

Easy Resettlement magazine

Autumn 2018

100
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WAR CENTENARY



SSAFA during the

First World War



1918

THERE THEN, HERE NOW



2018



FORCES PENSION SOCIETY

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CAREER TRANSITION PARTNERSHIP

Utilise your resettlement toolkit to ensure maximum confidence and success post-discharge and beyond. P52

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ENHANCED LEARNING CREDITS SCHEME

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

This FPS Member asked us about his tax-free lump sum, the process of applying for his pension and what pension and lump sum his wife would receive on his early demise.



FIGHTING FOR THE FORCES
AND THEIR FAMILIES



"How refreshing it is to receive such a comprehensive, succinct and clear answer to what I thought was quite a complex question... it has completely relaxed us in this pension minefield".

Simon Lloyd, FPS Member

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- training and development throughout your career.

For further information please visit
www.cnc.jobs

CNC has a strong commitment to equality and diversity both within the organisation and in the service we provide to our communities. We want to reflect the communities we serve.

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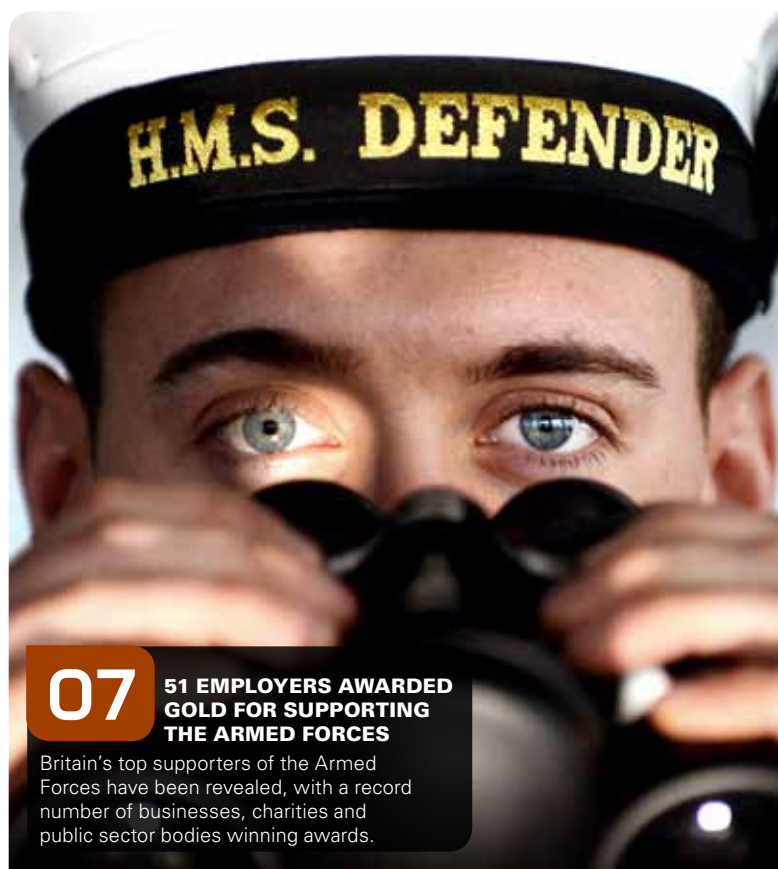
£20,000 pre tax profit
2 days a week

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Former serviceman to Snap-on man. Former soldier, David Hogg, had always wanted to be his own boss.

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Founded in Australia over 20 years ago, Hire A Hubby provides general property maintenance and DIY services to residential and commercial customers.



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UK's top military housing charity Haig Housing Trust are looking for 100 Veterans and serving personnel (in a private capacity) to walk 100 miles from Ypres to the Cenotaph to mark 100 years since the end of the First World War.



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MORRISON UTILITY SERVICES

Morrison Utility Services, a part of M Group Services, has a proud history of working with utility asset owners in the water, gas and electricity sectors across the UK, helping them repair, renew, refurbish and maintain their infrastructure.



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Welcome...

Welcome to the Autumn 2018 issue of Easy Resettlement magazine.



In this issue we are very pleased to be able to promote and recognise the 51 companies that have achieved a Gold Award as part of the MOD's Employer Recognition Scheme Award. Now in its fifth year The 'Gold Awards' are for businesses and organisations that have shown outstanding support for the military community and the Armed Forces Covenant. These include businesses, charities and public sector bodies. Easy Resettlement has been featuring various winners over the years, to highlight the achievements of these companies and to encourage service leavers to be positive about their resettlement process.

Many companies attend such events as the CTP employment fairs and actively look to recruit service leavers and veterans because of your very transferable skills you have picked up whilst in service. Our Winter issue will look back at some of the previous Gold Award winners as well as including information on some of the new winners of this coveted award.

Our now regular guest contributor Lt Gen Richard Nugee CVO CBE, chief of Defence People, highlights the work that the Defence Relationship Management Team (DRM) do in working with the winners of the Gold Awards and the employer initiatives such as the Barclays AFTER programme who were one of the first Gold Award winners back in 2014.

In addition to the employment opportunities that we include in each issue, we have information from The CTP about approaching the civilian job market with confidence, as well as making

the most from your resettlement process. In each issue we include information from elcas about your funded training and entitlements.

We have a feature on franchising in association with The British Franchise Association known as the BFA, highlighting the support and advice franchises offer to franchisees, and the likelihood of succeeding with that added help, support and advice offered from the years of knowledge and proven business models when joining a franchise.

As always we include information from the sponsor of our magazine, SSAFA is the oldest forces charity formed in 1885. They share their information and case studies with the magazine, raising awareness of how they can help and assist service leavers, veterans and their families. As well as the other forces charities we work with including ABF The Soldiers Charity, The Royal British Legion and Haig Housing.

We mark the 100th year since the end of the First World War with Haig Housing who are looking to recruit 100 Veterans and serving personnel to walk 100 miles from Ypres to the Cenotaph.

We hope you enjoy reading this magazine. Easy Resettlement is freely available thanks to our advertisers, please do mention Easy Resettlement magazine or as we are sometimes known ER magazine, as without our advertisers 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 enjoy reading this issue and wish you all luck with your resettlement process, we welcome your resettlement stories and comments on any of our social media platforms. ●

**KIND REGARDS
THE EDITOR**



51

employers awarded **gold** for supporting the **Armed Forces**

Britain's top supporters of the Armed Forces have been revealed, with a record number of businesses, charities and public sector bodies winning awards.

The 'Gold Awards' announced by the MOD are for businesses and organisations who have shown outstanding support for the military community and the Armed Forces Covenant.

Employers have won awards for initiatives such as employing veterans, supporting individuals transitioning out of the armed forces into a new career, and providing flexibility for reservists.

Now in its fifth year, the MOD's Employer Recognition Scheme Gold Awards represent the highest badge of honour available to those that employ and support those who serve, veterans, and their families.

The 50 winners have been recognised for their long-term commitment to the armed forces, with organisations from the public and private sector achieving the top grade. Each has signed the Armed Forces Covenant, and where possible, engages with the MOD's Career Transition Partnership (CTP)

to promote the recruitment of service leavers, as well as honouring individual pledges of support.

Minister for Defence People and Veterans Tobias Ellwood said:

The breadth and diversity of this year's winners shows how business support for the armed forces continues to flourish. Their commitment is a testament to the fantastic contribution our serving personnel, veterans and their families can make to any organisation.

We all have a role to play in ensuring that the armed forces community is not disadvantaged by service, and each of these employers is a setting an example as meaningful advocates for those protecting the nation. ●



THE 2018 EMPLOYER RECOGNITION SCHEME GOLD AWARD WINNERS ARE:

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 BNY Mellon
 C S Hodges
 Cardiff and Vale University Health Board
 City of London Corporation
 City of Wolverhampton Council
 Compass Group UK and Ireland
 Dumfries and Galloway Council
 Durham County Council
 East of England Ambulance Service
 Ernst & Young (EY)
 Forward Assist Veterans Charity
 Future Sales Factory
 Handy Heroes
 ITI Network Services Ltd
 James McVicar Printing Works
 Kent County Council
 Landmarc Support Services Ltd
 Leeds Teaching Hospital NHS Trust
 Leonardo
 Lloyd's of London
 London Borough of Wandsworth (Wandsworth Council)
 London Southbank University
 MBDA UK
 Newcastle City Council
 Newcastle upon Tyne Hospitals NHS Foundation Trust
 NHS Hastings and Rother CCG and NHS Eastbourne, Hailsham and Seaford CCG
 NHS Orkney
 Norfolk and Norwich University Hospitals NHS Foundation Trust
 Northumberland County Council
 Portsmouth City Council
 Raytheon Systems Limited
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 SGN
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 University of South Wales
 WYG

Chief of Defence People

Lieutenant General Richard Nugee
CUO CBE, Chief of Defence People,
UK Ministry of Defence.



A scheme that started out as a way for the MOD to say 'thank you' to organisations who were already doing good things is now beginning to influence how other employers think and act in relation to the Armed Forces community, underpinned by the spirit of the Armed Forces Covenant. Evidence suggests that organisations are deliberately going the extra mile and changing their recruitment and other HR policies in order to meet our awards criteria. That is very good news for people like you who are in the process of seeking civilian employment.

It's not just the usual suspects like the big Defence contractors, who think there is commercial advantage in giving something back to the MOD. Across the country organisations of all shapes and sizes, public, private and voluntary, are seeking to be part of this important agenda.

Put simply, organisations that display an ERS award at any level are sending a signal that they are Armed Forces-friendly. They are demonstrating that they recognise the benefits that Service leavers can bring to their organisations both in terms of their technical skills and experience, as well as the softer skills that military service provides such as loyalty, reliability, leadership, management, team working and dealing with multiple stakeholders. In turn, this is opening doors and changing the employment landscape for our Service leavers and veterans.

Take, for example, EY, formerly known as Ernst and Young, one of this year's Gold winners. They have

adjusted their online forms to help military applicants to flag up their service. This allows the company's network of ex-Service personnel to become involved in the recruiting process, helping to evaluate CVs to ensure that military skills and experience are properly recognised in the civilian environment. This can make a massive difference in helping Service leaver candidates to compete effectively with their civilian counterparts.

The construction sector is also tapping into the veteran talent pool. Many big construction companies such as Gold Award winners, Kier, Laing O'Rourke and Balfour Beatty belong to BuildForce – a Construction Industry Training Board (CITB) sponsored programme to encourage Service leavers to look at construction as their next career choice. All work with Career Transition Partnership (CTP) and have a positive Service leaver recruitment policy.

The financial sector has been very supportive to Service leavers and veterans. Many banks, such as Citibank, a Gold winner this year, recognise the transferrable skills of servicemen and women. Large corporates such as JPMorgan are championing the recruitment of Service leavers from all ranks. They know that veterans are often capable leaders who show the energy and commitment needed in banking's pressurised and fast-moving environment.

Barclays, one of the first Gold winners in 2014, established the Armed Forces Transition, Employment and Resettlement (AFTER) programme to smooth the move of service personnel from the military to 'civvy street'. The AFTER programme provides work placements, employment opportunities, CV and interview

coaching as well as money management sessions. By working with charity partners, the programme also provides funding for education and vocational courses for Service leavers.

This year, Barclays have taken on 26 Service leavers on internships and placements and HSBC have done the same for 26 others. Elsewhere in financial services, insurers and management consultants offer insight days supported by both the CTP and the Officers' Association, allowing Service leavers to gain an understanding of the types of roles available in these sectors.

Through collaborative networks such as the Veteran Employment Transition Service or VETS, also founded by Barclays, veterans can scan the horizon of job opportunities across business and learn how to be well prepared when applying. Many ERS Gold award winners support the City Veterans' Network, an umbrella group that helps ex-servicemen and women break into coveted jobs in the financial sector.

The growth in the number of companies that run their own military

My social media feeds have been busier than usual over the summer. Twitter and LinkedIn have been filled with posts related to the results of this year's Employer Recognition Scheme Gold Awards.

Why should this be of interest to Easy Resettlement readers? Because many of the things these winning organisations are doing to support the Armed Forces community are almost certainly going to benefit you as you make the transition from military to civilian careers.

The Employer Recognition Scheme was launched by the MOD in 2014, as part of a commitment set out in the Future Reserves 2020 White Paper. It has three tiers, recognising increasing levels of support from Bronze and Silver to Gold.

Originally intended to reward those employers who were supportive of Reserve service, we quickly realised that employers were also central to many other People outcomes such as the resettlement of Service Leavers; the rehabilitation of our Wounded, Injured and Sick; the employment of our Spouses and partners; and in tackling commercial unfairness. In 2015 the qualifying criteria for the scheme were widened to encourage support for these other important objectives.

Since those early days, the scheme has gone from strength to strength. In the first year we recognised just 9 organisations; in 2018, 51 winners were announced and we expect even more growth in the future.

There are things you can do to increase the effectiveness of your job search activities. For example, when searching for opportunities start with the companies that have committed to giving the Armed Forces community a fair deal.

- Find out which employers have publicly declared themselves as Armed Forces-friendly: www.gov.uk/government/collections/armed-force-corporate-covenant-signed-pledges
- Find out which employers have gone further and won a Defence Employer Recognition Scheme (ERS) award.

Here's the full list of winners: www.gov.uk/government/publications/defence-employer-recognition-scheme



networks is great news. Companies such as DHL, Lloyd's of London, HSBC, Airbus and BT have invested time and resources in forming internal military networks with the aim of bridging skills gaps, nurturing diversity and inclusion, boosting talent acquisition and retention and increasing employee engagement. For example, Lloyd's Military Network has resulted in many vacancies in the insurance market being offered to Service leavers.

