefits, incredible training and development opportunities, and the chance to be part of the U.K.'s No1 elite driving force."

How will we succeed together?

When you become an elite Field Staff Partner on our Platinum Driver Scheme, you're taking part in a challenge to transform perceptions across the industry. Raising standards above and beyond all our competitors. By meeting that challenge and raising those standards, you'll be helping us raise employer standards too."

What is in it for us?

You will be a vital part of our mission and a valued member of our team, helping us exceed our clients' expectations and delivering exceptional customer service. We only want the best individuals to help us achieve our goals, and in return we are offering to reward you with the best support, development and benefits that the industry can offer."

Differentiating themselves from much of the competition, Backline offer full PAYE contract of employment and a number of other unique benefits such as medical insurance and life assurance. They are particularly keen to hear from ex-service personnel due to the work ethic and commitment that so often comes with forces experience. ●





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WORKING FOR YOUR AMBULANCE SERVICE



Intermediate ambulance
practitioners

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

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

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

What is an intermediate ambulance practitioner (IAP)?

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

What criteria do I need to apply?

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

How do I become an IAP?

You can apply to an advert on www.jobs.nhs.uk 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.

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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



Looking for something new?

We have the opportunities.
You have the skills.

Having your morning coffee and contemplating what to do next? Looking for something new to make use of your existing skills while also stretching yourself? The title may have resonated with you somehow; you may have already closed the door on your military career or are about to do so and now is the time to pursue new opportunities. While disarming an explosive hazard may not have been what you are expecting, there is extraordinary work currently being done worldwide to rid countries of these vicious weapons and the legacy they leave behind, many years after conflicts have subsided.

There are over 110 million laid and active landmines globally, excluding the further millions of tonnes of unexploded ordnance (UXO) and explosive remnants of

war (ERW). Unexploded devices that injure civilians in conflict and post-conflict zones are a barrier to a country's regenerative future. Collectively, they pose a daily threat to civilian safety as well as severely impeding economic development. Mine action, encompassing clearance capacities and risk education, is essential to a country's socio-economic growth.

When a country is faced with the threat of explosive hazards, companies such as TDI are often engaged to remove these weapons. TDI was established in 2005 to provide extensive project management to both governmental and non-governmental organisations, incorporating the provision of landmine clearance, UXO disposal, mine risk education (MRE), improvised explosive device disposal (IEDD) and search training, fleet maintenance and remote logistics solutions.



During its 13-year lifespan, TDI has established an impressive record in humanitarian and commercial mine action, and has proven to be a reliable accessory in a variety of challenging environments. To date, TDI has successfully undertaken over 85 projects in 18 countries, such as the Democratic Republic of Congo, Mali, Sudan, South Sudan, Somalia, Togo, Afghanistan, and Central African Republic to name a few. From small beginnings, TDI has succeeded in developing its operational capacity and training capabilities, gaining substantial administrative and logistical experience in the deployment and management of mine action.

As of 2017, clearance operations conducted by TDI have resulted in the freeing up of over 26,600 kilometres of previously mined routes and roads. We have removed over 84,000 items of unexploded ordnance, safely destroyed over 470 tonnes of unserviceable and obsolete munitions and provided valuable risk education to over 240,000 local people. There are still millions more hazardous items to destroy and TDI continues to spearhead the efforts to clear the way and rid the world of landmines.

It is widely known that clearing hazardous explosive material is not an easy feat however, TDI is well accustomed to working in difficult areas. Our practical approach to operations, combined with the seamless integration of local capacity into our management teams has enabled TDI to emerge as a reliable source of mine action and risk education provision. We have successfully mobilised projects into multiple theatres under strict deadlines, refining our processes and procedures along the way. We consider each country's unique parameters and terrain in order to provide the most appropriate and necessary tools to conduct tasks competently, cost effectively and fundamentally safely for our staff and that of civilians.

It is generally perceived that mine action is limited to the location and removal of landmines. However, a similar threat is that of UXO. UXO, comprising of unpredictable explosives including

mortars, grenades, missiles and bombs, can remain extremely dangerous and volatile if moved or tampered with, becoming a potentially wider and hidden danger. Mine action is a collective term for activities that address all kinds of explosive remnants of war from landmines, to UXO and improvised explosive devices (IEDs). Mine risk education is just as crucial to mine action, as is the removal of these weapons. On most projects, TDI have a team dedicated to educating children, civilians, officials and a country's military personnel on how to recognise these weapons and what precautions to take.

While our trained and well-equipped personnel remove landmines, UXO and ERW, they also simultaneously, conduct technical surveys, GIS mapping and community risk education. Once the area has been determined landmine and explosive hazard free, the cleared land is handed over to local governments, communities and businesses for the sustainable development of these areas in the future.

TDI has worked in a range of areas riddled with the remnants of internal conflict and currently have a prominent presence in Central and West Africa. Despite our ongoing efforts, UXO and ERW are still a prominent entity in post-conflict zones today. The detection, identification, evaluation, recovery and disposal of all items of explosive ordnance such as grenades, cluster munitions, land service ammunition and mortars is a significant facet of



TDI operations. Such disposal is crucial to reducing the risk of injury and accidents with children, civilians, children and animals, surmounting to additional expenses on a country's government and healthcare facilities.

As has been increasingly seen in today's media, IEDs are becoming the weapon of choice in many countries of North Africa and the Middle East. TDI has conducted clearance work in countries where there is a high risk of these hazards, while providing training solutions to recognise and dispose of them. Our training solutions are flexible and can be adapted according to specific threats unique to each country. Qualified TDI professionals, who are often from a military background and have many years of practical experience gained from exposure in multiple theatres, deliver all of the training in the theatre of operations where ongoing mentoring can be provided.

In as much as TDI are clearing hazardous regions, there is often the threat of ammunition finding their way into the hands of criminal groups and rebel forces. This is especially precarious in countries suffering from violent conflict or weak governance. TDI staff are deployed in these regions to redirect poor and ineffective stockpile security and management of such arms and ammunition.

Despite our exposure to them, civilians, unbeknown to the dangers of these weapons, may also unintentionally encounter them. With the accumulated knowledge of our personnel, TDI has developed significant experience in this area and will assist with a broad range of stockpile management activities including storage, transportation, handling processes, operational procedures and disposal.

Due to our continued presence in remote and often hostile locations, TDI recognises that an efficient and reliable logistics chain is critical to allow our clients to focus on their core business in these challenging environments. To take some of the pressure off, TDI provides a variety of tailor-made services to organisations operating in often-inaccessible areas. Whilst mine action is our core focus, we also provide camp construction and management, water procurement and fleet maintenance services.

As an organisation, we constantly strive to improve our level of performance and provide the highest quality of service in the industry. Removing the threat of unexploded devices is necessary to provide people with the opportunity to return or remain in their homes and work for a better future for themselves and their families. We believe that mine action must extend beyond

merely clearing areas and allude to the fact that communities must be given assistance to rebuild, restore and pursue sustainable peace and development.

The TDI team is incredibly diverse, with a wealth of experience collaborated from each employee's particular field of expertise. Collectively, they have worked in all corners of the world. We are proud to employ personnel from over thirty-two countries with staff coming from as far as, although not limited to; South Africa, Namibia, Zimbabwe, Kenya, Ivory Coast, the Philippines, Canada, France and the United Kingdom.

TDI aims to make the unnerving transition from military to corporate life a success for all who join us. All TDI personnel are given the trust and responsibility to contribute to making the world a safer place for

the millions of people affected daily by landmines. So, if you are having that morning cup of coffee and still contemplating what to do next, why not consider joining us at TDI? There are career options outside of military life and TDI provide the tools to branch into something new. Wherever you are in your career, we have the opportunities and you still have the skills.

To get in touch with us, we can be contacted on info@thedevelopmentinitiative.com

Or visit our website: www.thedevelopmentinitiative.com, on twitter, twitter.com/TDI18 or our LinkedIn page, **The Development Initiative Ltd.** ●



OPPORTUNITIES FOR OUTSTANDING PROFESSIONALS

www.thedevelopmentinitiative.com

Since 2005, TDI has successfully provided services to organisations both in humanitarian and commercial sectors including landmine clearance, UXO disposal, MRE, IEDD and Search Training, Fleet Maintenance and Remote Logistics Solutions.

Apply now and join TDI - we've got careers to suit you.

TDI have contract positions available for Project Managers, EOD and IEDD Trainers and Mentors, Technical Field Managers, EOD qualified staff, Mechanics, Engineers, Medics and all associated support personnel.

Visit us at [twitter/TDI18](https://twitter.com/TDI18) and www.thedevelopmentinitiative.com/job-opportunities/
Or email us on info@thedevelopmentinitiative.com



SSAFA

SSAFA are using their corporate partnerships to promote awareness and fundraise during Armed Forces Week.

With Armed Forces Week fast approaching, now is the time for society to come together and show their support for the men and women who protect our country.

Every year, SSAFA face an increasing demand for their services. Therefore, there is a real need, perhaps more than ever, to make more people aware of the vital support that they provide. Armed Forces Week is another big opportunity for SSAFA and their supporters to spread the word.

Knowing that sometimes it can be hard to know exactly

what to do to make a difference, SSAFA, the Armed Forces charity will be running the Big Brew Up 2018 for anyone wishing to make a practical difference to the military community.

The Big Brew Up is an easy and fun way to show your Armed Forces that you care. Simply head to www.ssafa.org.uk/bigbrewup to download your pack, then gather friends and families around to get the kettle on.

Every cup counts as each penny raised will allow SSAFA to provide practical, emotional and financial assistance to serving personnel, veterans and their families in need. Every year, teams of SSAFA

ssafa elusen y Lluoedd Arfog
the Armed Forces charity

SSAFA, the Armed Forces charity is delighted to be the Gala Dinner charity partner at this year's Armed Forces Day celebrations, being held in Llandudno.

employees and volunteers help more than 67,000 people, from Second World War veterans to young men and women who have served in more recent conflicts, and their dependents.



We spend 89p out of every £1 donated on supporting those in the Armed Forces community who need our help.

THANKS

How the money raised for SSAFA can make a difference to those in need



Showing support. Spreading the word. Making a difference



LAUNCHING A NEW CORPORATE PARTNERSHIP - SIDE BY SIDE

Demonstrating how the corporate world can play a massive part in the success of the Big Brew Up, Aramark Defence Services are planning their own wave of events held across the country – and that's just the beginning.

Using the Side by Side brand to represent the critical role that working in partnership plays to their organisation, Aramark Defence Services (ADS) has announced a new five-year partnership with SSAFA to demonstrate their ongoing commitment to support the Armed Forces community. They're bringing together an enthusiastic workforce of more than 4,000 employees with the oldest, tri-service UK charity to bring about positive change in the military community.

Their support is set to go far beyond Armed Forces Week. Additional Side by Side activity will include donations from the sale of carrier bags across the company's 42 Premier Stores, with an initial donation of over £4,500, the introduction of collecting tins at store tills and a planned calendar of fund raising activities. The partnership will be officially



launched with a fundraising tool kit sent to every one of ADS's 60 major Defence Establishments, full of ideas for volunteering and fundraising for SSAFA.

Neil Shroeder, ADS's Managing Director commented: "We are passionate about supporting the work that SSAFA does to improve the lives of our service personnel. Not only are they our customers but also because our workforce is strengthened through their employment with ADS."

SIDE BY SIDE



TRANSITION FROM THE FORCES INTO A CAREER AT ARAMARK DEFENCE SERVICES



Case Study: Andy Clement (Deputy Regional Director, London)

I served in the Army for 32 years and completed tours in Iraq and Afghanistan. I always knew that leaving the Forces would be a massive step change, but I gained many transferrable skills whilst I was in. There are employers out there who understand the value of a military veteran in the workplace – and I joined one of them. ADS took me on in 2015 as a Bid Manager. Having this role and purpose made the pathway back on to Civvy Street smoother – and I am happy to have a job that I enjoy that delivers back to our Armed Forces.

I use my military training every day, in one way or another. Leadership, listening and attention to detail are all engrained in me from my time serving – as well as a great pride in my work.



Case Study: Ian Pullan (Area Operations Director, Catterick Region)

Serving for 24 years all over the world meant that I was Forces through and through, but I know that when I left it was my Army training that went on to serve me in civilian life. This was helped by being able to complete work experience in a variety of companies looking to support ex-service personnel.

My Forces background and willingness to learn became assets for a new career path at ADS. I understand barracks requirements having experienced them for myself. I also find that my military-honed communication skills are vital in getting tasks done efficiently. I am proud to still be supporting the military and now giving back in a different way. ●

sign up to host your own Big Brew Up 2018, visit ssafa.org.uk/bigbrewup




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WATER**



**ON
LAND**



**AND IN
THE SKY**



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FOR SSAFA.**

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Departing the Armed Services leads to a raft of “I’ll bet you didn’t know” scenarios, of which personal transport is but one

No matter in which branch of the Armed Forces you served, civvy street can confound your expectations, with its confusing combination of choice, desire and need, states motoring journalist, Iain Robertson, but he offers both sympathy and a positive solution.

Serving the needs of your country is an admirable role but is also one that should be more deeply appreciated. When Steve Thornton, the former soldier behind the establishment of **Forces Cars Direct (FCD)**, was demobbed and sought work, he was subjected to all manner of excuses ‘not’ to be supported as a civilian, some of which related to his lack of a mortgage, much of which related to a negligible credit history.

