

ER

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

magazine

Spring 2017



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celebrates its
11th year

Cerco IT Ltd

Do you want a career in IT?
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THE DEVELOPMENT INITIATIVE

Have you closed the door on your career? Maybe you are about to leave the Army and now is the time to pursue new opportunities. **P10**

BE SEEN IN GREEN

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THE BRITISH FRANCHISE ASSOCIATION

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THE ELC SCHEME

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

From pension anxiety to pension reassurance in one easy step.



Join us. Today.

How you can influence your pension

You may be surprised at the numerous ways you can influence the value of your pension and its suitability for you and your family's needs. You have options about how and when you draw it, how much of a lump sum you want on departure from the Forces and what happens if you become a Reservist. And when you join us you'll discover how straightforward many of the options are, such as Pension Top-ups.

Choosing when to leave (and when not to) can have a really beneficial (or negative) impact on the value of your pension.

When you join the Forces Pension Society, we help you become aware of your pension options and entitlements. You'll receive our regular e-newsletters with up-to-the-minute information, our bi-annual Members' magazine *Pennant* – a great read plus a whole section dedicated to pensions. And of course when you're in need of serious guidance you'll have access to our pension experts.

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Independent, not-for-profit

Independence is critical to our work. We call governments to account wherever we spot unfairness or injustice in the Armed Forces Pension Schemes and we campaign for improvements on behalf of the whole military community. Recognition of our unique role has led to more than 50,000 people discovering the value of joining us.

Join us online today

Make the right choice by joining us today. Annual membership for you and your spouse/partner costs just **£39**. When you join us online, quote promo code **ESR2019** and we'll send you a free voucher worth **£150 off** a Rambling & Adventure holiday. (T's & C's apply). Visit www.forcespensionsociety.org



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ADVANCE YOUR CAREER WITH THE OPEN UNIVERSITY

For the past fifty years, we've made it our mission to open up education for all.



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Welcome...

Welcome to the Spring 2019 issue.



If you are a new to the magazine and about to start your resettlement process you will no doubt be a little apprehensive and possibly unsure about what happens next. We speak to many of our readers at various events and the majority of soon to be service leavers have little or no idea about what career they will be embarking on next. Therefore, you will find lots of useful information from organisations such as The Career Transition Partnership, known as the CTP. We feature various case studies from people going through their resettlement process and starting the transition to civilian life.

This issue has lots of great companies looking to recruit you in to the various roles they have available, most of which are ideal for service leavers and veterans due to the transferable skills you have already acquired during your service. Our main feature for this issue is the Emergency Services sector. There are hundreds of roles available with the East of England Ambulance service, South Central Ambulance Service and St Johns Ambulance. There are various roles available and some of them need no previous experience required as they offer learn while you earn training. Towards the back of each issue we include information from ELCAS about your enhanced learning credits. This will be a useful part of your resettlement process as you will have

funded training available to you (Depending on time served) that will enable you to train in a wide range of industry sectors, some being academical and others vocational which will give you the qualifications you may require for future employment.

Each issue is printed on a quarterly basis and distributed by BFPO to addresses in the UK and Overseas, you can also pick up copies from HIVES and resettlement and education offices, furthermore you can read the latest and previous issues online by visiting www.easyresettlement.com/magazine or subscribe for free and have every issue sent to your email address as a PDF version which is readable on PCs and Smart phones www.easyresettlement.com/subscription

We are proudly sponsored by SSAFA, the oldest Tri-service charity organisation who work tirelessly in supporting the armed forces community and their families. Each issue features information from various charities to highlight the great work they do, thus raising awareness of how you can support them, or be supported by them when needed.

We will be at various events in 2019 including the various CTP employment events and the Security Cleared Jobs Expos. Please do come along and pick up a free copy of the magazine and let us know how you would like to be supported during your resettlement process. We hope you find this magazine to be a useful tool during your resettlement and would love to hear from you about your successful transitions when leaving service.

Please mention the magazine when speaking with advertisers as without them none of this would be possible. ●

KIND REGARDS
THE EDITOR

Partnering with SSAFA, the Armed Forces charity

SSAFA operates strategic partnerships with several organisations in different sectors.

We focus on creating mutually-beneficial relationships with our partners and value employee engagement, so that together we can make a real difference to the lives of our beneficiaries. Many of our partnership activities include employee fundraising, pro bono and in-kind support, awareness raising and volunteering. Our corporate partners also promote our challenge events to their employees, donate gifts in-kind, sponsor one of our corporate networking events and purchase tables at our annual Defence Industry Dinner.

We work with different companies so that they can meet their organisation's commitments to the Armed Forces Corporate Covenant, as well as helping to achieve their CSR objectives and business aims. Working with SSAFA allows an organisation to grow their workforce's personal and professional skills, through our unique UK-wide volunteering opportunities. Our partners can raise funds to specifically support a SSAFA project or work with us on a more strategic level. Our wide range of commercial partnerships also give access to different target audiences, via our thriving SSAFA community, across our volunteer network and through our vibrant social media channels.

Above all, all our corporate partners choose to work with SSAFA to help make a difference to the lives of our Armed Forces, veterans, reservists and their families.

Whether you'd like to explore a long-term charity partnership, make SSAFA your charity of the year or simply want to host a Big Brew Up during Armed Forces Week in June, the SSAFA corporate team are here to help you support our Armed Forces community. ●



Transferring military skills and talent to the workplace

For over five decades, Fujitsu has been a major supplier to the UK MOD, Government Departments and intelligence communities. This long-standing affiliation with the British Armed Forces has allowed us to recognise that Service leavers are exactly the type of intelligent, talented people that we need to join our organisation, utilising the transferrable skills and experience that ex-Service personnel can bring to the workplace.

Not only is our working environment and customer familiar to Service leavers, but we also know that they have a desire to develop their careers and build upon the knowledge gained during their Services career. These highly trained, incredibly talented people can contribute a wealth of transferable skills, leadership and life experiences that can benefit the individual, business and wider community alike.

Recognising this potential, Fujitsu has developed its Military Transition & Talent Programme (MTTP) specifically aimed at increasing the support that Fujitsu offers these high-calibre individuals as they transition from military to industry employment. Not only does the MTTP enable Fujitsu to benefit from the skills of the Service leaver but, through a focused coaching and mentoring scheme, the individual will develop their business and commercial acumen, further increasing their potential.

We recruit dozens of service leavers every year, and today 15% of Fujitsu's security-cleared staff who work in our Defence & National Security business originate from a Services background. They fulfil a wide variety of roles from Project Management, Security Architects and Customer Solution Architects, to 1st, 2nd and 3rd Line support roles, Service Engineers and Test Analysts.

We're exceptionally proud that our continued efforts have received the Gold Award in the Defence Employer Recognition Scheme (ERS), which encourages employers to support Defence and inspire others to do the

Service leavers are exactly the type of intelligent, talented people that we need to join our organisation.

same. We remain fully committed to retain our Gold status and continually seek opportunities to improve and challenge ourselves further in this area.

Fujitsu is also a proud, long-term Corporate Friend of SSAFA having raised over £290,000 for the charity since 2007, via a number of initiatives. Last year our employees raised an incredible £10,000 through the auction of 124 ceramic poppies which formed part of the 'Tower of London Remembers' installation commemorating the centenary of the First World War.

The poppies were part of the stunning installation by artist Paul Cummins of more than 800,000 ceramic poppies, unveiled at the Tower of London on 5th August 2014. Over 300 Fujitsu employees volunteered their time to plant poppies within the Tower and the auction of 124 of the unique keepsakes generated considerable interest across the business. Sir Andrew Gregory, CEO, SSAFA said, "Thank you for the magnificent cheque for £10,000 resulting from the sale of Poppies from 'Blood Swept Lands and Seas of Red'. The generosity of your employees matched the generosity of Fujitsu as an employer, thank you very much indeed."

FUJITSU



CASE STUDY: GRANT CARNEGIE

Providing stability for his family was a priority for Grant Carnegie. After 22 years of Colours Service he was facing a daunting choice of stepping in to the civilian job market or continuing his military career. Fujitsu made Grant's decision a little easier thanks to the MTTP programme: "The one thing that stood out for me was how highly the ex-service personnel talked about the company, that Fujitsu invested and cared about their staff with flexible working, working from home, mentoring and guidance, online training and courses. When I was offered the opportunity to start as a project manager on the MTTP it was one of the easiest decisions I had to make in the whole of my resettlement."