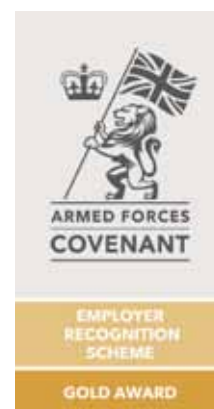
These networks not only attract veterans into workforces, but they also help these new employees make a smooth transition and settle in quickly through mentoring and having a ready means through which to identify fellow ex-military colleagues.

Deloitte, one of the Big Four professional services firms, offers 4 insight days a year to service leavers and has also funded research to produce a comprehensive report, titled Veterans Work, to demonstrate to companies that hiring ex-military people makes good business sense. They have also produced three entertaining short videos to promote this message— you view these 'Veterans Work' videos yourself on YouTube. Deloitte intend to do even more research on Veterans' data to make it easier for companies to identify where ex-military talent is located around the country.

In the telecoms sector, BT has developed the Transition Force programme which provides support through career workshops and matching individuals with "buddy" mentors, who give advice and guidance. These events extend from armed forces leavers and veterans to their spouses or partners, so they can find a role either with BT or Openreach. There are already 25 Transition Force Events in the 2018 calendar, with another 28 planned for 2019.

Other exciting upskilling initiatives are coming from the not-for-profit sector. For example, Tech Vets is enabling veterans and Service leavers from any military background to learn and develop hands-on cyber skills in order to become more relevant for the growing number of cyber security jobs. Tech Vets' founders identified that just 4% of veterans are working in tech and cyber. Having launched the Veterans' Digital Cyber Academy in April this year, Tech Vets is working with CTP to provide training and employment for Service leavers to fill skills gaps.

I know that transitioning is a difficult time for many of you as you leave the military family. But, as you can see from above, a growing number of organisations are recognising the skills and experience you have to offer and are keen to employ you. You should leave with confidence!



Keep up with the latest news about employer initiatives that may help your new career. The best way is to follow Defence Relationship Management (DRM) on social media. You can do this on Twitter: **@DRM_Support**; Facebook/LinkedIn: **Defence Relationship Management**. ●



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THERE'S MORE TO LIFE AS A CADET LEADER



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CADETS**
GOING FURTHER



» Aged between 18 and 55 and interested in inspiring, shaping and leading the next generation?

Then volunteering as a cadet leader with the Army Cadets could be an exciting option for you.

To find out more just visit: armycadets.com/resettlement «

Army Cadet Force

Many young people are missing out on the challenges and adventures that could transform their lives but the Army Cadet Force (ACF) aims to change that by giving young people - from all walks of life - access to fun, friendship, action and adventure. With 39,000 cadets and over 9,000 adults in more than 1,600 locations, the ACF is making a big impact on people and communities all around the UK.

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

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

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

Philip Kendrick was in the Royal Engineers for 18

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

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

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



COMBINING WORK, ARMY CADETS AND THE ARMY RESERVE

As well as being a Signalling Systems Trainer for London Underground Kate Dunscombe also finds time to be an Army Reservist and a Company Sergeant Major with the ACF.

Kate loved being an Army cadet so much that she, and a number of her friends, went on to join the ACF as volunteer instructors. When another ex-cadet who had joined the Army Reserve came along to help at an ACF camp Kate was persuaded to become a Reservist as well.

"Having been in the Army Reserve and the ACF for a while I can see that the two roles complement each other," says Kate, who is now a Company Sergeant Major with Beds & Herts ACF. "The leadership and management are similar and the values and standards are the same. There are also skills and training that you can take from one role to the other, such as skill at arms and range qualifications and people management skills."

DEVELOPING YOUR SKILLS

Kate has found that her ACF skills and training, particularly in supervising people and in having the confidence to command and lead groups of people, has been very helpful in her day job.

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

HELPING YOUNG PEOPLE TO DEVELOP

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

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

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





"At London Underground I'm responsible for training their future signal engineers: the staff members and apprentices who will be responsible for everything from the control logistics, software and hardware to operating equipment on the signals and points. As an ACF instructor you gradually build up your confidence as a leader and trainer. You also develop the skills and patience to work with young people, something that's been very useful in my work with apprentices."

Having risen through the volunteer ranks to become a Company Sergeant Major, Kate is responsible for helping to mentor younger adult instructors as well as organising activities for groups of cadets. "Recently I took a group of cadets on a battlefield tour to Ypres, she says. "The cadets had the chance to take part in a ceremony of remembrance at the Menin Gate. They loved it and they learnt so much."

SUPPORTING THE NEXT GENERATION

For Kate, inspiring her cadets to become ACF leaders and to get on in life is one of the best rewards in being an ACF volunteer.

"I've had quite a few cadets who've gone on to become volunteers. Some are now Detachment Commanders and it's great to see them embracing the



ACF ethos, and encouraging their cadets to take advantage of all the opportunities open to them."

One of the Detachment Commanders Kate mentored saw one of her cadets beat off stiff competition from hundreds of others from across the cadet forces to win the prestigious CVQO Westminster Award.

"That kind of thing is hugely rewarding for adult volunteers as well as the cadet," says Kate. "The winner of that Award received a trophy at the House of Lords and was able to take part in an expedition to South Africa, but there are hundreds of other opportunities open to cadets in the ACF. As a leader you're opening up all sorts of possibilities for the young people in your charge."



To find out more about becoming a volunteer with the Army Cadet Force, visit www.armycadets.com/resettlement

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

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On an ordinary day... ...an extraordinary service

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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

MORRISON Utility Services

A part of **MGroup**Services

Work with us 

YOUR SKILLS | OUR COMPANY | THE PERFECT PARTNERSHIP



Morrison Utility Services, a part of M Group Services, has a proud history of working with utility asset owners in the water, gas and electricity sectors across the UK, helping them repair, renew, refurbish and maintain their infrastructure.



Our vision is to be the leading utility service provider delivering a cost effective, quality service to our clients. In simple terms, we “deliver what we promise” with safety as our number one business driver.

Operating across the UK, 365 days a year 24/7, our workforce of over 4,000 delivers essential utility services to the communities in which we operate. Our People are pivotal in keeping our client’s customers connected, households and businesses warm, taps flowing and the lights on, therefore we are committed to being a Responsible Employer.

We approach everything we do with a sense of responsibility. We

Our people are our most important asset and we invest heavily in training and development programmes which produce teams capable of offering the expertise and dependability our clients rely on.

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 corporate responsibility strategy puts our people at its heart.

Our people are our most important asset and we invest heavily in 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 aim to be the employer of choice in the Utility Services sector. Our continued growth and success is creating opportunities for fulfilling and reward roles, making the 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.

Morrison Utility Services already employs a number of ex-forces personnel and reservists and we actively engage with the armed forces community through our collaboration with the Career Transition Partnership (CTP), the official Ministry of Defence provider of Armed Forces resettlement period. Transitioning 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:

“As a former Royal Engineer, I’ve been delighted to meet so many ex-Sappers who have built a successful career in M Group services. It’s heartening that this company recognises the transferable skills we provide and gives us the opportunity to play to our strengths.

I believe Morrison Utility Services is an ideal employment option for a service leaver. Their strong sense of teamwork and



shared purpose creates an environment in which most people with a military background will feel right at home.” David Steele, Business Development Manager

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.

We are delighted to have been awarded the Silver Award from the Armed Forces Covenant Employer Recognition Scheme (ERS).

The ERS is a scheme that



is developed by the Ministry of Defence, which recognises

commitment and support from UK employers for current and former defence personnel.

Morrison Utility Services were awarded the Bronze Award in December 2017 and by receiving the Silver Award it shows our ongoing commitment and support to current and previous ex-forces personnel looking for new career opportunities. Awards are given to employer organisations that pledge, demonstrate or advocate support to the defence and Armed Forces community, so

we are delighted to have been recognised in this way and are proud to continue to support our brave service men and women.



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.

Email us on
CTPrecruitment@morrisonus.com

Call us on
01438 903703 ●



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.



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ARE YOU FROM A MILITARY BACKGROUND? LOOKING FOR A CAREER IN TECHNOLOGY?

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.

COME ALONG AND FIND OUT MORE AT ONE OF OUR

MILITARY TASTER DAYS

Held Every Month

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60 HOLBORN VIADUCT

NEXT TASTER DAY:
WEDNESDAY 4TH JULY

aws-militarytasterday.eventbrite.co.uk



Jumpstart your
tech career with

AWS re:Start

The AWS re:Start programme is a free training and job placement programme that aims to give ex-military personnel the skills they need to design, develop and deploy cloud technologies.



Working in partnership with the Ministry of Defence, QA Consulting, Experis and Sage, AWS re:Start is a full-time four-week training course aimed at all levels of experience from techies to complete beginners.

The training gives trainees a broad understanding of modern IT systems through hands-on sessions. Sessions such as Enterprise Architecture include fundamental concepts: relational databases, encryption, DevOps technologies and application programming interfaces (APIs). Students receive an introduction to the Python programming language

and gain an in-depth knowledge of cloud computing and AWS core services. The programme enables students to master the AWS console and learn how to securely set up new cloud infrastructures, as well as vital skills for entering the civilian workplace, including interview training and CV writing.

At the end of the four-week course, graduates have the opportunity to apply for placements and attend one-on-one interviews with AWS customers and partners from companies such as KPMG, Centrica Hive Home, NHS Digital and Rackspace.

Financial software firm Sage, an AWS re:Start partner, provides mentoring training, helping employers to better understand the skill set, mind set and transferrable set of ex-military personnel, ensuring those who have been accepted on a job placement experience a smooth transition into their chosen role. In addition, IT recruitment firm Experis provide expert employability advice during the 4 weeks to help support trainees with their job search in the tech market.

Emma Howitson-Morley, one of AWS re:Start's recruits, is now working as a Technical Analyst at the NHSBSA (National Health Service Business Services Authority): "I'd been a user of IT, but I'd never really considered it as a career option", admitted Emma. "Before, it was just something that was part of day-to-day life."

Emma signed up to the course



after serving 18 years in the British Army where a two-year stint as an ICS (Information Communication Systems) Project Manager sparked an interest in IT.

She said: "The course gives you an overview of cloud concepts and how that fits into day-to-day business," said Emma. "It's really interesting as it covered lots of different things that I'd never really touched on before. I think the whole programme is fabulous. The fact that AWS is willing to sponsor the programme and provide the training through their partners as well as getting the potential employers to come and physically meet people is fantastic."

"I think what they're doing to help military veterans is amazing and everybody that I speak to about the programme in the civilian world is quite jealous that it's only for the military at the moment. It's been a life-changing experience for me."

At 23, Jack Bevan is one of the younger graduates from the AWS re:Start programme, joining up following a medical discharge from the British Army where he served for five years. While his role in the Forces as a Communications Systems Engineer gave him a taste of tech, he hadn't considered it as a career before.

"I've always been interested in tech but when I was growing up I didn't have a lot of people around me that were technical," said Jack. "I didn't really think that this would be where I was going to end up, but I'm glad that I am where I am now."



As a result of the skills learned on the re:Start programme and the opportunity to speak directly with potential employers, Jack now works as a DevOps Engineer at KPMG. He stresses to those considering applying for the course that there is no obligation involved.

"One big advantage of the course is that there's no catch,"

he explains. "It's literally one month of training and you can walk away at the end if that's what you want to do."

Another recent graduate, Bernard Oppon, signed up for the course following seven years in the Royal Engineers. With more technical experience than many others on the course, Bernard had previously considered IT as a career and after completing the course, he secured a position as a Junior DevOps Engineer at BBOX in London.

"The course itself is an introduction. It guided me where I needed to go and then I put in the extra work myself," said Bernard, "I would definitely recommend the re:Start course to others."

AWS re:Start is the perfect way to get a head start on a career in tech. The programme is aimed at military veterans, military reservists and those leaving the Armed Forces as well as being open to service spouses.

Participants on the course come from a variety of backgrounds, with differing levels of education and technical expertise, from IT enthusiasts to complete beginners.

AWS is running a series of taster days at its head office in Holborn, Central London, throughout 2018 for those considering signing up to the course.

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





FIGHTING FOR THE FORCES
AND THEIR FAMILIES

If you are a Member of the Forces Pension Society and have any pension-related questions, contact us at pensionenquiries@forpen.co.uk.

If you are not a Member but would like to know more about us, please visit www.forcespensionsociety.org.

Looking after your preserved pension

Most people leave the Armed Forces before reaching the AFPS 75 Immediate Pension (IP)¹, the AFPS 05 Early Departure Payment (EDP)² or the AFPS 15 EDP³ so they leave with preserved or deferred benefits which they cannot claim for many years.

In this article Mary Petley of the Forces Pension Society gives an overview of the rules on preserved/deferred pensions for those currently serving.



1 that is 22 years' paid regular service from the age of 18 for Other Ranks or 16 years from the age of 21 for Officers

2 18 years' service and at least age 40.

3 20 years' service and at least age 40.

First, when can you draw these benefits?

- AFPS 75 preserved pensions (PP) are payable 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.
- AFPS 05 the PP at any age is 65.
- AFPS 15 deferred benefits (DP) are payable at the State Pension Age (SPA) of the member.

Each scheme allows PP/DP benefits to be drawn earlier but with **actuarial reductions** – that means they are reduced to take account of the fact that they are in payment for longer:

- For AFPS 75, the part of the PP payable at age 65 may be drawn at 60.
- For AFPS 05 and AFPS 15, the whole PP/DP may be drawn any age after age 55.

To give you an idea of how costly it can be to take these benefits early, an AFPS 05 member taking their PP at age 55 can expect to

lose 44.6% of their pension and 28.8% of their lump sum due to the actuarial reductions. You will see from this example why we strongly advise that anyone considering this should seek financial advice before acting.