He felt ‘ripped off’, as he was paying through the eye teeth for access to finance that even made him question his decision

to leave the services. From the outset, seventeen years ago, he determined that a fairer way ought to be formulated. Today, **Forces Cars Direct (FCD)**, is the leading provider of vehicles and support packages to both serving and former services personnel and even operates a ‘Friends & Family’ package. The business premise is surprisingly simple, although it does take an immense amount of effort to maintain it and to ensure that the best deals are possible, in order to establish the best discounts from all carmakers and pass them on to the end-users.

Despite saving ex-soldiers, ex-sailors, ex-airmen, veterans and reservists many millions of Pounds (just over £60m at last count), FCD is not a ‘charity’, even though it supports actively SSAFA, RAFA and the Forces Pension Society, among others. Instead, it works to a straightforward remit: If **You Serve, You Save**.

MAINTAINING MOBILITY

Despite an air of antipathy being shown towards certain types of transport, the fact remains that personal mobility, whether fuelled by petrol, or diesel, is essential. Not all of us live in the well-supported south-east of England (notably London), where taxis, buses, trains and waterbuses are in abundance and where ‘car-share’ programmes proliferate. Even so, with ‘Clean Air Zones’ and Congestion Charges to contend with, it is still not a bed of roses and personal transportation remains high on the list of consumer priorities.

We live in a time of tremendous change. Electric Vehicles (EVs) and Plug-in Hybrid Electric Vehicles (PHEVs) are in great demand, mostly arising from consumer taxation issues but also from genuine environmental concerns. Yet, the SUV and Crossover sectors are also vibrantly competitive. To be expected to know about every single vehicle

that meets both local and broader demands, also means possessing encyclopaedic knowledge about the motor industry. Even so-called ‘expert commentators’ can be bamboozled, when presented with the choices available. It is little wonder that marching fatigue sets in and an ‘it’ll do’ attitude prevails for many car buyers.

FCD works closely with its customers to ensure that they obtain precisely the vehicles that they need and hopefully that they desire most. More importantly, the company has no solitary brand preference, because FCD works closely with ALL carmakers. Therefore, instead of receiving a brand-biased focus, which

THE BENEFITS OF WORKING WITH FCD...

Acquiring your next vehicle from FCD removes:

- Risk
- Depreciation worries
- Sales pressure
- Couldn’t care less attitude
- Timing issues
- Delivery problems
- Finance concerns
- Product non-availability
- Restrictive viewpoint.

Yet, acquiring your next vehicle from FCD provides:

- Widest personal choice
- Cost-effectiveness
- Service with a smile
- Total manufacturer support
- Total support from FCD
- Finance options that meet personal needs
- Zero pressure
- Total satisfaction.



every single carmaker's dealership will provide understandably, FCD removes it and emphasises more succinctly the qualities and benefits relevant to the individual customer, mainly because the list price is no longer the precursor.

Through being 'brand neutral', personal needs and desires can be managed more judiciously and the inevitable forcefulness and salesmanship that can be applied at dealer level is eradicated, thus making ownership of the final decision that of the customer and not the retailer. Every element of FCD's business remit is geared towards satisfying a personal choice of personal transport.

DEALING WITH 'SALESMANSHIP'

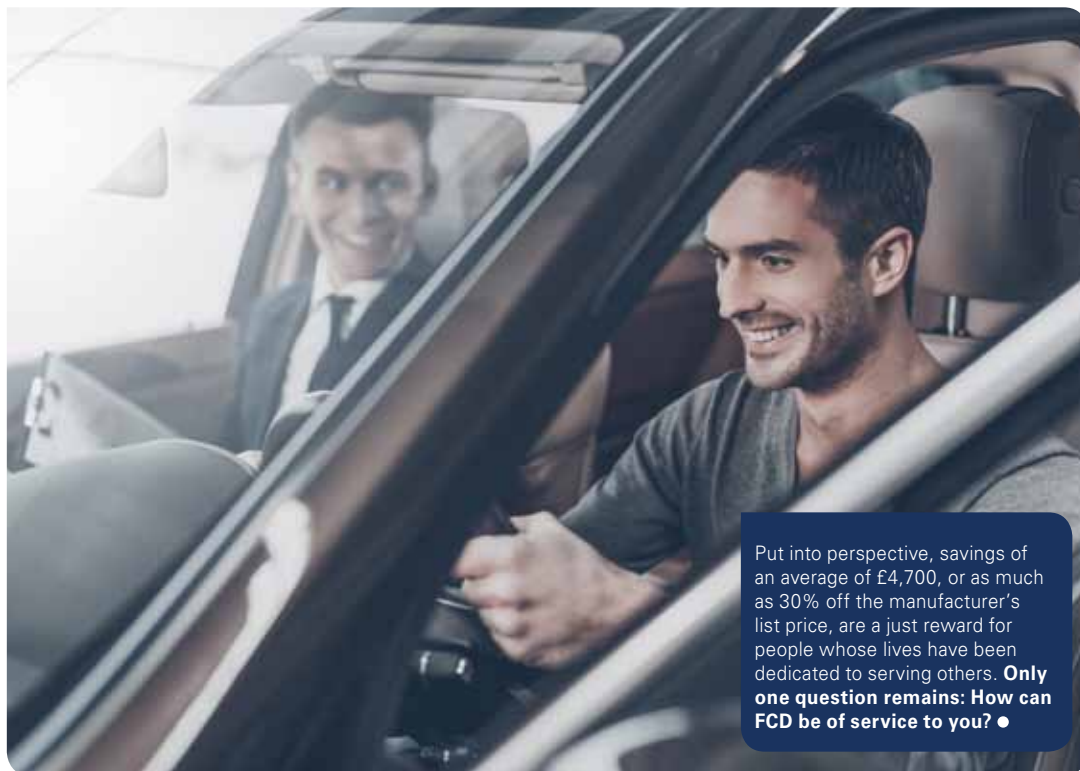
If FCD is all about serving consumer choice, it is vital to note that it is not about criticising the various dealer networks that exist. Without the support of the dealers, FCD's business would not be as vibrant as it is. After all, you need a place to have your new vehicle serviced. However, with various bonuses, discount programmes, allowances and post-sales support exercises, the emphasis on obtaining the best deal for the dealership is always going to be pursued at dealer level. Dealing with FCD removes those complications from the exercise.

FCD is an online supplier. The process is intentionally upfront and occupies THREE EASY STEPS. Firstly, **browse the FCD website** (forcescarsdirect.com). You will find a comprehensive range of makes and models, with relevant savings. If you do not locate the car you want, then call us and a member of our team will provide practical help. Secondly, **place your order**. Working with your Sales Advisor, tailor your requirements, including any extra-cost items, paint choices and specific needs for your vehicle of choice.

Finally, **receive your car**. We shall notify you of a delivery date and time to suit you, either direct to your door, or at the premises of the local participating dealer.

We know that it is a system that works.

TrustPilot, the review site, gives us a top FIVE-STAR rating and the amount of repeat business we obtain, three, four, or more years down the line, highlights that our customers love dealing with us. It is also worth noting that we can work with you to obtain not only the best outright purchase price but also whichever lease, rental, or finance arrangement meets both your budgetary and personal requirements. Acquiring personal transport is not about FCD but it is about you.



Put into perspective, savings of an average of £4,700, or as much as 30% off the manufacturer's list price, are a just reward for people whose lives have been dedicated to serving others. **Only one question remains: How can FCD be of service to you? •**

KEEPING IT SIMPLE

To many car buyers, entering the manufacturer's dealer showroom can present an immense challenge. Dealing with FCD removes the barriers, yet encourages freedom of choice and ease of communication. FCD employs real people, who understand the demands of Armed Forces personnel...it employs them because of their innate skills.

In many ways, FCD has presaged the future shape of the vehicle acquisition scene, a factor that can be noticed by the number of car manufacturers now opening shop fronts in shopping malls. Yet, by representing ALL brands, FCD provides the consumer with the essential aspect of total freedom.

Websites are websites... under normal circumstances. Yet, thanks to an attractive and readily accessible layout, the clicking and locating process is not just fun but is very engaging too. While some vital tabulations are present, the site also provides a magazine-format that is entertainingly readable and highly informative. FCD is not afraid of courting opinion, while also encouraging the maximum choice.

Carry out the non-committal exercise yourself and you will soon understand why FCD's customers describe its service as 'easy' and 'confidence-inspiring'. From Abarth to Volvo, the range of available makes and models is extensive and may even encourage choice away from the conventions of mainstream anonymity. Just remember that FCD is there to help...the rest of the process is yours to direct.



LOOKING AT THE LEASE OPTION

With personal finances being placed under daily strains, spreading the load, by using another organisation's money, not only makes economic sense but also reduces the risks inherent to conventional vehicle acquisition. As FCD applies its know-how to generate the up-front savings, one of the great killers of buying outright, depreciation, can be removed effectively from the equation, while also enhancing financial flexibility.

However, an added bonus arises in the form of 'Friends and Family' support. The FCD Leasing range of services can be extended to any UK-based motorist, whom is referred to the company by a current, or former, member of the armed services. The beauty of fixed payments is that they allow even greater financial freedom to the individual, allowing them to budget more transparently, full in the knowledge of their monthly outgoings.

FCD can even offer a 'Drive Now, Pay Later' programme, in partnership with Hitachi Finance (on an HP agreement), which means that you can acquire a new car today but defer the first monthly payment for up to six months after collection. However, Hire Purchase (HP), Personal Contract Purchase (PCP) and Personal Contract Hire (PCH) and Leasing are all available choices that your Sales Advisor at FCD will be happy to discuss with you, when you make direct contact. Helping you to take the maximum advantage from your motor vehicle is intrinsic to the FCD remit.



Could building your own home be your next mission?

So, what's next?...

You're leaving the Armed Forces behind and beginning the next chapter of your life. You'll need a new career, a new focus, and a new home... a lot to think about! Self-building your own home could be the answer to all of the above and is more achievable than you might think. By utilising the technical and project management skills you've gained over your years of service and also making the most of your service gratuities and pension lump sums, if you have one, you can provide a new home for you and your family that is cost effective, tailored to your lifestyle and is a sound financial investment to boot.

Potton, one of the original pioneers of self-building in the UK and the leading name in the industry for over fifty years, is rolling out a new campaign to introduce self-building to service leavers and service personnel. In conjunction with Easy Resettlement Magazine, Potton is hosting a dedicated 'Armed Forces Insight Day' through its Self Build Academy in St Neots, Cambridgeshire, later this year or early in 2019.

The free of charge, one-off workshop will help you to explore the proposition of self-building, guiding you through the various aspects of building your own home. The workshop will include an overview on how to find land; options to finance your build; design; planning and project management.

The event aims to demystify the concept of self-build and is already proving an exciting prospect both at Potton HQ and ER magazine. As such, expressions of interest are currently being sought for the event with the date and further details to follow. As a first within the self-build sector, it could well ignite the beginnings of a new focus for you and your family and building your own home could well become your next challenge.

With your hard earned skill set, accurate execution of process and resolute discipline, you'll have the perfect grounding to manage a self-build project - no matter the scale. Plus, if you feel the invigoration and fulfilment many enjoy when building their own home, a new job as project manager, helping others to do the same, could be the

perfect new career path for you - a little food for thought maybe?

Prior to Potton's event and to whet the appetite of Service Leavers and Personnel, our brief introduction to self-building might sow some self-building seeds and help you to decide whether it's for you, or not.

SELF-BUILD EXPLAINED

With more than 12,000 people self-building per year, it's a route to owning your own home that's becoming ever more popular.

However, the term self-building doesn't necessarily define the process accurately, as most 'self-builders' don't actually get their hands dirty - they commission a specialist organisation, like Potton, to help.

Figures show that only 40% manage the build themselves, tendering and employing the various sub contract trades, 40% employ a professional project manager and the balance contract with a builder to deliver a turnkey service.

Whilst it's really hard to capture the reasons that motivate people to self-build, for most, the driving factor is to be involved in design and constructing a home that will meet the needs of their family, is of a significantly

higher specification and performance than the mainstream market offers and is on a specifically chosen plot of land. The benefits of building your own home are many, including:

- Self-building is the opportunity to create a home that perfectly suits your lifestyle
- It's the ideal way to create a good quality home on a smaller budget (compared to buying a home of equal finish)
- Most self-builders can make a healthy profit if and when they decided to sell their home
- Building a new home from scratch will net you savings on VAT
- You are your own boss! You can make key decisions on where to spend and where to save.

COMMON SELF-BUILD MYTHS

If you want a home that meets your needs rather than those of a developer, a home that's energy-efficient, will generate a profit and become your next challenge, then self-building is probably for you.

However, with so many myths surrounding self-building, mostly peddled by TV programmes that



1.5 storey Caxton show home at Potton's Self Build Show Centre in St Neots



A stone-clad country cottage in Wiltshire built for £316,000



A beautiful Potton barn in Northamptonshire built for £415,000

focus on never ending jeopardy, it's hard to understand the realities of self-building. So, let's tease the facts from some of the fiction:

'It's only for the rich!' Whilst a bit of spare cash does help, it isn't essential. The misconception that self-building is only for the wealthy few has been the most common and infinitely most stubborn misconceptions over the years. Well, it simply isn't the case.

Whilst it's true, some self-builders do have eye-watering budgets, the average self-builder spends a little over £1,300 /m² on their new home. So, if you're building an average four-bedroomed home of, say, 160m² - that equates to a build spend of £208,000. Add that to the price of your plot of land, which generally runs between £80,000 and £200,000+ depending where in the UK you're buying, then the figures really do stack up. Building your own, bespoke home is in fact

more cost effective than buying a new home from a developer, and, you'll be keeping the profit (usually between 10-30%). In fact, a recent Homebuilding and Renovating report¹, stated that the average self-build project enjoyed a 29% uplift on end value of their property - not bad!

