

ER

Winter 2018 £Free

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

magazine

Veterans are more likely to find work

Military service is likely to improve
your chances of finding employment.

SSAFA at work around Britain

SSAFA, provided practical support
to thousands of people across the UK.

Britain's top Armed Forces honoured

The Ministry of Defence 2018 Gold Award winners are revealed.



WE ALWAYS HAVE ROOM FOR MORE INSIDE

The East of England Ambulance
Service NHS Trust provide
emergency services throughout
the East of England. **P18**

FROM MILITARY TO MINES

The Development Initiative Ltd
has a rich history of providing
opportunities to those leaving the
Army in search of a new career. **P27**

VETERANS GATEWAY

We put veterans and their families
in touch with the organisations best
placed to help with the information,
advice and support they need. **P50**

THE ELC 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.



"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 mine-field". Simon Lloyd, FPS Member

INDEPENDENT, NOT-FOR-PROFIT

Our independence enables us to serve the interests of our growing number of Members – now more than 53,000 – as the Armed Forces Pension Watchdog. We are vigilant, holding governments to account, campaigning wherever we spot an injustice or an inaccuracy in the system. Fighting for the Forces and their Families is in our DNA.

JOIN US NOW

Whether you have a pension enquiry or you want to keep in touch with the latest pension developments through our e-newsletters and Pennant magazine, visit forcespensionsociety.org and join online today.

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When you join us online, quote **Promo Code EAR 2018** and we'll send you a free voucher worth £150 off a Rambling and Adventure holiday.



PENSION HELP WHEN YOU NEED IT

We respond to hundreds of such pension enquiries from our Members every month, helping them through the AFPS pension maze. Our Pension team has doubled in size to respond to the growing need for independent support. Join us and see how we can help you. Or simply become a Member for the peace of mind of knowing we're here to help when you need us.

VALUABLE MEMBERSHIP OFFERS

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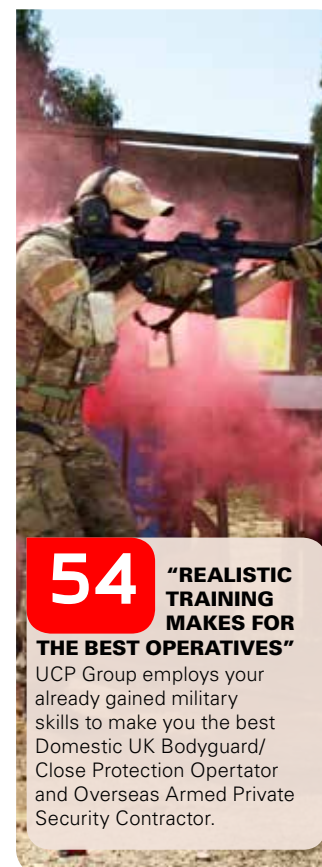
Hire A Hubby was founded in Australia over 20 years ago and provides general property maintenance and DIY services to residential and commercial customers.

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GHOSTLY figures, representing fallen soldiers whose names are found on North East war memorials, have started appearing across the region.



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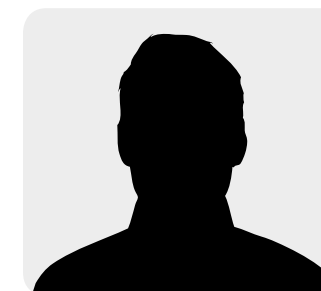
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Welcome...

Welcome to the Winter 2018 issue.



events where we get to speak with many of our readers.

There is information about the enhanced learning credits scheme, known as elcas. This is always at the back of each issue and informs you of your entitlements to funded training and how to apply.

We are proud to be sponsored by SSAFA the UK's oldest National Tri-Service charity who were founded in 1885. SSAFA works to ensure that the needs of the Armed Forces, veterans and their families are met in an appropriate and timely way in recognition of their service to the Nation.

We are proud to have worked alongside many Armed Forces charities, these have included; The ABF Soldiers charity who are also featured again in this issue, The Royal British Legion, Help For Heroes, Combat Stress, The Not Forgotten Association, Haig Housing and many others. There are some great networks of support available and we are always happy to highlight them in our magazines.

Easy Resettlement aims to offer a wide variation of opportunities, we know that our readers are from a wide-ranging demographic from all services, having male and female readers ranging in age and rank, all with a plethora of different and transferable skills, that are now recognised and sought after in the civilian sector. Therefore, we also include Resettlement Training opportunities, Franchising, Insight days and Employment Fairs.

We are always keen to hear from our readers and what you would like to see in future issues. We are only able to produce these magazines thanks to our advertisers, so please do mention us when speaking with any of them.

We hope you all have a Merry Christmas and a safe and Happy New Year. ●

KIND REGARDS
THE EDITOR



Committed to the Covenant

Fair, supportive, flexible. When we first signed the Armed Forces Covenant, back in 2014, we made a commitment to all those who serve, or have served in the Armed Forces.

A commitment to treat serving troops, veterans and their families fairly. A commitment to offer support and mentoring to ex-military personnel making the transition to civilian life. And a commitment to breed a culture of flexibility and respect, recognising the vital role our Armed Forces play and the value that they add to our organisation.

So, this year, we were delighted to be recognised as one of only 51 businesses to have achieved a prestigious Gold Award in this year's Ministry of Defence's (MOD's) Defence Employer Recognition Scheme.

Here are just some of the ways we are helping to make a difference and advocating support for our Armed Forces.

SUPPORTING THE TRANSITION TO CIVILIAN LIFE

We are one of X-Forces' founding corporate members and have been advocating support for its 'Big Business Supporting Small Business' campaign. During this time, we have seen the organisation grow enormously, from enabling its first 100 business start-ups to its thousandth earlier this year.

The company helps ex-military personnel transition to civilian life, nurturing entrepreneurial ambition and helping to support start-ups. In fact, X-Forces has proven that businesses from the Armed Forces community will play a significant role in the UK economy, with the businesses it has supported having over a 90 per cent success rate, which far exceeds the national average.

Working at Landmarc, we all believe strongly that it is our duty to support our Forces; whether it's providing the best training facilities for our serving troops or, providing help and advice when personnel return to civilian life. Our Landmarc 100 scheme, for example, is available to support rural entrepreneurs with both start-up funding as well as business mentoring and is an area that we are looking to develop further with X-Forces to enable more ex-military to benefit.

According to X-Forces, each year 'between 12,000 to 15,000 individuals leave the Armed Forces taking with them a set of skills including leadership, entrepreneurialism, innovation and a serious work ethic which can be applied to the commercial world.'



Each year between 12,000 to 15,000 individuals leave the Armed Forces taking with them a set of skills including leadership, entrepreneurialism, innovation and a serious work ethic which can be applied to the commercial world.

These are precisely the skill sets we require to deliver our contractual obligations in managing the MOD National Defence Training Estate, working with individuals and small businesses that understand the unique nature of the environment in which we operate. It is, by definition, something we can do for each other. We receive the local, expert service delivery we require, and our supplier gets the benefit of working as part of a larger supply chain, helping to foster relationships with other, larger organisations.

PROVIDING FLEXIBILITY FOR RESERVISTS

Around 25 per cent of our workforce is comprised of people from our Armed Services communities, which includes reservists. We know that balancing a civilian life with military commitments takes dedication and that's why we have special policies in place to support them, helping our reservists to achieve the most from both careers.

Whilst still serving, Hannah became a Bomb Disposal Officer and served in Kosovo where she was responsible for all UK ammunition storage licenses and inspections.

At the time Hannah had no idea how she would use these skills if she ever left the military but working for Landmarc has meant she can put her training and experience to great use. Says Hannah, "I came into the business to support



COMMITTED TO SERVE

Meet Army Reservist Hannah Winton, Explosives Safety Manager at our Head Office, a role she has carried out since she first started working for Landmarc in the summer of 2012.

Hannah started working with ammunition and explosives in the Army and chose to specialise in this field, so she completed a 16-month course to become an Ammunition Technical Officer.

Whilst still serving, Hannah became a Bomb Disposal Officer and served in Kosovo where she was responsible for all UK ammunition storage licenses and inspections.

At the time Hannah had no idea how she would use these skills if she ever left the military but working for Landmarc has meant she can put her training and experience to great use.

Says Hannah, "I came into the business to support

Landmarc and the Defence Infrastructure Organisation (DIO) to ensure the regulatory issues around people working in ammunition storage facilities were being met appropriately.

Since I have been here, the explosive side of the job hasn't always taken up all of my time so I have undertaken a variety of other tasks, including bid support on the NTEP contract, business development, training of new IT systems at the start of NTEP and more recently, supporting the development of the process maps for the business and our Sharepoint site, Landscape.

I am also an Army Reservist and Landmarc supports this part of my career without hesitation, which is really important to me. For over two years, I was carrying out my job at Landmarc and held a Squadron Commander position for the Army Reserves, responsible for over 100 soldiers. Combining the two jobs was tricky but with a lot of support from Landmarc and my reserve unit it was a fantastic (but very busy) experience.

Routinely I ensure that our Munitions Debris Capability on the four Air Weapons Ranges is fit for purpose and evolves as the requirement does. I support any areas of the business that touch on ammunition and explosive storage, often guiding people to the regulations or the organisations within the military they need to liaise with.

Working at Landmarc we see some pretty amazing sights on

the training areas – from new and exciting military equipment to a rare species of animal or plant and it comes with the added benefit of being out and about on the ranges again, something that is not easy to find in most civilian jobs.

Landmarc is a really friendly company, the military/civilian mix makes for a great working environment. People just want to provide the best service they can to our customers and our staff are always so positive and passionate about their jobs."

"When people leave the armed forces, they do so with unique skills and experiences that can benefit businesses and organisations across the country.

"These awards show just how valued and in demand these skills are. I encourage more businesses to sign up to the Armed Forces Covenant and show their support for our brave service leavers."

Tobias Ellwood,
Minister for Defence
People and Veterans

"We work hard to advocate support for our Armed Forces communities recognising the vital role they play and the value that they add to our organisation. For example, around 25 per cent of our current workforce is comprised of ex-military staff and/or their spouses and we are also one of the founding partners of X-Forces, the leading organisation in the UK for enterprise in the military community.

Here, we support the organisation both financially and through mentoring and peer-to-peer learning opportunities, as well as contributing to new business start-ups.

This recognition is testament to our strong military ethos and the understanding and support provided by all our staff and we are delighted to have achieved such a prestigious award."

Steve Utley,
Landmarc Managing Director



ABOUT US

Landmarc Support Services works in partnership with the MOD and Defence Infrastructure Organisation (DIO) to manage the National Defence Training Estate.

This includes consultancy, design, management and operation of training areas and ranges; explosives safety; built and rural estate management, including environmental and conservation support; information management and administration services; project management and commercial property management.

The company is jointly owned by two leading businesses in their field - Interserve, a major player in the international support services and construction market and American firm PAE, a leading provider of enduring support for the essential missions of the U.S. government, its allied partners and international organisations.

To find out more about Landmarc and their current vacancies please visit: www.landmarcsolutions.com



Britain's top Armed Forces-friendly employers honoured

© Ministry of Defence



Secretary of State for Defence, Gavin Williamson has praised Britain's forces-friendly businesses at an awards ceremony in central London.



51 businesses were honoured for their commitment to the military, including employing former service personnel, their families and reservists on Monday 12 November.

The MOD's Employer Recognition Scheme 'Gold Awards' awards were handed out by the Secretary of State for Defence and HRH The Earl of Wessex... to businesses and organisations who have shown outstanding support for the military community and the Armed Forces Covenant.

Employers 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.

The 51 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.

Secretary of State for Defence, Gavin Williamson said:

"Those who have served our country so courageously deserve the full support of organisations across the public and private sector."

"The breadth and diversity of this year's Gold Award winners shows how business support for the armed forces continues to flourish. I offer my gratitude and congratulations to all the winners."

Minister for Defence People and Veterans Tobias Ellwood said:

"When people leave the armed forces, they do so with unique skills and experiences that can benefit businesses and organisations across the country."

"These awards show just how valued and in demand these skills are. I encourage more businesses to sign up to the Armed Forces Covenant and show their support for our brave service leavers."

The Government has launched its first UK wide Veterans Strategy which brings together aspirations and commitments from across government for championing the needs of the ex-service community.

The Government has a wide range of schemes in place to support service personnel and veterans. From encouraging employers to

recognising the value the military community, to business through the Armed Forces Covenant, to committing £22billion of funding for mental health over the next decade for service personnel and £10 billion for veterans.

EMPLOYER RECOGNITION SCHEME AND THE ARMED FORCES COVENANT

The Employer Recognition Scheme was launched in 2014 by the then Prime Minister David Cameron to recognise employer support for the wider principles of the Armed Forces Covenant. The Scheme encompasses bronze, silver and gold awards for employers that pledge, demonstrate or advocate support for Defence and the Armed Forces community. This includes Reserves, Service leavers, Armed Forces veterans, the wounded, injured and sick, Cadets, military spouses or partners and their families.

The Armed Forces Covenant is a promise from the nation that those who serve or have served in the Armed Forces, and their families, are treated fairly. The Covenant is enshrined in law, and the Government is committed to delivering the best possible outcomes for the Armed Forces community by working with a range of delivery partners who are signatories of the Covenant. Signatories include local authorities, charities, community organisations and businesses.

THE 2018 EMPLOYER RECOGNITION SCHEME GOLD AWARD WINNERS ARE:

1. Alexander Mann Solutions
2. Amey UK plc
3. Betsi Cadwaladr University Health Board
4. BNY Mellon
5. Citibank
6. C S Hodges
7. Cardiff and Vale University Health Board
8. City of London Corporation
9. City of Wolverhampton Council
10. Compass Group UK and Ireland
11. Defence Medical Welfare Service
12. Dumfries and Galloway Council
13. Durham County Council
14. East of England Ambulance Service
15. Ernst & Young (EY)
16. Forward Assist Veterans Charity
17. Future Sales Factory Limited
18. Handy Heroes Limited
19. ITI Network Services Ltd
20. James McVicar Printing Works
21. Kent County Council
22. Landmarc Support Services Ltd
23. Leeds Teaching Hospital NHS Trust
24. Leonardo
25. Lloyd's of London
26. London South Bank University
27. MBDA UK
28. Newcastle City Council
29. The Newcastle upon Tyne Hospitals NHS Foundation Trust
30. NHS Hastings and Rother CCG and NHS Eastbourne, Hailsham and Seaford CCG
31. NHS Orkney
32. Norfolk and Norwich University Hospitals NHS Foundation Trust
33. Northumberland County Council
34. Portsmouth City Council
35. Raytheon UK
36. The Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust
37. Royal Surrey County Hospital NHS Trust
38. Sage
39. SaluteMyJob
40. SGN
41. SkillForce
42. South Tyneside Council
43. The Sovini Group
44. Standard Life Aberdeen Plc
45. Stoll
46. Swansea Council
47. University Hospitals of Leicester NHS Trust
48. University of Lincoln
49. University of South Wales
50. Wandsworth Council
51. WYG

CONTINUED >>>

The Ministry of Defence 2018 Gold Award winners

Empolyer Recognition Scheme (ERS)



Alexander Mann Solutions

Since signing the Armed Forces Covenant, the commitment and support of Alexander Mann Solutions to the Armed Forces community has accelerated considerably. The involvement of its founder and CEO in the Veterans Work project generated a powerful message to its business and clients. Given its reach across a range of organisations in the UK it is constantly engaging with other organisations about their Armed Forces recruitment and talent acquisition activities.



Amey UK plc

Amey actively seeks to recruit Service leavers, it has established dedicated pages on the careers section of its website and has introduced a specific question in its job application forms. Applicants are invited to declare their Reserve status and the company's supportive HR policy is highlighted. To promote employees who are Service leavers it provides case studies and videos to demonstrate their experience and transferable skills.