CASE STUDY: BEN WINTERS

With 16 years' service as a Logistics Officer in the RAF, Ben enjoyed a wide and varied military career. But with a wife and three young children he knew he needed to introduce more stability to family life. Ben was keen to stay within the Defence sector, to utilise his existing skill set, knowledge and experience: "Fujitsu ticked all the boxes, and the fact that they were so highly recommended by former Military colleagues who I could trust made it a no-brainer."

Upon joining Fujitsu, Ben became one of the first to embark on Fujitsu's new MTTP initiative, aimed at increasing the support that Fujitsu offers high-calibre individuals as they transition from military to industry employment. "MTTP has given me time to bed-in and adapt to my new surroundings. While the Mentoring Programme aligns an individual with a Senior Executive who is operating in a similar field but isn't my Line Manager or responsible for my appraisal or assessment."

If you're interested in getting involved, then please contact our corporate team corporate@ssafa.org.uk

ssafa the Armed Forces charity



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 - fully booked
13th May - 7th June:
London - fully booked
2nd Sep - 27th Sep: Manchester
- accepting applications
30th Sep - 25th Oct: Manchester
- accepting applications
4th Nov - 29th Nov: London
- accepting applications

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



New Year New Career

Have you already closed the door on your military career? Perhaps you are about to leave the Army and now is the time to pursue new opportunities.

Deciding what your next step will be can be daunting but it is never too late 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 qualified military personnel in search of a new career path.

There are over 110 million land and active landmines globally, excluding the further millions of tonnes of unexploded ordnance (UXO) and explosive remnants of war (ERW). Unexploded devices that brutally injure civilians in conflict and post-conflict zones are a barrier to a country's regenerative future. Collectively, they pose a daily threat to civilian safety as well as severely impeding economic development. In response to this dilemma, there is extraordinary work currently done to rid countries worldwide of these destructive weapons, often many years after ceasefires are declared.

Mine action is a collective term for clearance and risk education activities that address all types of explosive remnants of war from landmines, to UXO and improvised explosive devices (IEDs). UXO, known for their unpredictability, can be extremely dangerous and volatile if moved or tampered with, and become a potentially wider and hidden danger.

TDI was established in 2005 to provide extensive project management support to both governmental and non-governmental organisations, incorporating the provision of landmine clearance, UXO disposal, mine risk education (MRE), improvised explosive device disposal (IEDD) and search training. TDI also provides fleet maintenance and remote logistics solutions.

As of 2018, TDI has successfully undertaken over 85 projects in 18 countries, such as the Democratic Republic of Congo, Mali, Sudan, South Sudan, Somalia, Togo, Afghanistan, and

Central African Republic to name a few. During its 14-year lifespan, TDI has succeeded in developing its operational capacity and training capabilities, gaining substantial administrative and logistical experience in the deployment and management of mine action.

TDI, having worked in many countries riddled with the remnants of internal conflict, currently have a prominent presence in Central and West Africa. Despite our ongoing efforts, UXO and ERW are still a prominent worldwide entity in post-conflict zones today. The detection, identification, evaluation, recovery and disposal of all items of explosive ordnance such as grenades, cluster munitions, land service ammunition and mortars is a significant facet of TDI operations. Such disposal is crucial to limiting the risk of injury and accidents with civilians, children and animals, surmounting to additional expenses on a country's government and healthcare facilities.

TDI is accustomed to working in difficult areas and our practical approach to operations, combined with the seamless integration of local capacity into our management teams has enabled TDI to emerge as a reliable source of mine action and risk education provision. We consider each country's unique parameters and terrain in order to provide the most appropriate and necessary tools to conduct tasks competently, cost effectively and fundamentally safely, for our staff and that of civilians.

Manual mine clearance operations conducted by TDI have resulted in the freeing up of over 2,000 square kilometres of previously mined areas of land and contaminated fields. We have removed over 200,000 items of unexploded ordnance, safely destroyed over 2,000 tonnes of unserviceable and obsolete munitions and provided valuable risk education to over 244,000 civilians who live in danger of these explosive weapons. There are still millions more hazardous items to destroy and TDI continues to spearhead the efforts to clear the way and reduce the fatal footprint landmines leave behind.

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

the worldwide mine action effort. On almost every project, TDI have a team dedicated to educating children and their parents, officials and military personnel on how to recognise these items and the precautions to take.

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



our personnel, TDI has developed significant experience in this sector and will assist with a broad range of management activities including storage, transportation, handling processes, operational procedures and disposal.

Due to our continued presence in remote and often hostile locations, TDI recognises that an efficient and reliable logistics chain is critical to ensure that our clients concentrate on their core business ventures in these challenging environments. To take some of the pressure off, TDI provides a variety of tailor-made services to organisations operating in often-inaccessible areas. Whilst mine action is our core focus, we also provide practical solutions for camp construction and management, water procurement and fleet maintenance services. The career options within TDI are extensive, with opportunities available in many of the countries within which we operate.

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

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

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

The scope of mine action is vast. The opportunities to develop within this industry are reflective of this. TDI aims to make the unnerving transition from military to corporate life a success for all who join us. All TDI staff are afforded the trust

and responsibility to contribute to making the world a safer place for the millions of people affected daily by landmines. So, if you are reading this magazine and still contemplating what to do next, why not consider joining us at TDI? There are career options outside of military life and TDI provides the tools for you to branch into something new and exciting. Wherever you are in your career, hanging up one uniform does not suggest it is the end of the road but rather the beginning of a new one.

To get in touch, 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)



NEW YEAR. NEW CAREER. WE ARE HIRING.

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

Apply now and join TDI.

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

Contact us on:

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Alcoholics Anonymous

National Helpline 0800 917 7650

www.alcoholics-anonymous.org.uk

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

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

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

For information:

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

Tel: 01904 644 026

Alcoholics Anonymous
OUR PRIMARY PURPOSE IS TO STOP DRINKING AND HELP OTHERS TO ACHIEVE SOBRIETY

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

ER

Pensions



**FIGHTING FOR THE FORCES
AND THEIR FAMILIES**



Forces Pension Society

If you are reading this, the chances are that your mind is firmly focused on leaving the Armed Forces and settling into civilian life.

In this article Mary Petley of the Forces Pension Society looks at what an adult dependant might expect to receive from your pension scheme should the worst happen.



Some of you will be leaving with immediate pensions but the vast majority will have preserved pensions (PP) or deferred pensions (DP). Whether the pension is in payment or not, if you have dependants, they may be eligible for benefits in the event of your death.

The picture is complicated by the fact that there are currently three Armed Forces Pension Schemes (AFPSs). AFPS 75 closed to new members on 5 April 2005 when AFPS 05 was introduced. AFPS 05 closed to new members on 31 March 2015. AFPS 75 or AFPS 05 members who were age 48 or over on 1 April 2015, remained in those schemes but most of you were transferred to AFPS 15 on 1 April 2015 so will have entitlements from both your new scheme and your old.

Looking first at AFPS 75, adult dependants' benefits are limited to spouse and civil partner, and their treatment depends upon whether or not your pension is in payment.

If you leave and die with your pension in payment, your spouse or civil partner will receive a Short Term Family Pension equal to the pension in payment on the date of your death, payable for 91 days or, if there are eligible children, 182 days. This is followed by the Forces Family Pension (FFP) of 50% of your pension entitlement. If you are under age 55, all Pension Increases (PIs) that occurred between your exit date and your date of death are added before the calculation is made. PIs are based on the Consumer Price Index.

If your pension is not in payment, they will receive 50% of your PP (including PIs) and your AFPS 75 PP lump sum.

AFPS 75 points to remember:

- If you have commuted, the FFP calculation is made as if you had not.
- If you leave with an AFPS 75 pension in payment and die within 1 year, your estate will receive the

difference between the death-in-service lump sum (three times pay) and the lump sums received (so, the pension lump sum and any commutation lump sum).

Turning now to AFPS 05 and AFPS 15 benefits, adult dependants normally receive 62.5% of the member's pension entitlement. Those eligible comprise spouse, civil partner or 'eligible partner' and all are treated the same.

An 'eligible partner' is someone who is cohabiting with the member (both must be single) and can demonstrate financial dependence or interdependence. Veterans UK will ask for evidence to establish entitlement, such as:

- a joint bank account,
- joint ownership of property, or
- evidence of bill sharing.