The only time you can claim early **without actuarial reductions** is in the event of permanent ill-health preventing full time employment.

Next, don't forget to claim! Given that most people leave at or before the 12 year point, perhaps it is not surprising that people forget that they ever built up the pension. For AFPS 05/15 members who reach their EDP point, the EDP income will keep their minds alert to the fact that they have preserved/deferred benefits, so they are more likely to claim them. Remember, if you do not claim, your pension will not be paid.

To claim, simply submit an AFPS Form 8 to the address on the form about 3 months before the date on which you intend to claim. All of the forms mentioned in this article are available at www.gov.uk/government/publications/service-personnel-and-veterans-agency-spa-pensions-forms

How about keeping an eye on the value of your PP/DP? You are entitled to one free pension forecast every year and you apply for it on an AFPS Form 14. You should have the figures

within 2 weeks of submitting the form. Remember, if you need a forecast for divorce purposes, you need a different type of forecast. You apply for it on a 'Divorce/Dissolution' Form and I'm afraid these forecasts are not free. The current charge is £180. If you provide the court with the wrong type of forecast, they might well reject it, building in solicitors' costs and delay.

Finally, I should mention lump sums. Many people ask me whether they can take their whole PP/DP in cash. I am afraid that the Chancellor's relaxation on pension rules to allow certain pension savings to be taken as cash do not apply to public sector schemes and I am sure, in current financial circumstances, you will understand that it would be totally unaffordable to allow unfunded schemes to be bled in such a way. The amounts you **can** receive as a cash lump sum differ depending upon scheme. AFPS 75 and AFPS 05 both have automatic tax-free pension lump sums of three times the pension. For AFPS 15 there is no automatic pension lump sum but pension may be surrendered to generate up to 25% of the value of the pension pot. This is not a straight 25% of the pension award – to work out the largest lump sum which could be generated:

- Step 1. Multiply the pension by 20 and divide by 56
- Step 2. Multiply the figure produced above by 12

The pension remaining after generating the maximum lump sum is arrived at by subtracting the figure produced at Step 1 from the original pension.

Remember, your preserved/deferred benefits are valuable, so look after them!

YOU'RE TRAINED FOR COMBAT.

NOBODY'S TRAINED TO BE IN DEBT.

Getting out of debt can be tough –
especially doing it alone.

Forcesline is a free, independent helpline, that's outside
of the chain of command for the Armed Forces and their
families. We'll listen and help get you back on track.

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Open weekdays, 9am to 5.30pm

Or get in touch online at ssafa.org.uk/forcesline

ssafa | the
Armed Forces
charity

SSAFA's Forcesline reports 11% increase in calls

New quarterly results released by SSAFA, the Armed Forces charity show the demand has never been higher for Forcesline - its free, confidential helpline which supports currently serving personnel, veterans and their families.

January to June of this year saw 14,339 incoming contacts by telephone or email, compared to 12,888 for the same period in 2017. This represents an 11% rise in reaching out to SSAFA for support, via their free helpline that's outside of the chain of command.

Debt and financial problems are two of the main reasons for contacting Forcesline, with the SSAFA advisors also seeing an increase in calls from those having negative and suicidal thoughts. Due to changes and reassessments of those eligible for Personal Independence Payments (PIP), many of those who were already struggling to the bone.

Recent research from SSAFA found 87% of veterans helped by the charity had experienced financial problems since leaving

the military with their average annual net household income is under £17,000. As a result, 79% of veterans surveyed said they struggled to make ends meet at the end of the month.

Alongside the PIP changes, suicide awareness campaigns area was also flagged as key reason for the rise in contact. As mental health campaigns become more prominent in the media and storylines in popular TV programmes address the issue of suicide, SSAFA is seeing an increase of calls to our Forcesline Advisors from people dealing with negative and suicidal thoughts.

SSAFA has been supporting the Armed Forces community for 133 years. Its experience suggests that if concerns are not addressed early, problems

around employment, finances and mental health could escalate to a stage where more drastic intervention is necessary.

Bill Grant, Forcesline Manager at SSAFA, the Armed Forces charity explained:

"Despite the concerning increase in the number of calls to Forcesline, it is reassuring that the Armed Forces community feels comfortable contacting our service for support."

"It's important to us that we always give our callers the space to talk through the challenges they are facing so we can best support them. If you are a member of the Armed Forces, a veteran or a family member of someone who has served and in need of practical, emotional or financial advice, we are here for you."

Everyone faces different challenges, so SSAFA takes a tailored approach to meet the individual's needs - with a call to Forcesline being the start of the journey. Behind the helpline lies SSAFA's network of nearly 6,000 volunteers who provide practical, financial and emotional support to those in need. Beginning their vital work in 1885, SSAFA is the oldest tri-service, military charity running in the UK and they're still supporting the Armed Forces family today.

SSAFA's Forcesline advisors answer calls and emails, dealing with all types of requests for support.

If you are a member of the Armed Forces, veteran or a family member in need, contact Forcesline on 0800 731 4880.

Supporting UK's Armed Forces family

Recognising the vital support offered by Forcesline, the Openreach workforce have shown their dedication to the Armed Forces community by raising over £40,000 for SSAFA, in 2018.

As well as fundraising, Openreach works hard to create an environment that allows ex-military staff members to thrive.



Mike McGighe, Chairman Openreach explains:
"Thousands of veterans and reservists are playing a vital role in our mission to build the best possible network with the highest quality of service, and make sure that everyone in Britain can be connected. We're proud that our military ties have become even stronger through our partnership with SSAFA."



EMPLOYMENT CASE STUDY:

**MEGAN KRAJICEK,
SERVICE DELIVERY
MANAGER, OPENREACH**



"I was a Lance Bombardier in 26th Regiment Royal Artillery (RA) working as a telecommunications operator for six years. One of my most challenging experiences was a tour of Afghanistan, with little contact with family or friends.

"I'd always wanted to join the Forces, ever since history lessons at school and watching war movies as a child. A career with an adventure at its core made me feel excited. There's nothing better than a challenge in life.

"I decided to leave the Army in 2016 after finding out that I was going to be an aunty. I wanted to be involved in my niece's life, which would be easier with a job back on Civvy Street.

"Openreach seemed like a natural fit for me. I knew they had a reputation for hiring veterans and it seemed like a new and interesting challenge. Having served in a specialist technology unit, I also knew there would be a chance to put my engineering skills to good use.

"Now I work as a service delivery engineer - installing and repairing broadband and telephone lines. Each day is different, which is great and can be anywhere from inside someone's house to in a large business.

"Having the right tools and training has been great for my confidence. There's nothing more satisfying, than when you see a happy customer reconnected to their phone or broadband line and able to contact the outside world again.

"My time with Openreach has been great so far. They were quick to respond to my application and have supported me throughout. I found that the training I was given was actually very similar in structure to the Forces."



If you're interested in working for Openreach, visit
www.openreach.co.uk/trainee

openreach



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.

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

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

The Company's core business is heavy airframe maintenance at its Norwich facility, but also has line stations throughout the UK and operates an onsite component repair shop providing

services such as NDT, composite repairs, calibration and interior refurbishments. The organisation has been active in providing Part147 training for over 30 years and has an onsite technical training facility within the International Aviation Academy Norwich.

We are EASA Part145/147 & FAA Approved and hold other countries approvals & certificates, covering maintenance on Fokker 70/100, BAe146/Avro RJ's, Embraer 170/190, Boeing 737 all series, including the MAX which is new for 2018 and the Airbus A320 Family. Our customer base is worldwide ranging from Dublin to Dubai, through to Russia and as far as Australia and Canada.

The Company operates a continuous improvement programme which goes hand in

hand with our Safety Management System to operate a cohesive way of working which is both efficient and safe for our staff. Within the continuous improvement programme, we encourage our staff to make suggestions for improving the way we work and have a specific Innovations Team to bring these improvements to life throughout the year. We recognise that the people carrying out the job can make the difference.

We employ highly skilled & dedicated people that make our





We recognise that the people carrying out the job can make the difference.

business a success, with a total headcount approx 380 across the maintenance & support departments, which includes our technical college. Many staff have been with the company for over 15 years with our longest serving colleague at 45 years and believe in growing our own, which includes many management positions of all levels filled with ex-apprentices, as well as fresh faces with fresh ideas.

KLM UK Engineering has been training engineers for over 30 years in Norwich and has moved to a new facility within the recently opened International Aviation Academy Norwich. This brand-new purpose built facility, not only has classrooms & workshops for students, but houses a live Boeing 737 Classic Generation aircraft within the emulation zone, so students can get hands on. This new facility is located next to the maintenance hangars making it an inspirational place to work & study and is close to the main hub of the business.

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

Enhanced Learning Credits can be used towards our

courses and an ELC claims form needs to be completed via the ELCAS website. Our ELCAS number is 4624.

The industry identified a worldwide shortage of aircraft engineers a few years ago and this skills gap needs to be filled. KLM UK Engineering is committed to and passionate about training the next generation of aviation engineers and has been key in promoting this and making it happen through its own apprenticeship scheme, degree programmes and retraining out of industry engineers.

The Company also has a high percentage of ex-military staff and embraces their knowledge and skills across the hangars and in the support departments. The Company also supports the engineers through a night school to help gain licences while they continue with the day job.



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

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

For all employment enquires please contact: **+44 (0)1603 254442** / jobs@klmuk.com
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CRAIG ALLCOCK – TECHNICAL INSTRUCTOR, KLM UK ENGINEERING

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

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

I used ELCAS to gain a City and Guilds in Composite Repairs,

Advanced Modern Apprenticeship in Management and Leadership, Team Leader Training, NVQ in Management, Train the Trainer and also completed courses on introduction to Health and Safety, Computer Skills and CV Writing.

My service in the RAF came to an end in November 2013 and prior to my leaving date I attended a careers fair whilst I was on resettlement and met KLM UK Engineering. My experience and future aspirations were talked through and I was invited for an interview in August 2013. The interview process comprised of a hand skills examination and two face to face interviews and shortly after I was offered a position as a Maintenance Mechanic working within the Hangar which I accepted and started in September 2013.

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

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

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

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

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

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

Charity funding foundations for canine



The Soldiers' Charity works in partnership with Barclays to fund educational and vocational training courses for service personnel in need, so that those who require help transitioning out of the Army can re-train for civilian careers.

With Barclays' support, they awarded grants to 80 soldiers in the last financial year, giving those veterans the best possible opportunity to capitalise on their existing skills and gain long-term civilian employment. The grants helped these individuals develop new skills and qualifications, from a barbering course, GCSE Maths, English & Science, to a certificate in fashion & photographic make-up and a tactical surveillance course.

Visit www.home.barclays/AFTERprogramme to find out more.



provides career

Former Staff Sergeant, Lester Staples, served with The Royal Army Medical Corps (RAMC) in a career spanning 22 and a half years.

During this time, he completed operational tours in Cyprus and Iraq, on both Op TELIC 1 and 2.

Sadly, Lester was medically discharged from the Army in February 2016 and, in his search for a new career, Lester sought the advice of his Personnel Recovery Officer (PRO). It became clear that Lester's life-long love of animals, and dogs in particular, perfectly suited him to a career as a drugs dog handler. However, he was unable to afford the costs of the necessary training courses to get qualified, so it seemed his dream would be cut short.

At a loss as to where to turn next, he was signposted to ABF The Soldiers' Charity – the national charity of the British Army, which supports soldiers, veterans and their immediate families in times of need. Upon hearing his predicament, they immediately stepped in to provide a grant covering the costs of the 16-day, intensive drugs dog handler's course. The funding came through The Soldiers' Charity's relationship with Barclays – one of their key corporate supporters – who help to fund specialist programmes dedicated to the education and retraining of wounded, injured or sick ex-service personnel.

Lester and his dog, Beans, completed a course at Malpeet K9 Academy Ltd in Wales; a company that specialises in the use of operational dog teams as well as dog handler training. Amongst other tasks, the duo undertook 'line work' – an exercise that involves dog and handler working together to identify individuals in a line-up who might be carrying illegal substances, simulating queues at an airport or at sports/entertainment venues.

Speaking about how The Soldiers' Charity's support

has positively impacted his life, Lester explained:

"If it wasn't for The Soldiers' Charity and their affiliate partnership with Barclays, then I wouldn't be sat here now. I've got two years under my belt as a dog handler and feel like I'm doing something useful again. Their help set me up for a new career and got me back on my feet; now I can look forward to a promising, fulfilling future."

Reflecting on the difficulties he faced during his transition from Army to civilian life, Lester also offers some words of advice to other servicemen and women who are struggling with similar experiences:

"I think a lot of soldiers have the mindset that they're not worthy of help. But you are. You've served your time and you have done something positive for your country. When you're in the deepest, darkest hole, and you can't see any way to get up and out of that hole, just imagine that somebody is throwing you a rope... just hold on to that rope and let them pull you up. Don't be afraid to approach charities like The Soldiers' Charity, because there's help out there if you need it."



The Army's National Charity

By making a donation to The Soldiers' Charity, you can help veterans like Lester through their dark times and enable them to make a successful transition from military to civilian life. Visit www.soldierscharity.org/donate ●



ABF

THE SOLDIERS'

CHARITY

The Army's National Charity

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

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

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



facebook.com/soldierscharity



instagram.com/soldierscharity



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

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



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Since opening in 2001 we have sold over 22,000 cars, saving in excess of £60 million for our customers

Forces Cars Direct, a car sales business based in Lincoln, address the importance of adequate support for service leavers and what they aim to do as a business to give back to current and retired service people and their families.