Betsi Cadwaladr University Health Board

BCUHB is a proactive and vocal supporter of Defence and the Armed Forces community. Recognising that demobilisation can be a difficult time for Reservists, it offers a full range of support on their return to civilian employment through its Occupational Health Department. Line Managers are made aware of elements needed to be considered in order to ensure the Reservist experiences a smooth re-integration into the workplace.



BNY Mellon

BNY Mellon provides the longest-running Military Insight scheme in the City and offers advice and guidance to other organisations seeking to create their own schemes. It has been integral to the success of the City Veterans Network as well as having their own Veterans' Network (VetNet). VetNet organises panel discussions, regularly communicates with the Career Transition Partnership and promotes the employment of Reservists.



City of Wolverhampton Council

As a major employer, City of Wolverhampton Council leads by example to encourage others to support the Armed Forces community. It makes the most of its reach and extensive networks to create the best possible environment for Service leavers, from developing employment pathways to improving access to housing.



Compass Group UK & Ireland

Compass has fully embraced the Armed Forces Covenant within its culture and developed all-round initiatives to attract members of the Armed Forces community into the business. The company seeks out and encourages personnel leaving the military to consider employment at Compass by promoting jobs and volunteering opportunities through the Career Transition Partnership and its external channels. Compass also supports the employment of military spouses, with 250 hired so far.



Defence Medical Welfare Service

DMWS is a strong supporter of the Armed Forces and actively promotes the Armed Forces Covenant. The charity acts as an intermediary between different organisations and ex-military personnel and their families to enhance understanding and appreciation of the Armed Forces. Over half of the DMWS workforce is from the Armed Forces community. Employees with links to the military say they feel understood and welcome.



Dumfries and Galloway Council

Dumfries and Galloway Council addresses the needs of Veterans and their families in the region. It supports the Veterans Garden Project, which provides a safe environment for Veterans to get together and receive support and guidance to ensure they get the help they need. Approximately 17 Veterans are involved in this project along with staff and volunteers.



C S Hodges

C S Hodges and Sons is a small family owned business that has been supporting Defence for many years. Its company vans carry the Armed Forces Covenant logo, together with the company's own statement of support to all the men and women of the Armed Forces. It also attends local Reserve unit employer events to engage on a face-to-face basis with Reservists looking for employment. Armed Forces Covenant C S Hodges has been keen to do whatever it can to raise awareness and encourage as many organisations as possible to do likewise.



Cardiff and Vale University Health Board

The Cardiff and Vale UHB regularly hosts the Armed Forces to help them recruit whilst actively engaging with its Reserve staff, encouraging them to share their knowledge and experience to inspire others. It has developed a fast-track pathway for Welsh Health Specialist Services to enable serving military personnel to access NHS services in a timely manner. The UHB has created 'buddy-up' opportunities for ex-Service personnel to meet up with staff who have also served to provide mutual support.



Citibank

Citibank has been chairing the City Veterans Network (CVN) since its inception, helping to ensure the success of the annual Dinner, which provides networking opportunities for senior Defence personnel and City executives. Citibank runs a successful annual Military Insight event, working closely with the Career Transition Partnership (CTP) to help to put Service leavers in touch with key decision makers at the Bank as well as helping with CV drafting and interview preparation.



City of London Corporation

The City of London has been committed to the Armed Forces throughout its history and is proud to be a champion for the Armed Forces community. It works with businesses within the Square Mile sharing best practice about Reservists and Service leavers and demonstrates this support to its own employees. The organisation has close ties with the Honourable Artillery Company and promotes Combined Cadet Forces across schools and academies.



Durham County Council

Durham County Council has revised the housing allocation policy to ensure there is no disadvantage to Veterans and their families; extended the scope of welfare right referral criteria to specifically include reference to the Armed Forces community; and ensured the schools admissions code does not disadvantage UK Armed Forces children. The Council's supportive Reserve Forces HR policy has been used as an example of best practice among other local authorities and businesses in the North East.



East of England Ambulance Service

Support for mobilisation by East of England Ambulance Service has been demonstrated by training Reservist nurses and doctors during the Ebola crisis in West Africa and supporting a member of staff who was selected to take part in one leg of the RAF100 around the world sailing tour. It has a mutually beneficial relationship with the local Reserve unit 254 Medical Regiment with whom it hosts a number of joint training events to include medical scenarios as well as leadership sessions.



EY

Through its advocacy and positive approach for all members of the Armed Forces community, EY has demonstrated its strong commitment to the Armed Forces Covenant. It has a well-established and successful military network which is widely recognised for its diversity and inclusion and plays a central role in the recruitment and retention of staff with an Armed Forces background. EY has inspired other businesses to hire from the military talent pool and has set up its own military network.



Forward Assist

Forward Assist is a multi-award winning charity that has developed numerous routes to employment for Veterans. The charity has employed many wounded, injured and sick Service leavers in a variety of roles including as support workers, senior managers, and kitchen staff, as well as providing numerous volunteering opportunities for Veterans. The charity runs a multi-agency Veterans' Health and Well-being Hub which provides support and guidance to former Service personnel who may be experiencing difficulties in adjusting to civilian life.



The Ministry of Defence 2018 Gold Award winners

Empolyer Recognition Scheme (ERS)



Future Sales Factory Ltd

Future Sales Factory actively looks for Reservists to join the company as associates with positions being saved for Reservists on training or deployment. It offers three free places on each training course they run for a Service leaver, a wounded injured or sick and one Reservist. As a result, many have gained employment in various industries including manufacturing, wealth management, recruitment and even forensic science.



Handy Heroes Limited

Handy Heroes was founded to encourage the employment of ex-Forces personnel within the construction industry and to help their ongoing professional development. Over three quarters of its staff are Veterans or Reservists. Handy Heroes has liaised with, and spoken at Reserve units in Greater London on training nights, offering employment to Reservists.



ITI Network Services Ltd

Developing ways to integrate with the local Armed Forces, ITI took the initiative to recruit unemployed Reservists. Keen for them to enter into the working environment, the company has encouraged them to continue to be active members of the Reserve Forces. Over the years, ITI has recruited from the military talent pool, with over half of its workforce being a Reservist, Service leaver or Veteran.



James McVicar Printing Works

James McVicar Printing Works supports the mobilisation of any of its workforce and provides a mentoring service for the Commanding Officer of the local (Reservist) Infantry Battalion. The company has been responsible for bringing 45 small and medium-sized enterprises to an Armed Forces Covenant briefing day and helped these companies to compile meaningful Armed Forces Covenant pledges.



Lloyd's of London

Lloyd's offers placements for Service leavers in transition, employs Reservists and Veterans and offers paid leave to support both Reservists and Cadet Force Adult Volunteers. Veterans, Service leavers and wounded, injured and sick personnel are actively recruited through its successful Military Network and in close collaboration with the Career Transition Partnership.



London South Bank University

London South Bank University is a strong advocate of the Armed Forces Covenant in the higher education sector. In April 2018 it delivered a Higher Education Institutions Conference to encourage London Universities to sign the Armed Forces Covenant. As a result, eight universities who had no previous exposure to the Covenant, have now begun the process of signing. The University also continues to facilitate opportunities to educate the Armed Forces community on their options within Higher Education.



MBDA UK

Advocating support for Defence, MBDA UK holds Reservist awareness and recruitment days at its sites across the UK. These events enable local businesses to gain an understanding of the Reserve Forces and the benefits they can offer. To accommodate Reserve Officer Selection Reservist employees can, on occasion, gain an extra 35 days' absence. MBDA's Reserves policy also provides robust support through mobilisations and re-integration back into the workplace.



Newcastle City Council

Newcastle City Council has revised the housing allocation and lettings policy to ensure there is no disadvantage to Veterans, which has increased the priority awarded to members of the Armed Forces community. It has hosted workplace recruitment events from local Reserve units and an X-Forces Employment Workshop alongside numerous unit Freedom Parades from Regular and Reserve units.



Kent County Council

Kent County Council operates and chairs the bi-annual Kent and Medway Civilian-Military Partnership Board and delivers a highly successful Annual Covenant Stakeholder Conference. It works closely with Blue Light responders within Kent, encouraging them to sign the Armed Forces Covenant. It also encourages all District Councils to engage with the Employer Recognition Scheme. The Council has a monthly slot on BBC Radio Kent, where it regularly discusses the Armed Forces Covenant.



Landmarc Support Services Ltd

Landmarc Support Services has worked in partnership with the Ministry of Defence for more than a decade, providing management and support services that enable the vital training needed to prepare Britain's Armed Forces for operational success. Bi-annually, it works with the Defence Infrastructure Organisation (DIO) to hold an open weekend at Hythe Ranges in Kent. Attended by 2,000 people, it provides an insight to the local community about what takes place at the facility.



Leeds Teaching Hospitals NHS Trust

Leeds Teaching Hospital has set the benchmark for all NHS Trusts in the Yorkshire and the Humber region. Providing a positive and supportive working environment for their Reserve Forces personnel, it was chosen as the lead hospital to launch the Step into Health programme which offers NHS roles to ex-military personnel. The Trust has worked in partnership with tri-service Reserve units to develop a video to demonstrate the parallels between civilian NHS and Forces careers.



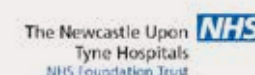
Leonardo

A long-time supporter of the Armed Forces, Leonardo has consistently shown its advocacy internally and externally. The Leonardo UK website has a dedicated page to supporting the Armed Forces, with individual profiles and video clips of Reservists and Cadet Force Adult Volunteers they employ. The company has hosted a series of Reserve recruitment events which demonstrate the variety of opportunities available within the Reserve Forces. These include roles that require the expertise in advanced engineering skills



The Newcastle upon Tyne Hospitals NHS Foundation Trust

The Trust has created an Armed Forces Staff Network for Reservists, Veterans and Cadet Forces Adult Volunteers. This aims to give them a recognised voice within the Trust and helps shape their Armed Forces strategy. The Trust has an Armed Forces webpage which outlines NUTH's Covenant pledges and provides information about the Employer Recognition Scheme. It also features case studies of current Reserves and Veterans.



NHS Hastings and Rother Clinical Commissioning Group and NHS Eastbourne, Hailsham and Seaford CCG

The joint CCGs have demonstrated commitment to promoting Defence by establishing their own engagement events with a focus on service provision for members of the Armed Forces community. They run regular Armed Forces Champions Training to encourage local government services to actively connect with the Regular and Reservist community, providing wide ranging resources to enable this.



NHS Orkney

NHS Orkney recognises that its commitment to the Reserve Forces results in a two-way transference of skills. In the small island community of Orkney, the NHS Board is held up as an example to other employers of the unstinting level of support to the local Reservist unit and the national Armed Forces. NHS Orkney is an enthusiastic supporter of Armed Forces events and was the largest employer in Orkney to host the Army Recruiting and awareness event on its premises.



Norfolk and Norwich University Hospitals NHS Foundation Trust

Advocating support for Defence is at the heart of Norfolk and Norwich University Trust Step into Health (SITH) programme, including six insight days a year which attract and develop the interest of the Armed Forces community in an NHS career. The Trust continuously guides and mentors other Trusts into SITH and is recognised by NHS England as being key to the success of the national rollout. Local Reserve units also take part in the Trust's annual Open Day where they bring a stand advertising the opportunities within their units.



The Ministry of Defence 2018 Gold Award winners

Empolyer Recognition Scheme (ERS)



Northumberland County Council

Northumberland County Council has a close working relationship with all the military units within the county including RAF Boulmer, 101 Regiment RA and the 3RHA as well as local Cadet Forces. Local Reserve recruitment is encouraged at Council corporate events such as Northumberland Live and Tall Ships.

The Council currently delivers a bespoke service to support military families who are living at Albemarle Barracks.



Portsmouth City Council

Portsmouth City Council has demonstrated its commitment by inviting local businesses and organisations to a bespoke event to inform and encourage others to partner with defence. It has also organised a piece in the local press appealing to local employers to sign up to the Armed Forces Covenant.

The Council has inspired all partners to fully engage with the Employer Recognition Scheme and, as a result, all councils within the Partnership are actively involved.



Raytheon UK

Raytheon UK encourages all personnel to interact with the defence community in order to benefit from the unique opportunities the Armed Forces present, including leadership development, confidence building, teamwork and challenging physical and intellectual development. It holds a number of events throughout the year including a 'lunch and learn' programme which enables employees to improve their knowledge about the Armed Forces.

The Council has inspired all partners to fully engage with the Employer Recognition Scheme and, as a result, all councils within the Partnership are actively involved.



Royal Surrey County Hospital NHS Trust

The Royal Surrey County Hospital NHS Trust has a fast-track Occupational Health assessment for Veterans, Reservists and Service leavers to allow them to access services immediately. This is of particular benefit to Reservists who have injured themselves during annual training activities.

It has compiled a list of military spouse employees and actively engages with them to assess their individual circumstances and accommodate their needs.



South Tyneside Council

With the support of local Reserve units and Cadets, South Tyneside Council has delivered a year-long Armed Forces awareness campaign and provided presentations to schools and colleges to advocate support for the Armed Forces community. It has also hosted an Armed Forces personnel employment fair aimed at linking job-seeking personnel with local employers.



The Sovini Group

The Sovini Group has taken an active role in increasing awareness of the contribution that Servicemen and women make to the communities where they serve. It has provided funding and materials for many projects improving the lives of members of the Armed Forces community, including the BBC Big Build in Manchester. It has also supported a partnership between the Brunswick Youth and Community Centre and the local Cadet Force, which has seen four new members join the Cadet Force.



Standard Life Aberdeen Plc

Standard Life Aberdeen has stepped up the commitments it made when signing the previous form of the Armed Forces Covenant in 2013 and increased its impact. This includes additional structured employment support for Reservists and Veterans and collaboration with regional and national government in support of the military community and defence strategy.



Stoll

Stoll attends events such as 'Tackling London's Housing Crisis' to promote the challenges faced in this area by the Armed Forces community. It uses these opportunities to promote support for the Armed Forces to other non-military and non-Veteran organisations. It hosts events for organisations who support the Armed Forces community free of charge and assists with these events including the Veterans' Kitchen, whom it also uses as a caterer for events.



Sage

Sage is committed to helping military Veterans' transition into civilian employment, build professional skills and start their own businesses through the Sage Foundation. It supports them to use their unique skills and experiences to build a new life after Service.

Sage Foundation has delivered a military programme, Sage Serving Heroes. It supports military charities through grants, free software and staff volunteering days. It has introduced other businesses to the Armed Forces Covenant and presented opportunities for mutual benefit.



SaluteMyJob

SaluteMyJob has targeted nearly 200 companies to highlight the talents of ex-military personnel to help address skills gaps in cyber and construction. With this in mind, it offers career development training for Veterans interested in the cyber security industry. It has worked in partnership with Business in the Community to produce a toolkit about 'Capitalising on Military Talent' and has co-sponsored an event called 'Business and the Military – a good talent fit' which was attended by over 100 businesses.



SGN

Four of SGN's employees have recently attended the Sandhurst Leadership Challenge and two of these have opted to join the Reserves. Through its employee app SGN signposts opportunities for young adults to join the Cadet Forces and for adults to join as Cadet Force Adult Volunteers.

SGN has recently recruited two Service leavers into management positions who have actively demonstrated their transferable skills and have been elevated onto the fast-track senior managers' programme.



SkillForce

With a focus on delivering school programmes led by former members of the Armed Forces, support for defence is understood at every level in SkillForce. Senior staff actively advocate the benefits from transferable skills and attributes gained through military training.

SkillForce's activities in hundreds of schools across the UK include the prestigious Prince William Award. This uses the knowledge, skills and experience of former military personnel and reflects the values and standards of the Armed Forces.



Swansea Council

Swansea Council champions the Armed Forces community and ensures all parties deliver the very best support to serving personnel, Veterans, youth and Cadets. It awards priority points and greater assistance for Veterans with housing issues and facilitates joint open days with the Emergency Services and employers in the region. It also engages the Probation Service and Police to ensure Veterans are identified early on and signposted to support networks.



The Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust

The Trust acknowledges the contribution that healthcare professionals who are in the Reserve Forces make to the NHS and the Armed Forces. The Trust seeks every opportunity to promote the activities of its Reservist employees including the Leadership Masterclasses which deliver a personal perspective by those within the Army.

The Chief Executive of the RJAHS has first-hand experience of the medical exercises the Reservists are involved in. He understands the need to help the wider NHS family develop a greater awareness of the Army Medical Reserves' skills.



University Hospitals of Leicester NHS Trust

Senior Trust executives are very aware of, and actively advocate, the potential benefits of the transferable skills and attributes gained through military training. Trust employees are encouraged to join the Reserve Forces with supportive attitudes throughout the organisation. The Trust has also supported Service leavers and their families to find careers in the NHS.

A special feature of its relationship with Defence is the placement arrangement with military units: clinical placements from Army Medical Services and non-clinical placements from the Army's Royal Logistic Corps.



University of Lincoln

The University of Lincoln promotes the diverse job opportunities in the Armed Forces as a route to employment for thousands of students and ensures that they are fully aware of the career opportunities, both Regular and Reserve. This is achieved through careers services, university events, internal newsletters and open events attended by local military units. This has been particularly important as the University transitioned towards more science-based areas such as engineering, computer science and sports science, all of which align to Armed Forces careers.



The Ministry of Defence

2018 Gold Award winners

Employer Recognition Scheme (ERS)



University of South Wales

The University of South Wales has actively encouraged other Higher Education Institutions (HEI) in Wales to sign the Armed Forces Covenant. The first HEI in the UK to appoint an Armed Forces Champion, it has partnered with 160 Infantry and Headquarters Brigade to look for ways to engage students and enhance retention and progression whilst providing opportunities for recruitment activities.



Wandsworth Council

In September 2017 Wandsworth Council hosted a conference on the Armed Forces Covenant for all other London Boroughs where the Mayor outlined the initiatives they have been taking. These include a fast-track car parking pass for regular military staff posted to the borough and free use of the borough's parks and open spaces for the RMP's Specialist Operations Regiment Close Protection training.



WYG

WYG acts as the Employer's Agent and Principal Designer for a Veterans' accommodation scheme in Wrexham, providing support to Veterans building their own accommodation. It has an active internal recruitment regime which includes: existing Reservist employees encouraging others to consider joining the Reserve Forces; the marketing team publicising the benefits of Reserve Service on the company intranet and a dedicated Reservist and ex-Forces group.



Reception-Desk



RAF Salon Orchestra

NHS
East of England
Ambulance Service
NHS Trust



BE SEEN IN GREEN

East of England Ambulance Service NHS Trust is recruiting for emergency medical technicians to join us

£20,150 - £23,363 per annum

To apply, visit the website at eastamb.nhs.uk

For more information, contact the recruitment team on 01234 243200

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





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We always have room for more inside

An ordinary day, an extraordinary service

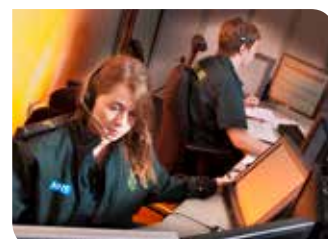
The East of England Ambulance Service NHS Trust (EEAST) provides emergency, urgent and primary care services throughout Bedfordshire, Cambridgeshire, Hertfordshire, Essex, Norfolk and Suffolk since 1st July, 2006.

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.



www.easysettlement.com



EMPLOYER RECOGNITION SCHEME

GOLD AWARD WINNER 2018

Proudly supporting those who serve.
Record number of winners.



SUPPORTING OUR ARMED FORCES

The East of England Ambulance Service has recently gained recognition from The Ministry of Defence which announced that the Trust has gained the Employer Recognition Scheme (ERS) Gold Award for showing outstanding support for its Armed Forces staff.

The East of England Ambulance Service Trust was one of 50 winners this year to receive this prestigious

award, given to organisations that have signed the Armed Forces Covenant and have demonstrated outstanding support for those who serve and have served in the Armed Forces. We're only the third ambulance trust to receive this award since it was created in 2014.

To view the full list of winners of the ESR Gold Award in 2018, search online for 'Defence Employer Recognition Scheme Winners 2018'.



LEEDS NHS EMPLOYERS CAREER FAIR

The Trust also took part in the NHS Employers careers fair for Armed Forces personnel in Leeds this year. The careers fair was led by Step into Health, an initiative that seeks to connect people from the Armed Forces community to employers in the NHS.

STEP INTO HEALTH

Our recruitment team were there flying the flag for the Trust and talking to almost 100 current and former Armed Forces personnel and their family members, about job opportunities with EEAST and how they can transfer their unique skills, dedication and experience over to an ambulance service.

RECRUITING NOW

East of England Ambulance Trust is looking for professional clinicians to join us in order to continue to deliver outstanding compassionate care. We know how challenging both the ambulance environment is, and being a clinician working remotely can be, but importantly rewarding. We use the national clinical practice guidelines, local guidelines and our clinical app to support your practice along with access to a clinical advice line. Our clinicians are trusted to give the care they assess and consider are appropriate to meet their needs.

We need our staff, like you, to be part of improving care to patients through individual practice and through delivering our clinical strategies like our end of life, or improving cardiac arrest survival. We have a dedicated quality improvement team and a new strategy to help good ideas be explored, developed and implemented. We have a great success in safeguarding our most vulnerable patients, with over 4,000 referrals per month. The Trust is extremely research active and encourages individuals to be involved in research to improve patient care. We have active engagement with our commissioners to explore new ways of working and pathways of care. This includes opening up referral pathways and rotational opportunities for staff in other roles or organisations.

We will Trust you to be the best clinician you can, and make appropriate decisions in the best interests of the patients and communities you serve.

The most important part, above all, is for you to be part of this.

PARAMEDIC

We are looking for passionate, committed, and caring HCPC Registered Paramedics to work within our organisation to deliver the best patient care possible.

The ideal candidate for the Paramedic role will be currently working as an HCPC registered professional, have achieved a BTEC Level 3 Ambulance Driving award/CERAD and demonstrates the Trust values/6 C's.

In return we offer a full induction programme, continuing professional development programme, NHS benefits, and the opportunity to work in a highly dedicated and team-oriented environment across the east of England.

Salary range for this role is £28,050 - £36,644 per year

QUALIFIED EMERGENCY MEDICAL TECHNICIAN

We are recruiting energetic, passionate, and caring Qualified Emergency Medical Technicians to work for our organisation and to help us deliver the best care possible to a diverse range of patients.

Our ideal candidate will demonstrate experience in dealing with people in challenging circumstances, as well as a range of interpersonal skills and aptitudes and must show an understanding of Trust values/The 6 C's. Prerequisite qualifications are also required. Please see the job posting online for more information.

In return for your commitment and energy, we offer a full induction programme, Continuing Professional Development, NHS benefits, and the opportunity to work in a highly dedicated and team-oriented environment across the east of England.

Salary range is £20,150 - £23,363 per year

HOW TO APPLY

To search and apply for the job that's right for you, or to see what other single positions we have available that may be of more interest, please search the NHS Jobs website using the terms 'East of England Ambulance Service' in the keywords field.

Learn more about the East of England Ambulance Service Trust at eastamb.nhs.uk.

Join us on Facebook or follow us on Twitter for all the latest information from the Trust

We look forward to welcoming you. ●

South Central Ambulance Service

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

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

SCAS was delighted last year to receive the prestigious Ministry of Defence Employer Recognition Scheme, Gold Award, in recognition of the Trust's commitment to employing veterans, supporting cadets and reservists who continue to serve.

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

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

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

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

SCAS has formed a Military Champion network within the Trust; the Champions are people



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

MILITARY CO-RESPONDERS
SCAS currently has active support from over 270 serving members of the Military, in the form of Military Co-Responders. The Military Co-Responders have 12 teams spread across the four main counties that SCAS serves. The Co-Responders do an invaluable job of supporting front line operational teams, they provide vital care (with a focus on

CPR and defibrillation) to patients before an ambulance arrives, ensuring patients are getting the care they need when they need it. The Co-Responders travel on blue lights and have cars stocked with medical supplies and equipment. They are often called upon to support in a number of situations (including life-threatening illnesses/incidents), where they provide a fast response to critically ill patients.

Co-Responders are all members of the Military who support SCAS on a voluntary basis at evenings and weekends, all Co-Responders are fully trained by SCAS prior to commencing any duties. SCAS has found many of the Co-Responders go on to join the Trust after they leave the Military. This is excellent for the Trust as we recruit a new employee who has a good level of medical training with established values which are easily transferrable and the new staff member knows the organisation and teams.

If you are interested in finding out about becoming a Co-Responder whilst still in service and are serving within the South Central Ambulance Service region, please contact:

Amanda.Cundy@scas.nhs.uk



We currently have a number of opportunities within the Trust and would invite you to come and attend our annual Open Days for 2019:

- 12th January in Bicester, Oxfordshire, OX26 6HR
- 26th January Otterbourne, Hampshire, SO21 2RU

Case studies



ADRIAN EDWARD
EMERGENCY CARE ASSISTANT

What's your Armed Forces background?
I served in the Army for 20 years as a chef. I initially joined an apprentice chef and then gained the qualifications and experience to work as a trained chef with several different Regiments and Battalions.

What interested you about joining the ambulance service?
My former role gave me a great insight into the roles within the ambulance service. I have lots of experience dealing with the sick and injured and decided that SCAS would be a great move for me.

What transferable skills gained in the Armed Forces do you utilise in your role with SCAS?
I think the main ones are staying calm and level headed, whatever I come up against. Others are having a can do attitude, get up and go, lateral thinker, creative problem solver and I have lots of life experiences that helps me to relate to the patients and members of the public I come across.

What do you enjoy most about working for SCAS?
I really enjoy the camaraderie between my colleagues; we are all very close and spend lots of time together. SCAS has really good training opportunities – you're not pressured to progress but the option is there for all if you wish to take it. It's great being an ECA; in this role I have been able to witness colleagues perform in other roles and I have a great understanding of the work that they do and the pressures faced when out on the road responding to an emergency.

What advice would you give someone thinking about leaving the Armed Forces who may be interested in working for SCAS?
You don't need to have medical expertise to work at SCAS, just a caring nature. There is lots of training when you initially start and as long as you are passionate and enthusiastic about learning you will be just fine. The Military imbeds a number of qualities within you – my main piece of advice would be, don't underestimate yourself.



BRIAN LILLEY
COMPLIANCE LEAD (EDUCATION)

What's your Armed Forces background?
I worked in the Army for 23 years in the Royal Green Jackets; during my time in the regiment I had various roles but finished by running the Battalion Signals Platoon.

How was your transition into SCAS?
Working within SCAS is a different world. When I was in the Army it felt as though we were very protected; upon moving into the civilian workforce it became very real that we were in charge of our own welfare. I came from a world where we were looked after; then all of a sudden I was the one who had to support my friends and family – after 23 years this was tough going. I have been very fortunate in my time at SCAS to have met a lot of former Forces personnel who have all been really friendly and very helpful to chat to.

What transferable skills gained in the Armed Forces do you utilise in your role with SCAS?
I had lots of training within the Army. I found that I was very knowledgeable of radio systems (this was down to my former role). Teamwork plays a big part in all roles here at SCAS along with professionalism, leadership skills and being able to problem solve.



BRENDAN MILLS
PARAMEDIC

What's your Armed Forces background?
I enlisted in the Australian Army in 2009 and served nearly five years in the regular Army in the 6th Battalion Royal Australian Regiment as an Infantryman. I served a further 2.5 years as an active Reservist in the Royal Australian Medical Corps as a Medic.



PETER YOUNG
AMBULANCE TECHNICIAN

What's your Armed Forces background?
I joined the Royal Navy at the age of 15 aboard the HMS Ganges and served for 26 years. My last role in the Navy was as a Chief Petty Officer onboard the Royal Yacht Britannia. I am proud to have completed the Royal Navy Officer of the Watch, and held an Ocean Navigation Qualification (one of only a hand full of senior rates to achieve this within the Royal Navy).

What interested you about joining the ambulance service?
I was a first aider within my time in the Royal Navy and found that I was really interested in utilising these skills. When we toured the world I was the first aider for the vessel. After leaving the Navy I joined SCAS as an ambulance care assistant (ACA) and was fortunate to progress on to the frontline service as an ambulance technician.

What advice would you give someone thinking about leaving the Armed Forces who may be interested in working for SCAS?
Find out about us, come out on an observation shift (whilst you are still in service) and see if you enjoy the experience – if you do, give it a go.

What transferable skills gained in the Armed Forces do you utilise in your role with SCAS?
Lots of your training and experience in the Armed Forces sets you up brilliantly to make the change into the ambulance service. At SCAS there are so many similarities between the way people work and the organisation operates, such as a strong team ethic, discipline with training, maintenance of skills, meeting critical timings, autonomy to make independent decisions, self-awareness of physical and mental health.

What do you enjoy most about working for SCAS?
Every day is different and a new opportunity to learn and develop clinical and communicative skills.



JEFF PORTER
AMBULANCE CARE ASSISTANT

What's your Armed Forces background?
I am proud to have served in the Army for 20 years. I spent nine years as an instructor and was fortunate to train approx. two and a half thousand troops before they were deployed overseas in the run up to the Gulf War.

What interested you about joining the ambulance service?
I suffered a heart attack a number of years ago; this really opened my eyes as to the pressure that the NHS was under. I have always been a caring person and qualified in first aid whilst in the Army. After leaving the Army I initially joined St John Ambulance which gave me a great insight into the different roles in today's ambulance service. I went on to join SCAS as an ambulance care assistant (ACA) and am thoroughly enjoying this challenge.

What transferable skills gained in the Armed Forces do you utilise in your role with SCAS?
The camaraderie within the Military is second to none and this is replicated out on stations here at SCAS.

RECRUITMENT PROCESS
As the recruitment initiatives grow in strength, SCAS is putting in place a system to measure the successes. SCAS realises the benefits of recruiting people who are passionate about their role give 100%, and who have similar values to the Military: Teamwork, Innovation, Caring and Professionalism. SCAS benefits from the transferable qualities and the Trust looks forward to continuing to build upon the relationship within the Military for many more years to come.

For further information on SCAS please visit our website: scasjobs.co.uk
You could also visit our social media pages @SCASjobs
Or email our Recruitment Team: recruitment@scas.nhs.uk



2019 RECRUITMENT OPEN DAYS

BICESTER

12 JANUARY 10am - 2pm
Talisman Business Centre,
Bicester, OX26 6HR

ON THE DAY:

- ➔ Live demonstrations
- ➔ Emergency vehicles on display
- ➔ Tours of the call centre
- ➔ Career talks/advice

OTTERBOURNE

26 JANUARY 10am - 2pm
Sparrowgrove,
Otterbourne, SO21 2RU

Whatever your career
aspirations may be, we
have a wide range of
opportunities available.

Come and see us or
visit us at:
scasjobs.co.uk



THERE'S A UNIQUE PATH TO BECOMING A POLICE OFFICER

IT STARTS HERE

The Civil Nuclear Constabulary (CNC) is an award winning, specialist armed police force. We protect 10 civil nuclear sites across England and Scotland, safeguarding nuclear material in transit and play a key role in national security.

To support us in achieving our mission to **DETER, DEFEND, DENY & RECOVER** we are looking to recruit Authorised Firearms Officers (AFO) nationally.

We ask that our AFO's maintain a high level of fitness and firearms skill throughout their career, enabling them to remain effective in repetitive or pressurised situations. In return we develop the requisite skills to meet the demands and expectations of the role through specialist training and continual assessment.



The role comes with a range of fantastic benefits, including:

Starting salary of **£22,440** rising to **£24,654** on completion of a satisfactory probationary period (plus **£2,000** south-east allowance for officers based at Harwell and Dungeness). With satisfactory performance and the achievement of requisite skills this will rise to **£39,150**. Annual leave of **22** days increasing to **30** days with increased length of service. Generous pension scheme. Training and development throughout your career.