You may wish to nominate your partner to receive any lump sum payable in the event of your death – the form, AFPS Form 2, is available on JPA or your browser. Nomination would demonstrate your commitment to support your partner financially should the worst happen, and help Veterans UK with their eligibility enquiries. HOWEVER, whoever you nominate, keep your nomination up to date or the wrong person could receive any lump sums due!

If you are leaving with an AFPS 05 PP, your pension lump sum will be paid to your nominee(s). If you are leaving with an AFPS 15 DP, a lump sum of three times your pension is payable to your nominee(s). If you have not nominated, your spouse, civil partner or 'eligible partner' will receive any lump sums due.

AFPS 05/AFPS

15 points to remember:

- If your spouse, civil partner or eligible partner is more than 12 years younger than you, there will normally be a reduction in their pension of either 2.5%

- for each complete year beyond the 12 year age difference or 50%, whichever is the lower.
- If you had more than 37.33 years' pensionable service the AFPS 05 pension is 62.5% of their pension will be based on 37.33 years' service.
- If you die within 5 years of receiving your pension, the balance between 5 years' pension and how much you have received will be paid to your estate.
- AFPS 15 does not feature an automatic lump sum but pension may be surrendered to produce one. Rule of thumb: £1 surrender gives a £12 tax free lump sum. The maximum lump sum is 25% of the value of the pension pot.

The majority of you will have benefits from more than one scheme because you were transferred to AFPS 15 on 1st April 2015. This means that, in the event of your death, your spouse, civil partner or partner could have benefits from more than one scheme. Let's look at an example:

Andy Smith leaves the Army on 31st March 2019 with an AFPS 75 PP of £5,940.80, an AFPS 75 PP lump sum of £17,822.40 and an AFPS 15 DP of £3,900. He dies 5 years later and his benefits are then worth £6,430.51, £19,291.53 and £4,221.48 respectively. If he had a spouse or civil partner they would receive his AFPS 75 lump sum of £19,291.53, an AFPS 75 pension of £3,215.25 and an AFPS 15 pension of £2,638.42. An AFPS 15 lump sum would go to his nominee(s). If, instead, his relationship was with an 'eligible partner' he or she would receive nothing from AFPS 75 and a pension of £2,638.42 from AFPS 15. AFPS 15 would pay a lump sum to his nominee(s). The AFPS 75 lump sum would be paid to his eligible children or, if he had none, to his estate.

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.



**Free instructor
led, practical
classroom
course**

Cerco offer **FREE** practical IT training

Do you want a career in IT?
We can make it happen!

Cerco have been training and selecting candidates to get a foothold in the IT industry since 1989. Since then thousands of candidates have been trained and placed into roles for some of the largest IT companies in the UK, including Fujitsu, Computacenter, Ricoh and Sharp. Could you be next?

Our clients are looking to place Cerco students into their roles and see the significant benefit that ex-military candidates bring to their organisations. Previous IT experience has never been a pre-requisite of ours, so don't worry about not being up to speed with the latest technology, we'll teach you what you need to know and you will be paid full market pay rates for any work you do for us.

More and more employers are looking for vocationally trained people. They need to know that they have been trained to do the job, not just to pass exams. Cerco have been at the forefront of this type of hands on IT Training for nearly three decades.

Recently, these two candidates signed a permanent contract with Computacenter, having successfully completed their 12 month temp to perm assignment with Cerco. We have roles UK wide. This could be you! This is what their regional manager had to say:



On behalf of everyone I'd like to say well done and congratulations to both JS and DG who have worked extremely hard and delivered above expectations. I know from experience that embarking on a new career outside of the services isn't easy. The initiative is national so we're looking across other regions and I'm confident that working together collaboratively we'll get there. I mentioned at the outset that this was a really great day for Computacenter, but similarly it is for Cerco IT and I'm sure that the partnership will continue to flourish.

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resources'**

**From a unique
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provider**

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presence**

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co.uk**

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Coppicemere Drive
Crewe, CW1 6GU

www.cercoit.co.uk
info@cercoit.co.uk

Tel: 01270 219760



Cerco IT Ltd

Do you want a career in IT?
We can make it happen!

SERVICES THAT WE DELIVER IN PARTNERSHIP WITH OUR CUSTOMERS

- Installation and project support
- Short/medium term backfill
- Temp to perm
- Perm recruitment
- Technical courier/porter
- Body-shopping and temp solutions
- Data migration
- Floor walking
- IMAC (Installations, moves and changes)
- Software upgrades/refresh
- Non-technical basic hardware swaps
- Fault finding and diagnostics
- Printer maintenance and support
- Epos and AV Installation
- Deskside support
- Build technicians

OUR CANDIDATES

Our candidates come from a variety of backgrounds and are generally self-taught or have a keen interest in IT. The practical training provided ensures a logical approach is adopted and that the customer is put first. Cerco looks for candidates that fundamentally have a positive attitude and are eager to learn and succeed.

FORMER SERVICE PERSONNEL

Cerco have over the last 25+ years formed strong relations with the British Armed Forces as well as the organisations that serve to help people when leaving. We hold relations with Education Officers and Learning Centres at several Barracks across

the UK. These relationships ensure 30% of our candidate intake is ex-military. The security clearances many leave with is also very desirable to employers. Because of this a career in IT can be an excellent choice for an aspiring Forces leaver.

TECHNICAL TRAINING

The theory of computer hardware, operating systems, networks, communications and printers is thoroughly covered and reinforced by extensive practical work.

Other vital topics include Health and Safety and customer Care.

On completion of the course, graduates will possess the necessary skills and knowledge for effective customer support of networked PC systems and common peripherals together with a sound foundation on which to build further product training

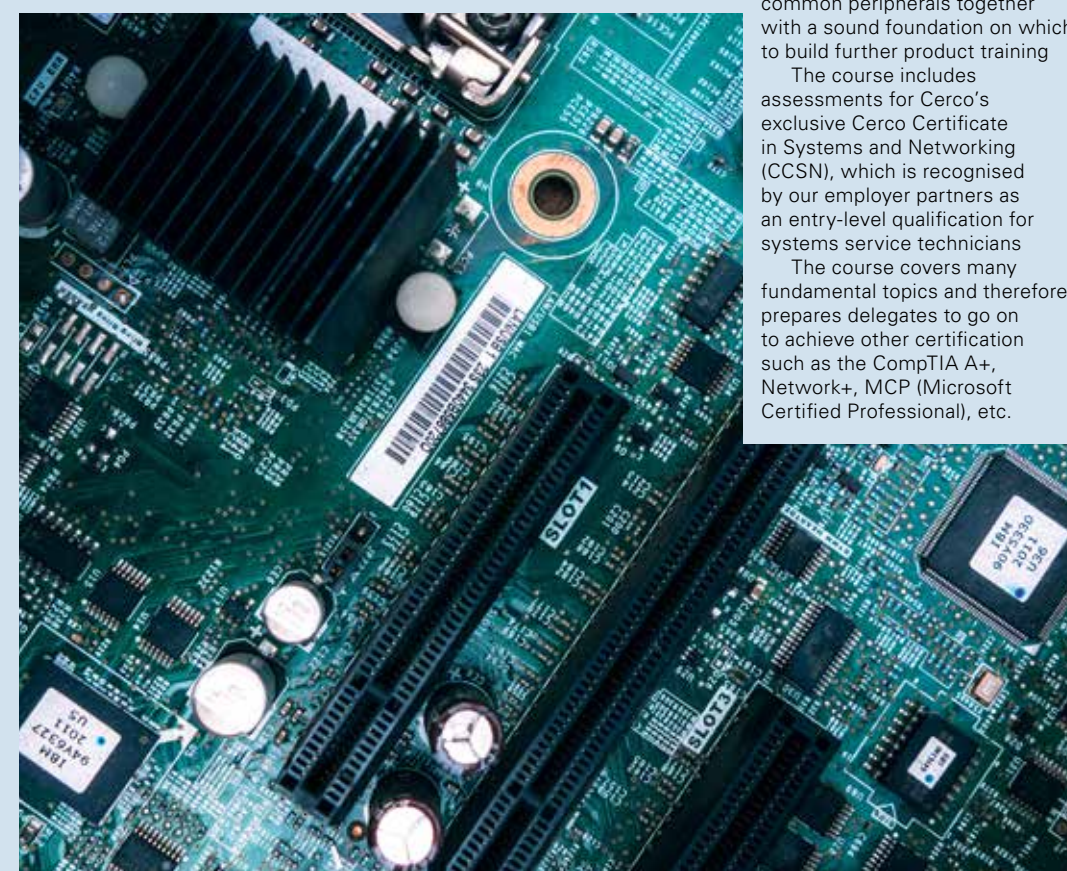
The course includes assessments for Cerco's exclusive Cerco Certificate in Systems and Networking (CCSN), which is recognised by our employer partners as an entry-level qualification for systems service technicians

The course covers many fundamental topics and therefore prepares delegates to go on to achieve other certification such as the CompTIA A+, Network+, MCP (Microsoft Certified Professional), etc.