The transition from military to civilian life is one of the biggest changes many of those who serve will go through in their lives. Despite the rigorous nature of daily life in the armed forces, the challenge of adapting to a civilian routine should not be underestimated. It is important

that the men and women who are making this transition to civvy street are adequately supported and feel able to ask for help throughout the process. A recent report by the Armed Forces charity SSAFA which drew on interview with veterans about their own experiences highlighted several areas of civilian life which present veterans with difficulty. Financial planning was highlighted in the report as an area of particular challenge. 87% of the veterans SSAFA talked to had experienced financial problems in some form since leaving the Armed Forces.

It's easy to see how these challenges come about: many servicepeople join the armed forces at a young age, some moving straight

from the family home into military accommodation, where they then become used to the costs for essentials such as food, accommodation and tax being deducted from their salary before they receive it. This leads many servicepeople to underestimate the cost of living in civvy street. The SSAFA report makes several recommendations about how various organisations and wider society could help veterans, but the one which resounded most strongly with us is that it would considerably help veterans if there were more discount schemes offered by retailers and consumer organisations.

This is exactly what we aim to do at Forces Cars Direct. We are a business which exists with the primary goal of doing something which both recognises members of the Armed Forces for their service and helping them to overcome the considerable financial challenges they face once they leave the military. Buying a car is a very practical step for many service families and is a huge help to them in their daily lives. By making this purchase cheaper, we truly believe that we can make a substantial difference



to the life of the whole family. We do this very simply: by offering discounts service people and their families when they buy a car, in an effort to make sure that the cost of this important purchase does not become prohibitive.

Our company was founded in such a way that we understand the challenges of leaving military life that our customers are facing. We were founded in 2001, five years after our Managing Director Steve Thornton left the Army. Steve joined the Army in 1990 and served for five years in 4 Regiment Army Air Core, including in the First Gulf War. During his service he was posted in Germany, in Iraq and in Canada and participated widely in Army life. A number of things that he experienced during this period inspired Steve to start Forces Cars Direct. The most important, however, was his belief that those who serve our country deserve recognition for choosing to do so. He felt a brotherhood with others who'd also served, and a strong desire to do something to overcome the problems which he and his own comrades had faced.

When he left the military, Steve was confronted with a number of the challenges that many other service people face at that time. Up until that point, the Army had been his main career, as well as a significant source of support – he was surrounded every day by like-minded people dedicated to a common cause. Steve had a long-standing interest in cars and so decided to take up work in the car trade. He found that he had a natural affinity for it – quickly becoming the top salesman at the dealership where he worked.

Another thing that inspired him to start Forces Cars Direct was that he certainly knew there was a market for a good car retailer for those who'd served. Like many who leave the Army, Steve chose that moment to buy a car. He left the dealership having experienced poor customer service and with the distinct feeling that he'd been ripped off. When

he later found himself in the car trade, and with a natural affinity for it, he was determined to find a way to help others who'd served like him to avoid having the same dissatisfying experience that he had done.

Though he'd never been one to shy away from a challenge, the prospect of starting a business was daunting for Steve nonetheless. This kind of work was not something he had any previous experience of – and nor had anyone in his family had ever started or managed one before. He was convinced, though, that his business model offered an attractive proposition to customers who were deserving of a reward and that the principle behind the business was one that was worth pursuing. This conviction, as well as the values of discipline,



perseverance and problem-solving which he had learned in the army – was enough to carry him through the first challenging days of starting a new company. Going forward with the business, Steve knew the value of the skills he'd learned in the Army, though they had not seemed immediately relevant to entrepreneurship. He happily recognises these skills in others, and is keen to employ former services personnel for the value he knows they can bring.

Key to the success of the business has been the relationship with motor manufacturers. Our ability to offer a discount to our customers relies upon the manufacturers themselves being willing to supply the cars at discounted rates. The concept was novel at first, but with a little persuasion the obvious value of the contribution to society given by servicemen and women proved to have a powerful influence. We formed valuable relationships with a number of carmakers who were more than happy to recognise the impact given by the Armed Forces.

In the early days, the business started out by brokering tax free sales for servicepeople based abroad. Alongside expanding the business to serve customers living in the UK too, one of the most important parts of our expansion was ensuring that service leavers and ex-military personnel could also be eligible for our scheme. We wanted our business to reflect the fact that you remain a part of the military community once you've left the military, and that you always belong to that community. We are now able to offer discounts to both current and to those that have left the services and their families.

At this point the discounts we're able to offer our customers are considerable. Because the discounts are individually brokered the exact amount we're able to offer depends



on the make and model. Typically, we would save £4,500-£5,500 on an average car, however it can be up to as much as £10,000. To put that in perspective, since we opened in 2001, having sold over 22,000 cars, we have saved in excess of £60 million for the customers who've come through our doors during that time.

But we pride ourselves not only on the discounts we're able to offer but also on the quality of service we're able to provide. Knowing that leaving the military can be a disorientating experience we are keen to ensure that our customers have the advice they need to enter into a significant purchase like a car. We are able to give advice on all aspects of the purchase, including finance options. The experience of buying a car itself is changing, with options like Personal Contract Purchase – or PCP – giving our customers a greater range of choice than before, which in itself can be complicated and time-consuming to navigate. It's important to us that every customer feels secure and satisfied with the purchase that they're making.

Like any good business, we value our customers above all else – and we are always delighted when they recommend us highly. We have the advantage above other businesses that our customers have done something exceptional for their country. We never tire of seeing people who have given service going away with a car that will make a real difference to their life and the life of their family, as well as a saving that they can then use to help their family in some other way. While resettlement can be challenging in a number of ways, we are proud to be able to help servicepeople in a small way to get settled back into civilian life. ●



THE LONG WALK HOME

The title 'THE LONG WALK HOME' is rendered in large, bold, sans-serif capital letters. The words 'THE' and 'WALK' are red, while 'LONG' and 'HOME' are dark blue. White silhouettes of refugees are integrated into the letters: a group of people in the 'E' of 'THE', two people in the 'O' of 'LONG', a single person with a cane in the 'A' of 'WALK', and a group of people, some carrying flags, in the 'O' of 'HOME'.

Top Military Charity Announces 'The Long Walk Home'

To Commemorate 100 Years Since The Great War

UK's top military housing charity Haig Housing Trust are looking for 100 Veterans and serving personnel (in a private capacity) to walk 100 miles from Ypres to the Cenotaph to mark 100 years since the end of the First World War.

The march from across the military community has been called 'THE LONG WALK HOME' and the journey will finish on Remembrance Sunday at the Cenotaph.

Haig Housing was one of the organisers of the hugely successful Poppies at The Tower installation which raised millions for Veterans Charities and is the country's leading charity for military housing.

The Long Walk Home has been planned as a mark of respect

to those who died in the Great War and will raise funds for the charity. It is also an important milestone for Haig Housing as it was launched in memory of Earl Haig soon after the Great War.

Each of the Walkers will be taken to Ypres in Belgium – scene of three major battles and Headquarters of the British salient in the First World War - where they will begin their 100 mile journey home. On day one they will walk from Ypres to the Belgian coast then be taken by coach to Dover. Day two will continue from Dover to Faversham area. The third day will bring the Walkers to Gravesend, and the forth and final day will end in London where the Walkers will stay in the St Giles hotel before marching to the Cenotaph the following morning.

Along the route from Dover to central London the people of Kent are going to be asked to host two brave Walkers overnight in a show of the 'Dunkirk spirit'. It is hoped that the Walkers will be joined along the route in November by the public, politicians and celebrities to raise awareness and raise funds for the charity.

Chief Executive of Haig Housing, Brigadier James Richardson MBE said: "Haig Housing Trust started its



life to meet the needs of Veterans returning from the Great War. Prime Minister Lloyd George campaigned to build homes fit for heroes and ever since Haig has striven to do just that. The Long Walk Home recognises the great sacrifice given by so many in that war and its pilgrimage to walk the route from Flanders to the Cenotaph to take part in the National Act of Remembrance by today's Veterans will be a poignant commemoration. We hope that the public and in particular the people of Kent give support and encouragement to this event."

Chairman of Cobseo, The Confederation of Service Charities, General Sir John McColl KCB CBE DSO said: "2018 marks the centenary of the end of the Great War, the aftermath of which saw the creation of so many of the well-known organisations still supporting the

Veterans community and their families today. This centenary of the first Armistice will therefore attract much attention as the Nation stops to remember, not just the sacrifices of the Great War, but those who have given so much in all subsequent conflicts.

Haig Housing Trust's The Long Walk Home is a perfect way to commemorate this anniversary and raise awareness of Veterans' housing issues. This poignant pilgrimage joins the memory of events in the British Salient around Ypres during WW1 with Whitehall and the Cenotaph where our National Remembrance is centred. The Walkers will meet the challenge and hopefully be supported and encouraged along their route, raising awareness of Veterans' housing issues. I wish them and the Trust every success." ●

We are recruiting Walkers (and Kent accommodation hosts/volunteers for the support team) and that anyone interested in participating can find more details including how to contact us here: www.haighousing.org.uk/donation-fundraising/the-long-walk-home



JOIN THE 100



COME & BE PART OF THE LONG WALK HOME

Be one of the 100 people who will walk 100 miles from Ypres to Whitehall to honour, 100 years on, those who gave their lives in World War One. 6-11 November 2018.

You need to be a Veteran or serving personnel (who will undertake the Walk in a civilian capacity) and able to walk 25 miles a day across 4 consecutive days.

You will be fully supported throughout but we ask that you commit to a personal fundraising target.

We also require hosts for pairs of Walkers across the 3 nights in Kent plus other volunteers.

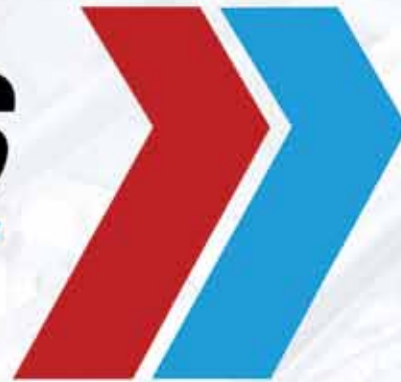
For more information and to APPLY, visit tlwh.org.uk or Tel. 020 8685 5777



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As a key supplier of automotive recruitment to these customers spanning over this time scale, we fully understand the recruitment needs of prestigious automotive manufacturers.

Our automotive client base has encompassed Aston Martin, Bentley Motors, Jaguar Land Rover, McLaren, VW, Hyundai, Volvo to name but a small selection.



Trusted Partners

AEROSPACE

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%.



CONSTRUCTION & ENGINEERING

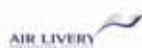
Engineering recruitment plays a vital role in the UK's economy, providing employment on a large scale and producing the majority of our physical exports.

Engineering is also 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.

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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 for adult social care jobs in England alone at any given point. It is a very dynamic sector (there are plans to integrate health and social care) and very rewarding for those whose vocation and experience match the requirements of their roles. There are expected to be 1.7 million new job opportunities by 2020.

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. ●



Why Military is Good for Business

By Lee Holloway,
Chief Executive
Officer at
the Officers'
Association.



At the Officers' Association (OA) I see first-hand the positive impact Service leavers make when they move into civilian employment. Whilst serving they went through one of the toughest recruitment and training programmes in the world. As a result, they are well equipped to tackle the management and leadership challenges faced in today's economy. Some employers are taking advantage of the range of skills that veterans have to offer, yet our research shows that many businesses are still missing out.

There remains, in some organisations, a lack of understanding of the core skills and values those veterans possess. For example, a report that we co-produced, *Veterans Work*, showed only 66% of large and medium organisations perceive veterans as having good communication skills. Yet one of the key strengths which employers consistently highlight to us is the excellent communications and interpersonal skills that veterans have. Research also

shows over half of organisations who employ veterans tend to promote them more quickly than the rest of the workforce.

We found that once a business takes the initial leap of faith and employs their first Service leaver, it doesn't take long before they want to tap into that talent pool again. Yet taking that first step can be an issue for many. Research shows that whilst 71% of employers say they would consider employing veterans, only 39% would employ someone with no industry experience; this means

that organisations can overlook the abundance of often hard to find soft skills and positive behaviours that Service leavers bring to the workplace. Our research shows veterans are loyal employees – resulting in a better return on investing in their training – have a lower sickness rate, perform well in a team and can work under pressure. They are also problem-solvers and often task focussed, which is an asset in many roles.

At the OA we bridge the gap between the officer community and employers. We





ANTONY'S STORY

Antony is a former officer we helped. He was forced to leave the Royal Marines for health reasons, but an OA career consultation provided the turning point he needed to find new employment. As Antony had not planned on becoming a civilian, he had to quickly adapt to his new situation. The main pressures upon him were looking for work whilst providing for a young family. Undeterred, Antony completed project management courses and applied for jobs. However, without commercial experience, his CV failed to clearly demonstrate how he could add value to a business.

Antony approached the OA for help. One of our career consultants

met Antony to give him career advice, introduced the concept of networking and provided useful contacts. The career consultation gave Antony the tailored support he required to achieve his career goals. Antony then attended several OA networking events, and was pleased to meet other former officers facing similar challenges.

He stopped applying for jobs and focused on networking. Through his network, Antony met a Capita employee who recommended that he apply for a position at the company. Antony followed this advice, and was subsequently hired as a Management Consultant, with a focus on project management. He has now passed probation, and is gaining vital private sector experience in a role he finds fulfilling.

Antony said: "The OA helped me to realise that networking is vital for building a new career. There is no substitute for meeting people in real life. Building a strong network keeps you on the pulse of the latest career trends."

For more information on how the OA can help, please visit www.officersassociation.org.uk/employment



VETERANS WORK

Our employer-led campaigns aim to highlight the benefits and value of employing veterans. We challenge employers to look beyond rigid hiring criteria and recognise the value Service leavers can bring to their business.