For further information please visit www.cnc.jobs
CNC is an equal opportunities employer

DETER • DEFEND • DENY • RECOVER



Civil Nuclear Constabulary

With over 1,300 highly trained police officers and police staff, the Civil Nuclear Constabulary (CNC) is a specialist armed police service dedicated to protecting the civil nuclear industry.

They currently protect 10 civil nuclear sites across England and Scotland, safeguarding nuclear material in transit and playing a key role in national security.

The Civil Nuclear Constabulary utilises many of the essential skills and attributes acquired during Military service. With a range of career opportunities for police officers and police staff in a variety of different teams, Service leavers will find that their existing skills are brought to the fore while at the same time they are given opportunity to develop new ones.

There is no question that Service-leavers are well placed to deliver the skills and expertise required by the Constabulary. There are few employers that reflect Military characteristics and practices as closely as the CNC.

DIFFERENT SITES, DIFFERENT ROLES

As well as opportunities at operational units at a number of nuclear sites, CNC have a number of specialist teams that require specific expertise. Once you have successfully completed your probationary training you could apply to join one of these teams, such as Dog Handlers, Specialist Escort Group (marine and road) and special branch. There is plenty of scope for Service leavers to utilise the skills and experiences they acquired in the Military.

Of course, it's not only about 'frontline staff'. The Constabulary uses a variety of skilled people to operate, develop and manage their support teams. This includes ensuring that the Constabulary runs smoothly through the use of effective IT systems, to managing finances and recruiting and developing its people.



EASY RESETTLEMENT SPOKE WITH CHIEF SUPERINTENDENT DUNCAN WORSELL, DIVISIONAL COMMANDER, ABOUT HOW THE CIVIL NUCLEAR CONSTABULARY OPERATES

What can Service-leavers bring to the CNC?

Leaving the armed forces can be challenging for many reasons, but when you come to the CNC you will be pleased to find a sense of belonging. You come from a disciplined background, you will be used to operating as part of a team, you understand the need for personal responsibility as well as caring for those around you and on whom you may depend if your armed role becomes "active". You will be physically fit and you will have the personal resilience and courage to deliver a quality and dependable armed response service which protects the public, the country and your colleagues.

What does the CNC offer as an employer?

As well as a competitive salary and other benefits, the CNC offers a transition from the Military that protects and maintains many of the principles which you will have lived by and which are held dear by those who have fought and worked to protect our country and its assets. We employ many former Military personnel, and many of our leaders come from similar backgrounds, so we understand the challenge which you face and the adjustments which are required to make a seamless transition. We offer fairness, equality, recognition and reward, we train our armed police officers to national standards which will give you the confidence that you need to meet the challenge of a complex and ever changing terrorist threat. Finally, we recruit from all backgrounds, the diversity of our workplace is very important to us so if you feel that you don't fit one particular model or type, you are not excluded, you will be welcomed.



Civil Nuclear Constabulary sites



APPLICATION PROCESS

The nature of the work that the CNC is involved in means that they are obliged to conduct a rigorous application process. The process involves a variety of screening checks, as well as security, reference, medical and fitness checks. The Constabulary view this as an essential part of ensuring that they recruit the most able individuals as well as ensuring that joining the CNC is the right move for you.



More: See the FAQs section on: www.cnc.jobs
For further information please visit www.cnc.jobs
CNC is an equal opportunities employer

SALARY AND BENEFITS

Starting salary

The starting salary for new recruit police officers is currently £22,440 per year. This will increase after successful completion of the probationary period to £24,171. With satisfactory performance and the achievement of requisite skills this will rise to £39,150.

Police staff salaries are determined by salary bands, depending on the level of the role.

BENEFITS

Police Officers:

- 22 days annual leave rising to 30 days after 20 years' service
- Final contribution salary pension scheme
- South-east allowance, for officers based at specific locations
- Paid overtime

Police Staff:

- 27.5 days annual leave per year rising to 32.5 days after 20 years' service
- Flexi-time
- Flexible working scheme

Final contribution salary pension scheme
Corporate bonus scheme



DETER, DEFEND, DENY, RECOVER



From Military to Mines

It is never too early to start thinking about the future.

The demand for qualified individuals in the mine action industry is high and The Development Initiative Ltd has a rich history of providing opportunities to those leaving the Army in search of a new career path.

Malcolm Hook, Project and Country Manager for The Development Initiative (TDI) Ltd talks about his transition from 38 years in the British Army to now working for one of the largest humanitarian mine clearance companies.

HOW DID YOU END UP JOINING TDI?

I retired from the army in 2014 after 38 years of service and then started my own carpentry business. I ran this business for 3 years until the opportunity of a project management position for TDI arose in 2017. TDI are proactive in their recruitment and I was not kept waiting for long. Flash to bang was less than four weeks!

YOU HAVE TRANSITIONED FROM A MILITARY CAREER TO THE MINE ACTION INDUSTRY; WHAT PROMPTED THIS CHANGE?

For the duration of my military career, I specialised in ammunition

and explosives, initially as an Ammunition Technician (AT) and then as an Ammunition Technical Officer (ATO). Although I continued with my carpentry business, I felt that I still had something to offer based on my years of experience in the Army. The challenge presented by TDI changed the direction of my life without a doubt. The nature of the work offered in the mine action industry was a natural transition and something that was well within my area of expertise. For me, it was a logical and straightforward move.

ARE THERE ANY SIMILARITIES BETWEEN YOUR CURRENT ROLE WITH TDI AND THE ROLE THAT YOU HAD WITHIN THE ARMY?

I have noticed a plethora of similarities between the two since joining TDI last year. The international staff that I work alongside predominantly had careers in the army or police force, therefore the work ethos is very similar, as is the sense of humour. The work undertaken on my project is focused on explosive safety and the disposal of unserviceable ammunition, which mirrors what I had been involved with for the majority of my military career. Whilst in the Army, I worked in many countries and theatres of operations as well as in the United Kingdom, so working abroad again is not new to me.

TDI EMPLOY PERSONNEL FROM ALL OVER THE WORLD SO IT MUST MAKE FOR SOME INTERESTING CONVERSATION AROUND THE DINNER TABLE. WHERE ARE SOME OF YOUR COLLEAGUES FROM?

There are certainly a mixture of different people working on the TDI projects in South Sudan. Many of my colleagues are from South Africa, Zimbabwe, Namibia, Mozambique, as well as a few Brits. It is a melting pot of people from around the world, however, a mix that works! That said, we do not just work with international staff, we also work with our South Sudanese partners. On all of our projects, TDI employs international staff as well as local nationals from the country in which the company operates.

TELL US A BIT MORE ABOUT YOUR ROLE WITH TDI, WHAT DOES IT ENTAIL?

I have two roles with TDI; the Project Manager for the Weapons and Munitions (WAM) Project, also known as Facility Assessment Capacity, and Country Manager for all of the TDI operations in South Sudan. Every day brings with it a different challenge, which is what I have found to be the single most enjoyable facet of the job; there is always something new to keep you on your toes. In South Sudan, TDI has played a significant role in the identification of unserviceable explosives and munitions, and their consequent disposal. Ammunition

storage facilities that TDI teams consider dangerous are rebuilt or refurbished which significantly improves the explosive safety risk, not just for international staff but also for the wider civilian population. Whilst I oversee all of the TDI projects in South Sudan as the Country Manager, I do not interfere with the routine administration of every project, with the exception of my own.

EACH DAY BRINGS SOMETHING NEW; WHAT IS THE MOST INTERESTING TASK THAT YOU HAVE WORKED ON SINCE JOINING TDI IN 2017?

The project that I personally manage presents something different every day, however, what I found most interesting when I joined TDI, and in very short order, is the positive difference TDI is making in reducing the explosive safety risk for all staff, including the civilian populations across the whole of South Sudan. Maybe not so surprisingly, the most fun that I have had was undertaking a major logistic disposal of ammunition. Basically a very large bang! A real busman's holiday for me!

WHAT DO YOU LIKE MOST ABOUT WORKING FOR TDI?

What springs to mind immediately are the people with whom I work. In the Army, and I am sure many have experienced this, there is a feeling of camaraderie that is rare in the civilian environment. I never thought I would get to experience that sort of camaraderie again when I



retired from my military career. Little did I know that I would find it again, alive and well, thriving within TDI.

IS THERE ANYTHING ABOUT THE JOB THAT YOU ARE NOT TOO FOND OF?

The work is constant and unrelenting; however, the knowledge that whatever you achieve in a working day will have a positive impact on the lives of many people makes it worthwhile. Being away from family and friends for long periods is tough but it is the nature of the job and as many of us are ex-military, there is an acceptance of separation and the requirement to be deployed to far-flung locations. In many ways, part of the attraction!

WHAT DO YOU DO AFTER YOUR DAY'S WORK?

WHAT SORT OF FACILITIES DO YOU HAVE WHERE YOU ARE BASED?

I run for personal fitness but for those that are dedicated to exercising, we have a collection of basic fitness equipment. At the end of the working day, we invariably meet at the communal mess hall in the TDI camp to wind down. It is equipped with Sky television, a pool table and a beer fridge; a few home comforts to enjoy but most of all, for the banter!

HOW DO YOU KEEP IN TOUCH WITH YOUR FAMILY WHILE YOU ARE AWAY WORKING?

I regularly chat to my family through E-mail, WhatsApp and Messenger. I send a text message at least once a day and then video call them two or three times a week. Luckily for me, the time difference between my location and that of my family is manageable as they are based in the United Kingdom. The internet and Wi-Fi in the major hubs around South Sudan make it possible to communicate well. In the TDI headquarters in South Sudan, internet access and the Wi-Fi are very good, which does wonders for morale.

HOW HAS YOUR LIFE CHANGED SINCE JOINING TDI?

I would not go as far to say that my life has changed since joining TDI, certainly not drastically, apart from the obvious time away from home. We are given rotational leave so I can still go home to visit my family. It has however, opened up opportunities that were previously not available to me, as well as broadened my CV. I now know far more about humanitarian demining, explosive detection dogs and the workings of international projects in the mine action industry than I had previously. A real benefit to anyone considering a career of this type.

WHAT IS THE GREATEST REWARD THAT YOU HAVE PERSONALLY EXPERIENCED BY WORKING FOR TDI?

For me, it is the sense of purpose and that the explosives removal, be it by mine clearance or hazardous item disposal, is making a significant difference. From time to time, you will hear about organisations clearing landmines but to be part of an organisation such as TDI, who are actually doing the clearing, is quite something. Regardless of the quantity, every item identified, removed or destroyed makes the job worthwhile.

WHAT WOULD YOU SAY TO SOMEONE LEAVING THE ARMY AND CONSIDERING TDI AS A CAREER CHANGE?

Do it! From my limited experience of mine action companies, TDI has a family feel to it with staff throughout the company who genuinely care for their employees, no matter where you are located or at what grade you are employed. Mine action is a demanding industry but TDI has not lost its sense of family and concern for their staff, which is important for anyone, the more so if you are moving abroad for employment. Despite the everyday challenges that come with the nature of the industry and location, I would recommend TDI as a potential employer.

TDI aims to make the unnerving transition from military to corporate life a success for all who join us. There are career options outside of the army and TDI provides the tools for you to branch into something new. To find out more, please contact us on info@thedevelopmentinitiative.com, or visit our website: www.thedevelopmentinitiative.com, on twitter, twitter.com/TDI18 or our LinkedIn page, [The Development Initiative Ltd.](https://www.linkedin.com/company/thedevelopmentinitiative)

LEAVING THE ARMY? WE ARE RECRUITING.



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.

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.

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

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Veterans

are more likely to find work

This is according to a major new study released by the Veterans Work consortium, reveals that military service is likely to improve your chances of finding employment.

The report, titled 'Veterans Work: Moving On', surveyed 1,786 UK veterans who had transitioned out of the military in the past 10 years. The study found that, contrary to what many believe, veteran employment rates at 81% are far higher than the national average of 75.5%.

Veterans Work, made-up of leading professional services firm Deloitte and the Armed Forces charities the Officers' Association and The Forces in Mind Trust (FiMT), is a consortium of organisations whose collective aim is to improve the understanding of veteran employment.

The increased employment rate was also reflected for Service leavers with mental health disabilities, where 62% were in employment compared to the national average of 25%. This is despite 64% of UK civilians believing that veterans are more

likely to suffer from more mental, physical and emotional issues, according to a YouGov report in June 2018. The research was commissioned by FiMT and the Ministry of Defence, and involved surveying 2,849 UK civilians. The YouGov report also found that 39% of employers believe veterans are more likely to be 'institutionalised'. In addition, 30% thought that serving in the Armed Forces 'damages people'.

Lee Holloway, Chief Executive of the Officers' Association, said: "There is a clear gulf between how the public perceive veterans and the reality. Veterans are more likely to be employed for instance, regardless of disability or mental health."

He added: "The outlook for Service leavers is very promising. These research findings will help employers become better placed to recruit, retain and benefit from employing veterans."



Chris Recchia, Partner at Deloitte and Chair of the Veterans Work Consortium, said: "Persistent negative stereotypes do unfortunately affect wider societal perception of the veteran community. While it is absolutely true that some veterans have suffered and continue to suffer, this does not reflect the experiences of the majority."

He continued: "In short, this data dispels those negative stereotypes. Our study found veterans are highly employable due to the hard work, determination, flexibility in where they work and critically, a willingness to try a whole new career."

However, while employment rates for veterans are higher than the national average, there are regional differences. More than a quarter (26%) of veterans living in Wales, Scotland and Northern Ireland said they had found the process of finding the employment 'very difficult'. In London this is reduced to less than 1 in 10 (9%), and half (50%) of veterans describe their experience of finding the right job as 'easy'. Despite it being easier to find work in London, only 8% of veterans live there. The most popular place for veterans to live is the South West (24%), probably due to the region having some of the most populated military bases.

Troublingly, more female veterans reported facing employment challenges, with 27% of describing the process of finding employment as 'very difficult', compared to 17% of male respondents. Nearly a third (29%) of female veterans said their salary expectations were not met, while 24% of male veterans said the same.

Speaking as the report was unveiled, Air Vice-Marshal Ray Lock CBE and Chief Executive of the Forces in Mind Trust, said: "The transition out of military service into civilian life is most successful when all the elements, such as housing and employment, are tackled early, and holistically. It's important that these challenges are, though, represented in a balanced and proportionate way. Understanding the needs of the minority who do struggle should be set alongside the successful outcomes for the majority. There is plenty of evidence to show that the public and employers hold inaccurate perceptions of the ex-Service community."

Tobias Ellwood, Minister for Defence People and Veterans, said: "Those who have served in our Armed Forces leave with a fantastic range of transferable skills, including leadership, team work and resourcefulness."

"Organisations can benefit significantly from their experience, and so it's important we dispel the myth that veterans are somehow damaged by their service."

READ THE REPORT

The full report can be downloaded at veteranswork.org.uk.

Those who have served in our Armed Forces leave with a fantastic range of transferable skills, including leadership, team work and resourcefulness



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For more information, and to register, visit officersassociation.org.uk or call 0117 906 3580.

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.

"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




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



THERE'S MORE TO LIFE AS A CADET LEADER



» 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.
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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 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.



SHAUN HOUSTON

As a young boy, I enjoyed taking my bicycle apart, helping my Dad with repairs and maintenance on our car and his motorcycle. By the time I had my own car and motorcycle, I was doing the basic maintenance plus a bit more.

It was at this time I decided that I wanted career in some sort of mechanical maintenance and as I had a keen interest in military aircraft, joining the RAF was the obvious choice.

I joined the RAF on September 4th 1984 for a fixed term of 9 years as an Airframe Mechanic and I completed 7 months technical training at RAF Halton before joining No 100 Sqn at RAF Wyton working 4 different types of Canberra aircraft.

My role with the Canberra's was mainly working the flight line, interrupted occasionally with minor rectification maintenance.