No prior formal computer training is required but applicants must have awareness of and some familiarity with the PC's hardware, use of PC Systems and possess suitable aptitude as assessed through our entry tests.

Technical topics included are:

- **Fundamental Concepts**
- PC Operating Systems
- Hardware/Software Devices
- BIOS/CMOS
- Electro-static Discharge
- Windows Operating Systems
- Command Line Operating System
- Windows Installation via images and WDS
- **Networks**
- Topologies and Protocols
- Security and Resource Sharing
- Network Administration, Peer-to-Peer and Client/Server
- Windows Professional Environments
- TCP/IP Networking
- **PC Hardware**
- Data Storage
- PC Strip down and rebuild with component recognition
- Diagnostic Troubleshooting
- Laptop Maintenance including strip down
- Communications
- Routers/Gateways
- Remote Desktop
- Intranet/Internet access
- **Printer Technology**
- Laser/Matrix/Inkjet Printer Principles
- Removal and Replacement Procedures
- Local and Network Printers
- Troubleshooting
- **Soft Skills**
- Customer Care for IT Support Personnel
- Communication
- Appearance
- Listening skills
- Handling complaints and difficult situations
- Telephone techniques



HIRE A HERO
SERVING THOSE WHO SERVED US



Army veteran rides to new heights with mountain-biking career

Sergeant Mark Stevens was medically discharged from the Army with complex PTSD. Now, with the support of ABF The Soldiers' Charity and Barclays, he has his own adventure training business as a Freelance Outdoors Instructor.



You're never proud to admit you're that soldier in need.

Mark joined the Duke of Lancaster's Regiment at the age of 16, drawn by dreams of driving a tank. He quickly found a deep sense of purpose and belonging in the Army.

"It's a lifestyle. It's a brotherhood – you forged relationships that will last forever."

Mark served for 22 years and undertook six operational tours across the globe, including stints in Bosnia, Iraq and Afghanistan. On his last tour of Afghanistan, Mark was a Platoon Sergeant Commander and was Mentioned in Dispatches for courage under fire whilst rescuing one of his soldiers who was pinned down.

While on his last posting as a Phase 1 Training Sergeant at Pirbright Training Centre,

his partner, WO2 Karly Bond, started to notice that something was wrong but Mark struggled to accept it.

"I wanted to soldier on. I wanted to say: 'I can beat this. I can get through it.' But as time went on, it got increasingly worse."

Mark was diagnosed with complex PTSD and transferred to the Personal Recovery Unit (PRU). All the while, he was grappling with the question of what to do next. He knew he wanted a career that would make the best use of his Army skills and training, but after two decades as a soldier he had no idea how to adapt to civilian life.

Mark was already a skilled mountain biker and it was towards the outdoors that he turned.

"I find the mountain terrain, the beauty, the exposure, the limitlessness that you can achieve is just breath-taking. I get quite emotional when I'm in the mountains. I'm always looking for the next big challenge, the next big mountain, the next view, the next sight."

Mark decided that he wanted to turn this passion for mountain-biking into a career and his Personal Recovery Officer suggested he contact ABF The Soldiers' Charity. The Charity considered Mark's situation and were happy to provide him with grants towards training and equipment to enable him to complete an Adventure Training Instructor course. Working in partnership with Barclays, the charity also provided funding towards his Level 4 Mountain Biking course.

Mark is now a qualified Freelance Outdoor Instructor with his own adventure training business, Xtreme Mountain Adventures. He is now filled with renewed optimism about his future and dreams of one day running his own mountain centre.

"I knew The Soldiers Charity was there for Soldiers in need. You're never proud to admit you're that soldier in need. But I clearly did. And The Soldiers' Charity was there for me when I needed it most."



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

With Barclays' support, ABF The Soldiers' Charity awarded grants to 80 soldiers in 2017, giving them the best possible

opportunity to capitalise on their existing skills and gain long-term civilian employment. The grants helped these individuals develop new skills and qualifications, from a barbering course, GCSE

Maths, English & Science, to a certificate in fashion & photographic make up and a tactical surveillance course.

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



The Army's National Charity

ABF THE SOLDIERS' CHARITY

ABF The Soldiers' Charity is the National Charity of the British Army, giving a lifetime of support to serving soldiers, former soldiers and their immediate families when they are in need. We were formed in 1944 to ensure that soldiers returning from the Second World War would not suffer the hardships faced by those returning in 1918, a generation earlier.

75 years on, we remain the backbone of Army charitable support, constantly changing and adapting to meet the needs of today's soldier and veterans.

This year, we spent £9.5m ensuring a complete spectrum of support to more than 70,000 members of the Army family in 62 countries across the globe. The youngest person we supported was 2 years old, the eldest 106. We awarded grants to 85 other charities and organisations to deliver support on our collective behalf.

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

ABF

THE SOLDIERS'

CHARITY

The Army's National Charity

75TH
ANNIVERSARY
1944-2019

We were established in 1944 to ensure that soldiers returning from World War Two were cared for.

75 years on, our purpose has not changed: we exist to ensure that all soldiers, veterans and their families are afforded the independence and dignity they deserve.

To find out more, visit
www.soldierscharity.org

Help us be here for their tomorrow.

Contact us for information on how you can apply for help, find out more, or get involved in one of our fundraising challenges:

Tel: 020 7901 8900
Email: info@soldierscharity.org

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

Registered Office:
Mountbarrow House, 12 Elizabeth Street,
London SW1W 9RB



Left to right: Brenda Hale, John Tyson, Mark Smith



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)
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.



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



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



DETER, DEFEND, DENY, RECOVER

Looking at a career in the Security Industry?

Looking for a training provider (TP) can be an exhausting exercise.

It is imperative that you make the right choice for you. You may have colleagues that have undertaken training themselves and have recommended a particular training provider but that provider may not be the right one for you as it was for them. Everyone has different needs and it is imperative that yours are met.

FACTORS TO CONSIDER WHEN LOOKING FOR A TRAINING PROVIDER

Experience: You have to look at the backgrounds of the trainers themselves. Have the trainers got the experience to deliver what you require? Is someone that has been involved with convoy work in the Middle East training you? Does this experience really make them the most suitable people

to be imparting on you the skills required of a professional security operative? Perhaps they have been involved with static security in the UK and are now fully-fledged trainers helping to run a Close Protection training course! It is not actually that difficult to become a 'qualified' trainer so be careful and delve in to the experience of those who are going to be training you.

Longevity: How long has the company been in existence? Will your certificate mean anything in 2 years time when said company has gone out of business? This has happened many times over in the security industry over the past 5 years. Can a new startup company deliver great training? Of course they can but there is something to be said

for having been in the business for a good amount of time.

Reputation: Does the company have a good reputation? People will ask you whom you completed your training with. It does matter and can make all of the difference when it comes to people offering you an opportunity.

Course Setup: Are you going to be sat in a classroom listening to endless hours of boring lectures with limited practical exercises? Generally speaking this is done for two reasons, the first being to save money, the second relates to the experience of the instructors, it may well be that they simply do not have the experience to run realistic training exercises.

How many instructors are there? A CP course should have a good variety of trainers all able to impart their specialist knowledge on to the students. Training is not for the 1 man band.

Duration: Courses ran over 10 days are just not practical. Not only do you have to consider the minimum learning hours (making for extremely long days) but also the fact that you just cannot expect to impart so much knowledge over such a short period of time in an effective manner. It is simply unrealistic.

Value for money: we all need value for money, it is just a fact of life that you must get good value for your hard earned money. Achieving good value for money does not simply mean opting for the cheapest course, not at all; it means that the training provider invests a good proportion of your money in your training.