We work to help employers recognise the value of employing ex-military personnel and to assist them in building the business case so that they can capitalise on this talent pool. With our overall 'Military is Good for Business' campaign, we aim to create a long-term impact which is both sustainable and replicable. This approach aims to provide the best opportunities for our veteran community. This year we worked with Deloitte and The Drive Project to highlight the key findings of our published research, Veterans Work. We created three short, unique films using a combination of celebrities, business leaders and veterans to challenge stereotypes and perceptions of veterans.

The films have brought to life the key messages of our campaign and have been well received:

- Over 9,000+ video views to date
- National and regional press coverage
- An initial reach of over 43,000 users on Facebook (within 72 hrs of launch)
- Strong social sharing and high levels of engagement across all social media channels:
- Over 968,000 users reached on Twitter
- Tweets from some of the celebrities involved
- Over 45,500 impressions on LinkedIn.

View the films at www.veteranswork.org.uk



help transitioning officers to communicate how they can benefit a business, in terms recruiters and hiring managers understand. We also promote to businesses how they can directly benefit by recruiting former officers.

Last year, our Employment Team helped 4,782 officers – a 7% increase from the previous year. In addition, 1,757 new job seekers registered with us. Our support included 780 career consultations, providing impartial and practical advice. Plus 1,532 people attended our networking events, including employment symposiums at Deloitte's head office in London and Network Rail's headquarters in York.

Digital support is becoming increasingly important to our work, and we posted more than 900 jobs on our Executive Jobs Board. We also ran our first Ex-Military in Management Virtual Careers Fair, with SaluteMyJob, a digital platform where attendees engaged with recruiters and employers; found job opportunities and watched presentations.



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Maritime Transport's Industry Leading Driver Training

We speak to Gary Austin, Transport Manager at Maritime Transport Ltd, and find out more about their Driver Training, the Company ethos and hear first-hand why Maritime will invest in you.

As an employer of over 2,000 truck drivers, not one of which was able to commence employment with us without undergoing training irrelevant of the experience and knowledge they join us with, we're passionate about ensuring each and every one of them is confident and able in everything they do. To even be considered for a driving job with us, every applicant must be in possession of a full and valid C+E licence entitlement. This enables the applicant to legally drive vehicles with a capacity exceeding 3500kgs and a trailer exceeding 750kgs - in our world this means articulated juggernauts with a gross vehicle weight of 44,000kgs. This is akin to a newly passed out recruit being given a tank

to drive, a ship to sail or plane to fly just because they can now be called a soldier, sailor or airman. Of course this would not happen in your world, so why should it happen in ours?

I attended a recruitment open day at Colchester barracks a couple of years ago and a local transport company proudly informed the gathered professionals that they would guarantee anyone in that room that day a job.

When asked if that included convicted drink drivers, convicted drug drivers or those with a poor disciplinary record, their representative confidently answered 'yes, yes and yes!'

If ever I needed a lesson in how to offend a group of highly trained professional individuals this was it. Even more alarmingly,

this company's representative had proudly started his presentation with reciting his army number from his serving days...

So why do we covet and pursue people like you to join our business? Quite simply; your outstanding professionalism and transferable skills.

Our industry has always been hit and miss with service leavers, with so many believing that a career driving trucks in civvy street is what they want to do because they 'like driving'. Unfortunately, commercial driving is a brutal baptism into Civvy Street, with many having such bad experiences that they leave it double quick and, what's worse, passing this onto their mates who are still serving and would maybe think twice about following this career path.

The law allows a commercial driver to work for a maximum of 15 hours per day for a minimum of three days per week (however, this can be six days a week if certain criteria are met on the other three days). So in effect, a 90-hour working week of which 56 of these can be driving and a daily rest break of nine hours and a minimum weekend rest of 24 hours. This can be done every week, LEGALLY. However, the good news is that on the second weekend you can have a 45-hour break. Oh and we don't have 'sports' on Friday afternoons. Tempting isn't it?

Thankfully what the law allows and what a driver actually does are two very different things.

At Maritime, we believe every employee is an investment; we learned that the work we put in at the beginning will save us work throughout that person's employment. Also, that investment at the front end gives the employee a clear idea of their worth and importance to our business.

With our partner the Career Transition Partnership, we offer a very structured path into the industry and more specifically, a career with us.

We actively promote our work experience placements; we believe these are the perfect way to help you decide if this is the career, and industry, you want to work in when you leave. These placements, (you would need a valid C+E licence to be considered), can be anything from one to four weeks, during which time you get to do the job while under the expert guidance of one of our mentors.

These very popular placements let you 'try before you buy' and for the most part offer a full time position with our company at the end. Even those who choose not to pursue a driving career enjoy a positive experience and take the new skills learned from us with our compliments to whatever industry they end up in.

For those that do choose a career with us and are lucky

enough to be offered a position, the training then starts in earnest. Our year long Professional Driver Scheme takes them on a journey to make them just that, a Professional Driver.

This scheme has been put together with service leavers strongly in mind, every single facet of the job and its associated skills are catered for, including the correct way of getting into the vehicle. During the year regular assessments are carried out by our highly qualified and experienced trainers with progress being recorded in a training manual. What's more, we don't penalise the trainee in terms of salary, they receive the same pay and entitlements to earn bonuses that our experienced drivers get.

So who gets what out of this approach? Well, we benefit because we know the standard of applicants from the forces. We train to our own very high standards from day one; this approach is very similar to the familiar environment they have just left. We also believe in promoting from within and the skills you have learned in the forces will hold you in good stead as you progress within the business. Finally, we offer a familiar environment to help ease the transition from forces life to civilian life with many processes and procedures recognised but

called by different names.

Training never stops though, we have a team of trainers based at all our depots along with mentors. Training takes many different avenues from a full day annual driving assessment and appraisal, to targeted training on a very specific area, classroom courses that enable drivers to gain further qualifications all the way down to over the phone coaching by vehicle manufacturer trainers.

Drivers and staff are actively encouraged to ask for training if they feel they can improve in certain areas.

The cherry on top of the cake is that all this training is reflected in the driving style bonus that all drivers are able to earn, paid annually, with some of the top drivers able to earn an additional £2,000 extra a year for doing nothing more than doing their job as trained.

Training is becoming a core part of our business more and more as we see the benefits, not just to our business but also our employees. We don't just train for the benefit of our business; we also train skills that benefit the industry and community too giving the drivers life skills.

So by cultivating our existing work force, we know exactly the standards and skills each and every one of our drivers possess

on the road each day, what the public and customers can expect from them and the knowledge that we have prepared and trained them in the best way possible.

This is reflected back in increased productivity, profitability and reputation that is the envy of many. And, we all benefit through this, our drivers have had a pay rise every year for the last 15 years. Our fully owned fleet of over 1,000 top spec trucks are no more than three years old, the depots they park in, for the most part, are owned by the company, and the facilities our drivers enjoy in these depots are the envy of the whole industry.

A proud moment came for the company when it signed the Armed Forces Covenant, confirming our commitment to employing and supporting service leavers. This commitment has recently been recognised further with our Employers Recognition Silver Award from the Ministry of Defence for our engagement with and employment of service leavers.

We are very proud of what we have achieved so far, but we have bigger ambitions going forward. As a privately owned company we do not have millions of pounds to throw at training, but what we do have is a belief in delivering good, effective, training that our business and employees need and most importantly, benefit from. ●

OPPORTUNITIES FOR OUTSTANDING PROFESSIONALS

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

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

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



JOIN THE BEST

Logistics

a world of opportunities

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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



Apprentice James Halsey working on a truck

JAMES HALSEY APPRENTICE CASE STUDY

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

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

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

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

RAF LEAVER RYAN HUTCHINSON'S TRANSITION TO THE FTA

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

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

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

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



Ryan Hutchinson working on a vehicle

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



The Ministry of Defence
partnering with Right Management®



Enhanced Resettlement Provision from CTP

INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS

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

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

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

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

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

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

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

WHERE DO I START WITH RESETTLEMENT?

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

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

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

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

WHAT SUPPORT AM I ENTITLED TO?

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



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

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

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

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

Resettlement Support from CTP



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

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

*Wounded, Injured and Sick Service Personnel

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

HOW CAN CTP HELP ME?

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

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



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

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

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

TRANSITION

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

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

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

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

TRAINING

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

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

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

ROUTE MAP FOR SERVICE LEAVERS START HERE:



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

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

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

EMPLOYMENT

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

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

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

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

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

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

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

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



Approaching the civilian job market with confidence

Utilise your resettlement toolkit to ensure maximum success post-discharge and beyond.

Leaving the Armed Forces can be a daunting experience, but with the right preparation and full use of the tools available to you via the Career Transition Partnership (CTP), you'll be ready to approach the job market with confidence.

The CTP is here to support you from up to two years pre-discharge to two years post-discharge, so it's important to use your resettlement time wisely and ensure you're well prepared.

RECOGNISE YOUR TRANSFERRABLE SKILLS

The first port of call for most Service leavers is the 3 day Career Transition Workshop (CTW), in which you'll start thinking about your future career plans, and identify the

wealth of skills you can bring with you to the civilian world.

Alongside the technical skills developed during your military career, you'll also have gained many 'soft skills' that are extremely attractive to employers – from leadership, working under pressure and knowledge of health & safety, to team work, organisation and commitment to getting the job done. The CTW will ensure you can effectively translate your military experience into a format recognisable in the civilian job market.

TOOLS AVAILABLE INCLUDE

- **myPlan:** online Career Assessment Activities to help you identify what you want from your future career and what you can offer an employer; review your key achievements; and define your interests, skills and strengths
- **Follow on Webinars:** virtual sessions on Interview Success, Social Media and Managing Your New Career, to help you fine-tune your skills.
- **Self Employment Awareness Workshop:** a one-day workshop delivered by X Forces, aimed at helping you identify whether self-employment is right for you

- **Other Service leavers:** during the CTW you'll have the chance to meet other colleagues also going through the resettlement process, and to learn from their experiences.

RESEARCH THE JOB MARKET

The next step is to identify which industries or job types you will target. On day 3 of the CTW you will meet your Career Consultant, who is available throughout your resettlement journey to provide advice and guidance; this is your time to discuss your future ideas and to create a Personal Resettlement Plan which will shape your resettlement journey.

You may already have a clear idea of what you want to do next, or you might still be looking at all the options available to you – either way, it is important to complete as much research as possible. Remember that the job market is constantly changing, and differs greatly depending upon geographical location and industry sector, so it's important to stay up-to-date with the latest industry news in your region.

TOOLS AVAILABLE INCLUDE:

- **Industry Sector Guides:** online briefing documents for

all the major industry sectors, which are regularly updated by the CTP employment team with industry news

• Regional Employment

Bulletins: the bulletins are updated monthly by the CTP Employment Team, and contain the latest vacancies and job market news for all UK regions

- **Employment Events:** the CTP regularly hosts events including Employment Fairs, Company Recruitment Presentations and Live Online Chat events with employers – these all give you the opportunity to research different companies and jobs

• CTP Employer Focus

Directory: an area of the CTP website containing microsites from employers committed to recruiting Service leavers – their pages contain company information, application hints and tips, and case studies

COMPLETE RELEVANT VOCATIONAL TRAINING

Having identified the industry/industries you'll be targeting, you now have the opportunity to undertake training courses to help shape your future career.

The training you choose is not an end in itself but part of the route along your resettlement journey. It needs careful planning and consideration before committing any time and funding to it. You should, of course, do your own research but also use the knowledge and expertise of your Career Consultant who is there to advise and guide you towards the correct choice.



Visit www.ctp.org.uk to find out more about the resettlement package and ensure you register for resettlement with your Service Resettlement Advisor from two years pre-discharge.

TOOLS AVAILABLE INCLUDE:

- **Career Consultant:** you can access your Career Consultant via phone, email or in person throughout your resettlement
- **CTP RightJob:** search for live job vacancies on the CTP's ex-military job board RightJob or other job sites, and see what the required qualifications are
- **CTP Training Website:** listing a wide range of vocational training and, where CTP doesn't offer the training you are looking for, courses from MOD Preferred Suppliers
- **Second Line Service Resettlement Advisor:** to inform on allowances and entitlements

CREATE TARGETED CVS AND COVERING LETTERS

Whilst it is important to have one generic CV and covering letter, it is vital that you tailor these for each job application that you make. This ensures that you highlight the areas in which your experience matches the job description, making it easy for the employer to see why you could be the right person for the job.

TOOLS AVAILABLE INCLUDE:

- **Online CV Builder:** use this online tool to create a draft CV in four simple steps
- **Career Consultant:** if you have any questions or want to get an opinion on your application before you submit it, you can always contact your CTP Consultant
- **Career Transition Workshop:** you'll spend time creating a CV during the workshop, and the CTP workbook provides a refresher of this information along with plenty of examples

GET NETWORKING

Networking is more than shaking hands and exchanging business cards. We network every day without thinking about it – from talking to your barber about business during a haircut to being introduced to a 'friend of a friend'! Of course there are more formal ways of networking, but the thing to remember when job searching is that everyone you speak to offers a potential networking opportunity".

As you get ready to apply for jobs, think about the contacts you already have in similar industries – you never know, they could lead you to your next opportunity.

TOOLS AVAILABLE INCLUDE:

- **Online Resettlement Guides:** *Professional Networking & Social Media and LinkedIn*
- **Your existing contacts:** some examples of potential contacts in your network are: Neighbours, Co-workers, PTA members, Teachers, Training Providers, School and college alumni, Politicians, town council members, Service providers – doctor, dentist, lawyer and Trade Association & Institute contacts

By using your resettlement time wisely and allowing yourself sufficient time to think about your next steps, you'll be fully prepared to approach the job market and secure that all-important next career post-military. And don't forget, CTP support continues throughout your job search and post-discharge via the CTP Employment Team.