In 1988, I moved to Germany and away from the fast-paced flight line and into the hangar to carry out scheduled heavy maintenance on one of the RAF's newest aircraft at the time, the Tornado GR1.

A year later, I returned to RAF Halton for a further 7 months to complete Technician training.

I then moved to the hydraulic workshop at RAF Marham and a further 2 years later in 1990, I joined the very busy No2 Sqn which operated the now familiar to me Tornado GR1.

On No2 Sqn, I travelled extensively to some very nice places and some not so nice hostile places performing rectification, routine and scheduled maintenance.

In this time, I used ELCAS to gain a BTEC qualification in Mechanical and Production Engineering and an NVQ Level 3 in Engineering.

I moved again to RAF Coltishall in 2001, carrying out scheduled heavy maintenance on the 2 different types of Jaguar and then back to RAF Marham in 2006 to the now upgraded Tornado GR4, this time in the hangar carrying out scheduled heavy maintenance.

I used ELCAS again for Prince 2 in 2008, again in 2013 for Basic Offshore Safety Induction and Emergency Training (BOSIET) and Minimum Industry Safety

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.

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Training (MIST) qualifications as my intended new career path was being steered towards the offshore oil industry.

As I left the RAF in July 2014, completing nearly 30 years of service, the oil industry was taking a turn for the worst and companies associated with oil were not recruiting.

I re-thought my career plans and applied for a position with BAE at RAF Marham to be employed in the Tornado Training Cell, carrying out induction training to both military and civilian personnel new to Tornado and then organising outside agencies to perform various other mandatory training for entering a BAE environment on an RAF airbase.

By the end of 2017 and living in Norwich, I decided I wanted to go back to aircraft maintenance and work nearer to home.

It was at this time, I saw that KLM UK Engineering were recruiting for Mechanics.

I applied for a position in January 2018 and was invited for an interview, based on my past RAF experience, with a Project Manager and the Base Maintenance Manager.

Within the week I was offered a position as a Mechanic 5 within the Base Maintenance Hangar.

The transition from military to civil aircraft has been smooth and this can only be put down to the way KLM UK Engineering welcome and treat their staff.

Since working for KLM UK Engineering, I have utilised my past skills and experience from the RAF on many different aircraft including the Embraer 190/170, the AVRO RJ and the Boeing 737 and looking to the future, I feel fully supported by KLM UK Engineering and will embrace and pursue development opportunities.

An artist's impression of a typical Chestnut Homes property.



Just weeks left for military personnel to cash in on Forces Help to Buy scheme

Military personnel are being warned they may only have weeks left to act to take up a pioneering cheap loan scheme set to get them on the property ladder.

More than 16,000 serving servicemen and women have already taken advantage of the Forces Help to Buy initiative which helps them to purchase their own home. The groundbreaking deal, currently set to close at the end of this year, gives them the opportunity to borrow up to 50% of their annual salary up to a maximum of £25,000.

The cash lump sum can be used to help put down a deposit or pay other significant costs such as solicitors' and estate agents' fees.

But the incredibly-successful blueprint designed to boost traditionally-low home ownership in the Army, Royal Navy and RAF is poised to finish at the end of next month (December 2018).

And the Ministry of Defence admits that it doesn't know even

at this late stage if the headlining special offer – launched in April 2014 – will be extended into 2019.

An MoD spokeswoman said: "We don't know yet what's going to happen with the Forces Help to Buy scheme.

"It's still very much up in the air as to whether it will continue or not."

The popular government-backed project was originally set up to last from April 2014 until April 2017.

The high-profile venture has proved such a massive hit across all three forces that it was extended until the end of December 2018.

But now there is no guarantee that the interest-free loan will continue to be handed out to help forces families beyond the end of this year.

David Newton, managing director of Lincolnshire-based Chestnut Homes, said: "We are totally committed to helping members of our armed forces get on to the property ladder.

"The Forces Help to Buy scheme has been a huge success – and it's been absolutely pivotal in helping servicemen and women secure their own homes with us."

He added: "So we are urging serving military personnel to act quickly and apply for this loan now just in case the offer does end at the end of this December."

An impressive 33,476 first-stage loan applications were made up until July 2018, according to figures released by the MoD.

And of those some 19,104 applicants have moved on to the second stage, the MoD said.

Some £242 million was forked out altogether to about 16,100 service personnel allowing them to buy their own property at an average of about £15,000 each, the ministry said.

Over 50% of payments in the most recent recorded three-month period were made to serving Army personnel while 29% of payments went to Royal Navy/Royal Marines personnel and 21% to RAF personnel.

Servicemen and servicewomen interested in taking up the loan can apply online through the Joint Personnel Administration system.

They can seek advice on their application through their chain of command and personnel agency, the MoD said.

ChestnutHomes

For more information on Chestnut Homes visit www.chestnuthomes.co.uk or call 01522 595302.



HOW DO I APPLY?

Please complete an application form. On receipt of your form one of our team will be in touch to discuss your application and the available options www.launchcloud.com/shared-forms/web/13383?actkn=ihroSdCLEd

Building Heroes

Building Heroes is a charity providing free skills training to the entire Military family and support into employment.

Our aim is to tackle unemployment amongst those who have kept us safe by offering them a seamless transition to a new career in construction.

The Building Heroes Foundation in Property Maintenance Programme delivers a free certified 5-week diploma course at a variety of colleges around the UK.

WHAT ARE THE QUALIFICATIONS?

The college will enrol you on a Level 1 qualification in Construction Skills. You will be assessed on a range of skills across the subjects studied. In addition, you will receive a Level 1 Health and Safety in the Construction Environment and your Construction Skills Certification Scheme (CSCS) card, essential for working in the construction industry.

WHAT WILL I LEARN?

Your training will include the following elements:

- Health safety and welfare in construction, including CSCS training and examination
- Brickwork, blockwork, rendering, plastering
- Painting and decorating, tiling
- Domestic plumbing
- Asbestos Awareness (either classroom or on-line learning and test)
- Carpentry/joinery
- Routine maintenance tasks (e.g. locks, guttering)



WHAT HAPPENS AFTER THE COURSE?

This will depend on your personal situation and your career ambitions. We aim to support you into a career in the building trades, whether that is as an employee or self-employed, or whether you wish to continue your training. We will provide guidance and advice appropriate to your needs.



WHERE IS THE COURSE DELIVERED?

- Chichester College, Brinsbury Campus, West Sussex
- Reaseheath College, Nantwich, Cheshire
- Colchester Institute, Essex
- Wiltshire College and University Centre, Trowbridge





Linx International Group helps over **350 Armed Forces** personnel transition to employment on civvy street with security courses and qualifications

HAMPSHIRE, UK 21ST NOVEMBER 2018 Linx International Group has revealed that in the past 18 months, PerpetuityARC Training and Tavcom Training has supported more than 350 armed forces personnel in making the transition to 'civvy street', through its award-winning security management and security systems courses.

The announcement follows an article published by The House [4] magazine on 7th November, in which the Defence Minister, Tobias Ellwood, was asked whether former soldiers' employment prospects could be affected by current perceptions regarding their wellbeing, to which he is quoted as saying: "Completely. You could have this attitude where an employer who's not familiar with

the Armed Forces, they may say, 'two people, one has served in the Armed Forces, are they going to go doolally on me?' He added: "We need to kill that attitude because it's decidedly untrue and unhelpful. We're doing a lot of work with employers themselves, with businesses and organisations, so they can see the value of that."

Linx International Group is a preferred supplier to the Career Transition Partnership (CTP)

that has, to date, assisted over 235,000 service leavers. Ciaran Barry, Group Operations Director at Linx International Group, who himself served in the British Army for ten years, states: "Personnel leaving the armed forces have rich and diverse experience and knowledge coupled with an exemplary work ethic that is invaluable across every aspect of the security sector. Through the provision of our classroom and online training courses we are enabling these service men and women to obtain the skills and associated qualifications that make them highly attractive candidates for employers."

Ciaran adds: "As we commemorate the armistice, it is important to reflect not only on the admirable service to the country both past and present, but also to recognise the immense contribution these people continue to make to society throughout their lives after their military careers have ended." ●



ABOUT LINX INTERNATIONAL GROUP

Linx International Group provide a complete range of security, risk management, consultancy and training services. UK based with offices and training facilities in the USA, EMEA and Asia-Pac, clients range from major corporations, government and law enforcement agencies and high net-worth individuals. Accredited security management and technical training programmes range from entry level through to MSc.

www.linxinternationalgroup.com



FIGHTING FOR THE FORCES AND THEIR FAMILIES

The P45 form

Many of you will have joined the Armed Forces from school, college or university, and will never have received a P45 before.

In this article Mary Petley of the Forces Pension Society explains what it is and what you should do with it.



In the months before leaving the Armed Forces it can seem as if you are being swamped with information you need to digest and forms you need to submit. One of the final things you will have to deal with concerning your time in the Services is your P45. The P45 is a form which is generated by the pay computer and sent to you after you have received your final pay statement. It shows details of your tax code, when in the tax year you left the organisation, how much you earned up to that point and how much tax you have paid during that tax year. It also contains your name and National Insurance Number. Employers are obliged to send you a P45 by law – if you don't receive one, you should ask for it.

The form comes in four parts but you will only receive three. Part 1 will have been sent by the pay authorities directly to your

tax office. Parts 1A, 2 and 3 will come to you. Part 1A is for your records, so hang on to it – it may help you when you fill in your Self-Assessment Tax Form. Parts 2 and 3 are for your new employer.

If you are going straight to a new job, you should hand Parts 2 and 3 to your new employer. That will allow him or her to get your tax right from the outset. Some of you will leave before final pay run and that means you will not have your P45 until some weeks after leaving the Armed Forces. In this case, your new employer will assume that you have no tax free allowance and may take more tax from you than is necessary. As soon as the relevant parts of the P45 are handed over, your tax will be adjusted in accordance with the tax information that the P45 contains.

Some of you may decide to work during your terminal leave. Again, you will not have your P45 and can expect to be taxed on any earnings you make during this period without any allowances. You should hand over Parts 2 and 3 of the P45 as soon as you receive them in order that your tax can be correctly determined and any necessary adjustment made. Before you get too excited, this will not necessarily mean a tax

rebate. The tax code you are put on takes 20% tax on everything you earn in your new employment but some of you will have a 40% tax liability on some of your earnings – that means a bill!

If you have no job lined up but intend working, it is a good idea to sign on at Job Centre Plus and hand them Parts 2 and 3 of your P45. Those of you leaving with an AFPS 75 Immediate Pension or an Early Departure Payment Scheme income might think there is no point, as the level of your income means that you are not entitled to benefits. However, by signing on and handing in your P45, your National Insurance Contributions (NICs) will be kept up to date by Job Centre Plus and this matters as NICs contribute to your State Pension entitlement. When you find a job, Job Centre Plus staff will give you an updated P45 for you to hand to your new employer.

If you are not intending to work – maybe you are going back into full time education – you should send Parts 2 and 3 of the P45 to HMRC. It may well be that, once they are aware that you will not be working, they will reassess the tax you have paid and refund any over-payment. If you are going to be self-employed, Parts 2 and 3 of the P45 are of no real use to you, and you will have Part 1A in your records to help you with your Self-Assessment Tax Return. In either of these circumstances you should send Parts 2 and 3 of the P45 to the tax office. Whatever you do, do NOT put any part of the P45 in the bin. Remember that they contain your personal details and these are very useful to people who would like to misuse them.

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.





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. What's more, specialist recruitment firm Experis provide employability advice for AWS re:Start military participants to help support them with their job search.

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."



TRAINING DATES

25th Feb - 22nd Mar: Manchester
13th May - 7th June: London
2nd Sep - 27th Sep: Manchester
4th Nov - 29th Nov: London

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 2019 for those considering signing up to the course.

For more information
and to register visit,
www.aws-restart.com



We're urging ex-forces personnel to join our ranks

from Highways England

We're calling on ex-military personnel to consider a career in roads - after being rewarded for our work supporting people coming out of the armed forces.

We've been given a prestigious award by the

Ministry of Defence for our continued commitment to inspiring and supporting both veterans and reservists. The award is given to employers who support defence and inspire others to do the same.

It was presented to company representatives Royal Naval Reservist Lieutenant Commander Robert Jaffier, now an asset and resource manager, and Ron Calderwood-Duncan, Head of Engagement and Culture Change.

Robert, who nominated the company, said:

"I am delighted that the hard work carried out by Highways England to recognise the achievements and skills of ex-military personnel has been recognised."

"In practical terms, Highways England appeared a good fit for me to be able to continue my civilian career while pursuing my personal development as a reservist."

"The main challenge was settling back down to civilian life from my time out on operations and become reacquainted with the culture of the business that had evolved while I was away. So, it's great that my workplace offers successful applicants a buddy who is someone who has experienced making the transition from military life to working for Highways England. I am delighted to offer my support as a buddy for new recruits, and I urge anyone from the forces looking for a career change to consider Highways England."

The Ministry of Defence makes awards under its Defence Employer Recognition Scheme.

Employers have to show their values are aligned with the Armed Forces Covenant.

Since signing the Armed Forces Covenant in June 2017, we've actively been supporting leavers from the Armed Forces reintegrate into civilian careers, and to help operate, maintain and improve motorways and major A roads in England.

We launched an ex-military recruitment programme earlier this year which incorporated an insight

day for service leavers to find out more about how it works, and the roles it can offer. It employs and supports both reservists and veterans, with up to 10 days paid special leave for reservists to attend military-related training.

There are many career routes available, from working on major projects or support functions such as HR finance and IT through to hands-on operational roles running the everyday traffic operations.



highways
england

You can search and apply for jobs at Highways England via our careers webpage.
careers.highwaysengland.co.uk/search-apply

ABF

THE SOLDIERS'

CHARITY

The Army's National Charity



100 YEARS OF REMEMBRANCE

We were established in 1944 as a direct result of the hardships faced by those who returned from the WWI battlefields 100 years ago. Ever since, we have remained steadfast - helping countless soldiers from every regiment and every conflict, no matter when or where they served.

We are The Soldiers' Charity. For Soldiers. For Life.

The centenary provides an opportunity to contemplate 100 years of sacrifices made by the Army for our security and prosperity, to pay homage to those who returned, and to help us be here for their tomorrow.

Find out more at www.soldierscharity.org

ABF The Soldiers' Charity is a registered charity in England and Wales (1146420) and Scotland (039189).

HGV career provides salvation for Army veteran

Innes Aucott served with The Staffordshire Regiment (now part of The Mercian Regiment) between 1994 and 1998.



"My story may be a different to a lot of others," Innes reflects. "My issues were not caused by the Army but my earlier home life. In fact, my time with 1 Staffords was probably the most stable of my life."

Innes Aucott joined the Army on 4th January 1994. Having attempted suicide several times in his youth, he found security and a sense of purpose in the Army. After training, he joined the 1st Battalion, The Staffordshire Regiment in Newry, Northern Ireland, followed by a posting to Market Drayton and a five-month tour of Hong Kong.

Then, in 1998, having fears about a return to civilian life drove Innes to make two fresh attempts on his life. He was admitted to Catterick psychiatric ward and then to Shrewsbury Psychiatric Hospital, only to be discharged after attacking another patient.

Following a series of mental health issues including suicide attempts, he underwent a course with Future for Heroes and began to rebuild his life. Innes has now completed his HGV training with funding from The Soldiers' Charity and The Mercian Regiment and has a new job with a haulage firm.

"After that, the Army decided I would be better served staying at home until my final few months of service were over."

Fast forward 20 years and Innes experienced a second breakdown whilst working for the NHS. The following 18 months left him isolated and desperate. "I could

only leave the house to take the lad to school before anxiety overwhelmed me. I would even get severe anxiety when my son, then aged 7, and my wife were in the house." Innes approached various mental health services, but without success.