'You're bound to go over budget'... Sensationalised by the plethora of TV shows, regularly portraying self-builders going hundreds of thousands of pounds over budget, overspend isn't always a bad thing. In a self-build project it's usually down to 'elective' extras, which means a change to the original design, choice of materials or added work here or there. Whilst it is an overrun, it's all agreed and transparent and has happened for positive reasons. To avoid any other type of overspend (the unnecessary nasty bits that can give you sleepless nights) meticulous planning is the key. Your project should have a

detailed specification right from the outset and contractors should have a clear understanding of the work expected of them, with decision made upfront and kept to - going over budget is far from inevitable.

'You'll never get planning permission' - Gaining planning permission can be very straightforward as long as you do your homework. It all depends on the individual plot of land and its location. If you're considering buying a plot of land in the middle of open countryside then you probably won't gain planning permission for a new house. Whereas if you bought a building plot, then it should already have planning consent for a home or a very good chance of getting it, as it will already be within what's called the 'settlement development boundary' (if it's in a garden, for example).

Local authorities are more inclined to grant approval for individual homes than they have been in decades and the attitudes to styles have changed too. Making a coherent, logical argument for your new home will help, plus employ the help of an experienced planning team to guide you through the process.

'Timber frame homes won't last' - In fact, timber frame homes are the most heavily engineered buildings of all and as with all forms of construction, including brick and blockwork, there are good and bad examples. It's important to bear in mind though that some of the oldest buildings still standing in the UK are timber framed.

There are many more misconceptions out there, lurking to form 'wannabe self-builders' opinion but Potton is determined to put the record straight.

Whilst Potton specialises in designing beautifully tailored timber framed homes for self-builders, it is so much more than a kit home or flat pack provider. Potton offers a bespoke design, planning and build service with a team of Self-Build Consultants, Architects, Designers and Planning Specialists always on hand. However, Potton also provides a host of free of charge masterclasses and workshops at its Self Build Academy that get

right down to the nitty gritty of self-building. They are so passionate about educating self-builders - whether they're building with Potton or not - their courses have become acclaimed throughout the industry. Potton prides itself on giving you fact - the hard and fast truth about self-building.

The Self Build Academy is located at Potton's Self Build Show Centre in St Neots, Cambridgeshire. The Self Build Centre is the only one of its kind in the UK and has five stunning show homes on the site to explore and get your self-build juices flowing - definitely worth a visit if nothing else.

So, if you're at the stage where you're thinking about life outside the Armed Forces, whether you're facing the next stage of your life with elation or trepidation, it might be worth registering your interest to be part of Potton's dedicated 'Armed Forces Insight Day'. The day will be pretty informal, with Potton's trademark 'relaxed yet impactful' style putting everyone at their ease. Plus there'll be coffee and cakes aplenty! What's to lose?



FREE UPCOMING EVENT- REGISTER YOUR INTEREST

Potton is working closely with ER Magazine to ensure the event is just right for Services Leavers and Service Personnel and whilst the date is yet to be set, you can visit the Potton website at www.potton.co.uk/events/ER to register your details. Potton will let you know as soon as the date and final details have been set.

However if you do have any questions or queries about self-building prior to the Armed Forces Insight Day, then please email sales@potton.co.uk, call on 01767 676400 or, of course, visit the Self Build Show Centre in advance where a Self Build Consultant will be on hand to help. ●

SELF-BUILD IN NUMBERS



The average of age of a self-builder

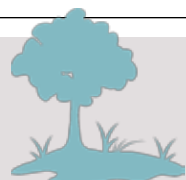
247

average floor size of a self-build home



12,800

UK self-builds in 2016



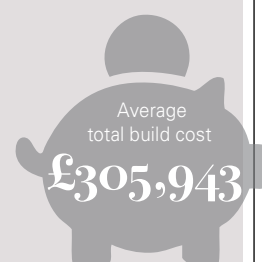
£220,573

average plot spend

£50,000 -59,000



is the average annual household income of a UK self-builder



Average total build cost

£305,943

Could Your Next Home be a Self-Build?



FREE
*open day
event*



Mission: Self Build Insight Day
When: Late 2018/Early 2019
- date TBC
Where: Potton Self Build
Show Centre, St Neots,
Cambridgeshire

Potton, the UK's leading self-build homes company is holding an event aimed to introduce self-building to service leavers and service personnel.

In conjunction with Easy Resettlement Magazine, Potton invites you to a unique 'Armed Forces Insight Day' through its Self Build Academy in St Neots, Cambridgeshire.

The event is free of charge and offers an informal atmosphere to find out more about self-building covering topics including; How to find a plot, designing your dream home, how to obtain planning permission, self-build finance and project management.

Register your interest in the upcoming event

Please register your interest at www.Potton.co.uk/events/ER
and you will receive an e-mail confirming the event date and further details.

www.potton.co.uk | 01767 676400 | sales@potton.co.uk





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To find out more and apply, visit openreach.co.uk/trainee

BuildForce

connecting Service Leavers and Veterans to construction careers



BuildForce, a UK-wide initiative to encourage military Service Leavers and Veterans into careers in the UK construction sector; has found a strong footing and clear demand in both the construction sector and Military community.

ABOUT BUILDFORCE

The construction industry has a huge shortage of skilled workers and many of the 14,000 personnel who leave the Armed Forces each year have the kind of skills that are directly transferable to the construction industry.

BuildForce is an alliance of construction employers, industry bodies and military charities, supported by the Government, which connects service leavers and veterans with job opportunities in construction, while giving employers access to a unique pool of Armed Forces talent.

BuildForce provides service leavers with mentors who help with CV advice, work experience and job opportunities. Since our launch at the Tower of London late January 2017, BuildForce has:

- Engaged over 700 Service Leavers and Veterans
- Paired 290 service leavers with industry mentors
- Set up 490 interviews
- Resulted in 93 job starts, with a further 7 planned by May 2018
- Placed 75 in work placements
- 77 construction companies signed the BuildForce charter
- Held regional Armed Forces Insight days supported and sponsored by the BuildForce Alliance.

BuildForce's new Chair and Commercial Director at Lendlease, Angela Forbes, said:

"BuildForce has grown into something quite remarkable. The success in placing service leavers into the construction industry shows the parallels between the two"

BuildForce is funded by the Construction Industry Training Board (CITB) and aims to help reduce construction skills gaps by helping ex-military personnel – through mentoring, work placements and training – into worthwhile careers. The initiative is sponsored by its founding partners: EY, Lendlease, Morgan Sindall and Wilson James, with support from delivery partner Ethos and its 77 Alliance Partners, made up of industry institutions and organisations.





FROM ROYAL ENGINEER TEAM LEAD TO CIVIL ENGINEERING SITE AGENT

Tom Baron left the Army in 2017 after 11 years serving with the Royal Engineers. During this time, he supervised and led a number of large teams in a range of highly challenging environments across the globe, including three operational tours, and more recently he was in charge of delivering courses training to recruits, junior commanders and instructors. This included section level infantry skills, combat engineering, defence instructional techniques (DIT) and command-leadership-management (CLM) courses.

Tom attended an ex-forces networking event organised by BuildForce, who were then able to organise a work placement for him with Doncaster-based house building company KeepMoat, alongside a Site Manager with 15 years experience. This role, along with the broad range of communication, management and problem solving skills gained in the Army, provided him with the stepping stone to his current role as Site Agent for the major infrastructure group and BuildForce alliance partner Balfour Beatty.

In practice this means managing a civil engineering site and holding overall responsibility for Health & Safety, ensuring all contracts are delivered by Balfour Beatty, subcontractors and suppliers, managing issues and risk and escalating them where necessary.

And what advice does Tom have for other service leavers?

"Spend some time researching which area of the industry fits your skill set and interests you. Then go out and get some quality work experience, as much as possible. Lots of service leavers, myself included, become fixated on qualifications, but most large organisations will provide free training when you're employed. It's about demonstrating how what you've done in the military can work in their environment. Having lots of work experience proves that."



FROM ELECTRONICS TECHNICIAN TO SITE ENGINEER

Abel Makore spent six years serving in the Army in Germany, Northern Ireland and Iraq, before leaving service in 2008. After a year of doing casual jobs, he accepted a place to study Civil Engineering at Stafford University, and spent 4 years studying. However, after graduating, he was disappointed to find a lack of work opportunities, and had almost given up hope of finding a new career when, early in 2017, he saw information about the BuildForce project on the CTP Right Job website.

After registering, he was invited to attend a BuildForce **NW Alliance Armed Forces Insight Day** in Chester, where he got to meet a range of major employees, and out about opportunities in the construction industry and get feedback on how to present himself in his CV.

Following the event, Abel was offered several work placements, but did not need to take them up because soon after he was offered a permanent role as Site Engineer at EDF Energy's **Hinkley Point C** nuclear power station in Somerset, the first of our registrants to be placed there. He started his job in January 2018 and will be relocating.

"I wish BuildForce had been there when I first left the Army", he says of his difficult transition to a new career. "My new boss said I got the job mainly because of my experience in the forces – being part of a team and having a good work ethic – the engineering experience will come with time".



SPREADING THE BUILDFORCE WORD

The BuildForce project has been receiving a steady stream of enquiries from potential beneficiaries and from industry employers looking to tap into its resources. BuildForce personnel have also been to several services employment fairs run by the MOD's Career Transition Partnership, and also hosted Armed Forces Insight days sponsored by the BuildForce Alliance. Recently, we have also

found 'word of mouth' is a very powerful source of comms.

The examples of Abel Makore and Tom Barons are proof that there is a place for the military personnel in the construction sector and BuildForce is the programme to support this journey.

For more information about the BuildForce programme and to sign up, please visit www.buildforce.org.uk, or email info@buildforce.org.uk



TESTIMONIALS

"Just wanted to drop you a note to say thanks for taking the time to organise today's event in Chester. As a soon to be Service Leaver, the event was extremely useful and valuable to me, it was small enough to be personal and get a real insight for the companies represented. It was also big enough for me to get access to a broad range of employers/recruiters in a '1 stop shop' setting. I have taken some valuable contact details and whether or not anything comes of it, what I have gained is some excellent information and a broader knowledge base for me to make any further decisions." BuildForce Service Leaver after attending our Northern Armed Forces Insight day

"In my experience, BuildForce has consistently demonstrated an honest desire to assist both Service Leavers and Veterans in finding a meaningful career in construction. Their support at this early stage has so far improved my CV, grown my professional network and opened dialogue with potential employers."

I look forward to one day returning the favour as part of their Mentor programme" BuildForce Service Leaver (secured Change Management role, Southwestern Railway)

"I really appreciate the help that BuildForce has given me. The hardest part in finding a good role in the construction industry is getting in front of the right people that matter and make the decisions and you've helped me massively with that."

If there is anything else I can do to help get the BuildForce brand out there or if you need Ambassadors, etc. in the future I'd love to do it. They don't get much bigger than Vinci and thanks to you guys I've got a foot in the door there." BuildForce Service Leaver (secured Logistics Manager at Vinci)





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.

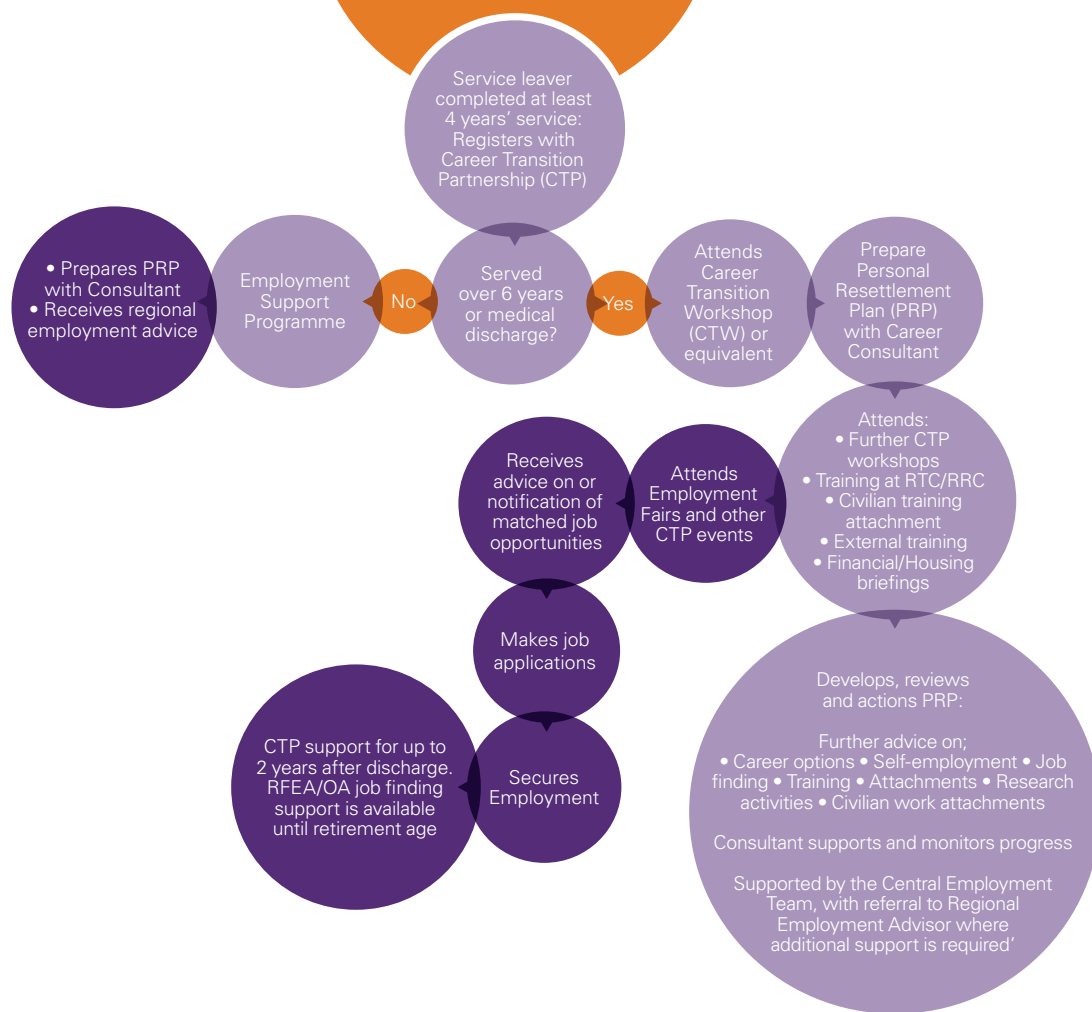
Online Support - myPlan, the personalised area of the CTP website, enables Service leavers to manage their own resettlement and offers career assessment activities, video library, Interview Simulator, Plotr career matching game, Personal Resettlement Plan, resettlement tracker and checklists.