If you end up sitting in a classroom for days on end they are simply not doing this.

Close to home: Is it wrong to opt for a course based on the fact that it is located close to your home? Absolutely not, providing

it ticks enough of the other boxes then going local is totally fine and can assist in other areas such as being able to manage family matters more effectively during the period of your training course.

It can also cut down costs on accommodation and this will help you achieve good value for money, just makes sure that this is not the only reason you book with a local provider.

Post course support?: Is this the hardest area for a training provider to deliver? What does it actually mean? Most TPs will tell you that they will support you after your course, many will even tell you that you are guaranteed an interview or indeed a job with them or their associates but how many actually deliver on this? We would suggest that in most cases this is absolute b/s and should signal as a huge warning to you!

So what is post course support? It can range from something as simple as taking calls from former

students and listening to their problems to actually offering them work and everything in-between.

Are they willing to help you out with your CV? Do they have connections that can present employment opportunities to you? Do they have an online area where former students can network with each other?

When you finish your course you will have many questions and what better place to be able to ask them than amongst people that have gone through the same training course that you yourself have been through? This can create great camaraderie and foster opportunities for all.

STANDING STILL?

Quite possibly the worst thing you can do once qualified. You absolutely must continue to invest both time and money in yourself throughout your career or you will soon fall behind your contemporaries and this is a slippery road to be on. You

must look at your strengths and weaknesses and consider what you most need to improve upon and then move forward with a plan.

Perhaps you'd like to improve your academic qualifications with some relevant courses pertinent to the security industry but feel that before doing so you must become more proficient with your IT as it is an area of weakness.

In this instance an IT course would be the first step. If you've been out of academia for some time then perhaps a Level 5 Security Managers course would be more appropriate than a Level 7. Be honest with yourself before committing and again, speak with the provider and take advice from them.

YOU CANNOT DO EVERYTHING!

Take a look at the industry and try and see where it is going. Gaining complementary skills can be a great idea. Are security and health and

safety related? Absolutely. Would business owners in the security sector gain from knowledge of H&S? Absolutely but this may not be the most appropriate avenue for you to go down so an honest assessment is required before commitment.

Do not be that person that has every Gucci qualification going but never implements any of them in anyway.

PLAN YOUR WORK, WORK YOUR PLAN AND YOU WILL GET THINGS DONE!

Right down your plan in black and white and there is so much more chance that you end up completing the plan and making progress. Do not be scared to alter and amend your plan as you go.

Reflect on your progress and have the courage to change the plan if it is not working out as well as you thought that is would. One thing we must be in the security industry is flexible and adaptable; if you are not then you will not succeed!

GOOD LUCK... BUT DON'T RELY ON IT

We all need a bit of luck, it is part of what will make you succeed or indeed fail and you will experience both good and bad throughout your career. Successful students vary greatly, they come in all varieties that you can imagine, and there is simply not one type but being positive, proactive, flexible, adaptable will serve you well. Having a supportive family is an absolute must have, without that you will really struggle. ●



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so get in touch with them and
ask them about their time with
us. Do your research now and
ensure that you select the right
training provider. How many
other training providers give
you this information to help
you make a decision? This is just
a selection of the testimonials
that we get, the hard copies are
available for anyone to inspect
should you wish to do so.

**Mike Jeffrey, September 2014,
CP, Surveillance, PI, HABC
Level 3 First Responder**
*Soon to be ex Royal Navy. If
you are looking for to start a
career in Private Investigations,
Surveillance or Close Protection
then take a look at these guys!
Please feel free to e-mail me!*
michaeljeffrey@vmx.com

**Richard Clark, April 2015,
CP, Surveillance, PI, HABC
Level 3 First Responder**
*Whilst critically cynical of the
need to undergo such a course I
strongly believe that this course
will direct the way I move forward
in the security industry. The
course focuses more on the very
necessary CP + surveillance skills,*

*the added value comes from
the in-depth knowledge and
experience of those who instruct.*
richard.clark984@mail.com

**Michael Kennedy, April
2016, CP, Surveillance, PI**
*Argus has served up a whole new
perspective on how I feel about
Close Protection; it was a good
course. As a team we managed
to get all of the work completed
to a good standard. The training
team is approachable, have
years of experience and are
always there to give direction
if required. Pleased with my
time with Argus Europe.*
kennyguns@hotmail.com

**David McFarlane, December
2017, CP, Surveillance and PI**
*I would fully recommend this
course and Argus Europe to anyone
wishing to work as a CPO.*
davie@mail.co.uk

**Aaron Jordan, December
2017, CP, Surveillance, PI**
*I really enjoyed the course, especially
the surveillance phase. I felt that
the knowledge of the instructors
made it easier to understand
all aspects of the course.*
aaronjordan119@gmail.com

**Jonathan Scholick, May
2018, CP, Surveillance, PI**
*The course was brilliant, I learned
a lot and already I can see that the
post course support is very good!*
jonny.scholick@gmail.com

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SPECIALISTS IN SECURITY TRAINING

LEARN TO WORK LEVEL THREE

CLOSE PROTECTION, SURVEILLANCE, INVESTIGATIONS AND HABC LEVEL 3 FIRST RESPONDER
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our successful online support network.

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"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

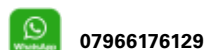
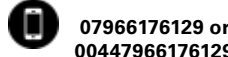
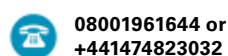
British military Soldiers per year to gain their operating licences and gain employment with the many contracting companies in the UK and overseas.

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. ●



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





KLM UK Engineering

AIRFRANCE INDUSTRIES
KLM Engineering & Maintenance

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



JON MURRAY MAINTENANCE CERTIFYING ENGINEER

I had a diverse tour of duty with the Army, during which I saw peace break out in Northern Ireland, The Berlin Wall coming down and collapse of the Soviet Union. Hong Kong handed back and war in the Falklands, Gulf and Bosnia.

My service in the Army began in 1982 and I joined as an aircraft technician. I successfully completed the yearlong basics course in Middle Wallop and joined my first unit in Detmold, Germany as a Lance Corporal. Working on Lynx Mk7 anti tank and Gazelle Reconnaissance helicopters.

During the next 3 years, I completed two tours of Northern Ireland and spent a great deal of time living in and driving around the woods of Northern Germany. I was promoted to Corporal and posted to the second line (heavy maintenance) workshop also in Detmold.

During this time, I recovered many downed helicopters from muddy fields, had a punishment tour in the blade bay and returned to England to complete an 'Upgraders' course,

which allowed me to certify my own and others work.

I was lucky enough to miss a certain ferry, despite my best efforts, as it was The Herald of Free Enterprise on 6 March 1987. I also did another tour of Northern Ireland. Seeing the beginning of the peace process and a reduction of 'the troubles'. On my return to Germany the Berlin Wall came down beginning a new era for Germany and Europe.

In 1992 I was promoted to Sergeant and posted to 24 Airmobile Brigade in Dishforth, N. York's on Lynx Mk9s. A new role for the Army Air Corps, with the reduction in perceived threat from a Russian invasion lead by tanks and armoured vehicles. Then followed a tour of Hong Kong on Scout helicopters, sadly cut short as the Squadron was disbanded prior to the handback in 1997.

On to Wattisham to prepare for the arrival of Apache helicopters and another re-role to 'Airbourne Assault' Squadrons. Then finally an active deployment to Bosnia, Croatia and Italy.

After I broke my elbow in a fall from an assault course my career was in doubt. My girlfriend, who I had met prior to my tour of Hong Kong became my fiancée and so with plans to be married I decided to leave the Army for a new life together. We are now married and live in Gresham with our three sons.

Leaving and re-settlement were a daunting prospect. Whilst I came from a military family, none were in aviation and I had no points of reference. Perhaps surprisingly few Army Technicians seemed to choose civil aviation as a second career. Re-settlement grants were available for education (this

KLM UK Engineering offers a competitive salary, shift premium, type approval pay, overtime, provision of full PPE, type training, with a minimum 20 days holiday plus bank holidays, options to buy/sell holiday, contributory stakeholder pension scheme, childcare vouchers, cycle to work scheme, social club, long service awards, onsite canteen, onsite parking and more and is supportive of staff development. For all training enquires please contact: **+44 (0)1603 254660** / **training@klmuk.com**

For all employment enquires please contact: **+44 (0)1603 254442** / **jobs@klmuk.com** **www.klmukengineering.com**
• Twitter - @klmukcareers
• Facebook - klmukengineering
• Instagram - @klmuke
• LinkedIn - KLM UK Engineering Limited ●

preceded ELCAS) and I made use of these to gain a rotary licence. I also put myself through car driver instructor training as I had gained HGV class 1 driver, motorcycle instructor and local car instructor during my service.