The CTP Employment Team: Supporting You as You Seek Your Next Role and Beyond

Your CTP support is split into three pillars: Transition, to help you identify your transferrable skills and next steps as you get ready to transition from the military to civilian life, Training, giving you the opportunity to boost your CV with vocational qualifications, and Employment, to ensure you secure your next role or desired outcome, faster.

The CTP Employment Team provides support to employers with local and national vacancies. The Regular Forces Employment Association (RFEA) is part of the CTP and provides the employment arm of the CTP, assisting Service leavers in finding employment, linking you with organisations who are seeking the best candidates for their vacancies.

We provide employers with a bespoke recruitment service to meet the needs of the businesses we work with; from small scale recruitment to major campaigns. We use your Service leaver profile on RightJob to match you to the roles our employers are advertising with us.

Last year we hit record numbers, with over 80,000 quality vacancies advertised by our employers looking to recruit your talent. We regularly review your completed online profiles to generate suitable quality vacancies to match your skills and locations.

RightJob isn't the only way you can engage with our employers and their opportunities:

EMPLOYMENT FAIRS

Every year we promote our Employment Fairs as an excellent way for employers to network one to one with those leaving the Services. Last year we had record numbers of exhibitors at our events and the feedback from employers and Service leavers was extremely positive. We host 9 events per year across the UK – the remaining ones for 2018 are:

- North East Employment Fair 27th September, Leeds
- South Coast Employment Fair 11th October, Southampton
- West Midlands Employment Fair 29th November, Telford

To register for any of these Employment Fairs, please call our Central Bookings Team on 0203 162 4410 or email CTPEvents@ctp.org.uk.

We offer a **Live Chat** facility for you to connect directly with employers via a chat platform on the CTP website. Live Chat is an online event which allows you to have one-to-one text-based conversations with employers. These events are offered to employers

who have particular recruitment drives or a large volume of opportunities and details can be found on the CTP events calendar – and can be accessed anywhere with an internet connection, via your phone, tablet or computer.

We assist employers to set up their own recruitment presentations and events, and we promote these to a targeted audience using the data on your profile. You can also view these on the CTP events Calendar.

To bring all our employment intelligence to life for you, we produce monthly **Regional Employment Bulletins**, employment **Focus newsletters** and **Industry Sector Guides**, to share information on the local and national job market, highlight key vacancies and provide tips and advice to help you take the next step on your career journey.

EMPLOYER RELATIONSHIP MANAGERS

Our Employer Relationship Managers (ERMs) are regionally based and use the profiles on your record to target employers. If there is a particular employer you are looking to engage with, please discuss it with your CTP Career Consultant or Employment Advisor; they'll then feed this back to use, and we will do all we can to make a connection.

If you require further assistance please remember the Central Support Team is available to help you on 0121 236 0058 or email RightJobSupport@ctp.org.uk.

RECRUITMENT SUCCESS

Each year, over 20,000 people leave the Armed Forces and make the transition into the civilian work force. At CTP, we know that Service leavers offer a wide range of transferable skills, qualifications and experience. The employment service offered by CTP is used by hundreds of employers who recognise the benefit of recruiting from this pool of talent, and actively seek assistance from us to source high calibre applicants.

Visit www.ctp.org.uk/job-finding to find out more about the employers currently working with CTP to recruit Service leavers. ●





“Less words more action”

“UCP UK, probably the best High Risk Close Protection Training Company in the world”

The UCP 21 day CPO course is delivered in London and designed for former British Military only... covering unarmed Domestic Executive Close Protection and overseas armed hostile environment in testing locations.

London is the main hub for all Close Protection Work and therefore this location is used within the training exercises.

UCP deliver a medic course like no other training company within the UK, using live explosives and a make-up artist giving the realistic effect for you to deal with a casualty whilst under stress conditions.

UCP UK know what awards and qualifications are required to get you employment, UCP deliver and train these courses so you achieve the awards to certify you to apply for the job in the UK or overseas remits.

London or Baghdad UCP cover all training aspects on their 10 acre specially built tactical grounds.

So, just use these simple steps to use your ELCAS funding and book onto the 21 day CPO course.

UCP is an (ELCAS) Enhanced Learning Credit Scheme Preferred Supplier and a (CTP) Career Transition preferred supplier

Our ELCAS provider number is: 5011

The 21 day CPO course is delivered every 1st of the month without fail every month of the year.

£2400 for the 3 week training and includes accommodation (1st come 1st serve basis)

Served over 8 years? Then you may be entitled to claim up to £1920 with a personal contribution of £480 Get licenced,

get work and gain private security experience as a Close Protection Operative (Bodyguard)

UCP only train 8 candidates at any one time

UCP are a direct centre status international awarding body centre with HABC

Standard awards issued with our course

1. Close Protection Level 3
2. Covert Carry 9mm Pistol
3. First Responder Emergency Care Level 3
4. B6 Armoured Vehicle
5. Drone Operator
6. Surveillance (Rural Technical and Urban)
7. Private Security Contractor



London live exercises



Bodyguard



Concealed carry



Reaction to attack



Returning to Iraq



MOD Approved

ELC
Provider Number
5011

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

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

Visit our website
www.ucpgroup.co.uk



Live firearms training



The Glitz and Glamour of London



Vehicle drills



Serve in a Different Uniform

There is more to life after the army

Deciding what your next step will be after serving in the army can be daunting. You may have already closed the door on your military career or are about to leave, and now is the time to pursue new opportunities.

When people think about roles in landmine clearance, deminers generally spring to mind!

While this role is valuable in the removal of landmines, there is always a need for project managers, explosive ordnance disposal (EOD) trainers and mentors, as well as medical personnel just to name a few.

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.

While disarming an explosive device may not have been what you were expecting to pursue post army-life, there is extraordinary work currently being done to rid

countries worldwide of these destructive weapons, many years after conflicts have ended. Mine action, encompassing clearance capacities and risk education, is essential to an affected country's socio-economic growth.

When a country is confronted with the threat of landmines and ERW, organisations such as TDI take action to remove these weapons. TDI was established in 2005 to provide extensive project management support 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. In addition to the above, TDI also provides fleet maintenance and remote logistics solutions.

Since small beginnings, TDI has established a notable 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. During its 13-year lifespan, 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, manual mine clearance operations conducted by TDI have resulted in the freeing up of over 2,062,579 kilometres of previously mined areas of land and contaminated fields. We have removed over 90,000 items of unexploded ordnance, safely destroyed over 500 tonnes of unserviceable and obsolete munitions and provided valuable education to over 244,000 local people who are at risk of these explosive weapons. There are still millions more hazardous items to destroy and TDI continues to spearhead the efforts to clear the way and reduce the fatal footprint landmines leave behind.

It is widely known that clearing hazardous explosive material is a precarious task; however, TDI is 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 multiple projects into numerous countries, 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. 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). A similar threat to landmines is that of UXO. UXO, comprising of unpredictable explosives including mortars, grenades, missiles and bombs,

can be extremely dangerous and volatile if moved or tampered with, becoming a potentially wider and hidden danger.

Like the removal of explosive devices, mine risk education is also crucial to the worldwide mine action effort. On many projects, TDI have a team dedicated to educating civilians, officials and a country's military personnel on how to recognise these items and what precautions to take. The scope of mine action is vast. The opportunities to develop within this industry are reflective of this, wide and diverse.

While our trained and well-equipped personnel remove landmines, UXO and ERW, they also simultaneously conduct technical surveys and GIS mapping. Once the area has been determined landmine and hazard free, the cleared land is entrusted to local governments, communities and businesses for the sustainable development of this land in the future. Previously displaced civilians can too, return to the land without the risk of encountering these devices.

TDI has worked in many countries 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 worldwide 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 limiting the risk of injury and fatalities with 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 weapons, while providing training solutions to recognise and dispose of them. Our training solutions are flexible and can be adapted according to the specific threats unique to each country. Qualified 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 country of operations where continuous 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 dangerous in countries suffering from violent conflict or weak governance. TDI staff are deployed in these regions to restore ineffective stockpile security and management of such arms and

ammunition. Civilians, unbeknown to the dangers of these weapons, may also unintentionally encounter them with an often-fatal outcome. With the accumulated knowledge of our personnel, TDI has developed significant experience in this sector 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

ensure that our clients concentrate on their core business ventures in these challenging environments. To lighten the load, 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 practical solutions for camp construction and management, water procurement and fleet maintenance services. The career options within TDI are extensive, with opportunities available in many of the countries within which we operate.

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 broad with a wealth of experience collaborated from each individual's particular field of expertise. Collectively, our personnel have worked in all corners of the world.

We are proud to employ qualified individuals from over thirty-two countries with staff travelling 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 everyone who joins us. All TDI staff are afforded 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 reading this magazine and still contemplating what to do next, why not consider joining us at TDI? There are career options outside of military life and TDI provides the tools for you to branch into something new. Wherever you are in your career, hanging up one uniform does not suggest it is the end of the road but rather the beginning of a new one.

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.** ●

NEED A CAREER CHANGE? LEAVING THE ARMY? **WE ARE HIRING.**

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.

Contact us on:

info@thedevelopmentinitiative.com | [twitter/TDI18](https://twitter.com/TDI18) | www.thedevelopmentinitiative.com/job-opportunities/



Consultancy Project Management

The transferable skills that you've acquired over your years of military service might make you an ideal candidate for management consultancy or project management.

SO YOU THINK YOU'RE A CONSULTANT? HOW DO YOU KNOW? WHO SAYS?

Probably experienced, even qualified, in your own discipline but how can you demonstrate to potential clients that you also provide a Consultancy service that really adds value? Over the last decade A3 Training Ltd has trained dozens of serving and ex-military personnel who wish to branch out into the world of consultancy.

The company provides a suite of courses designed for Experts, Consultants, Change Agents, Project Managers and Continuous Improvement Practitioners. Having experience, knowledge or skills in a particular discipline is not enough for today's clients. They expect their consultants to be qualified in order to meet the challenges of a business environment, whether in the private or the public sector.

Clients need consultants who can add real value to their business by delivering independent, considered and well balanced solutions that achieve measurable results. Consultants holding this recognised Chartered Management Institute (CMI) qualification will increase their chances of securing their client's business.

So if you want to be acknowledged as an effective consultant (internal or external) then you should consider this qualification course.

The Level 5 qualifications in Professional Consulting (QCF) have been developed by the Institute of Consulting and the CMI. At A3 Training Ltd they have selected the most appropriate units to build that essential foundation in professional consulting.

The course offers more than most providers by allowing delegates to choose which two units they would prefer to study for their qualification – rather than impose pre-selected units. Built around a consultancy model, this is a comprehensive three-day course comprising tutor input sessions, interactive exercises, media clips and a case study that

runs throughout the duration of the course. The case study allows delegates to use and practice the many tools and techniques shared over the three days.

You can opt for the Award or the Certificate in Professional Consulting and for those wishing to progress further with their qualifications A3 Training Ltd offers the Level 5 Diploma and post graduate programmes at Level 7 in Professional Consulting. These qualifications form a clear pathway for individuals to apply for the ultimate status of Certified Management Consultant (CMC).

It is worth noting that the CMI is currently working hard to develop, secure support for and launch a new chartered qualification, as a badge of recognition for the skills, knowledge and professionalism of management consultants. This will be called 'Chartered Management Consultant'.

The three-day Level 5 Introduction to Professional Consulting course costs £1,650 which includes all CMI fees & materials, but does not include your travel & accommodation]. Reduced rates available for group bookings and for early booking (two months before start).

For additional flexibility A3 Training aims to offer two versions of their three-day course

- Three consecutive days, or
- Three separate days spaced at approx. 6 week intervals.
- Venue TBC but likely Portsmouth /Southampton area.

The course comprises an Introduction to Consulting Essentials including the Role and Responsibilities of a Consultant and Communication for Consultants (Unit 5029), planning and Managing Consultancy Interventions (Unit 5030), The Client Relationship (Unit 5032) and Problem Solving Tools and Techniques for Consultants (Unit 5034).

To complete the course delegates are able to choose which Units they would prefer to

study for their qualification and have to complete one written assignment to achieve the Award in Professional Consulting.

They also have to complete two written assignments to achieve the Certificate in Professional Consulting.

The amount of time and effort involved is estimated by the CMI in 'Guided Learning Hours' (GLH). For two of the units above this adds up to approx. 60 GLHs. Attendance on the three-day course counts towards the 60 GLHs.

Delegates have up to 12 months in which to complete & submit their two assignments but most delegates achieve this within six months. Full support & coaching is given.

All courses can also be delivered on an in-house basis, tailored to meet individual specific organisational needs with regards to the units covered and course structure.

More details of A3 Training's Consultancy course and contacts are to be found on the company website www.A3Training.co.uk.

PROJECT MANAGEMENT

Many service leavers will at some stage in their military careers have been involved in some form of project management. But how do you transfer those skills into the outside world and gain the appropriate qualifications? Again A3 Training could provide the solution.

Any task that requires preparation to achieve a successful outcome will be done better by using project management methods in the process. Project management methods can help in the planning and managing of all sorts of tasks, especially complex activities.

Projects come in various shapes and sizes, from the small and straightforward to extremely large and highly complex. Increasingly companies and organisations are beginning to realise that by properly understanding the scale of a project they can make better informed decisions about how to manage it. This should include consideration of whether to appoint an in-house Project Manager or contract an external consultant.