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

CV Tips

6 Steps to Translate your Military Skills for a Civilian Employer

Armed Forces professionals are known for their strong work ethic, commitment to excellence, attention to detail, and ability to succeed in a challenging environment, as well as a vast range of transferable skills and valuable experience. But what do employers really want to hear? How can you structure your CV to show just how amazingly employable you are?

Preparing your CV is a task you should take as seriously as looking for vacancies. Whilst your CV will not get you a job it can open the door to an interview.

So, what makes a good CV? Is there anything you should pay particular attention to as an ex-military job seeker?

1. LINK YOUR MILITARY EXPERIENCE TO THE JOB DESCRIPTION

Your CV should be targeted to the position you are applying for, and should only include information relevant to that role. For example, there is no value in telling the employer that you can 'field strip' a gun unless you can also state what skills you have demonstrated in doing so that apply directly to the job description.

"Military words (fitter section, Capt, ES, operational tour etc.) will cloud the reader's view of the strong points your CV should be emphasising. The expression 'They should know what that means' will do you no favours."
Jaguar Land Rover

2. IDENTIFY YOUR TRANSFERABLE SKILLS

'Transferable skills' are often talked about and no doubt you have lots to offer. You want your CV to demonstrate that the skills picked up during your military career can help you make a smooth transition into civilian life. Some useful soft skills to include in your CV are:

- Strong managerial skills and ability
- Proven team leader

- Exceptional ability to delegate, motivate and communicate
- Great organisational skills
- Attention to detail
- Work well under pressure

3. TRANSLATE YOUR JOB TITLE AND OTHER JARGON

Many civilian employers are not familiar with military terms or with what your military job title means. Avoid military jargon and language and show how the training and experience you gained in the military is relevant to the vacancy you are applying for.

Unless you are targeting positions with the government, if you work in administration, administrative titles will be appropriate. If your position has a military focus (e.g. Logistics Specialist), you want to concentrate on the functional aspects of the title — specialist, manager, coordinator, etc. Consider the following examples:

- Field Artillery Battalion Operations Officer can be Operations Manager or Operations Supervisor
- Accounting Officer can be Financial Manager or Financial Supervisor
- Sergeant can be Team Leader

As well as your job title, you should also look at how you could translate other military terms. For example:

- Soldiers and sailors become "staff" or "employees"
- Weapons become "mechanical (or electronic) equipment"
- Radar and sonar become "sophisticated electronic communications systems"
- Uniforms, weapons, ammunition become "supplies"

"Why is abbreviation such a long word? Please consider that most civilian recruiters probably won't have a military background and as such the use of military specific acronyms within your CV may not make much sense. For example, if you were 'Commander AFV MBT' it may be worth explaining what that actually means". AA

4. THINK ABOUT ACHIEVEMENTS AND TRAINING

If you have a medal or commendation, you need to communicate what that was for — exemplary performance, leadership, initiative, good judgment, for example — and focus on that rather than the medal or ribbon itself. Often, developing accomplishments that do not specifically name the ribbon or award can be a great strategy.

Of course, the training you've received is also vital to job hunting in the civilian world. Military schools and training courses tend to have complicated names. Use functional equivalents for the courses and training. This will emphasise what you have learned rather than the school name or place.

5. REMOVE IRRELEVANT INFORMATION

Any information that does not relate to your goal should be eliminated or de-emphasised, and this includes any unrelated military awards, training and distinctions. For example, that medal you won for rifle marksmanship doesn't belong on a civilian CV. This is often the hardest step for ex-military personnel, which is why it is so common to see military CVs spanning five pages or more. As you decide which information to include, ask



yourself, "Will a potential employer care about this experience?" Only include information that will help you land an interview.

6. QUANTIFY YOUR ACCOMPLISHMENTS

Describe what you accomplished with numbers and percentages. Explain how many times annually, what percentage of increase or decrease you produced, how large a group you supervised or trained or the actual value of equipment under your guidance. Here are some examples:

- Supervised 14 member staff
- Produced 150% over quota for eight consecutive months
- Resulted in £250,000 savings
- Administered travel budget of £15 million
- Reduced inventory loss by 20%
- Developed training program for a 600 person organisation

"It's tempting to write down what you have been 'responsible' for during your service life, whereas in reality people are more interested in tangible results. This is particularly important when you're about to leave the military, because civvies will sometimes not understand the magnitude of your fantastic achievements unless you spell them out clearly".
BAE Systems

CV CHECK LIST

- Avoid this being simply a summary of your career in the forces.
- Create a CV that speaks to the employer's needs and matches the job requirements.
- Remember to emphasise the facts relevant to the position for which you are applying.
- Describe what you accomplished with numbers and percentages.
- Translate military terminology into civilian terms and equivalents.
- Avoid references to weapons, combat, and other military-related content that will distract from your job target.
- Avoid acronyms and abbreviations. Write out the terms and, when necessary, explain them.
- If you have a medal or commendation, you need to communicate what that was for.
- Show your CV to a friend who has no military background and test drive it on them.



Resettlement Success My Transition to Civvy Street

Jonathan Stuart left the RAF in March 2017, having served for 13 years as a Trainer in the Logistics (Supply) trade.

Jonathan left in the rank of Corporal and during his time in the service, gained a degree in Leadership and Management, and qualifications in Health and Safety. His various roles during his military career were always centred on quality assurance and attention to detail for air safety purposes. Regarding his reason for leaving the forces, Jonathan said, "I had a very enjoyable career in the RAF but I felt there was not anything more I could achieve and it was the right time to pursue new challenges. I wanted to settle in my own house with my family and not have to move around anymore or go away on deployments."

JONATHAN'S RESETTLEMENT JOURNEY

Prior to leaving the RAF, Jonathan attended a Career Transition Workshop (CTW) at RC Northolt. He found the opportunity to share, dissect and rework his CV, and learn the importance of building an effective network the most valuable aspects of the workshop.

"I met some really motivated and encouraging Service leavers at my CTW and it was great to listen to their plans. I am still in contact with some of them and they are doing very well in their new careers, which certainly gave me a driving force to ensure I worked hard to create my own opportunities."

To add to his portfolio of Health and Safety qualifications, Jonathan undertook the NEBOSH General Health & Safety, Construction and

Fire Risk Management courses at Aldershot, using his IRTC grant. One of Jonathan's priorities was to keep his qualifications as up-to-date as possible, as they are 'seen as the absolute minimum to work in the Health & Safety industry'.

During his resettlement, Jonathan received support from his Career Consultant, who regularly reviewed his CV and provided him with advice and guidance whenever he had an interview. Jonathan also took advantage of the CTP's job-finding site, RightJob, which he found to be an incredibly useful tool that showcased the extensive career opportunities and available employers for Service leavers.

Finally, Jonathan used his personal area of the CTP website, myPlan, to help him stay organised and in control throughout his resettlement journey. "MyPlan was an extremely useful outlet for me; it ensured I was preparing myself in the best possible way to enable me to seize opportunities that presented themselves".

MOVING ON FROM THE MILITARY

Jonathan now works as an Assurance Support Manager for King's College London, and has been in the role since March 2017. He applied directly for the role through their website and, using the tools developed during the CTW, he was able to translate his military skills and qualifications into language relevant for a civilian employer. At his interview, he had to give a 10 minute presentation to a panel and answer competency-based questions.

As an Assurance Support Manager, Jonathan is part of the Fire Assurance team within the Operational Assurance Services department. He provides a competent service to the Directorate of Estates and Facilities in Fire Risk Management, and his role involves developing and implementing Building Fire Strategies, conducting Fire Risk Assessments, and conducting audits to ensure compliance to legislation. Additionally, he provides technical guidance to Project Managers and other stakeholders, conducts tool box talks and monitors commissioning and handover documents in relation to life safety systems across the University.

On the aspects of military life most useful in his new career, Jonathan said: "The core values of Respect, Integrity, Service and Excellence (RISE) of the RAF that was a part of my service career transfer to my job now completely. My role involves meeting a lot of people every day (spread over a multi-site organisation in London) and providing advice to complex queries and delivering on our objectives. To maintain those relationships and objectives is a difficult task, but as the core values are a part of everything I do, it ensures I'm respectful to both others and myself, honest and open; I always put in maximum effort to deliver and ensure my work is of the best of my ability."

ADVICE TO OTHERS

Jonathan's advice to other Service leavers is to "use every opportunity the CTP and your Line Manager give you to ensure you are fully prepared in achieving the career path you want, and to not expect everything to be handed on a plate. Use your resettlement time wisely as it will soon disappear, research the industry and role you want to do, understand the qualifications and experiences needed and reach out to individuals in that industry to see if they can provide help and assistance for you to achieve your goal.

"It is easy to get a job; it is however hard work to get the new career you really want. If you put the hard work in, you will be rewarded."

Fly the flag in this patriotic vehicle

Green's Carriage Masters is an independent family-run business that has been operating for over 50 years, spanning 3 generations with a fleet of over 65 vehicles.

Simply put, we are the only carriage master fully supporting the trade with current fleets and professional staff. Green's always operate with family at heart and pride ourselves on impeccable service.

Based in South East London and with a satellite hub in Ashford

(Kent) we provide a diverse range of services to the funeral and wedding trade nationwide.

Our Union Jack hearse, lovingly known as Wavy Jack, is a vintage Daimler DS420 hearse strikingly wrapped in our national flag. This vehicle is just one fifth of our alternative fleet, which is also made up of white, silver, pink and leopard print vehicles- alongside all our other more traditional cars.

Our dutiful Jack provides an alternative ending for a patriotic final journey, particularly for loyal service men and women who have served queen and country.

Available for a personalised funeral, remembrance ceremonies, memorial services and other UK marketing events the Wavy Jack is sincerely a firm favourite. If you are interested in further details with regards to events or remembrance services please do not hesitate to contact us, and if you are arranging a funeral please ask your funeral director to speak with us on your behalf.

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2. UPLOAD

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

3. RELAX

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

SecurityClearedJobs.com

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Biometrics
Communications

SC

Cyber Security
Defence
Engineering

CTC

Forensic
Government
Information Technology

NATO

Intelligence
Nuclear
Telecoms

FDM

FDM Group provides specialist training and support for ex-services personnel who are looking for exciting new career opportunities.

As well as offering technical training and mentoring, the company provides work placements in major organisations so that candidates can develop skills and benefit from exiting new working environments.

It is widely recognised that the military trains all its people to a very high standard. From teambuilding, analytical thinking to a willingness to succeed, ex-services candidates are very much in demand and can bring significant benefits to the commercial sector.

The transition processes can be seamless, with 200 candidates entering the programme in the last three years. FDM also provides support tailored to the strengths of the individual, with specialist IT and project management training meaning that every candidate has the chance to thrive in their new career.



**MICHAEL WILLIAMS,
EX-FORCES RECRUITER,
FDM SCOTLAND**

Mike is a great example of an FDM ex-services candidate who has thrived in the programme and achieved significant career success. His experience includes client placement, training and driving the recruitment programme for the Scotland brand of FDM.

Mike says, "I served as a Tank Commander for 14 years with the Royal Tank Regiment and have been

involved in operations in Europe, North America and the Middle East, including two tours in Afghanistan. This was a massive part of my life and so it took a lot of careful consideration when I was thinking about leaving the Army, in December 2014 I decided it was time to leave and pursue a second career.

"There is not a huge demand for Tank Commanders outside the military so to identify where I would fit in in "civvy street" and what transferrable skills I had was definitely a challenge. I began by considering security, thankfully I never went through with this and decided to start working as a labourer for a mobile hotel company (the worst job I have ever had!). I then saw a job advert about FDM's Ex-Forces Programme and thought this definitely looks more exciting than what I am currently doing.

"I enquired about this position and was invited for an insight event, where they explained everything about the programme. A couple of weeks later I attended an Assessment Day – I knew right away that I wanted to be part of FDM. After passing the Assessment Day, I started training as a Software Test Analyst on the Technical stream. I learnt everything from, commercial awareness to basic programming and IT service management. After two weeks of training I was put forward for an interview with RBS and was placed there in June 2015 as a Major incident and Recovery Manager. After about a year dealing with any issues from mobile banking to mortgage applications and managing high priority technology incidents, in March 2016 I was fortunate enough to land the role of Ex-Forces Recruiter for FDM Scotland."