I had expected to be able to find a job with one of the local helicopter firms, but had not anticipated how small these operations were and how few engineers were within them. After six months of trying, with funds running out I took a job with a local car tuning garage on special projects. Whilst building high specification Caterham 7s and chip tuning Lotus Carlton was enjoyable it did not pay much and I continued to job search.

Eventually I applied to KLM UK Engineering, but I did not hold out much hope without a fixed wing licence. To my amazement I was successful, joining in 1998 with great hopes for long term employment, and the prospect of courses provided by their training college. Within 5 years I had converted my rotary licence to fixed wing and gained four type approvals and now 20 years on hold the position of supervisor.

I hope to progress my career in the future by adding type approvals and lifting the restrictions on my B1 licence and am at present sourcing an establishment which provides this course.

Since leaving the forces my life has changed beyond recognition: new job, new wife, new house and fatherhood, to name a few. My military experience has proved invaluable and I look forward to the times ahead, especially with the prospect of improvements which are on the horizon for KLM UK Engineering.



Approaching the civilian job market with confidence

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

Leaving the Armed Forces can be a daunting experience, but with the right preparation and full use of the tools available to you via the Career Transition Partnership (CTP), you'll be ready to approach the job market with confidence. The CTP is here to support you from up to two years pre-discharge to two years post-discharge, so it's important to use your resettlement time wisely and ensure you're well prepared.

RECOGNISE YOUR TRANSFERRABLE SKILLS

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

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

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

Tools available include:

- **myPlan:** online Career Assessment Activities to help you identify what you want from your future career and what you can offer an employer; review your key achievements; and define your interests, skills and strengths
- **Plotr Career Matching Game:** an interactive game that helps you identify jobs that match your personality, interests and skills
- **Interview Techniques Workshop:** a one-day follow-on workshop focussed on honing your interview skills and preparing

you for the different interview formats you may encounter, with plenty of opportunity for practise

- **Self Employment Awareness Workshop:** a one-day workshop delivered by X Forces, aimed at helping you identify whether self-employment is right for you
- **Other Service leavers:** during the CTW you'll have the chance to meet other colleagues also going through the resettlement process, and to learn from their experiences

RESEARCH THE JOB MARKET

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

You may already have a clear idea of what you want to do next, or you might still be looking at all the options available to you – either way, it is important to complete as much research as possible. Remember that the job market is constantly changing,

and differs greatly depending upon geographical location and industry sector, so it's important to stay up-to-date with the latest industry news in your region.

Tools available include:

- **Industry Sector Briefs:** online briefing documents for all the major industry sectors, which are regularly updated by the CTP employment team with industry news
- **Regional Employment Bulletins:** the bulletins are updated monthly by the CTP Employment Team, and contain the latest vacancies and job market news for all UK regions
- **Employment Events:** the CTP regularly hosts events including Job Fairs, Company Open Days and Live Online Chat events with employers – these all give you the opportunity to research different companies and jobs
- **CTP Employer Focus Directory:** an area of the CTP website containing microsites from employers committed to recruiting Service leavers – their pages contain company information, application hints and tips, and case studies

COMPLETE RELEVANT VOCATIONAL TRAINING

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

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

Tools available include:

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

CREATE TARGETED CVs AND COVERING LETTERS

Whilst it is important to have one generic CV and covering letter, it is vital that you tailor these for each

job application that you make. This ensures that you highlight the areas in which your experience matches the job description, making it easy for the employer to see why you could be the right person for the job.

Tools available include:

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

GET NETWORKING

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

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

Tools available include:

- **Online Resettlement Guides:** Professional Networking & Social Media and LinkedIn
- **Networking Workshop:** a one-day follow-on workshop that introduces you to both online and offline networking techniques
- **Your existing contacts:** some examples of potential contacts in your network are: Neighbours, Co-workers, PTA members, Teachers, Training Providers, School and college alumni, Politicians, town council members, Service providers – doctor, dentist, lawyer and Trade Association & Institute contacts

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

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

Choosing the right training course for your next career

When leaving the Service, you get the chance to undertake vocational training to help you shape your future career. Liz Taylor, CTP Director of Training, shares her tips on how to ensure you make the right choice.



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

HOW DO I DECIDE WHAT TRAINING TO UNDERTAKE?

The first step is to identify the qualifications employers are looking for. The goal for many Service leavers is to find employment, and so the training you undertake has to be appropriate to the sector you are aiming to work in. Search for live job vacancies on CTP RightJob or other job sites and see what the required qualifications are. Be aware that some accreditations are bespoke and not all employers recognise these less mainstream ones. To check, see if a range of providers deliver the particular qualification you are looking into; if not, then it may only be accepted by very few employers and not nationally recognised.

WHAT ABOUT MY TRANSFERRABLE SKILLS?

You will bring many transferable skills with you to the civilian workplace: some of these – such as teamwork, integrity, punctuality and time management – are not quantifiable and don't carry a

piece of paper proving that you have them. Employers value these 'soft skills' highly too, but they need supporting by vocational training to prove that you also have practical or commercial knowledge. You may also have leadership skills that don't carry an accreditation but can be proved in other ways: make sure you have examples ready before you attend an interview.

I'M LOOKING TO CONTINUE USING MY MILITARY TRADE IN A CIVILIAN CAREER – DO I NEED ANY QUALIFICATIONS?

If you're looking to continue in a similar field to your job in the military, concentrate on the vocational accreditation that proves your existing knowledge and skills, and that can be applied in a commercial environment. For example, if you are aiming to work in the Facilities Management world and have a military background in that area, then you will need the commercial vocabulary and a recognised qualification, such as the BIFM Facilities Management Level 4 Award, to gain employment.

I'VE ALREADY GOT THE QUALIFICATIONS I NEED – HOW SHOULD I SPEND MY IRTC GRANT?

If you are confident that you have the knowledge and qualifications for your future career then consider training that can add support to your application; health and safety training is always welcomed by employers, as is a First Aid qualification.

I'M PLANNING A COMPLETE CAREER CHANGE – WHERE SHOULD I START?

If you are considering a change of career direction then it is important to ensure your expectations are realistic. For example, with a maximum of 7 weeks Graduated Resettlement Time (GRT) to retrain, you will not be able to qualify as an electrician. However, you can complete meaningful training that will start you on that career path. With good foundation knowledge you can continue training post-Service and, if terms and conditions are met, use Enhanced Learning Credits (ELC) for higher qualifications whilst in employment.

THERE ARE SO MANY TRAINING PROVIDERS – WHICH ONES SHOULD I BOOK WITH?

For peace of mind you need to book your training with an MOD approved provider; this will ensure quality control and value for money. The Career Transition Partnership (CTP) offers a range of Contract Funded training which 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'. The CTP also offers a programme of Non-Contract funded training that you can use your Individual Resettlement Training Costs (IRTC) or ELC grants for; it is closely monitored for quality and is very competitively priced.

If the CTP does not offer the course you are interested in then you are able to find details of MOD approved Preferred Suppliers via the CTP website; simply click through to browse each training provider's courses via their own websites. All companies on this list have been quality checked, 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. The opportunity is to be valued and through careful research, combined with guidance from your Career Consultant, you will reach the best decision to suit your needs.

FURTHER INFORMATION

Speak with your Career Consultant for advice or reassurance. Visit www.ctp.org.uk/resettlement-training to browse all CTP courses. Read JSP 534, paragraphs for MOD policy on Resettlement Training. Call the Course Booking and Information Centre on 02894 456 200 for bookings and enquiries about CTP courses.



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.



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

Be seen in green

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

There are so many opportunities to join EEAST as either an employee or as a volunteer. Every role is important, as everyone plays

a part in meeting our vision - to provide an innovative, response, excellent service which is always community focused and patient driven. We recognise that veterans and people leaving the Armed

Forces have transferable skill sets and the aptitude to work in a dynamic and diverse environment, like the ambulance service. These people and their skills can make a tremendous impact within the communities that we serve.

SO, ARE YOU THINKING ABOUT WORKING FOR THE AMBULANCE SERVICE?