At that point, his best friend suggested Future For Heroes, a charity which helps service leavers struggling to adapt to civilian life. With a great deal of encouragement, Innes committed to their four-day residential course at Brathay. *"I think the thing that turned my life around was the course. Everyone was ex-forces so there was already a bond there, and it made breaking down the walls so much easier."* From the first day, Innes felt comfortable enough to reveal things about himself that he never had before – even to his wife or mother. He believes the setting and staff, coupled with the fact that the delegates were ex-service personnel, set the course apart.

"The challenges push you but the support you receive is amazing. I honestly believe that without that four-day course I would have either continued my decline, made another attempt on my life or be living solo in an institution or on the streets."



From the course, Innes was referred for hypnotherapy treatment which helped immensely. He also had access to The Poppy Factory, which provided access to a Heavy Goods Vehicle (HGV) driving course. At this point, The Mercian Regiment and ABF The Soldiers' Charity stepped in to provide funding. The Soldiers' Charity is the national charity of the British Army, which provides a lifetime of support to soldiers, veterans and their immediate families in times of need. They provide assistance to individuals through their Regiments and Corps, as well as through their grants to specialist charities like Future For Heroes and The Poppy Factory.

With their help, Innes passed his HGV Class 2 course. Now six months into his new role with a local haulage firm, he is feeling optimistic about the future: "I am loving the no-pressure job. I haven't suffered a serious anxiety attack in months, I no longer require medication and am almost back to being a good father and husband."

Innes says he still has bad days, but not to the extent he used to: *"If I start to struggle I tend to visit Brathay and sit by the lake which recharges me and reminds me of the way forward."* Innes has manned water stations at the last two Brathay Marathons. His next goal is to attempt the marathon himself next year with the tabbing group.



"I think the thing that turned my life around was the course. Everyone was ex-forces so there was already a bond there..."



FUTURE FOR HEROES
Future For Heroes was founded in 2008 with the aim to help leavers and veterans realise their ambitions and build a successful life or a second career on their retirement from the Forces. The charity works with individuals from all three services and focuses on achieving sustainable change by encouraging its delegates to reflect on their experiences, skills and knowledge; to consider the options available to them in new and liberating ways; and by offering mentoring support for up to 12 months after an individual has attended one of their courses, to ensure they receive the continuity of support they need.
www.f4h.org.uk



THE POPPY FACTORY
getting you back to work

THE POPPY FACTORY
The Poppy Factory is the country's leading employment charity for veterans with physical and/or mental health conditions. It works with businesses across the country to provide bespoke opportunities and ongoing employment support for hundreds of wounded, injured and sick veterans. This helps to restore veterans' financial independence through sustainable and rewarding work. Since 2010, the charity has supported 1,000 people back into civilian employment.
www.poppyfactory.org





Chandra Budathoki, SSAFA caseworker, supporting Gurkha veterans and their families.

SSAFA at work around Britain

SSAFA, the Armed Forces charity is a lifeline, offering practical support to thousands of people across the UK, every year.

Their work is hugely varied and demonstrates the complexity of the challenges faced by military people and their families. Here's a snapshot of some of the organisation's innovative projects and services.



NORTON HOUSE, STANFORD HALL

Knowing that loved ones are close by and being looked after is vital to the recovery of injured personnel. SSAFA's new 'home way from home' - Norton House, Stanford Hall supports the Defence Medical Rehabilitation Centre (DMRC). This residential support offers families of wounded, sick and injured personnel the opportunity to spend time with the patient - away from the clinical environment.

The charity offers residential support to families of wounded, injured and sick personnel. It is a free "home away from home", so loved ones can spend time with a patient away from the clinical environment.

Even though it only opened in early October, SSAFA is already providing support to those families needing to adjust to prior to a more permanent move back into their own homes or returning to their military role. ssafa.org.uk/stanford-hall

SUPPORTING OFFENDERS AND EX-OFFENDERS

Last year SSAFA helped 551 offenders, ex-offenders and family members – an increase of almost 100 from 2016. The charity believes that this rise is a result of a combination of more people being willing to come forward as the SSAFA service gets better known and increasing financial pressures experienced in today's society. SSAFA is not specifically there to reduce reoffending but they aim to remove barriers that are preventing rehabilitation. These barriers include those of addiction, debt and mental health. SSAFA continues to



provide an "in-reach" programme, going into prisons to support offenders rather than waiting for them to leave the system.

GURKHA SERVICES

Supporting Gurkhas within the UK is one of SSAFA's newest services. This work can often be very complex, as it is often hampered by language difficulties as many Gurkhas only speak Nepali. The Gurkha community is also a unique, but sometimes isolated and one of SSAFA's challenges is to reduce that. Bringing in people with Gurkha experience has been key, both as SSAFA employees but also as volunteers as well.

Chandra Budathoki is an ex-Gurkha himself and has been helping people in similar situations to himself.

Chandra spent 14 years in the British Army and came to the UK in 2007, settling in Reading. After a trip to Nepal to bring his ill wife to the UK, his housing benefit was cut off and he fell into debt. After he worked through his difficulties, he signed up to volunteer for SSAFA. He recently helped a terminally ill veteran return to Nepal to be with his family and has helped SSAFA set up English language classes for the Gurkha community. He says: "Our support is hugely beneficial, helping them find jobs and for many it's a reunion as they knew each other from their days in the British Army years ago."

ssafa.org.uk/gurkha-services

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

Sodexo continues to support SSAFA and the Armed Forces family

Sodexo and SSAFA have partnered for over 14 years, with both regular volunteering as well as active fundraising support, demonstrating the positive way that an engaged workforce can show the military community their support and gratitude.

Paul Anstey, CEO, Sodexo Defence & Government Services says, "We're proud to provide welfare support for service personnel, their families and veterans through a wide variety of organisations including SSAFA. As an employer, we recognise the value, knowledge, talent and skills that serving members of the military, service leavers and their families bring to our organisation every day, and are delighted to be able to offer a range of employment opportunities to the Armed Forces community."

HIRA - KITCHEN PORTER, SODEXO (TIDWORTH)



Hira joined Sodexo in 2010 and currently works in the Aspire Business Centre restaurant (in Tidworth) as a kitchen porter. Originally from British Paklihawa Camp, he was sent for basic training in Malaysia, with his first deployment being in Brunei with 2/2 GR (Gurkha Regiment). He worked for the Sultan of Brunei, part of the Rifle Company for three years, where he worked as the regimental signaller and then finished his Army career as a Regiment Medical Assistant. After Hira left the Army in 1983, he couldn't immediately settle in the UK, so he worked in Oman for the Sultan's Special Force before moving to the UK.

KALPANA - CLEANING OPERATIVE, SODEXO (COLCHESTER)



"I'm a military wife. I originally come from Pokhara in Nepal and I have been married to my husband for 25 years. He's a Sergeant in the Army, 2nd Battalion, Parachute Regiment. Over the 14 years that he has served, he has been all over the world including Afghanistan – but right now he is out in Kenya. A couple of months ago, I joined the team at Sodexo as a cleaning operative. I love my job here and the company was really understanding of my circumstances with supporting my children whilst my husband is abroad."

Hira says, "I was in the Gurkha regiment of the Army for 15 years, rising to the rank of Corporal before I left in 1983. My time in the Armed Forces is a very happy memory for me, I was able to travel the world doing what I loved. When I left, it was hard to find a job outside of the military – it was clear that many employers do not recognise the value of a veteran in their workforce."

"Sodexo was recommended to me by a friend as being a positive employer of veterans – so I applied for a role in the kitchen team. I was given translation support by another Nepalese-speaking colleague. He helped to break down any potential language barriers that can occur with Gurkha veterans. This meant a great deal to me, as I could concentrate on getting to grips with my new role."

"I have now been here for eight years and really enjoy my job. In fact, I even recommended working here to my own wife, who has also joined the team in another Sodexo kitchen. The team spirit here reminds me of my time in the Forces!"



MILITARY PEOPLE

Dedicated to help **Service Leavers** and **Veterans** find sustainable employment

Info about our Armed Forces Corporate Covenant Pledges

With the forecasted significant short fall of skilled managers, trades and labour in the construction industry and others are facing, along with the uncertainty of Brexit, securing a quality, loyal and diligent workforce must be a priority. The Service Leaver and Veterans community have a presence within the industry but there is still a large cohort of untapped resources leaving the military each year. Some 13,000 personnel from all 3 Services.

Military People want to help Bridge the Gap between busy companies and a cohort of well-trained people where the Team and the Mission have always been the priority.

Industry in general is missing out on this valuable resource. Usually at the initial phase of applications which leads to many fantastic candidates being overlooked and various industries missing out.

Service personnel gain a vast amount of technical, vocational, leadership, management and training qualifications whilst in service. Tested in fast paced, stressful operational conditions where decision making is vital to the success of a mission.

We will donate a percentage of our Recruitment Fee to a Forces Charity. This is a very important part of our process, we are all aware of the struggles that some veterans face once they leave the forces.

So as a Service leaver or an employer looking to take on a Veteran or Transitioning Service Leaver what do you need to do now?

Its easy, just get in touch with either Rich or Marcus on the contact details below.

Below are some of the words taken from clients with whom we have placed Ex Military People:

Adept at Managing Diverse Teams in Multi Organisational Environments | Mission or Task Focused | Leadership and Management Adaptable and Versatile | Excellent Coaching and Mentoring Skills | Instructors and Trainers | Disciplined | Trustworthy | Proactive Honest | Smart | Commitment | Integrity | Loyalty | Good Work Ethic | Values and Standards | Able to Work as a Team or Individual Good Decision Makers | Quick Learners | Communication Skills | Technically Minded

Rich m: 07747116600 | e: rich@militarypeople.co.uk

Marcus m: 07917543166 | e: marcus@militarypeople.co.uk

t: 023 8020 2666 | w: www.militarypeople.co.uk

Head Office: 56A London Road, Southampton, Hampshire SO15 2AH



Military People

A dedicated recruitment service for Ex Forces personnel is the brainchild of Marcus Hackney, the entrepreneur and owner of Premier Recruitment Solutions Ltd.

A former Royal Engineer of 12 years' service and now 18 years' experience in the recruitment arena, he has built up a vast global network of both clients and candidates. He wanted to give something back specifically to Service Leavers and Veterans after noticing that they still face significant difficulty 'Bridging the Gap' from military to civilian life.

Knowing the industry still doesn't fully understand the value of hiring Ex Service People he set up Military People to offer advice, support and to open up opportunities of sustainable employment for those seeking to transition out of the forces and those veterans looking to take the next step.

Marcus has identified that within the industry there was still a large knowledge gap or recognition of the technical and vocational qualifications and training those in the Armed Forces received. This is in part down to the vast array of trades on offer and the time consuming and costly exercise to companies to map across military trades to civilian equivalents.

This results in areas of industry missing out on talent.

Language barriers between the Armed Forces and Industry often result in many missed opportunities for both parties so Marcus sought a Veteran (Rich Walsh) who understood Industry and the Armed Forces, to help both client and candidate break down any barriers and bridge the gap.

Leaving the forces and searching for employment can seem like trying to navigate a minefield. There is a perception that civvy street do things better. We want to challenge this perception and instill confidence in all our candidates that the training, life skills and qualifications gained in the forces are in high demand. Similarly, the protracted period of adjustment that some employers think will be needed for service leavers to adjust is a false perception, when in actual fact it is exactly this versatility of operating in new environments and the can do attitude that exemplifies the Service leaver.

www.militarypeople.co.uk

Marcus Bio:

Marcus Hackney served for 12 years in the Royal Engineers. Joining as a Junior Soldier at Dover in 1988 he qualified as a Plant Operator Mechanic and Class 1 Combat Engineer. Serving his country in Germany and Northern Ireland before taking up a post as an Instructor at 3 Royal School of Military Engineering, the busiest and most diverse training regiment of the British Army. His final post was instructing and developing the Royal Engineers (RE) top JNCO's on the RE Instructor Course in 1999/2000 before taking the decision to transition to civilian life where he could best use his undoubted entrepreneurial business skills.

Marcus spent 4 years learning and excelling in recruitment before setting up Premier Recruitment Solutions Ltd over 15 years ago. Having assisted many Service Leavers and Veterans in the past Marcus wanted to form a new division, dedicated to help Service Leavers and Veterans find sustainable employment.

Marcus is often heard stating:

"I wouldn't be where I am now without my 12 years' Service in the Royal Engineers"

Rich Bio:

Rich joined the Royal Engineers in Sep 1989 as an apprentice Design Draughtsman. He served for 25 years reaching the rank of Warrant Officer. A diverse career saw Rich serve in a wide variety of roles ranging from a trade post as a Draughtsman, Combat Engineering, Instructional, Recruitment, Humanitarian De-Mining and Stabilisation Operations around the globe. Based in both Germany and the UK Rich saw active operations in Bosnia on the first Nato tour in 1996, the Second Gulf War in Iraq in 2003 and 3 tours of Afghanistan in '02, '11 and '13.

On discharge Rich secured a position with Interserve as Community and Armed Forces Engagement Manager on the £300m DNRC project, delivering Community Projects, Schools and STEM engagement alongside providing work placements and employment opportunities for Service Leavers and Veterans within the supply chain on the DNRC project. Something which he is extremely passionate about. Joining Military People to continue this journey was a no brainer particularly with such an understanding and equally passionate CEO in Marcus.

Rich is also passionate about breaking the stigma attached to mental health and is a case study ambassador for Walking with the Wounded.

www.militarypeople.co.uk



WHO IS PART OF VETERANS' GATEWAY?

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

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

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



VETERANS' GATEWAY

The first point of contact for veterans seeking support

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

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

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

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

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



HOW ALABARÉ HELPED JOHN GET BACK ON HIS FEET

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

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

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

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

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

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

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



HOW THE ROYAL BRITISH LEGION HELPED VETERAN GET REVOLUTIONARY TINNITUS TREATMENT

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

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

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

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

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

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

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

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

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

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

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

THE VETERANS HEARING FUND

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

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

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

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



Harris is Helmand, a few weeks before he was injured.



HOW STOLL HELPED JOSH FIND A NEW HOME

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

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

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

Unfortunately, Josh was medically discharged in August

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

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

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

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



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

difficult to identify the appropriate treatment for each sufferer.

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

HELP FROM THE LEGION

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

GET IN TOUCH

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

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

Call us on **0800 802 1212**
Speak to an advisor in our contact centre



BE BETTER EQUIPPED WITH AN OU DEGREE

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



Find out how we can help you become better equipped for civilian life visit openuniversity.co.uk/easyresettlement



Settling into civilian life be better prepared with The Open University

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



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

"Having a BSc after my name definitely helped me to find a job - in fact I was headhunted by a gas turbine company, and I left the Navy on a Friday and started work on Monday."
Andy Murray, Royal Navy

A FLEXIBLE, PRACTICAL OPTION

Back in March 2016, the OU signed The Corporate Covenant; underlining our commitment to the Armed Forces and pledging to continue supporting servicemen and women with access to flexible higher education. You'll find that the flexible distance learning and practical support we offer makes our service ideal for you as a member of the Forces. You can choose from over 400 OU modules across a wide range of subjects and levels, so whatever career you have in mind, or however you want to

challenge yourself, there's sure to be a choice to help you.

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

1. EARN A VALUABLE QUALIFICATION WHEREVER YOU'RE STATIONED

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

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

2. MAKE A MORE AFFORDABLE CHOICE

As you're in the Armed Forces, you may be eligible for financial support (whatever you choose to study). Our courses can be wholly or partly financed by Enhanced Learning Credits (ELCs). To find out more, openuniversity.co.uk/elcs

3. ENJOY SUPPORT AT EVERY STAGE

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

4. IT'S ABOUT MORE THAN JUST THE LEARNING

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

5. GET ALL THIS PEACE OF MIND

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

More than 60% of FTSE 100 companies have also trained their staff with us. There's more reassurance too – the OU is the

world's leading provider of online learning. Our business school is one of the largest in the world to be triple-accredited and we're world leaders in STEM (Science, Technology, Engineering and Mathematics) teaching and research. You can come away with a respected degree – and an inspiring, challenging, rewarding experience that you won't find anywhere else.