Mike recognises the impact the programme can have on the careers of military veterans and is proud of his record as a recruiter for the company. "In my time in house I helped recruit and support the placement of over 50 Veterans in the UK and Europe. This was one of my favourite parts about being part of the ex-forces recruitment team; we helped kick start so many new careers for other Ex-Forces and this is something I am very proud of!

I joined FDM at an entry level as I knew I needed to build more experience. This allowed me to create a good base on which I have been able to develop and get where I want to be. Whilst working with FDM I have always looked to further my training and knowledge, after almost three years working in the commercial world I felt that the time was right to progress to the next level. For me it was IT Project Management I knew I wanted to do and so with the support of Norman, Billy and the rest of the Glasgow team, I was recently placed back at RBS as an Agile Project Manager working within Technology implementations.

Mike also holds the FDM forces programme with high regard, seeing it as the next step in his career, and an exciting opportunity which he has embraced.

"The Ex-Forces programme is exceptional. I would not have landed either of the roles I've had at RBS Technology without FDM's training and support. Whether onsite as an FDM consultant or working in-house as Ex-Forces Recruiter, the key skills I have found that have been vital throughout are collaboration, communication and professionalism.



As Veterans' we bring a unique set of skills to the industry and back that up with real life experience of problem-solving and getting the job done. We are naturals when it comes to working as a team. If you are willing to put in the hard-work and are determined to succeed then this is the perfect place to launch an exciting new career in technology."



CHRIS CORBY, TRAINEE PROJECT MANAGER

Like a lot of ambitious ex-forces candidates, Chris was looking for new opportunities and signed up to FDM after attending one of the company's highly regarded insight days.

Chris says: "I left full-time service with the British Army in 2012 and started working in various roles but I found myself wanting a more challenging, professional career. I decided to follow in the footsteps of a couple of my friends who I had served with during my Military career and attended one of FDM Group's Ex-Forces Programme Insight Days at their head office in London.

The insight day was led by the FDM Ex-Forces Programme team, who each have experience in leaving the military and trying to find their way in the civilian world. There was a comforting sense of camaraderie to the day, which would be familiar to anyone who has spent time in the forces. We heard from consultants who had been through the Ex-Forces Programme on how the scheme had helped them to get jobs they may not have had the chance to pursue otherwise. The day ended with some

informal drinks and an opportunity to speak to other people in my situation, as well as those who were considering what to do when their time in the forces comes to an end."

One of the main things Chris discovered was that FDM went the extra mile to support him. "I came away understanding that the FDM programme was a fair arrangement. FDM would invest time and money giving me the skills and knowledge to become a Project Management Consultant and the opportunity to be placed within one of their prestigious, high-profile clients across a range of industries such as banking, IT, media, retail or the public sector. In return I would undertake a six-week training programme and then complete two years as a consultant working for FDM at one of their client's sites.

"I applied and went to an assessment day a few weeks later. This was a chance to demonstrate my experience and skills and to show FDM how I approach certain tasks. I was given a project management case study and tasked with presenting my understandings and answering questions from an FDM representative. This was followed by a one-to-one interview with a mixture of behavioural and competency-based questions. I was extremely happy to find out I had been successful and would be joining FDM on their January intake.

"My experience with FDM so far has been seamless; from the outset, I was assigned a recruiter who processed my application and was my single point of contact for any questions. The whole application and assessment process ran smoothly and gave me all the information I needed to make the right decision. I am really pleased that I decided to take that first step of attending an Insight Day with FDM Group."



JOSEPHINE TOOZE, FDM SCRUM MASTER

After 9 years' service in the Royal Air Force as a Logistician, Josephine was studying a degree in Natural Sciences with the Open University and then enrolled at the University of Bristol to undertake a BSc in Geology.

She was also looking for an exciting new career, "I applied to several companies both directly and via agencies however I did not get much further than the first filter. Upon requesting feedback, I was constantly told that I did not have the relevant business experience within the various industries applied to. I also attended networking events and met with people working in the Project Management environment however this eventually led to more dead ends for the same reasons. Then I was contacted on LinkedIn by one of the FDM team, investigated the company and was excited by what I saw."

"I attended an Insight Day in December 2017, sat the assessment day two weeks later and started at the academy on the Ex Forces Advanced Course in Jan 2018. On the course itself I furthered my official Project Management qualifications as well

as built on my soft skills such as CV writing, elevator pitches and interview techniques. I found these aspects of the course invaluable and they really helped to develop my confidence in the corporate environment."

Josephine found her new role exhilarating, "It was challenging but in a different way to what I expected. Due to the FDM Scrum framework used, I have had to learn to step back and use a much less hands on leadership approach than I have in the past: Scrum is more about 'mentoring' the team and the organization as well as streamlining their processes to ensure they are as productive as they can be.

"I was put into an already established Development Team, so much of the first few weeks were spent getting to know the team and how they work. This meant I could start to see where opportunities for improvement could be made and what I might need to do next to help implement them. I have had to adapt to a change of pace from being in the military: encouraging the evolutionary growth of the team takes time to achieve. The fail-safe nature of Scrum means that the team can learn from their own mistakes and experiences in line with empirical process control."

The experience has taught her some valuable lessons, "I have had to learn at times to let a situation play out and not to intervene where I might have done in the military. Some of the coaching points used may take some time to determine whether they are compatible with the team or whether another approach is needed but has been extremely rewarding to see the progress that the team is making, both together and individually. I look forward to continuing to watch them grow for the duration of my placement."





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Most important values for a candidate to look for in a training provider are the following:

LOCATION OF THE TRAINING?

UCP's Academy of Excellence is based in Gravesend Kent (17 mins from Kings Cross London) London becomes our training ground along with 90% of the UK's real Close Protection work.

CLASS SIZES?

UCP only select 8 candidates on the Close Protection Courses We deliver only 12 courses per year and only 8 are selected to join each month.

ACCOMMODATION INCLUDED?

UCP believe in residential training and offer accommodation at the Academy for all candidates free of any charge.



INSTRUCTOR EXPERIENCE LEVEL?

Our Head instructor has over 32 years' experience in EP and HECF and we have a further 5 Instructors from UKSF, British Military, and RMP (CPU) not to mention our In-House Former British Intelligence agent.

CAN I VISIT THE ACADEMY AND TRAINING GROUNDS AND ACCOMMODATION PRIOR TO BOOKING?

Yes you can with prior arrangement. You can see our accommodation, operations room, Training rooms, training grounds and gym.

WHAT AWARDS DO I GET?

You get the most recognised awards in the industry HABC CPO Level 3 – HABC Live Firearms Awards – FREC or FPOSI award – Drone and B6 awards and of course the Private Security Contractor (PSC) and Surveillance awards.





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WHAT SUPPORT DO I GET FOR OBTAINING THE PROPER LICENCES?

The SIA is the most recognised global licence but we can also help you gain your CNAPS French licence amongst others.

DOES MY TRAINING PROVIDER HELP ME INTO EMPLOYMENT?

UCP's main aim is to select candidates for their own Operations department in the UK and overseas and to also provide UCP Operation associates with highly trained operators to conduct high risk missions.

IS THE TRAINING PROVIDER ELCAS REGISTERED AND CAN I CLAIM FUNDING FOR THIS COURSE ?

UCP are honoured to be an MoD Training Provider and have been now for the best part of 8 years with some of the best reviews in the industry. Our ELCAS number is 5011.



IS THE TRAINING PROVIDER CTP (CAREER TRANSITION PARTNERSHIP) REGISTERED?

UCP have been CTP Partner for 9 years and feel honoured to be a part of a fantastic service dedicated to training and supplying employment to former British Soldiers.



VISIT

UCPUK TRAINING
www.facebook.com/UCPGroup

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

UCP 28 Day CPO/HECPO
Brochure Download
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Visit our website
www.ucpgroup.co.uk

OUR HISTORY

Over 20 million people have stayed at the Union Jack Club since it was founded in 1907. Situated in the heart of one of the most vibrant capital cities in the world, the Union Jack Club continues to grow from strength to strength, with continued programme of development and modernisation keeping the atmosphere and facilities fresh and up to date.

Serving and Ex-Serving non-commissioned members of the Armed Forces are why we exist. We provide accommodation, a relaxed atmosphere and the camaraderie unique to the Military community. Young and old, retired and serving, everyone can come and enjoy a 'scrap of comfort' be it a drink, meal, a stay or even a special event (conference, wedding or seminar) in our unique, historic surroundings.

HISTORIC INTEREST

There are a number of historic areas of the club:

- Victoria Cross Board: the only known commemoration of its kind to all those who have earned the VC
- Lawrence of Arabia also used to stay at the club regularly as a member, when he adopted the identity of Aircraftman Shaw

FOUNDER

The Union Jack Club was founded by Mrs Ethel McCaul, a nurse who served in the South African War at the turn of the 20th Century. While officers had their clubs, servicemen below commissioned rank had nowhere reputable to stay with their families in the nation's capital. Mrs McCaul was determined that they should have the opportunity to do this and see London and all its sights.

Mrs McCaul's tireless fundraising efforts began in 1903

with concerts, entertainment and events throughout the country. She felt that a new club would benefit the Armed Forces and their ability to protect the Empire.

The Prince of Wales laid the foundation stone in July 1904 and as King Edward VII officially opened the Club in 1907 with Queen Alexandra at his side.

The original Edwardian building which was completed towards the end of 1904 had extensive public rooms and 208 bedrooms. Over the years there was a great

demand for the services provided and the need for expansion became urgent. Waterloo remained the area of choice and the addition of a families' block in Exton Street helped solve the problem of the Club's popularity. The subsequent acquisition of a separate annexe in Holmes Terrace meant that by 1939 the Club could offer 1018 beds and had become a major part of the Waterloo community, as it is today.

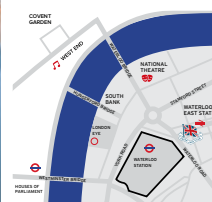


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ABF

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



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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

For soldiers
for



life

ABF The Soldiers' Charity is the British Army's National Charity, helping soldiers and veterans from every conflict, and their families, in times of need.

We were established in 1944 to ensure that the hardships endured by soldiers in the aftermath of the First World War were never repeated. For nearly 75 years, we have been helping countless people from across the Army family, defining our work through the Army's own values of courage, loyalty and selflessness.

Last year alone, we spent some £9.5 million on charitable grants and other support to those in need – a 3% increase on the previous year. Of this, a total of £3.4 million was dispersed in grants to individuals, while more than £4 million in charitable grants was awarded to a network of 85 partner charities and delivery organisations, which delivered specialist support on our behalf. To provide independence and dignity for every soldier, veteran and their family is something we are incredibly proud to do.

One such case is that of Andy Garthwaite. Andy joined the Queen's Royal Lancers at the age of 16. After serving in Iraq, in 2010 he deployed to Afghanistan and, whilst on his second last patrol of the tour, he was searching a compound when his unit came under sustained and heavy fire. As section commander, Andy raced to join the rest of his troop on the roof of the compound, but no sooner had he reached them than a rocket-propelled grenade took off his



right arm. A close friend was killed in the same incident. Andy recalls 'lying on the floor in a lot of pain with my hand on fire. My arm was away from my shoulder just lying there. I was still wearing my glasses and could see my friend's body beside us. And I thought 'ouch that hurt, I think I've been hit'. Andy is only alive today because his team radioed for a helicopter and within 10 minutes was carrying him to it across an open field, despite continuous enemy fire.

Fast forward to today and, although Andy's road to recovery has been a long one, he has regained that sense of independence and quality of life he enjoyed while in the Army. While Andy was undergoing his physical rehabilitation – he was fortunate to be among one of only five people in the world fitted with a special, bionic prosthetic arm powered by the brain – he was desperate to remain independent following his medical discharge from the Army, and top of his list was finding a new job. Due to the nerve damage in his remaining hand, he found it extremely difficult to hold a pen to write applications and covering letters. The Soldiers' Charity stepped in and awarded Andy a grant from the Quick Reaction Fund (QRF) to help pay for an iPad. This enabled him to type with just one hand, making searching and applying for jobs that much easier.

With his search for a potential new career underway, Andy had found that his injury was making some everyday tasks difficult and potentially dangerous. Andy had fallen out of his shower a number of times due to not being able to balance or hold on to anything, so

The Soldiers' Charity once again provided financial assistance to pay for adaptations to his bathroom, installing a wet room thus ensuring Andy could safely carry out his daily routines.

Andy is now working at a property management company in Newcastle, letting and developing property, and has also become a father after having a daughter with his wife last year. Speaking of the help he received from The Soldiers' Charity, he says: "Having The Soldiers' Charity behind me, it's not only given me more independence, it gives me reassurance, just knowing that people are out there, to give support if needed. I think it's really important that people know about the work of the charity because they are a cushion for our soldiers and veterans who may not have any stability and need help. The charity relieves so much stress; they are simply there to help those in need. The iPad, the wet room were both just a phone call away."



The Army's National Charity

By donating to The Soldiers' Charity, you could help another veteran like Andy get on with life without having to let injury or hardship hold them back. Visit **www.soldierscharity.org/donate** ●



WHO IS PART OF VETERANS' GATEWAY?