A3 Training Ltd offers a Level 3 qualification course [accredited by the CMI] that differs from the norm by including a new approach to Project Management. A3 Training

has introduced a new matrix that allows you, the Project Manager, to assess the size of a project and consequently the amount of time and resource required. All this whilst retaining the essential steps and tools associated with all credible methodologies.

Designed and built around this matrix, this two-day course comprises tutor input sessions, interactive exercises, media clips and an opportunity to work on your own case study. Following the course the company will provide ongoing support if you decide to progress to the qualification.

A3 Training Ltd is a small company that punches above its weight. As former public sector employees in the Royal Navy and Civil Service, the company knows what it's like to experience that transition into the private sector, or self-employment. The instructors also share and appreciate the invaluable skills and expertise accumulated by ex-military personnel throughout their careers.

The company website claims: "Our aim is to maximise those skills and create the best opportunities, through training and qualifications, for those people making that transition. A3 Training's portfolio offers a wide range of courses to include Consultancy, Lean Six-Sigma, Change Management, Management & Leadership, Project Management, Coaching and Facilitation. For many of our clients we have tailored a blended package to suit particular needs. Being small makes us more flexible." To find out for yourself visit the A3 Training website or telephone **0203 828 6064**.

KNOWLEDGE TRAIN

A one day Central Manchester based Project Management course is also available through Knowledge Train. The course is packed full of useful tools and techniques ready to use immediately

This project management course will teach you the basic techniques used by project managers. No prior knowledge is needed. You learn from the experienced and enthusiastic trainers and go away with the confidence to start managing your own projects.

Managing your first project can be a bit daunting, but this short introductory course has been designed by experienced project managers especially for people who are new to project management. If you are looking to take a PRINCE2 course in the near future, this course is an effective preliminary introduction to project management.

During the training you will gain an understanding of the key

concepts, tools and techniques which experienced project managers use to keep control over their projects. Within just one day, you will feel more confident in being able to manage your own projects, and even organise your day-to-day tasks more effectively.

Knowledge Train delegates come from all walks of life and work in all industries and in organizations ranging from one to over 100,000 employees. Its courses have helped all these individuals further their careers and skills in project management.

If your career goals differ from the ones listed below, please feel free to discuss your goals with one of the company's specialist advisors on **0207 148 5985**. They can advise you on choosing a course which best suits your career. You can also find more details of course content, dates and costs by visiting website www.knowledgetrain.co.uk ●



Forecasting your future career in accounting and finance

Accountancy might not seem the obvious choice of career for a service leaver, unless you've been a paymaster or pay clerk, but there are plenty of opportunities in accounting, book-keeping and other areas of finance.

But if you haven't had any specific experience, how do you get started? A good starting point is the Home Learning College which offers a whole range of courses suitable for people with limited time, or who want to integrate their study time into an already established lifestyle.

Its online accounting courses – AAT and ACCA – are ideal if you are looking to start your accounting career or would like to progress your career right up to Chartered Status. Home Learning College is the UK's largest online provider for accounting qualifications. The college claims more people choose them because they offer a

complete package including exam booking, revision support and live online classes. The award-winning online courses are designed with a single objective: to get the best out of you, realising your full potential.

The college supports you throughout your journey with the very best interactive resources, live online classes and tutor support with the opportunity to go at a quicker or slower pace, or even take a break, if you need to.

The Association of Accounting Technicians (AAT) is the UK's leading awarding body for skills-based accounting qualifications and account for nearly 90% of all vocational qualifications in finance and accounting.

The Home learning College website claims: "We are thrilled to

have won two awards at the 2016 AAT Training Provider Awards: Best Use of E-learning, in recognition of our expert learning team and ground-breaking online campus and AAT Distance Learner of the Year which was awarded to one of our most dedicated students.

ACCA is the global body for Professional Accountants, with 170,000 members and 455,000 students across 180 countries. The ACCA Diploma course, one of the several ACCA accountancy courses, is the first of three parts making up the ACCA accredited route to Chartered Certified Accountant status.

Whether you want to gain a professional distance learning qualification but are concerned about the cost of specialist online



training there are a number of payment and funding options available. The College does all it can to make studying with them affordable, so it offers a range of payment plans and funding options, and will work with you to find the right one for you. Simply visit the website **www.homelearningcollege.com** and select the option that best describes your situation to find out more.

If you are not sure which course is right for you, please don't hesitate to give the College a call on **0207 173 5847**, right up until 8pm weekday evenings.

If you're looking to gain a professional qualification around work, family and other important commitments, distance learning

offers a flexibility that is simply not available from traditional colleges. The company also offers a range of free taster classes to help you make the right choice of course.

Studying online is a great way to gain a qualification while still being able to work, parent, or juggle the many commitments that define most adult lives. If you feel at ease using digital technology, are happy to study independently and looking for a learning style that offers flexibility, distance learning is an ideal option. It could lead to a career and qualification as an accountancy technician or more.

PREVENTING FINANCIAL CRIME

If a career in financial management interests you but accounting seems a bit mundane prevention of financial crime is also an area to consider. The International Compliance Association (ICA) is a professional membership and awarding body and source of information on careers. It is the leading global provider of professional, certificated qualifications in anti money laundering; governance, risk and compliance and financial crime prevention.

Being a member of the ICA, a global community, demonstrates a commitment to the highest standards of practice and conduct, enhances your professional reputation and employability and significantly, protects and improves the performance of your organisation.

ICA certificates and qualifications are globally recognised benchmarks of competence and excellence in the fields of governance, risk and compliance; financial crime prevention and anti money laundering.

There are courses, leading up to these qualifications, offered at all levels of knowledge and experience from Introductory to Expert, provided in partnership with approved learning organisations across the globe.

Also, if you are based in a jurisdiction where face to face workshops aren't available, you can study via online learning, with

the training provider International Compliance Training (ICT).

Many potential students find it helpful to understand the wider context of ICA qualifications by attending one of the open days / briefing sessions that they host internationally. You can also watch a short summary of a recent open day in London on the Association's website.

Next, decide which of the four levels of experience best describes you and then explore the various options tailored for that level. Certificate, diplomas and post-graduate diplomas range from introductory and intermediate to advanced, specialist and expert and cover a range of anti-fraud and money laundering subjects.

Money laundering is the process of transforming the profits of crime and corruption into ostensibly 'legitimate' assets. In a number of legal and regulatory systems, however, the term money laundering has become conflated with other forms of financial and business crime, and is sometimes used more generally to include misuse of the financial system (involving things such as securities, digital currencies, credit cards, and traditional currency), including terrorism financing and evasion of international sanctions. Most anti-money laundering laws openly conflate money laundering (which is concerned with

source of funds) with terrorism financing (which is concerned with *destination* of funds) when regulating the financial system.

Some countries define money laundering as obfuscating sources of money, either intentionally or by merely using financial systems or services that do not identify or track sources or destinations. Other countries define money laundering to include money from activity that *would have* been a crime in that country, even if it was legal where the actual conduct occurred. This broad brush of applying money laundering to incidental, extraterritorial, or simply privacy-seeking behaviors has led some to label it financial thought crime.

Financial crimes are committed by individuals, corporations and even some legislations. It is easy therefore to see how the attributes and qualities of service personnel and leavers would be attractive to those organisations committed to fighting these crimes and ensuring compliance.

You can find out more about working in this interesting and varied area of finance by visiting **www.int-comp.org**. The website provides a wealth of information on the qualifications available and the range of opportunities within the sector. ●

If you're looking to gain a professional qualification around work, family and other important commitments, distance learning offers a flexibility that is simply not available from traditional colleges.





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



With **Hire A Hubby** you can turn your DIY skills into a **profitable business**

Founded in Australia over 20 years ago, Hire A Hubby provides general property maintenance and DIY services to residential and commercial customers.

Homeowners in the UK might love doing a bit of DIY but time pressures and lack of skills mean that there is a ready demand for the services offered by Hire A Hubby. We are looking to attract individuals with strong DIY and property maintenance skills and who have a desire to own and run their own business,



so if you enjoy DIY and have great practical skills and would like to run your own business a Hire A Hubby franchise could be just what you're looking for.

HOW IT WORKS

Each Hire A Hubby franchisee runs their own business but they are backed by the security and support of a long established handyman franchise operation. Your franchise comes with an exclusive territory, a two week training package that includes both practical know how and business administration training, a company laptop and mobile phone, Police /DBS checks and insurance. There are only two things that new Hubbies

have to provide, their tools; which most DIY enthusiasts already have, and a white van; which will be sign-written during their training. Our franchisees come from all walks of life and include former trades people and military personnel as well as people with a professional, management, IT, banking or engineering background

INCOME GUARANTEE

We are so confident in the Hire A Hubby business proposition that we offer a first year's income guarantee of up to £50,000. The guarantee is dependent upon the initial investment and enables an individual to take the step into business ownership safe in the knowledge that they are able to call upon us for financial support should it be required. We believe that this makes us unique within the franchise world. The income guarantee that is on offer represents the minimum turnover Hire A Hubby would expect a new

franchisee to be able to achieve during their first year. Given the demand from home owners for the sorts of services that the Hubbies provide, many franchisees easily exceed this. Resulting in many franchisees scaling their business to the point where they need to take on one or two members of staff by the end of their first year.

SYSTEMS AND SUPPORT

Each franchisee has access to Hire A Hubby's very own computer system (hub e-connect) which allows quoting, scheduling, and administration to be simplified. However, more importantly it also allows a franchisee to monitor their operation, particularly from an efficiency and profitability perspective. This ensures performance is always at its best and can then enable the franchisee to understand their business performance, and decide whether to grow to a multiple vehicle operation. Something that can only be achieved if they know their KPIs (key performance indicators) are where they need to be.

WORKING LOCALLY

Ideally franchisees like to have the territory of where they are living and most franchisees would be within a 30 minute drive of their home location. It is important for a franchisee, not to have to travel too far, as time is money. All Hire A Hubby franchisees are DBS / Police checked enabling them to

offer their services to schools, care homes, children's day nurseries and other businesses, where they might come into contact with the vulnerable. After you've completed your training at head office, you'll be supported in the field by one of the team. During your territory launch week you'll be introduced to your key customer groups including property managers and other regular, repeat business customers.

SKILLS ASSESSMENT

Prospective Hire A Hubby franchisees are required to take a self-assessment, both of their interpersonal and DIY skills. Part of your training package includes a hands on week at a building training centre, this enables our franchisees to brush up on their DIY skills and learn a few tricks of the trade to add to their skill set. The success of the Hire A Hubby brand has been built on individual franchisees working in their local area, providing high quality services, which require excellent DIY skills.

GROWING OPPORTUNITY

As demand for your services increase, there is opportunity to grow your business to a multiple vehicle operation. Choosing to operate multiple vehicles, allows

you to become more of a project manager and to take on more work, thereby increasing the profitability of your business. Many franchisees have followed this model enabling them to achieve increased turnover levels and in Australia, where the system was first developed over 20 years ago, there are now multiple franchisees who have achieved over \$1 million Australian Dollars in a single financial year. Indeed in the 2017-2018 financial year one franchisee achieved \$1.4Million, this level of turnover can only be achieved by having a multiple vehicle operation. However there is no obligation for a franchisee to have multiple vehicles and any franchisee will only grow their business if and when they wish to do so.

FLAT FRANCHISE FEE

Hire A Hubby take a flat franchise fee so regardless of what a franchisee's turnover is, or how many vehicles they run, they will never have to pay any more. Whether a franchisee wishes to grow their business to a multi vehicle operation or not, they all benefit from strategic business support from the head office team. This includes regular business reviews to check a franchisee's performance against their business plan, and setting goals and business objectives, all things that as a sole trader they wouldn't have access to.

INVESTMENT REQUIRED

Investment levels range from between £15,000 to £25,000 depending on the territory chosen and this can be part or wholly financed if needed. Hire A Hubby have a range of finance packages available from the likes of StartUp Finance or Natwest, who have accredited the Hire A Hubby franchise system and who also offer 75% unsecured funding finance package. From a business perspective there are tax advantages to financing your business and it is something that most franchisees tend to do.

JOIN THE TEAM

In addition to having good practical DIY skills, it is likely that, with your military background, you'll also be a team player, who enjoys working to a plan and you might also have good time management skills. If that is the case then you are just the sort of person we are looking for. We have franchise areas and territories that have now been mapped and available across the UK, so it doesn't matter where you're based we can help you on your journey to becoming your own boss. ●



RUN YOUR OWN PROPERTY MAINTENANCE BUSINESS



Ask about
our £50,000
Income
Guarantee

If you have great DIY skills and the desire to run your own business we have the perfect career path for you.

Hire A Hubby is a specialist handyman service providing property maintenance and project management services to customers in the domestic, property management and commercial markets.

Franchisees are our backbone. Practical people with a passion for DIY, they run their own business with the security and support of a long established and successful handyman franchise operation.

Your business success over the short, medium and long term is our ultimate goal. Even though individual Hubbies are running their own business, they enjoy full operational support from head office and the Hire A Hubby network.

On top of loving DIY, we're after team players with customer service skills, good time management skills, a strong customer service ethic, be a team player and be able to work to a plan.

Franchises from just £15,000.
Call today for more information.



HIRE A HUBBY
PROPERTY MAINTENANCE



0800 111 4664



www.hireahubby.com



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

'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

discounted
offer for army
personnel



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

From Serviceman to Snap-on man



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

After leaving the army to start a family, a chance conversation with a family friend introduced him to Snap-on and the rest, as they say, is history! David launched his franchise in May 2015 and hasn't looked back since.

"I've always wanted two things; my own family and my own business. I'm incredibly proud that I've achieved both by the age of

32! My business is allowing me to build a future for my family whilst enjoying the sense of freedom and pride that comes with being your own boss. It's win-win."