SO WHAT COURSE ARE YOU LOOKING FOR?

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





UCP CQB and Special Tactics



Casevac and SERE Training

“Realistic training
makes for the **best operatives**”

UCP Group employs your already gained military skills to make you the best Domestic UK Bodyguard/Close Protection Operator and Overseas Armed Private Security Contractor.

When it comes to Close Protection you need look no further than UCP. UCP UK instruct, train and operate at the highest industry standard. Training with UCP means you will finish the course with the correct qualifications to guide you into work.

For instance:

- Working as a Close Protection Operative Level 3 HABC leading to the application of the SIA licence.
- First Responder Emergency Care Level 3 award/FPSOI
- B6 Armoured Vehicle Award
- IED Awareness Award – Terrorism Awareness Award
- PSC (Private Security Contractor) Award

- HEP (Hostile Environment Close Protection) Award

The UCP 21 Day Training Course is ELCAS claimable. Training is delivered in London/Kent area with Accommodation free of charge for Former British Military.

Bolt on the 7 day HABC Level 3 Combined Firearms Training for only £1000 training and join us in Sardinia for some of the very best Firearms Training you will ever receive.

UCP DEVELOP THE BEST TRAINING ENVIRONMENTS FOR THEIR LEARNERS

UCP UK deliver residential courses only and specialise in Close protection, making our instructors

and training conditions the very best in the UK.

UCP Bodyguard Academy has 8 bed accommodation, operational Planning classrooms, CQB Centre, 5 Acre HECPO training area, Gym, Unarmed Combat training room and Vehicle training area.

The 21 day CPO Course is delivered every month of the year with a maximum of 8 students per month on a 1st come 1st serve basis.

OUR GOAL OUR PLAN

UCP train no more than 100 former British Soldiers per annum.

There is a fine balance for training providers to run a successful business or operate a cattle market strategy... UCP policy is to train only 100 former

British military Soldiers per year to gain their operating licences and gain employment with the many contracting companies in the UK and overseas.

It's all about the training and subsequent employment we know that, and that's why UCP work with Worldwide Security Operatives "Specialist Recruitment company" making sure the 100 British Military Candidates that come through our Academy each year reach their potential employment goals.

All former British Military candidates return to our academy after the 1st year of training to complete their Continuing Professional Development (CPD) another must for any industry employer. ●

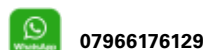
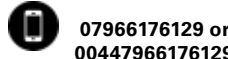
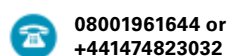


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UCP support you all the way from PRE to POST training.





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

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now to receive job alerts tailored to your skills.

2. UPLOAD

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

3. RELAX

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

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At Jaguar Land Rover, we have a long history of supporting the British Military. In particular, we are committed to helping ex-armed forces personnel with and to reintegrate into successful civilian careers.

If you're a full-time, serving member of Her Majesty's Forces, you're entitled to exclusive benefits and preferential prices on a new Jaguar or Land Rover.

We are delighted to extend this offer to all Former Military Personnel who have left the service up to and including 5 years*.

Take advantage of your status with savings of up to 30% on a new Jaguar and up to 16.5% on a new Land Rover.

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Models shown Jaguar XF and the Land Rover Range Rover Evoque. *Finance is subject to status and only available to full time members of HM Forces and Ex full time Serving members qualify up to 5 years from date of termination, aged 18 and over resident in Mainland UK and N.Ireland. Indemnities may be required. Prices and savings correct at time of going to press. Terms and conditions apply.



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



INTERNATIONAL FRANCHISE SHOW LONDON

5th & 6th April, 2019 | ExCel

Franchising can sometimes feel like a big 'leap' into the unknown, but luckily for you the franchisors have already ironed out the rookie errors, overcome the hurdles and have established a trial and tested model that works! You're buying into an established brand and a business that is already successful (which is why only around 5% fail compared to around 80% failure rate of new SME's).

Attending a franchise show is the best way to find the ideal franchise for you.

On the next page you'll find The International Franchise Show's top 10 tips to make the most out of franchise exhibitions helping you find your perfect franchise.

Making the most of Franchise Exhibitions

Want to work for yourself, but not by yourself? Looking to invest in a franchise?

BUT THE REAL HARD WORK STARTS BEFORE YOU ARRIVE AT THE VENUE!

1) Plan and Target

The first thing you should do before attending a franchise exhibition is to plan!

At franchise exhibitions you'll find hundreds of brands ranging from fast food to cleaning franchises and everything in between – we suggest printing off the exhibitor list from the website and circling those brands that potentially interest you.

Research the exhibitors. Work out how much you need to earn, and how much you need to invest. Think about what you're good at, and what you're not. Remember that banks like franchising, so try and find out how much you could potentially borrow. Write a CV to bring to the show. Investing in a franchise is a two-way process. The franchisor needs to recruit the right candidate as much as you need to find the right opportunity – and a CV is a quick way to explain who you are.

Speak to someone first, this is a life changing decision.

2) Seek out opportunities

A lot of exhibitions offer a variety of extra features such as 1-2-1

appointments with industry experts, facilitated networking, master license matchmaking services, franchise zones or pavilions, and VIP areas. Check out all the features on offer and book in key ones in advance – we recommend at least two months prior to the show date to avoid disappointment.

3) Stay in the Loop

Follow the shows' social media accounts to keep up to date with speaker announcements, key information, new brands/sponsors and everything else you need to know. Exhibitions will usually release important information via social media channels, emails or via press releases. In order to be the first to know, make sure you follow key social media accounts or better still sign up to the newsletter.

4) Know Your Pitch

Prepare a 60 second pitch. Essentially sell yourself and network with, as many brands that fit your interest.

5) Prepare Questions

Formulate a checklist of what you want from a potential franchise. Use the checklist to branch off questions that meet these

requirements. Think of this as what you want work-wise. Are you happy working weekends and travelling to a variety of destinations, or are you profoundly destined to work in one location with a lucrative schedule that allows you to manage out of work commitments. Perhaps you have other aspirations...

Whatever you seek, be sure to have a set of questions ready that answer your checklist – don't be afraid to say 'no thanks' if the opportunity isn't right for you. Allow time to reflect, and if the opportunity confirms your ideal franchise also don't be afraid to proceed to the steps.

6) Attend Seminars, Clinics and Advice Zones

Expand your knowledge by attending free seminars, clinics and advice zones from some of the best-known experts in the industry. Gain inspiration from keynote speakers, motivation from franchise entrepreneurs, and broaden your horizons through advice workshops, you'll be driven to start-up your venture in no time!

7) Think!

Exhibitions of any kind can sometimes be quite overwhelming, especially if you're not set on a particular business area. With franchises ranging from under £10,000 to over £500,000 investing in

the right opportunity can be a daunting thought. Think about what your aspirations are. Where do you see yourself in 5 years' time? What are you hoping to achieve? And most importantly reflect on what drove you to consider franchising in the first place; was it a particular brand, or a bunch of companies that all have something in common.

Whatever your budget is, ensure you take ample amounts of breaks throughout the day to recap on the conversations you've had, and weigh-up the best franchise opportunity for you.

8) Embrace the Unknown

This one's a real curve ball! Maybe you've come across a brand, which you hadn't ever considered – don't act on impulse, be open-minded. Perhaps there's a brand that offers an exciting opportunity that fits your criteria, or maybe there's a new franchise that offers something new to market. Whatever it is, maintain and open mind, you might just be thrown a wildcard.

9) Allow Time

A no-brainer! Ensure you have given yourself enough time to visit prospects, don't leave anything to the last minute, factor in talks, seminars or any other features and plan your networking accordingly.

10) Make Notes

So, you've attended all these great talks, picked up lots of information and expanded your knowledge, your now ready to leap into the world of franchising, right? Maybe not...

A few weeks after the show you've most likely forgot a lot of information gained at seminars or advice clinics. Bring a notepad and pen to scribble down key tips or interesting facts you learn. Even if you don't have a notepad or a pen, pick one up (trust me there'll be lots on stands!), and usually the show guide will give you some free space make notes.

Once the show is over and you have all the information you need, you've weighed up possible investments and have a pool of potential franchises – follow up. Call or email, to plan the next steps. Don't be alarmed if you're contacted for follow-ups too; franchisors will be keen to hear from interested candidates. Have your notes ready and discuss the next steps to becoming a franchisee with your perfect franchise.

For more info on the International Franchise Show 2019 event contact simon.chicken@comexposium.com or register your free ticket at www.thefranchiseshow.co.uk.





Warren Williams Hire A Hubby Crowthorne

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

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

Whilst some homeowners do tackle their own DIY, for many, time pressures and lack of skills mean that they need to call in a handyman to get their jobs done. This ready demand for services means that Hire A Hubby franchisees are constantly in demand. There are currently 25 franchisees in the UK and we are looking to grow this number in 2019. If you have strong DIY and property maintenance skills, a desire to own and run your own business, then 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 backgrounds. Speaking about his experience Gordon Amess – Hire A Hubby Corby says; "I joined Hire A Hubby three years ago and have never looked back. No two days are the same and there is no better feeling than saying this is my business." Warren Williams – Hire A Hubby Crowthorne explains; "being able to combine my DIY skills with my passion to own my own business has been made

possible by Hire A Hubby. I'm really pleased I made the move!"

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

Gordon Amess
Hire A Hubby Corby

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. 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



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.



0800 111 4664

www.hireahubby.com



UNIQUE CLEANING SYSTEM

Our cleaning system and products have been refined and developed over the years, we have developed the process down to the smallest detail allowing you to get on with running and growing your business.

Our tried and tested systems bring you the most simple and easy to use, cleaning system available today.

Zero dry time dry carpet, upholstery and hard floor specialists have 4 great solutions for your home, dry carpet cleaning, upholstery cleaning, hard floor cleaning and wooden floor restoration.



We will provide:

- Pat tested machines ready to use
- Fully equipped stock and products
- Uniform
- Van signage
- Tools
- Marketing materials
- Website including full comprehensive training
- ZDT Portal - Help videos
- Franchise forum access
- An exclusive territory
- A full ready to use business package
- Pat tested machines ready to use
- Fully equipped stock and products
- Uniform
- Van signage
- Tools
- Marketing materials

- Website including full comprehensive training
- ZDT Portal - Help videos
- Franchise forum access
- An exclusive territory
- A full ready to use business package

FRANCHISEE TRAINING AND SUPPORT

Zerodrytime's extensive training programme will enable you to fully understand the practical aspects of your role so you can effectively run your business.

We offer:

- 2 day 'Kick Start' Programme
- 2 week course with classroom and customer facing training



- Real time job shadowing
- Marketing Materials
- Access to our E-learning portal with 'How to' Video Tutorials
- Continued back office support from qualified professionals

KEY HIGHLIGHTS:

- A massive domestic and commercial markets to service.
- Amazing earning potential and the ability to run multiple vans.
- Build a residual customer base.
- Be part of a national network.
- Industry-leading training and support.
- A man in a van opportunity or management roles – you choose.
- Earning potentials of over £1,500 per week.
- A unique franchise built to help you succeed.

A Zerodrytime franchise is £24,950 + vat*

Finance and leasing options available
* Franchise fee includes all equipment, machines and full training.

The fees include:

- Dedicated postcode area for you to market, both domestic and commercial customers.
- 9 professional machines, the right tools for the right job.
- Extensive training on all products.
- Access to video and information on our e-learning portal
- Bespoke products starter pack (includes everything to start and operate your new business).
- Marketing pack, shirts, jacket, trousers. Van logo.
- Advertising pack, business cards, leaflets, brochures and all bespoke material.

LOW MONTHLY MANAGEMENT FEE

The fees include:

- Day to day and continuing, ongoing support.
- Dedicated 0800 number with online management of call and enquiries.
- Web enquiries
- Mentoring programme

Why not take the first step in becoming a Zerodrytime franchisee, come and visit us in Newcastle for a discovery day. •

Zerodrytime

Being involved in the cleaning industry serving both domestic and commercial customers across the board, David Muirhead... zerodrytime founder, was asked the same questions repeatedly from facilities managers in large hotels, to the housewife, can you clean carpets and upholstery?

And if so how long will they take to dry? At this point, David realised the huge market out there for people wanting a type of dry carpet/upholstery cleaning service that no one seemed to supply.

After all, who wants wet carpets, heating on, windows open and the inconvenience that goes with it.

David started investigating and scouring the market for ways to give people what they want, dry clean carpets and upholstery ready for immediate use. In the early days it took a lot of hard work finding the right machines and products involving trips to the USA and numerous UK based chemists to help make the products needed, but it all paid off.

Zerodrytime are the UK's

number one dry carpet, upholstery and hard floor cleaners, with 70+ operational vans based across the UK, a Master Franchise in Northern Ireland, and the first overseas Master Franchise based in New Zealand.

Zerodrytime then evolved to what we have now, a unique franchise that offers unparalleled services with great earning potential for our franchisees.

When you join Zerodrytime, you are assured of the highest standard of training and ongoing business support, backed by a team with a long and successful history in professional cleaning and franchise development.

Our unique systems and processes, together with our own products make us industry leaders in the UK's domestic and commercial cleaning markets today.

Our franchise offers a real opportunity to change your life for you and your family by giving you a successful business that will grow year on year. A great work / life balance running and operating your own Zerodrytime franchise could be yours. You decide when and where you will be working.

ITS CARPET CLEANING – BUT NOT AS YOU KNOW IT...

The 'on your hands and knees, scrubbing and carrying dirty water' process is now a thing of the past.

With the advancement of new technology and products, Zerodrytime have developed a fully robust cleaning system that will enable us to give... you, the home owner what you want when having your carpets cleaned.

"Dry carpets and upholstery ready for immediate use with no fuss" – what's not to like!

Imagine if you were having your carpets cleaned, would you like to be told: "that they're fresh, dry, clean and ready to use for immediate use."

OR "they are wet, please keep your children, pets and furniture out of the room with the heating on and windows open until they are dry."

At zerodrytime we have developed our own unique range of environmentally friendly products that have been tested to industry standards.

- Environmentally friendly
- Safe for babies, young children and animals
- Sanitises and deodorises
- Removes tough stains
- Leaves environments fresh and clean

STARTER PACK

Once your training has been completed and you're ready to go.



The UK's No1 dry carpet, upholstery and hard floor cleaners

A great choice after you retire...

Earn in excess of £50,000 per year

One franchise, 4 great cleaning solutions. If you're looking for an exciting career change that will bring you financial security without the constraints of working for someone else, a zerodrytime franchise could be the right choice for you.

Franchise areas available near you

Zero Dry Time
Unit 6 Ruby Park
Newcastle Upon Tyne
NE13 7BA

0191 691 4700
zerodrytime.com/franchise
info@zerodrytime.com



Zerodrytime franchisees come from all parts of the Military with different experiences.



Lee Yates
Cardiff
Ex Military Police

Liz Bayley
Bath
RAF Reservist
Ex Close protection

Mark Taylor
Milton Keynes
Ex Royal Marine



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 continuous "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

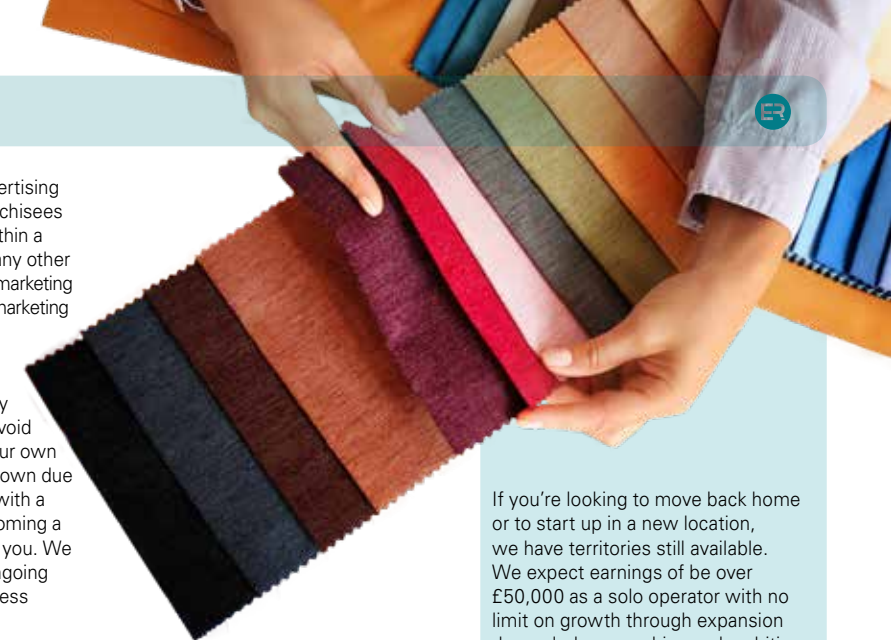
Blindtex only want the right people to continue our success, we truly believe that AFC are a perfect fit for this business, so much so that we are offering an exclusive AFC start up package.