Veterans' Gateway is made up of a consortium of organisations and Armed Forces charities, including The Royal British Legion, SSAFA – the Armed Forces charity, Poppyscotland, Combat Stress and Connect Assist.

Our connection with additional key referral partners and information organisations – both within and outside the Armed Forces sector – means we can get you to the right organisation who can help.

Funded by The Armed Forces Covenant, this is the first time a group of this kind has come together formally to deliver a service to help the Armed Forces community.



VETERANS' GATEWAY

The first point of contact for veterans seeking support

We put veterans and their families in touch with the organisations best placed to help with the information, advice and support they need, from healthcare and housing to employability, finances, personal relationships and more.

There is a huge network of organisations supporting the Armed Forces community, so finding the right one for your needs can be tricky.

We make it quick and easy by being your first point of contact for whatever support you need, whether you are based in the UK or abroad.

Many of our team are veterans themselves so they understand the issues that people face after leaving the Armed Forces.

They work with people on a one-to-one basis, connecting them with the right support as soon as possible.



HOW ALABARÉ HELPED JOHN GET BACK ON HIS FEET

After serving in the Royal Electrical Mechanical Engineers, John moved to America where he was an investor in a successful company. John always invested his annual bonus back in to the business. However there was a tragic turn of events, as the CEO of the company and John's good friend died.

Following the death of the CEO, the board of directors assumed control of the business and things took a dramatic turn for the worse. The financial situation quickly deteriorated until the debts began to mount and the company was ultimately forced to fold.

John soon found himself unable to pay his rent. As the effects began to cause a strain on the relationship between John and his wife, it led them to separate with John deciding to move back to the UK.

As John only received a modest income from his salary, he found it difficult to secure any affordable housing and ended up living in a caravan. This was not a long-term solution given it was cold, damp and was infested with rats. John's outlook was looking bleak but it was as he was reaching this low ebb that an outreach worker referred him to one of our partners, Alabaré.

When he received the news that Alabaré would be able to provide him with accommodation, John cried tears of delight. He now has somewhere warm and safe to live and can begin to get back on his feet.





HOW THE ROYAL BRITISH LEGION HELPED VETERAN GET REVOLUTIONARY TINNITUS TREATMENT

Former Royal Marine Commando Harris Tatakis talks about receiving revolutionary treatment for tinnitus through The Royal British Legion's Veterans' Hearing Fund.

Harris was on tour in Afghanistan when his Land Rover drove over an Improvised Explosive Device (IED). The blast shattered his left leg, shin and ankle, broke his right foot, ruptured both his eardrums, and caused brain damage.

His leg would heal over time, but the damage to his ear drums resulted in tinnitus – a condition where people affected hear a ringing, hissing or whistling sound in one or both of their ears or head not linked to any external source.

"The blast ruptured both ear drums," says Harris, "and the audio processing part of my frontal lobe was damaged in the blast as well."

"Having both a head injury and a physical injury to both ears is so complicated because if it's just hearing loss it's quite easy to rectify, but when you've got an audio-processing injury as well it's been hard. It's physically draining and tiring. I spent two years having three or four appointments a week."

"With hearing loss you can use hearing aids, but with tinnitus there is no cure and that's the biggest frustration. I got it to a level where I could live with it, but it never went away. Then after a medication mix-up last year after a knee operation I had a bad reaction and my tinnitus just went through the roof."

"For about a year it really was ruining my life. I couldn't get out, I couldn't tolerate people around me and I was desperate. I knew what was available on the NHS and I had tried it all before."

"Tinnitus is like having a dentist drill constantly in your ear. Just imagine walking around with that. You're trying to work, trying to listen to people and all you can hear is a high-pitched whine, constantly – and that's just

during the day. Now try sleeping with it at night – you can't."

"Obviously then your sleep gets affected which means you start off the next day badly. You can't relax because there is a constant high pitch whine there. It's so intense that it's actually physically painful as well."

"You can never have peace and quiet again. You are always on edge. It's exhausting and mentally tiring."

"People can't see it so they don't understand why you're in pain or why you can't tolerate people speaking to you, and that's the biggest frustration."

THE VETERANS HEARING FUND

"I didn't know about the Veterans' Hearing Fund," says Harris. "If I'm honest I didn't know a lot about what it could offer until I discovered that The Royal British Legion funded hearing treatment. It's fair to say that the treatment – and indeed the Legion – has given my life back to me."

In 2017 Harris was the first veteran in the UK to be treated through with the revolutionary 'Levo' treatment. This uses iPod technology to administer treatment while he sleeps. The Legion funded the treatment through the Veterans' Hearing Fund (VHF), which is part of the Veterans Medical Fund.

The VMF were set up in 2015 in response to research published by the Legion that showed working age veterans are 3.5 times more likely to suffer from hearing loss than the general population, and are funded through a £13m commitment from HM Treasury using income generated from the Labor rate-fixing fines.

"The Legion has helped to change my life for the better. If I'm honest I didn't know a lot about what it could offer until I discovered that the charity funded hearing treatment. It's fair to say that the treatment – and indeed the Legion – has given my life back to me."



HOW STOLL HELPED JOSH FIND A NEW HOME

Josh spent six years serving in the Army with the Royal Engineers. He joined in 2011 at the age of 20 and spent time on tour in Canada, Germany, Cyprus and Northern Ireland.

"I came from a town where there weren't many opportunities and I already had a background in construction and plumbing, so the Royal Engineers was a great fit for me."

"I represented the Army in Karate and got a bronze medal. There were so many opportunities available and I built up my practical skills in the Engineers too. I loved my time there and I'm very proud to be a Sapper, I couldn't have asked for a better bunch of soldiers."

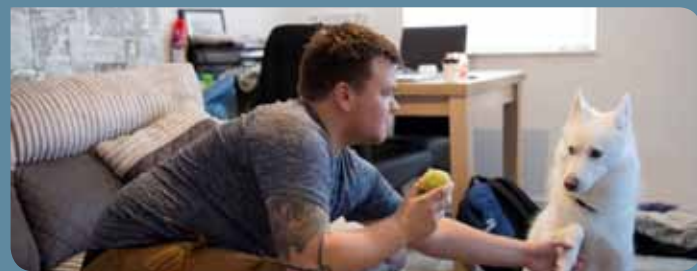
Unfortunately, Josh was medically discharged in August

2017. After a potential flatmate let Josh down, he ended up living in a caravan. "I really had a lot to sort out on being discharged from the Army. I found out about Stoll through the PRU and was recommended to apply to their Veterans' Nomination Scheme."

The Scheme provides access to housing for ex-Service men and women who are looking to move on from temporary accommodation after a period of homelessness or for those who have found themselves living in unsuitable accommodation.

The VNS is run by two of our partners, Stoll and The Royal British Legion. The Scheme has housed over 430 Veterans since it started as a pilot in 2009. It covers the whole of England and there are currently over 90 partner landlords.

"Within 6 weeks of first applying to the VNS, I had the keys to my flat. I wanted a property in London because the job prospects are better here and I even have a garden for my rescue dog Mowgli. Stoll sorted me out in six weeks when I was in dire straights – I couldn't recommend them enough. I'm looking ahead to the future and I'm excited to see what it holds."



"The Royal British Legion is out there supporting me by paying for the treatment, and I'd encourage anyone in my position to make the most of the help. The Legion is here for us whether we're young or old and that's a wonderful thing."

difficult to identify the appropriate treatment for each sufferer.

"The Royal British Legion is delighted that the treatment Mr Tatakis has accessed through the fund has made his condition more manageable."

HELP FROM THE LEGION

Steven Baynes, Head of Social Policy & Grant Giving at The Royal British Legion, said: "Tinnitus amongst Service personnel and veterans is poorly understood, and it is likely that many are suffering in silence, unaware of the support that may be available to them. While there are a number of treatments available for tinnitus, it is often

GET IN TOUCH

You can speak to one of our team by phone or email. Our number is Freephone in the UK. From overseas we suggest you select the Live Chat option to avoid any costs.

Our team is available 24 hours a day, 7 days a week, to put you in touch with the help you need, or direct you to the information you are looking for. ●

Call us on **0808 802 1212**
Speak to an advisor in our contact centre



AIM HIGHER WITH THE OPEN UNIVERSITY

Preparing for the move to civilian life? Get a qualification that matters. You'll find our qualifications are widely recognised in civvy street and come with the benefits of a practical approach to learning that's ideal while you're still in the forces and beyond.



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



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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.





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.

The British Franchise Association

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.

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.

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.

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 brands 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 franchisors 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 franchisors 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



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 are also creating jobs for their local communities, with 621,0001 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.

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.

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.



To find out more about joining a franchise, visit the bfa website: www.thebfa.org

'Not really a job'

£20,000 pre tax profit
2 days a week



Firstly I have to say this is a reluctant sale.

I absolutely love doing this job. Not that you can really call it a job as I only go out two days a week and meet customers who over the years have become friends. I also see lots of wagging tails (I always take a treat with me).

I was advised by my specialist that after 11 years and at the age of 63 it was time to look after myself going in to retirement age. Originally coming from an admin background I did wonder about a business that looked like it was all about selling and if it was going to be the right fit. After I had a meeting with Sue at Trophy head office that idea was quickly put to bed as it was explained that coming from a sales background can actually work against you. Once I had the training I could easily see why. The food really is that good that it actually sells itself. In all my first visits to new customers when the dogs are trialling the samples I have never had a refusal. All you need is a friendly demeanour and an ability to listen to people and of course a bit of product knowledge to pass on to your customers.

This is a very simple set of requirements and is all I have ever needed –along with support from my wife- to establish a business with over 300 customers and now only working a couple of days work a week. When we started the business we had some excellent training from Trophy head office and also some telesales leads. But mainly we got going with some canvassing and doing the local shows and fetes etc. We quickly got to a hundred customers and could see how the business could develop further as our customers were giving us referrals to other pet owners. We devised some very good schemes to attract more people and worked hard at the shows and fetes sometimes agreeing to sponsor dog shows

and present prizes etc. All this led to some very good customers most of which are still with us years later. However as pets get older and pass on there is a need to replenish numbers and we are very fortunate to have a good source of leads from a local man who does behaviour work with dogs. Also our customers pass on their own referrals.

My day begins by checking emails for any last minute requests but this is unusual as we plan everyone in advance and inform them by email or text when their next visit will be. So having loaded the van I set off to deliver to

around 20 customers on a typical day and all within the designated area we have. We use postcodes to divide the two days up and this is a very cost efficient way of delivering. As all my customers are very happy that it is a free home delivery service we provide especially when we get some inclement weather. They also

like the fact that in their busy lives they don't have to worry about their pet's food as it's always there when we say it will be. They also enjoy the odd bit of nutritional advice and adjusting feed rates that we provide. All of these aspects will be dealt

with in the few days training you will be doing with Trophy head office but its pretty simple information really and can be easily learnt.

When deliveries are complete (usually within 5 hours) I spend around an hour completing the paperwork and planning customer's next delivery date. I might then deal with any emails then after that the time is mine.

I love driving around the countryside and the hours I do mean the roads are pretty clear. The area we cover is West Wiltshire, East Somerset and Bath. If the customers are not home I simply leave the food somewhere



safe and dry and leave an invoice so that they can pay online.

Trophy head office give you a really good back up support including promotional literature and offer free quarterly newsletters to customers with interesting articles on pet care etc. They are always on the other end of a phone if you need them. New leads often come from the Trophy website or from their face book and Twitter feeds and these can lead to new customers for you. There are also opportunities to meet with fellow franchisees to swap ideas and practices at regular events and although optional can be very useful.

The one thing you will need in this line of work is a garage to store the food. We currently have a pallet delivered once a week to our door and to unload takes about half an hour. The dog food comes in 15 kilo bags and the cat food in 3 kilo bags. We also sell treats which Trophy provide and although this is optional we find it can add a tidy sum to the profits. In the back of the van there is an area for a small shop to house the scales and treats, leads collars etc.

To contact us and for further information on price and what is included please go to www.trophypets.co.uk/businesssale



Trophy Pet Foods is an established direct-to-the-door pet food delivery service, delivering a unique range of British-made, premium pet foods. **Convenience, Quality, British** define Trophy Pet Foods - from our quality pet foods, free home delivery, try before you buy policy, competitive pricing and free nutritional consultations; to our friendly customer service. Developed over the last 28 years, our franchisees offer their customers a unique way to purchase their pet food and ancillary items. Our foods are natural, ingredient-led, specially formulated and offer important key benefits for all pets.



Trophy Pet Foods was established in 1990 - the first mobile pet food franchise, a nationwide company with the knowledge, experience and knowhow to make each of our franchisees successful. Our franchisee team is large and constantly expanding and our long-term established franchisees provide exciting resale opportunities.

Our tried and tested formula combined with our superb launch programme and support package are designed to ensure you can grow and develop an exceptional local pet food business. Trophy Pet Foods is your own local business. An excellent opportunity to work with the security of a strong brand, working alongside like-minded people

www.trophypetfoods.co.uk



Why you should buy a window coverings franchise



Striving for a new career and looking to control your own destiny, you might have already considered starting your own business.

One of the best solutions to accomplish this goal is through a franchising business. Buying a tried-and-tested franchise comes with a lot of benefits.

Here are just some of the ways a window covering franchise like Blindtex can offer you a jumpstart toward owning and operating your own business:

SUCCESSFUL TRACK RECORD

Like any good franchise company, Blindtex has developed a method of doing business that works well and produces proven results. Blindtex provides you with in-depth information in its franchise disclosure document so you can investigate and verify these results. You can also speak with existing franchisees prior to making a final decision.