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.

What sets us apart and makes the six counties of Essex, Hertfordshire, Bedfordshire, Suffolk, Norfolk and Cambridgeshire so special?

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

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

Wherever you go in the east of England there is always something

to see and do; but if travelling around the UK and beyond is a must for you as well, the Luton, Stansted, Norwich and Southend airports couldn't make it more easier to stay in touch with loved ones or send you on a deserved holiday or short break.

In short, our region has got just about everything you need to call it your home and join our 4,000+ staff who already call it home. Together they help make sure we can respond to anyone needing our help 24 hours a day, every day of the year.

We value care, teamwork, quality, respect and honesty in order to transform the care we deliver to our communities and welcome applicants who share these values to apply to work at EEAST.

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

If this sounds like you, and it's time to make the change, then it's time you applied to work at the ambulance service.

All our vacancies are posted on the NHS Jobs website so see what opportunities are available to you today! Visit <https://bit.ly/2Nv60PD> and learn more.

www.eeastamb.nhs.uk
www.jobs.nhs.uk

SUPPORTING OUR ARMED FORCES

We are very proud to support our Armed Forces and recently gained recognition from The Ministry of Defence where we were awarded the Employer Recognition Scheme (ERS) Gold Award for showing outstanding support for 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. Always on the look out for the best talent from Armed Forces, we are currently recruiting to a range of roles that may be suitable for you, depending on your knowledge, skills and background.



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. ●



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**



JOIN US

- If you want to work as part of a team
- If you want an exciting and rewarding career
- If you want a fresh new challenge
- If you want development opportunities

Do all of the above appeal to you? If so, please visit: scasjobs.co.uk
to find out more about South Central Ambulance Service and the job
opportunities available within our Trust.

A FEW OF OUR CAREERS:

- **Urgent and Emergency Care**
(Emergency Care Assistant, Paramedic, Specialist Practitioner)
- **Call Centres**
(NHS 111 + 999 available in Bicester, Oxfordshire and Otterbourne, Hampshire)
- **Commercial Services**
(Ambulance Care Assistant, Driver, Logistics, Patient Transport Service Call Centre)
- **Support Services**
(HR, Finance, IT, Administration)



scasjobs.co.uk

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.

In 2017 SCAS was delighted 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.

JOIN US

We are proud to be holding a Military Insight Day on the 3rd April 2019, in Portsmouth, Hampshire. Insight Days are a fantastic opportunity for you to find out about our Ambulance Service from a number of subject matter experts' (SME's); the SME's will be on hand to give you precise information relating to all roles/areas of the business you may be interested in.

The event allows you to get hands on with SCAS' equipment, look around the vehicles that are used daily and familiarise yourself with an operational station working environment.



The best bit about the event

If you meet the minimum criteria for your set role of interest, then SCAS will offer you a guaranteed interview – just be sure to take your CV with you on the day!

To book a space at this event, visit the CTP website and click on their event list, from there you will be able to view the yearly calendar and select the date of the SCAS Insight Day.

SCAS' main functions are:

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



WHY IS SCAS A GOOD FUTURE EMPLOYER?

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.

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 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.

As the recruitment initiatives continue to 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.

Case studies

JEFF PORTER PTS TEAM LEADER



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 as a Unit First Aid Instructor with St John's Ambulance service when I was in the Army. 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.

What do you enjoy most about working for SCAS?

I have travelled the world, tried various jobs and can quite honestly state that working for the SCAS is the most rewarding job that I have ever had. I joined SCAS just over 2 years ago when I was 60 years of age thinking this is it, especially as I had suffered a heart attack a year earlier! But with the same mentality and aid as the forces, I was back in the zone and looked to further my career. There is no upper age limit here and people are welcomed with open arms.

What advice would you give someone thinking about leaving the Armed Forces who may be interested in working for SCAS?

The pay may not be the best out there but there aren't many roles that are so greatly rewarding. I joined SCAS as an Ambulance Care Assistant (ACA) and have recently been promoted to Team Leader. I am responsible for the tasking and welfare of 12 Team Members and daily tasking and upkeep of vehicles and Ambulance Station. We also are required to carry out appraisals and field accompaniments to help other workmates to improve their CPD.

Opportunity does exist for those that want it... come join us!

DAI TAMPLIN PROJECT MANAGER



What's your Armed Forces background?

I joined the British Army in 2000 and commissioned in to the Royal Military Police. I've served in the UK, Germany, Iraq and Sierra Leone, commanding up to 500 people in the operational, in-barracks and training environments. I trained as a detective with the Special Investigation Branch, have delivered military HR roles, implemented projects and managed and delivered specialist training.

What interested you about joining the Ambulance Service?

Working closely with the frontline crews inspired me to join the ambulance service after I left regular military service in June 2018. I had a strong affinity to SCAS in particular and was fortunate enough to be successful from an interview for a role as a Project Manager in the Service Development Team. Already, no two days have been the same and the variety and camaraderie I've witnessed and experienced was a real draw.

What do you enjoy most about working for SCAS?

Without question, the sense of being part of 'Team SCAS'. Whether in my volunteer role or my full-time management position, I have always been made to feel welcome and supported in achieving what I need to achieve. The variety of activity that the Trust is engaged in now and in the future is exciting and offers variety of employment and opportunities for development and advancement.

What advice would you give someone thinking about leaving the Armed Forces who may be interested in working for SCAS?

Reach out and engage! There are a lot of ex-military personnel in SCAS and they are all willing to offer advice and assistance. The military-specific insight days are a must and give a proper idea of what is available to everyone, irrespective of time served, rank held or experience. There is a network of 'Military Champions' from a wide variety of Armed Forces backgrounds and they can help in understanding the roles on offer and I, for one, would happily help mentor people through the recruitment process where possible.



For further information on SCAS please visit our website: scasjobs.co.uk
You could also visit our social media pages [Facebook](https://www.facebook.com/SCASjobs) [Instagram](https://www.instagram.com/SCASjobs) [LinkedIn](https://www.linkedin.com/company/SCASjobs) [YouTube](https://www.youtube.com/channel/UCSCASjobs) @SCASjobs

Or email our Recruitment Team: recruitment@scas.nhs.uk



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- Educate our staff and volunteers

More education

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sja.org.uk/ambulancejobs



St John Ambulance

Most people know St John Ambulance as the health and first aid charity, that keeps thousands of people safe at hundreds of events every week - from football matches and pop concerts to local fetes.

However, they may not know that they are also a leading ambulance service provider in England, offering emergency and non-emergency ambulance services. St John Ambulance Operations have a wealth of experience in providing ambulance services across the NHS to both the hospital and ambulance sectors.

St John Ambulance transports over 70,000 patients a year through specialist services including: caring for bariatric patients; neonatal transfer patients; paediatric patients and their parents during transfers; palliative care and end of life patients on their final journeys, GP urgent admissions to hospital and dedicated discharge journeys. They offer national coverage, with regional knowledge, supported by our fleet of almost 200 ambulances.

St John Ambulance has a bold vision to transform care provided in local communities over the next decade. Its ambition is to help transform out-of-hospital care, having a positive impact on the people they treat, the communities they serve, and their own St John people.

To help the organisation achieve this vision, chief operating officer Richard Lee has recently joined St John. Prior to this, he was director of operations for the Welsh Ambulance Service (WAST) and has spent 25 years in the NHS ambulance sector. He is also a registered paramedic and continues to practice with St John.

Richard Lee says:
"St John Ambulance delivers first class care to thousands of patients every year across the country both through our ambulance services

and our cover at events. Our St John people are the difference in the communities that they serve. As we develop our services during 2019 and beyond, we will be continuing to modernise our fleet and equipment as well as our specialist capabilities such as cycle responders".

WORKING FOR ST JOHN AMBULANCE

St John Ambulance invests heavily in its people, through a range of training and development opportunities. As a leader in Ambulance Services, Event Medicine, First Aid and Mental Health First Aid training, St John Ambulance also offers a suite of wellbeing resources to its employees and volunteers including health and wellbeing advice, financial guidance and a wide range of employee discounts. The organisation is driven by its values of 'HEART': Humanity, Excellence, Accountability, Responsiveness and Teamwork and these are at the core of its culture.

PARAMEDIC OFFER

Due to St John's range of services, it is in a unique position to offer something new to the paramedic community. St John is now offering

a new type of paramedic role to work from a job plan, rather than a standard rota. This job plan will incorporate three key areas.