No Franchise Fee
£3,000

No Training fee
£3,000 per person

No Royalty fee
4% turnover

No Marketing fee
4% turnover



If you'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

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.



BLINDTEX FRANCHISE ADD VALUE TO YOUR BUSINESS

WHY FRANCHISE?

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

FRANCHISE BENEFITS INCLUDE

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



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

From Serviceman to Snap-on man



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

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

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

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

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

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

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

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

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

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

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

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

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



Snap-on tool show

Top 40 franchisees



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

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

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

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

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

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

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

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

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

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

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

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

Snap-on

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

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

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

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

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

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

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



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

Chris Ashton, Northallerton franchisee.



National Helpline 0800 917 7650

www.alcoholics-anonymous.org.uk

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

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

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

For information:

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

Tel: 01904 644 026



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

THE ONLY REQUIREMENT IS A DESIRE TO STOP DRINKING

0800 917 7650

GO ONLINE AT: alcoholics-anonymous.org.uk



Soldiers' spectral silhouettes appear across the region

GHOSTLY figures, representing fallen soldiers whose names are found on North East war memorials, have started appearing across the region.

Popping up in workplaces, places of worship and at events, the figures are part of a national campaign by the charity Remembered, in the run up to Armistice Day.

And County Durham-based charity Finchale Group is behind the appearances, which are designed to bring members of the armed forces and civilians closer together.

Finchale Group is using the "There But Not There" campaign – funded by the Armed Forces Covenant Fund Trust – to raise awareness of the skills and knowledge that armed forces people can add to the community and honour the fallen.

Lt Col (Retired) Mel Pears MBE, chief executive of Finchale Group, explained: "Finchale Group has supported the armed forces community for a long time, so we know the wealth of skills these people have and the huge value they bring to public life.

"All too often the wider community is unaware of this, and of the work done to support the armed forces.

"The silhouettes not only serve to remember those who made the ultimate sacrifice in service, but also those members and veterans of the armed forces who continue to play a vital role in the community today."

The silhouettes have already appeared at some of Finchale Group's partner organisations across the North East – including Johnnie Johnson retirement homes, the North East Veterans Network and the Brownies and Cadets.

Altogether 10 silhouettes will tour nine partner organisations – all of whom work with Finchale Group to provide a diverse range of services to veterans and members of the armed forces.

A range of events in the lead up to Armistice Day including coffee mornings, talks and drop-in

Lt Col John Henry REME, Commanding Officer PRU North sits in front of one of the silhouettes



events will help Finchale Group to reach the wider community.

Mel added: "Finchale Group works to support people who need help to manage money problems, confidence and mental health issues, address drug and alcohol misuse and resolve issues with housing.

"We also provide vocational training courses."

"Our team is made up of armed forces people and we help many veterans with the challenges they face in civilian life. That is why this campaign is so important."

Finchale Group will host a display of photographs of the silhouettes in its new headquarters, which are due to open soon.

The "There But Not There" campaign is inspired by the original installation of silhouettes at Penshurst Church in Kent during the remembrance period of 2016.

The silhouettes appear at a community event hosted by Finchale Group

Marking the centenary of the end of the First World War, the campaign has three key purposes – to commemorate, educate and heal. ●



Resettlement Support from CTP



Enhanced Resettlement Provision from CTP

INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS

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

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

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

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

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

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

WHERE DO I START WITH RESETTLEMENT?

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

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

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

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

WHAT SUPPORT AM I ENTITLED TO?

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



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

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

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

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



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

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

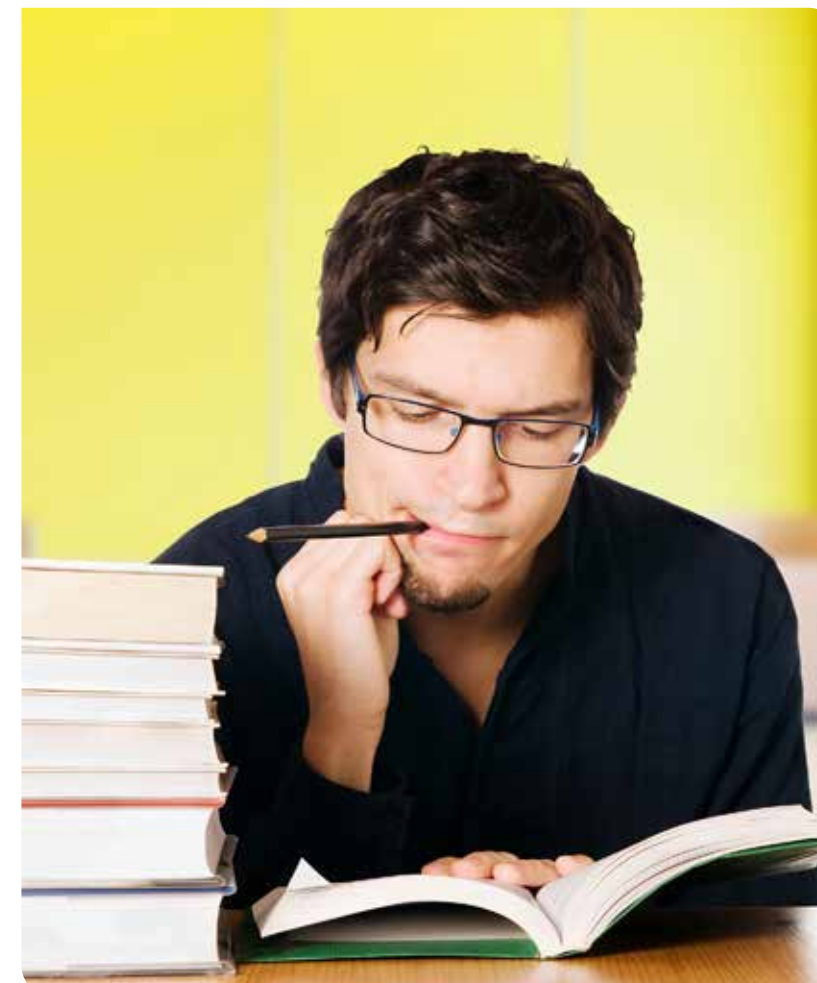
*Wounded, Injured and Sick Service Personnel

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

HOW CAN CTP HELP ME?

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

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



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.

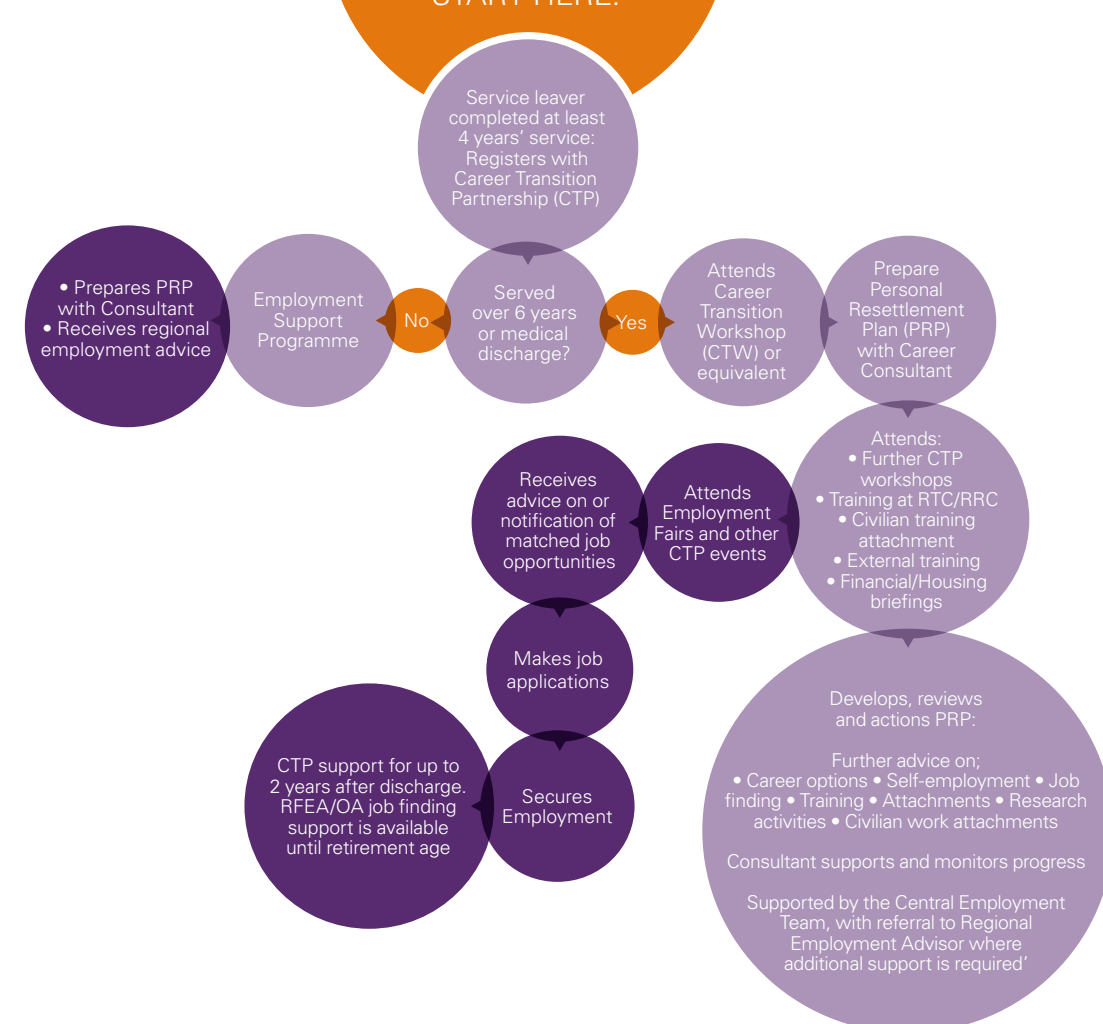
TRAINING

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.

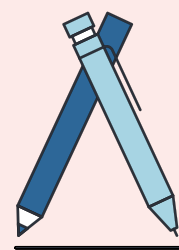
Whilst we are making some changes, be assured that our support and the provision to help you through your resettlement remains unchanged, and will be enhanced in the coming months. We are here for you throughout your career transition - from two years pre-discharge and up to two years post-discharge.

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

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.



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.

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.

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.



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.*



THREE.

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

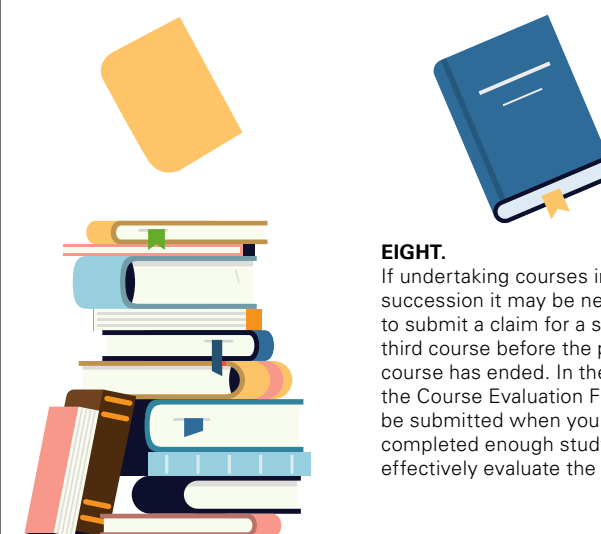
FOUR.

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



FIVE.

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



EIGHT.

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

NINE.

If your course is split into modules, list each module you are claiming for. However, for longer courses of study such as degree level, where the academic year is out of synch with the financial year, it is permissible to use one claim for several modules which count towards a continuous and recognised block of study which may extend into or start in the next financial year. *TOP TIP: You must refer to the Joint Service Publications (JSP) 822.*



TEN.

Retrospective ELC claims are not permitted. Claim forms must be received by your Education Staff at least 25 clear working days prior to the course start date. You must ensure that you have enough time to receive the Claim Authorisation Note to present to your chosen provider before the course starts. (Please note that for courses with Open University the CAN must be presented to them by the final course registration date).



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.



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. ●

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-EL3RRESETSO3C@mod.uk

ARMY

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

Tel: 01264 381580
Email: elc@detsa.co.uk
The Army ELC helpline is open Wednesday 0930-1230.

ROYAL AIR FORCE

Learning Credits Administrator
Accreditation and Education Wing
RAF Central Training School
HQ 22 TrgGp
Room 221B
Trenchard Hall
RAF College Cranwell
NG34 8HB

Tel: 01400 268 183
Email: 22TrgGp-CTS-AandEWg-LCA@mod.uk

Eligibility Rules

IN ORDER TO TAKE ADVANTAGE OF THE SUPPORT CLAIMANTS MUST:

- Have previously joined the Enhanced Learning Credit (ELC) scheme and have completed six years eligible service (four years qualifying service prior to the 1st April 2017).
- Only apply for a first eligible FE/HE qualification at the level for which they are academically qualified to enter learning on leaving the Service.
- Have not already obtained 120 credits.
- Have left the Service or entered their qualifying resettlement phase on or after 17 July 2008.
- Meet UK's residency requirements to qualify for full state subsidy.
- Be undertaking at least the equivalent of 25% of a full time course.
- Undertake learning with an approved provider listed on the ELCAS

website as a PF FEHE provider and ensure the chosen course is designated for student support.

- The course of study must be completed prior to the period of entitlement ending.

QUALIFICATION LEVEL

- This commitment will provide access, free from tuition fees, for your: **First Level three or national equivalent.** This refers to a first full Level three i.e. the achievement of two GCE A levels (A2) (passes at A-E) or vocational equivalent as defined by the National Qualifications Framework (NQF) or the Qualifications and Credit Framework (QCF) (England, Northern Ireland and Wales); or in Scotland a Level six qualification (SVQ Level three on the Scottish Credit and Qualifications Framework (SCQF).

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

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**. ●



THE STRATEGY FOR OUR VETERANS

VALUED. CONTRIBUTING. SUPPORTED.



On Wednesday 14th November, the Strategy for our Veterans was published by the UK, Scottish and Welsh Governments. Alongside this, the UK Government also published a Consultation Paper, that seeks the public's view on how the Strategy's 2028 Outcomes could be implemented, against the background of what provision already exists. This consultation is UK-wide, though Scotland and Wales will consult separately on devolved matters. We encourage all those interested in Veterans' issues to participate in the consultation, which is open until 21st February 2019.



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Open weekdays, 9am to 5.30pm

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

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COME ALONG AND FIND OUT MORE AT ONE OF OUR

MILITARY TASTER DAYS

TRAINING DATES

25th Feb - 22nd March
Manchester

13th May - 7th June
London

2nd Sep - 27th Sept
Manchester

4th Nov - 29th Nov
London

AMAZON WEB SERVICES
60 HOLBORN VIADUCT

NEXT TASTER DAY:
WEDNESDAY 23RD JANUARY

TO REGISTER VISIT: [AWS-MILITARYTASTERDAY.EVENTBRITE.CO.UK](https://aws-militarytasterday.eventbrite.co.uk)