BRAND AWARENESS

One of the best advantages of owning the right franchise is that the company has a well-established brand name on a regional and national level. Blindtex strives to create continues "brand awareness" in the eyes of the consumers you are trying to attract, so that when people search for window coverings, they'll find Blindtex on all social media platforms.

IN-DEPTH TRAINING PROGRAMS

Good franchise companies offer training programs designed to teach you everything you need to know in order to run a successful business. From consulting, to measuring, and professional installation, Blindtex offers intensive hands on training as well as on-going training programs for its window covering franchisees so they may become experts in what they do.

CONTINUOUS OPERATIONAL SUPPORT

Franchise companies have staff dedicated to providing ongoing assistance to franchisees. With Blindtex, you have access to a



Regardless of the economy, homeowners are continuously sprucing up their homes, making this one of the top home based franchise opportunities.

- Significant Retail Window industry growth is expected again in 2018, with considerable increase in the consumption of blinds and shades through 2022**
- From 2017 to 2022, retail sales of hard window coverings in the uk. are projected to grow by an average 4.0% per year.
- From 2017 to 2022, retail sales of soft window coverings (including hardware) in the U.K. will grow by an average 4.1% per year.
- 6 out of 7 window coverings sold are in established homes.
- In our experience the average homeowner changes their window coverings every 3-5 years.

personal business coach for guidance and direction so that you are never alone when you're building, growing and running your business.

MARKETING AND LEAD GENERATION

Blindtex provides excellent marketing assistance, giving franchisees proven tools and strategies for attracting and retaining customers on a local level.

Additionally, their national advertising efforts generate leads for franchisees and build brand awareness within a wider customer base. Unlike any other Franchise there are no ongoing marketing costs as Blindtex will do all the marketing themselves for your business.

RISK AVOIDANCE

One of the best reasons to buy a franchise is it will help you avoid much of the risk of starting your own business. By conducting your own due diligence, you can determine with a fair amount of certainty if becoming a Blindtex franchisee is right for you. We will provide full training and ongoing support to set you up for success

ARMED FORCES COMMUNITY BENEFITS

Blindtex only want the right people to continue our success, we truly believe that AFC are a perfect fit for this business, so much so that we are offering an exclusive AFC start up package.

No Franchise Fee
£3,000

No Training fee
£3,000 per person

No Royalty fee
4% turnover

No Marketing fee
4% turnover

If you enjoy D.I.Y, and want to be your own boss, then being a Blindtex franchisee could be right for you. Earning potential is dependent on how you wish to grow. You can stay independent as a solo operator or maybe your wife or husband could assist by taking calls and booking sales leads etc. Depending on how you wish to grow the business the franchise can be run on a full or part-times basis all dependent of want you want to earn.

You can work at your own rate doing less hours or you can really go for it, employing staff when the business requires it running multiple teams.

If you're looking to move back home or to start up in a new location, we have territories still available. We expect earnings of be over £50,000 as a solo operator with no limit on growth through expansion depended on you drive and ambition. For more information go to www.blindtex/franchise/AFC.com



BLINDTEX FRANCHISE ADD VALUE TO YOUR BUSINESS

WHY FRANCHISE?

Our aim is to take the effort out of Marketing, product selection, dealing with numerous suppliers, and manufacturing. Allowing you to simply focus your efforts on what matters. **SALES**

FRANCHISE BENEFITS INCLUDE

- Less competition, our products are only available to Franchisees
- Latest software and apps
- All sales material including sample books, display stands, brochures
- Corporate branding of your business
- Managed website, social media and online marketing
- Lead generation and technical support
- Comprehensive business and product training provided
- Online ordering system
- Proprietary products with lifetime warranties
- Widest range of prints in the UK
- Custom prints: logos, photos ... etc
- Largest range of plain colours in the market
- Store, or man and van concepts available
- In-house design team ensuring your business is always on trend



Join the winning team: www.franchise.blindtex.com

From Snap-on man to Snap-on manager

moving up through the ranks

Much like many other determined ex-servicemen and women, Mark Houston found Snap-on after leaving the armed forces in 1993.

After several years running his own profitable Snap-on franchise, Mark, 44, was given the opportunity to take on a new role within the Snap-on management team. Here, Mark explains how he came to build his career with Snap-on after leaving the army – and how others, like him, can progress through the ranks.

CAN YOU TELL ME A BIT ABOUT YOURSELF AND YOUR BACKGROUND IN THE ARMED FORCES?

I came from a military background – my father served in the army for 22 years. He was never stationed in one place for too long so we spent a lot of my childhood moving around the country and, because of that, my education suffered. My father had such passion for the forces that I decided to follow in his footsteps, leaving school at 16 to join the Royal Engineers. Being in the army suited me down to the ground. I'm a hard worker so I just kept my head down and got on with the training. I was also given support with my English and Maths studies, after struggling at school. It was invaluable to finally get proper help in subjects I would go on to use in my adult life.

WHY DID YOU LEAVE THE ARMY?

Unfortunately, I suffered a pretty awful foot injury. The damage was so bad that I had no other option but to leave. For the first time in my life, I had no real sense of direction. I ended up taking the first job I could find; as a Dental Technician. It paid the bills but I hated it – I stayed long enough to obtain a National Diploma, before joining Snap-on.

HOW DID YOU COME TO WORK WITH SNAP-ON?

I joined the Snap-on network in 2001, first as an employee of an existing franchisee, then later, I became a franchisee myself in Blackpool and Lancaster. Because I'd worked hard to develop the business I was employed in and then went on to build my own successful franchisee too, I put myself on the map with the Snap-on head office team so when a management position opened up, they thought about me for the role. I'd been running my franchise for around five years when the opportunity came up to become a Field Manager, as they were then called, in the North East. It felt like a great chance so I went for it. Within a few short years, I'd built a team of 17 and we were crowned best in the region, two years running. I then moved back to the North West – this time as Business Manager, a role I had for five years.

WHAT IS YOUR JOB ROLE WITH SNAP-ON?

In October of last year, I returned to the North East as Business Manager, which involves managing 67 territories. No two days are

the same, and I love it! My daily duties can include a variety of tasks; anything from developing business reviews, visiting franchisees on the road and meeting with my management team to monitoring sales and supporting the franchise team with recruitment.

ARE THERE ANY SKILLS WHICH YOU PICKED UP WHILST IN THE ARMY THAT YOU STILL USE NOW?

The self-discipline you pick up in the military is invaluable. There's not a clock-in, clock-out system around here, whether you're a franchisee or work for the management team – it's about self-disciplined structure. The armed forces teach you to think on your feet and Snap-on puts that theory into practise!

WHAT ARE YOUR PLANS FOR THE FUTURE?

I plan to stay with Snap-on for the long haul! As a business, they've been supportive of my career aspirations from day one; I joined with limited qualifications and no real sense of where I wanted to be but they have consistently offered me opportunities to progress.

Through Snap-on, I recently started studying for an MBA

(Master of Business Administration) qualification, something I would never have put myself forward for as young man. Achieving this will help me on my path towards a national sales role, which is where I hope to be in a few years.

HOW DOES WORKING WITH SNAP-ON FIT AROUND YOUR PERSONAL LIFE?

I have to be honest, even in those early days as a franchisee, I'd work long hours and rarely took a break. As a Business Manager, my role is demanding and it takes a lot for me to slow down – but I wouldn't do it if I didn't love it.

Most importantly, working for Snap-on has given me a good lifestyle. It's meant that myself, my wife and my two sons have a comfortable life; we've even been fortunate enough to buy a second property. It's not all work and no play though! I'm an amateur boxing coach and I always make sure I find the time for that.

HAVE YOU GOT ANY ADVICE FOR ANYONE LEAVING THE ARMED FORCES IN THEIR RESETTLEMENT?

Plan for your resettlement at the earliest point possible. I see so many young men and women leave the forces with little to no idea of what options are available to them. The best advice I can offer is keep your options open; explore careers in both the employed and self-employed sectors, and take courses in management and business. Going into management hadn't been something I'd even considered when I joined the Snap-on network all those years ago but working hard and constantly pushing myself opened a lot of doors for me; it's as simple as that.



Mark at a Snap on conference

Another Snap-on franchisee keen to make management his future is Ben Baker. Just like Mark, 31-year-old Ben had always wanted to follow in his father's footsteps. But for Ben, that meant as a self-employed business owner. For over 15 years, he watched as his dad, whilst working incredibly hard, was able to pick and choose his hours and control his own future – which now includes being semi-retired to a dream home in France. Influenced by his dad's success and encouraged to build a business of his own, Ben decided to become a franchisee with Snap-on. After just two years, his hard work and passion for his business have seen him excel! Within his first year as a franchisee, Ben's

phenomenal product sales saw him finish in the top 40 in the UK and in the top 100 worldwide.

HOW DID YOU COME TO OWN A SNAP-ON FRANCHISE?

Before joining Snap-on, I'd always been in the mechanics trade, in one way or another. Straight out of school, I did an apprenticeship in a vehicle body repair shop then spent eight years as a panel beater. I enjoyed the work but I never felt particularly challenged and the pay wasn't fantastic – even when I took on a role as Deputy Manager in a body shop. Seeing how successful my dad was always made me want to do something for myself, I just didn't know what or how I could do it to be honest.

Through my years in the trade, I'd always been aware of Snap-on, I knew and loved the brand but as a customer and not as anything else. One day, I got speaking to the local Snap-on man about his business and he couldn't recommend Snap-on enough – so I decided to look into becoming a franchisee.

WHAT ARE YOUR PLANS FOR THE FUTURE?

The benefits of being a Snap-on franchisee are endless. Provided you're prepared to work hard then you're in a position to earn good money and, potentially, you've got a role for life. But eventually, I'm hoping to go into management within Snap-on. I'm keen to explore other parts of the business and step into different roles for the company if I can. I've been in management before and, although I enjoy spending time on the road with customers, I miss the responsibility of developing a team. I see myself going far with Snap-on no matter what!

HOW DOES WORKING WITH SNAP-ON FIT AROUND YOUR PERSONAL LIFE?

My family are my driving force and my wife, Victoria, is so supportive. Two years as a franchisee has given me the opportunity to build a little nest egg of savings,



which I wouldn't have been able to do before. Spending time with my girls is the aim of the game though. I work hard all week so that I can prioritise them as much as possible in my down time. As a franchisee, I fit my weekly routine around my family. Family always comes first and Snap-on allows me to prioritise them.

If, like Mark and Ben, you're ready for a new challenge and want to build a career with a trusted, global brand, text **FRANCHISE** to **07786 201 770** or visit **www.snaponfranchise.co.uk** to find out more about the Snap-on franchise opportunity. ●



Snap-on



Be your own boss: with a Snap-on Tools franchise

Snap-on is the world's number one professional tool brand. With over 90 years' experience, we are the leading global manufacturer and distributor of tools for the professional technician.

As a franchisee, you will own and run your own iconic showroom on wheels! We have over 430 franchisees who come from all walks of life - many joined us after leaving the armed forces. We provide training in all aspects of the business and work with you for life to ensure your success.

With Snap-on, you're never just a man in a van!

- ▶ Full training and lifetime support
- ▶ You keep 100% of your profits
- ▶ A family-feel community of likeminded people
- ▶ More time, more money and more freedom
- ▶ Help to buy scheme available



On average, our franchisee's sales to their customers are in excess of £6k per week.

"I've been doing this for three years; I've got my own business making good money and supporting my family. The best thing for me is being my own boss: doing what I want, when I want and knowing we get the benefit of my hard work."

Chris Ashton, Northallerton franchisee.

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



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.

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

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



Turn over up to **£75,000** per year with a ChipsAway Franchise



Get started from **£15,000 +VAT**
CALL NOW for more information

ChipsAway

Scratches and scuffs won't dent your pocket

0800 980 595 |

www.chipsaway.co.uk

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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Need a Job?

Looking for training?

Leaving the armed forces?

Forces Recruiting Ltd are producing the first comprehensive guide on forces recruitment and training opportunities on DVD. The DVD will be sent out free to ALL service leavers from within the Army, Navy and RAF. Unlike magazines where all the adverts appear the same, the DVD and website that accompanies it offer a much more insightful look at the companies offering to train or employ you. Companies are invited to showcase their premises, classrooms, workshops and trainers by appearing on the DVD. This will also show testimonials from people who have actually been on the course.

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LIFEWORKS

EX-FORCES & LOOKING FOR WORK?

ALL TUITION, TRAVEL,
FOOD & ACCOMMODATION
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



wearelifeworks.org.uk



0800 319 6844



lifeworks@rbli.co.uk

RBLI's LifeWorks

The transformative employment programme for veterans

More than 14,000 service personnel leave the Armed Forces every year.

Whether that is due to redundancy, medical discharge or their service coming to

conclusion, the vast majority of veterans transition smoothly back to civvy street – largely due to the continually-improving support of the Career Transition Partnership.

However, for some, often those whom leave with life-changing mental and physical disabilities, the transition to the civilian world may well be one of the greatest challenges they face, which is why help in addition to the CTP is often crucial in overcoming potential challenges.

Iain Downie, head of vocational rehabilitation & training services at military and disability charity Royal British Legion Industries, who

himself transitioned to civilian life in 2013 following a 23-year career in the Army, said: "One of the root causes of a difficult transition is lack of employment. Without employment and the structure it brings, ex-service personnel can find themselves secluded, without direction and unfortunately too often wrongly consider themselves of little value, potentially spiralling them towards depression.