Like so many young men and women, David left school with a handful of qualifications. Feeling like his options were limited, he joined the army just a few months later. As a member of the Royal Military Police, David worked tirelessly and was promoted to Corporal at the tender age of just twenty years old. Four years later, after a particularly difficult six-months in Afghanistan, David decided that the time was right to move on to pastures new.

"I'd just done six months in Helmand Province with the Paras. It was really tough. It brought home to me that I wanted to spend time with my family and have a family of my own. Once I'd decided to leave, I wanted to do it straight away because I wanted to get out while I was young enough to start a new career."

With the determination and self-discipline learnt during his time with the Royal Military Police, David felt sure he could succeed as his own boss. Adamant that he wanted to provide for his young family, the benefits of business ownership seemed obvious to David.

With his aspirations firmly in place, a chance conversation with a family friend set him on the road to becoming a Snap-on franchisee.

"One of my good friend's dad is a Sales Developer for Snap-on. We got talking about the thoughts I'd been having about starting a business and he suggested I take a look at the franchise. I didn't really know much about franchising until I talked to him, but the more I found out about the model and the support structure, the more I was sure it was the way to go rather than starting a business from scratch."

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

Initially, David was concerned that his lack of experience in the tool trade may affect his ability to run a successful franchise but researching our training programme put his mind at rest: "The more I looked at the training programme, the more I realised that knowledge of tools wasn't crucial. Snap-on train you on all the products and provide the marketing materials. They've already identified your customer-base before you start so all Snap-on were asking for was an enthusiastic, hard-working, people person- I was confident I could deliver all three!"

To be certain that owning a franchise with Snap-on is right for new prospects, all potential franchisees get to go out on van rides with existing business owners. It was on these van rides that David began to see how friendly and supportive the Snap-on team were, and the camaraderie with customers reminded him of the friendships he'd had in the army. Confident and excited to start his own Snap-on journey, David signed his all-important franchise agreement and prepared for his training.

On top of my weekly income, I bonus myself now, so if I do over £6k paid sales a week I pay myself a bonus.

Snap-on training starts with a week in Dallas in the US. Afterwards, new recruits are welcomed into the Snap-on family at our UK head office in Kettering. Here, new franchisees meet the staff who will support them on a daily basis and collect their very own custom-built mobile store! Training continues with a full week of on-van support out in the field. New franchisees are assigned to a dedicated franchise developer for the first 12 months who spends an additional 12 days on the road with them offering one-to-one support within the first four weeks.

"The training was hard but I really enjoyed it. As someone who had come from a regimented, and sometimes high-pressured, environment, I responded well to the style of training at Snap-on. It was very relevant to the job I would be doing and it set the standard for the level of customer service I wanted to offer my customers. We learnt about the tools, how to sell, features and benefits, systems, finance options, and IT. I learn quite quickly so I definitely picked it up well."

Now running a thriving Snap-on franchise, David feels the support and ongoing training offered by Snap-on Head Office is a real key to the success of his business: "It's really reassuring knowing that there is such a wealth of support available to you, all of the time. I've become fairly self-sufficient over the years, so I don't rely on the support team



Top 40 franchisees



as much as I used to, but there's always someone on the other end of the phone if I need it."

At Snap-on we understand that we're only ever going to be successful if our franchisees are! That's why we continue to invest millions in a global support programme that already boasts a staff ratio of 2:1 for every franchisee. From sales and marketing to product and technical knowledge; this programme is designed to help every franchisee build a profitable business.

David can now safely say he has the financial stability he always wanted and supporting his young family is his

priority. He takes great care to make sure he doesn't take his success for granted, and he now rewards himself with financial incentives to help profits continue to grow.

"On top of my weekly income, I bonus myself now, so if I do over £6k paid sales a week I pay myself a bonus. I'm building a future for my family, and working hard means I'm can afford to enjoy life without worrying about bills."

Not one to rest on his laurels, David's plans for the future include employing an assistant and even expanding into a second territory! "It's been hard work,

and I have to put in long hours to ensure the business is growing but with my background in the armed forces, running my own franchise suits my work ethic down to the ground. You can't expect results without hard work, and my business is doing well because of the effort I put in every day."

Although his business keeps him very busy, David still finds the time to spend with his wife, Michaela, whom he met the day after he left the army. They recently had a baby girl, and so he now has the family he always wanted. David enjoys socialising with his friends (although

he admits this happens a lot less now the little one is here!) and indulging in his passion for fitness.

Leaving the army with little-to-no idea of which direction his life was heading in was a frustrating time for David, and he wishes he'd found Snap-on sooner. In fact, the Snap-on business model has worked so well for him, he's keen to share the story of his success with others, who may find themselves in a similar situation upon leaving the armed services.

"A successful Snap-on franchisee needs to have drive, ambition, people skills and an appreciation for the level of camaraderie in the industry – it suited me to the ground. Provided you are prepared to work hard and remain focussed on your goals, there is no reason why you won't succeed with Snap-on and believe me, the potential for earnings is huge!"

If, like David, you want to take control of life on Civvy Street, text **FRANCHISE** to **07786 201 770** or visit **www.snaponfranchise.co.uk** to find out more about the Snap-on franchise opportunity. ●

Snap-on



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

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

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

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

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



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

"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.

2018

an opportunity to join
one of the UK's **fastest
growing** Consultancy
businesses...

REGIONAL DIRECTORS/ ASSOCIATE DIRECTORS/ LMS SALES CONSULTANTS

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

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

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

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

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

tinderbox™
Igniting Business Performance

You can join Tinderbox in one of three ways -

tinderbox™
Igniting Business Performance

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

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

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

Quote AD 004 if interested in finding out more.

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

Quote SC005 if interested in finding out more.

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

an
opportunity to
join one of the UK's
fastest growing
Consultancy
businesses





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.



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



ChipsAway

Scratches and scuffs won't dent your pocket

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

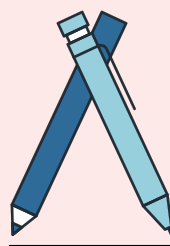
0800 980 595 |

www.chipsaway.co.uk

The MoD Enhanced Learning Credits Scheme

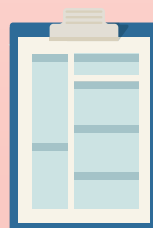
The MOD's Enhanced Learning Credits Scheme (ELC) promotes lifelong learning amongst members of the Armed Forces.

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



Getting Started: How does it work?

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



BACKGROUND

The Publicly Funded Further Education/Higher Education scheme provides Service Leavers and Service Personnel in their qualifying resettlement phase with access to a first full Level three (GCE A level or vocational equivalent), or a first higher education qualification (a foundation degree or a first undergraduate degree or equivalent) free from tuition fees.

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

Before making an application, Service Leavers are advised to first check the national position on existing support with the relevant national education authority (e.g. in England BIS or SFA). There may already be existing 'free' provision by another route e.g. those aged 25 years or under are already entitled to a first level 3 in England; free entitlement for all who fulfil the residency requirements on degree/HND level courses in Scotland; Welsh residents also attract some support for FE and HE provision. It makes sense for SL to explore alternative routes before considering support and access through the ELC 'top up' scheme, but there are safety measures in place to prevent any possibility of double funding.

**CLAIMANTS PLEASE NOTE:
YOU ARE REQUIRED TO
SUBMIT A CLAIM FOR
EACH ACADEMIC YEAR
OF THE COURSE. ONLY
ONE YEAR OF STUDY
SHOULD BE ENTERED
ONTO EACH CLAIM FORM.**



Claim Process to be Followed by Learners and Learning Providers

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

TWO. Learner completes ELC Claim Form (form ELC 005.01)

THREE. Learner submits Claim Form (form ELC 005.01) to commanding Officer and Education Staff for approval

FOUR. Claim Form sent to ELCAS for processing or Authorised Education Officer processes claim online

FIVE. ELCAS checks eligibility of Learner to claim an ELC via ELCAS database or education Officer checks via online system

SIX. ELCAS or Education Officer process and approve Claim and sends Learner a CLAIM AUTHORISATION NOTE (CAN form ELC 005.02)

SEVEN. Learner books course of learning with the Learner Provider, pays 20% personal contribution/deposit and passes the CAN (form ELC 005.02) to the Learning Provider as authority to proceed

EIGHT. Learning Provider sends invoice addressed to Director General Financial Management Shared Service Centre to ELCAS (after course start date)

NINE. Within 15 working days of receiving an invoice ELCAS checks invoice against approved Claim record and passes to relevant MoD Budget Manager. The Budget Manager authorises the data and then passes on to the Director General Financial Management Shared Service Centre for Payment.

TEN. MoD Director General Financial Management Shared Service Centre makes payment to Learning Provider and issues a remittance. (Please note that once DGFM SSC received payment instruction it may take 30 days for payment to be made).

FURTHER INFORMATION

If claim is rejected in step three (return to step one) or five (return to step three).

Invoices for unauthorised claims and/or missing the required information returned to the learning provider.



Claiming

Before being eligible to make an ELC claim, individual scheme members must have completed not less than six years eligible service (lower tier). If you have completed four years qualifying service prior to 1st April 2017, please read JSP 822. The lower tier of funding is up to £1,000 per claim instalment and the higher tier (eight years service) is up to £2,000 per claim instalment. Only service accumulated since 1st April 2000, may be counted as eligible service for the purpose of the ELC Scheme.

You are entitled to make three ELC claims in total. You can only make one claim per financial year (1 April – 31 March), however if you have served between 6 and 8 years you are eligible to aggregate all three claims together. As the expiration date of your claims is dependent upon many factors please read JSP 822. If you are claiming in the last year of scheme eligibility, study must commence before scheme expiry date.

If you are in your qualifying resettlement phase you may be eligible to claim under the Joint Funding Initiative (PF FE/ HE Scheme). For the full details and to check the eligibility rules, please view the Serving Personnel/Claiming Publicly Funded FE/HE page. ●

Claiming ELC Funding

You are required to read this page if you are in service or ex-service and are looking at claiming on the ELC Scheme.

Before registering for any learning activity serving personnel must get authorisation from their line manager and Education Staff to ensure that their chosen course meets the MOD requirements for ELC funding. Ex-Service personnel must get authorisation from their Single Service Representative.



ONE.

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

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

TWO.

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

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



FOUR.

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



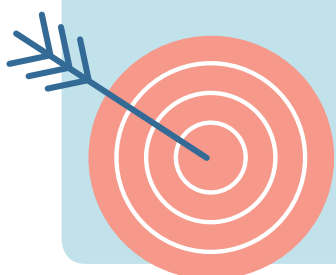
THREE.

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



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

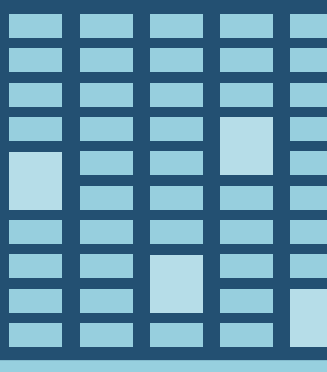
available. Using these results you can then either refine your search to take into account other factors or you can explore the individual provider websites through the links provided. This search engine facility also allows searches for PF FEHE approved providers, Approved Learning Providers by name,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

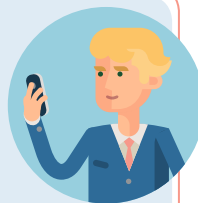
- Or a first foundation degree or first full undergraduate degree or national equivalent. Typically to be eligible for this support, the higher education qualifications would be at levels four-six of the Framework for Higher Education and Qualifications in England, Wales and Northern Ireland (FHEQ) eg: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



openreach

10 signs you're meant to be an Openreach engineer

- 1 You're ready to earn**
After 12 months with us, you could earn over £26,000 a year.
- 2 You're a hands-on learner**
Ready to become a trained engineer in seven weeks.
- 3 You're bored of offices**
It's time to hit the road in an Openreach van.
- 4 There's lot's of benefits**
We'll give you free broadband, BT TV and BT Sport.
- 5 You're an adventurer**
You'll get 22 days' paid leave and bank holidays to travel.
- 6 You're hunting for a bargain**
Get great discounts on smartphones, speakers and tablets.
- 7 You're big-hearted**
Everyone in Openreach is paid to do three days' charity work a year.
- 8 You're planning for the future**
You'll automatically work towards a pension.
- 9 You're a natural problem solver**
- 10 You're ready to help Britain get connected to the future**

There's no such thing as a typical Openreach engineer

We'll help you build a career with great benefits

We're one of the world's biggest communications companies. It's our job to look after the network that connects tens of millions of homes and businesses across Britain. We do this on behalf of communications providers who deliver phone, internet, data and TV services to the nation.

You could become our next trainee, all we ask from you is that you're physically fit, have a driver's license – with no more than 6 points – and that you're always willing to go that extra mile for the customer.

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openreach

Start a new career with Openreach as a trainee engineer

There's no such thing as a typical Openreach engineer

We'll help you build a career with great benefits

We're one of the world's biggest communications companies

It's our job to look after the network that connects tens of millions of homes and businesses across Britain. We do this on behalf of communications providers who deliver phone, internet, data and TV to the nation, and we need the best people to help us do that.

World class training

In return, we offer a world class training programme, great career opportunities and a competitive salary. After 12 months, our trainee engineers earn over £26k. If applicable, you'll also receive up to £3,380 London weighting or £1,431 of offshore outer Scottish Island allowances. You'll get 22 days annual leave (plus bank holidays), free broadband, BT TV and BT Sport, great discounts and enrolment into our pension plan.

We've got vacancies across Britain.
To find out more and apply, visit openreach.co.uk/trainee

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is often challenging but we have people across a range of roles and locations that have already successfully transitioned with us and are waiting to help **YOU** to do the same.

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