"Conversely, having secure and rewarding employment reaps numerous benefits including instilling a sense of personal and financial autonomy, the ability to develop social skills and relationships, but perhaps most importantly, employment gives service leavers a sense of belonging again – a feeling of being a recognised and welcome member of society. This is why we at RBLI developed LifeWorks."

In 2010, Royal British Legion Industries developed a transformative employment support programme called LifeWorks to help build the independence of veterans through helping them secure employment, and thereby tackle potential difficulties directly.

The intense five day course is structured initially around helping veterans determine their interests, abilities, aptitudes and skills through an innovative and rigorous evaluation process led by a team of vocational assessors. The team then highlight how best veterans can achieve their employment goals – through perfecting interview techniques, job searching and application methods as well as recreating their CV so that it is tailored to their skills, experience and desired employment path.

"Over the course of the week," Iain said, "Our aim is help the veterans redefine their own self-worth, and thus their own potential. We highlight their skills, then give them the tools to apply, with confidence and conviction, for employment and volunteering opportunities for which they are suited.



"One of the most important principles of the LifeWorks programme is helping everyone who attends to understand that the vast array of skills they acquire during their service are perfectly applicable in the civilian world of work and so in that sense, leaving the Forces does not require a completely fresh start.

"In fact, they already have an established wealth of experience and expertise throughout their service careers which makes them incredibly valuable to employers, and LifeWorks consistently goes to prove this.

"The programme, which is now delivered both nationwide and internationally, is soon to have reached 1,000 veterans - 83% of whom have found work, volunteering or training within 12 months. This is especially impressive when considering that 80% of those attend the course have some form of physical or mental health condition."

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."

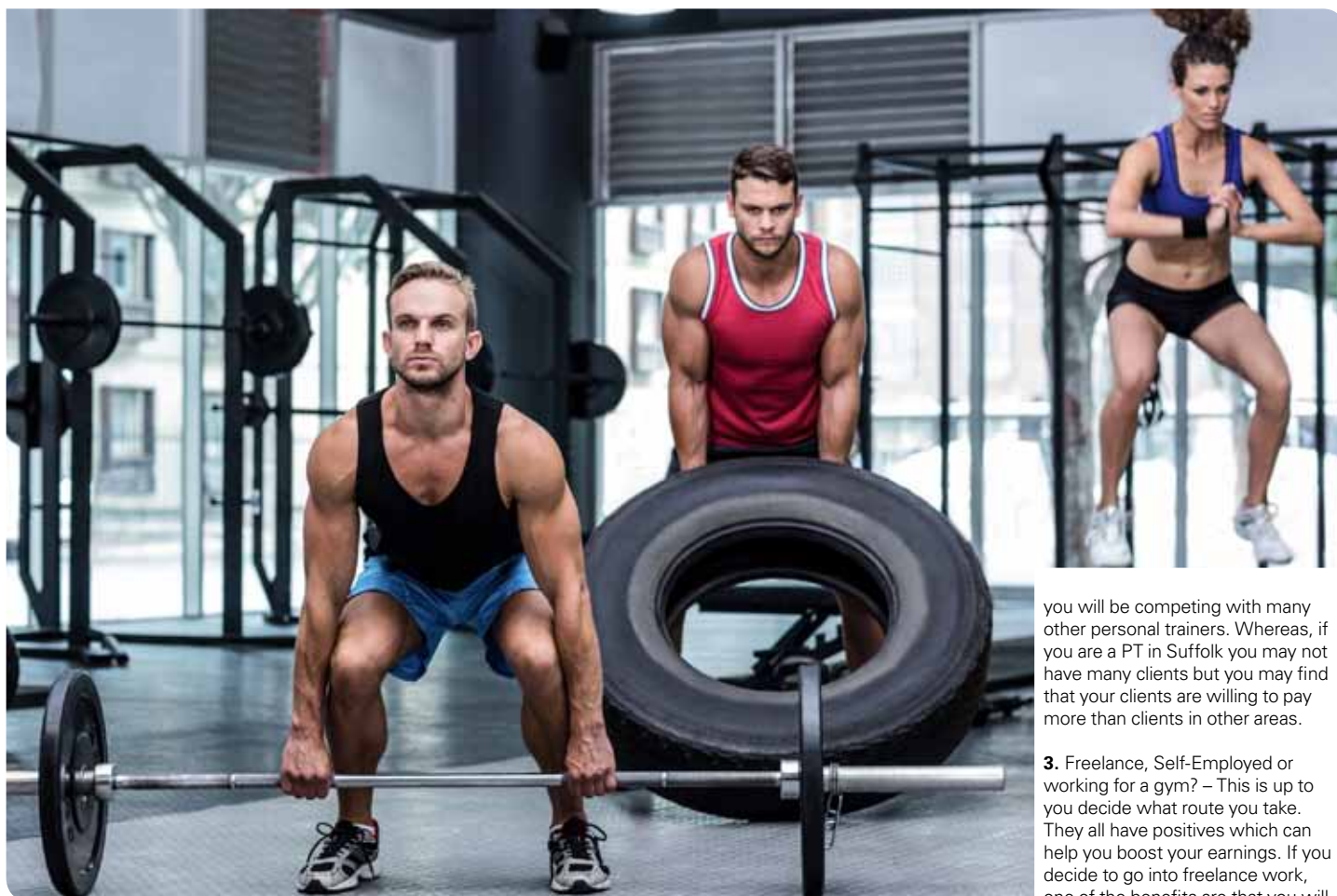
With his newfound sense of confidence Colin was once again eager to look for work. "After the course, I used what the team had taught me: I started refining my job searching."

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. I would do anything to prove its worth to other veterans



How to boost your earnings as a personal trainer?

When deciding to become a Personal Trainer most people are intrigued about the amount of money you can make by helping someone achieve their fitness goals. However there are certain factors which can influence your earnings as a PT, such as the location you are based and how many clients you have to train during the week. Personal training is quite a rewarding career, both personally and financially, but only if you are dedicated and prepared to work hard enough in order to achieve the initial goals that you have set.

LISTED BELOW ARE THE 4 OF THE MANY REASONS WHICH CAN CAUSE YOU TO EARN MORE MONEY AS A PERSONAL TRAINER

1. The type of qualifications you have – in the UK, in order for you to be a personal trainer, the industry recommends you to get qualified and certified which is recognised in the country which you train clients in. If you hold a personal trainer qualification, your chances of getting more clients will improve as you will be able to show your prospective clients that you are a qualified personal trainer and your certificate is recognised in the UK.

2. One of the most important factors is the location which you will be in is very important as it also determines how much clients you could possibly be getting. If you are a Personal Trainer in London you have the potential to earn a lot because the population is high. However,

you will be competing with many other personal trainers. Whereas, if you are a PT in Suffolk you may not have many clients but you may find that your clients are willing to pay more than clients in other areas.

3. Freelance, Self-Employed or working for a gym? – This is up to you decide what route you take. They all have positives which can help you boost your earnings. If you decide to go into freelance work, one of the benefits are that you will receive as a freelancer is that you will be guaranteed work for a company and you keep all your earnings. As a Self-Employed Personal Trainer you are able to feel free with nobody to tell you what to do, this allows you to be your own boss and be very flexible. When

working in Gym you have much more support as there are other personal trainers which you are able to talk to in the gym to help you out.

4. Marketing yourself! If you want to get exposure then it's very important that you market yourself not just online but offline too. If you have different social media accounts this will allow prospective people clients to get in contact with you. Also tell your existing clients to spread the word about your services which could cause a lot of people to be interested into becoming a client of yours

If you are interested in becoming a Personal Trainer and you want to know more information about the PT. Feel free to contact our friendly course advisors on **0208 543 1017** or email **sales@discovery.uk.com**. If you want to browse over the variety of courses we provide have a look at our website **www.discovery.uk.com**.

6 TIPS ON STAGING YOUR OWN BOOTCAMP

Fitness bootcamps have become popular, both as a fun holiday for people pursuing a fitness goal, and as a lucrative income stream for personal trainers and fitness coaches. See our tips below on how to organise your own fitness bootcamp.

1) Angle

If you want to run a fitness bootcamp and make money from it, give it a niche marketing angle that will appeal to people with specific fitness goals. Ideally, you'd like people to see your bootcamp advertised and say to themselves: "this is just what I need".

For example, you could design a bootcamp for overweight people who want to reduce their body size, in which case you would market it as being for weight loss purposes and emphasize how it can help people lose weight.

Or you might want to run a strength and conditioning bootcamp for people who are already in good shape but what to get stronger, in which case you should emphasize the strength building effects in your marketing campaign.

2) Size

Something important to decide early on is the maximum number of people you're willing to accommodate on your training

session. This is very important because you need to know how many associate or partner trainers/coaches you'll need to get to help you run the bootcamp.

3) Duration and location

Decide how long you want the bootcamp to last. Will it be a weeklong programme, designed to have members attend classes every morning? Will you be renting out a studio or gym? Is it a month long outdoor activity during spring time? Will it be an overseas retreat?

4) Insurance

This one is very important. You need to arrange limited liability insurance for your bootcamp business venture, in case any of the participants or staff sustains a serious injury that damages their quality of life or interferes with their ability to earn

a living. If this happens, they will be legally entitled to compensation and without insurance cover, you as the owner of the bootcamp would be personally liable.

5) Activities

Probably the most enjoyable part of staging a fitness bootcamp is planning the actual training activities that the participants will do to help them with their fitness goals. This is where your knowledge and experience of fitness will really come into play. You have to devise a training regime that will be fun and enjoyable and which will also make a difference to the fitness and physicality of the participants which they themselves need to be able to perceive, so they'll feel that they've gotten something for their money besides just a fun time.



6) Marketing

Fitness establishments like gyms, leisure centres and health clubs are excellent places to promote fitness bootcamps. Talk to some of these establishments and find out if there's any way you can work together or any way they can help you launch your bootcamp venture.

You also need to make sure you have a website and social media pages about your bootcamp. This should contain all the information about your bootcamp such as the location, activities, pricing, everything. You can also ask friends to share the information and if you already have an e-mail database, make sure you put the information in a newsletter!



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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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.



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.**

Getting Started: How does it work?

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



Claim Process to be Followed by Learners and Learning Providers

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

TWO. Learner completes ELC 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.



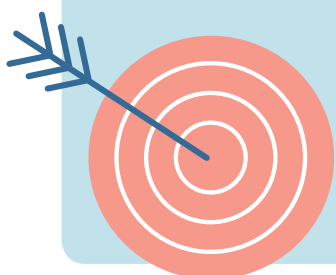
FOUR.

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

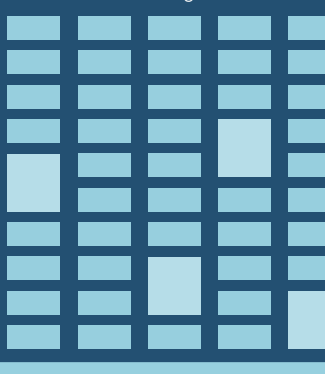
available. Using these results you can then either refine your search to take into account other factors or you can explore the individual provider websites through the links provided. This search engine facility also allows searches for PF FEHE approved providers, Approved Learning Providers by name, 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

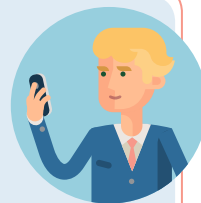
- Or a first foundation degree or first full undergraduate degree or national equivalent. Typically to be eligible for this support, the higher education qualifications would be at levels four-six of the Framework for Higher Education and Qualifications in England, Wales and Northern Ireland (FHEQ) eg: 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**.

New guide aims to improve care of ex-service men and women in nursing homes



A new guide launched on 7th June, to help care homes provide better support for the hundreds of thousands of service men and women in assisted living in the UK.

Produced by Demos think tank, in partnership with the Forces in Mind Trust and the Care Cluster of Cobseo (The Confederation of Service Charities), the guide will be sent to all UK care homes and care home provider headquarters.

Polly Mackenzie, Director of Demos says: "We created this guide in response to our 2015 report Under-Served. The report found that veterans can face a range of challenges while living in residential care, yet managers and staff lack the information and resources they needed to know how best to support them. The aim of the guide is to fill that gap."

'Supporting Military Veterans in Residential Care – a practical guide', provides five practical steps to help care home

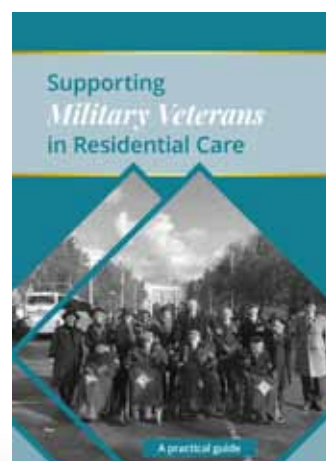


managers, staff and local authority commissioners to understand more about how to support veterans living in residential care. It draws on best practice and offers tips and resources to make it easier to deliver bespoke care.

Ray Lock Chief Executive of the Forces in Mind Trust says: "'Dignity' and 'respect' should be the watch words when it comes to the care of those who served in the Armed Forces. For many, it is central to their identity. Getting it right for veterans means being aware of the service they served in, their rank and the sort of service and deployments they saw. The message is clear: do your homework, and shape support plans to fit."

Andy Cole, Chair, Care Cluster of Cobseo, says: "By the end of the decade, a quarter of a million veterans and their dependents will need residential or

nursing care, with over 40,000 veterans living with dementia. This guide offers practical support and advice to care homes across the country about how a growing population of veterans can be even better supported." ●





openreach

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