- Ambulance duties – Paramedics will still work closely with the NHS and provide a high-quality of patient care as they do now whilst crewing a St John ambulance.
 - Events – St John Ambulance provides first aid and pre-hospital care at thousands of events every month; more and more events require medical support from paramedics. As part of your job plan, you will be able to attend events such as concerts, sporting events and major events across the England.
 - Education – Paramedics will spend time delivering clinical education to our Ambulance Crew and 18,000 first aid volunteers
 - In addition to this, paramedics will be provided with funding and study leave to complete a further relevant qualification such as a degree or masters in a relevant subject.
- St John Ambulance is currently recruiting for paramedics across the country, however, if you are not a paramedic and interested in starting an exciting new career. Visit sja.org.uk/ambulancejobs to learn more about becoming an ambulance crew team member or sja.org.uk/jobs using your skills to become a first aid trainer for St John Ambulance. ●

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



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

HELPING YOUNG PEOPLE TO DEVELOP

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

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

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

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



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Logistics

A career that keeps moving *forwards*

For those seeking a career after leaving the armed forces, many will be unaware of a sector which is at the heart of the UK's economy, and which offers great career progression and variety to those leaving the services with a varied skill set.



**BY SALLY GILSON,
HEAD OF SKILLS, FTA**

By creating awareness, the FTA hope to encourage as many individuals as possible to consider a role in Logistics to keep Britain trading.

For many, logistics is an invisible industry, but it is at the heart of everyone's daily lives, whether considering how foodstuffs make it to stores, materials are transported to factories, or deliveries arrive at our homes. And it is a diverse sector that, when considering a career move, will allow anyone to continuously develop themselves for the better.

Logistics offers employees the opportunity to progress swiftly to management positions (if that is what you require), to be your own boss, to travel to different locations both in the UK and overseas, and to undertake a wide range of roles in timeframes that suit your lifestyle. Whatever your interest, logistics is the lifeblood of the UK economy, an industry that is continuously growing, allowing

employees to switch and choose different routes, whilst providing continual training and opportunity for personal development.

The logistics industry created 66,000 jobs in the first six months of 2018 and currently employs more than 2.5 million people nationwide. It is one of UK PLC's success stories, contributing £121 billion a year to the nation's gross value added. Efficient logistics is vital to keep Britain trading, directly having an impact on more than seven million people employed in the making, selling and moving of goods. With Brexit, new technology and other disruptive forces driving change in the way goods move across borders and through the supply chain, logistics has never been more important to UK plc. Including those who are looking for a career change into the sector.

The latest independent industry report into skills shortages in the logistics sector showed that there is currently a shortage of 52,000 HGV drivers across the country – adding this number to the workforce would allow logistics businesses to be fully operational and continue to keep up with consumer and business demands. In previous years, freedom to recruit from across the EU has helped to keep our lorries and vans on the road. But with growing uncertainty surrounding the parameters of a future immigration system after Brexit, the logistics sector is concerned that there will not be enough drivers available to transport the goods and raw materials the UK is reliant upon after the country's departure from the EU. The loss of workers from the EU will put further pressure on careers including HGV and van drivers, fork lift operators transport managers

and warehouse controllers, with EU workers representing more than 12% of the UK's logistics workforce.

With the expected loss of almost a quarter of a million European logistics workers post-Brexit, the shortage could reach catastrophic levels. From HGV drivers to warehouse staff, the UK economy simply cannot operate without the logistics workforce – businesses would come grinding to a halt and Britain would cease trading. Logistics businesses are reliant on new workers to keep goods and services moving. With this in mind, there is an ever-growing opportunity for skilled workers to switch careers to take up a meaningful career in logistics.



Ryan Hutchinson, one of the FTA's own area engineers, formerly worked in the RAF: we asked him how his life has changed after making a career change to a logistics job:

"Whilst I was at the RAF, I was a mechanical transport technician - basically an HGV technician - but after a few years the role changed into a general mechanical technician. For the 14 years of my life I spent in the RAF, I would cover anything from vehicles and ground equipment to generator and hydraulics rigs. The RAF went through a huge transition in 2012 and I found it more challenging for my home land personal life, particularly after my son was born in 2014. After that, it was increasingly difficult to spend time away from the family."

After Mr Hutchinson left the RAF, he joined FTA as an area engineer in the north. As part of his new role, he now works on area contracts and is responsible for liaising with members, organising testing, checks, end of lease inspections and many more. Each visit and

communication involves figuring out what the member organisation or company needs and how he can rectify any issues. And as he stated, his previous training in the military has given him the ideal skillset with which to succeed in his current role:

"The life skills, management skills, training, discipline and self-motivation, everything the military creates in you are great attributes for area engineers. You work remotely from a laptop and a phone and need to be heavily

responsible for your own work. FTA appreciated that I was a well-rounded individual with training such as my NBQ level 3 in heavy vehicle training and an amalgamation NBQ, so I can be useful to succeed in the role."

Thanks to Mr Hutchinson's background and vast knowledge, he excelled in the interview process because of his training within an HGV vehicles-based environment. His own direct experience directly supported the demands of the logistics industry and he believes that it gave him the opportunity to utilise the qualifications and training that he had gained in the military.

There is a clear consensus across industry that the opportunity to continue in the skill set of ex-military can be used alongside development of technical skills, to improve employability for future prospects. Skills accumulated from a military background can increase the likelihood of employment and the decrease the time spent in recruitment. For an industry that is driven on technical and practical skills, which are paramount to perform the functions of most logistics job roles, there has never been a better time to consider a move to a logistics role.

And the rewards across the industry are excellent – after starting work at, Ryan was supported with a long-term personal development plan to help him understand his role and how to improve and develop his own skill set:

"Like most logistics employers, the FTA delivers a large amount of training in the initial set up, even though I came in as a fully qualified HGV mechanic and an inspector with the better part of eight years' experience," he continues. "The FTA has a rigorous training programme to better equip you to the standards our member organisations expect. Before, I didn't have any experience in testing because that was delivered by the FTA – so they trained me up to do pressure testing and the same with LOLA training. It is necessary to deliver on industry standards - we have to be knowledgeable and our members rely on us to be the experts in our field. Thanks to our extensive training programme, we are well equipped with a substantial knowledge base which helps us maintain the reputation of the FTA."

Unlike a career in most jobs, there are a variety of pathways in logistics and some roles can involve extensive travel, both domestically

and internationally. "all part of the job," continues Hutchinson. "I'm very lucky, I've never seen so much of Scotland as I have in the last two years. I get the chance to go to loads of places and beautiful sites and meet some really interesting people that I wouldn't normally see. That is a huge upside to the job." He also enjoys the constantly changing working environment: "Every day in logistics is different - one day you can be inspecting different vehicles such as cranes, fork lifts and the next, you could be working with DEFRA standards examining vehicles to maintain animals' welfare. There really is a vast amount of variety within the job and that's the logistics industry in general. It's ever changing and is really enjoyable, as well as challenging."

Most recently, Ryan has been assigned a large contract with a Scottish van rescue company, working with representatives from a wide range of businesses, both inside and outside the logistics industry. "The safety inspections I am responsible for play a large role in keeping the public safe: that responsibility is integral to motivating me – I always want

to work to the highest standards so I meet the expectations to the members and its clients.

"There is a feel-good factor to work with a client like that, knowing that the vehicles play a large role and affect so many peoples' day to day lives. It highlights how important my role is. Engineers help so that the vehicle doesn't have to come off the road for simple repairs, that's why inspections are so important in that line of work."

To be able to change into a role that is important, not just to the industry but also the public's lives allows Mr Hutchinson to feel a sense of accomplishment and gives him the necessary drive to push himself further:

"We all have our tough days but general I really like my job: every job comes with it's challenges. But if you have good work ethic and you come in with good core skills they require, organisations in this industry will bring you in, give you the help and training you need to do your job to the standards of the company."

Changing careers can always be daunting and exhausting, but considering a sector that is renowned for its training capabilities, broad avenues and continual growth, will allow any individual to feel useful and integral to the future of Britain's economy. Logistics is a diverse sector, essential to every aspect of modern life, and with endless opportunities there has never been a better time to consider a new role. FTA is one of the biggest business groups in the UK, supporting, shaping and standing up for efficient logistics. The only organisation in the UK that represents all of logistics, with members from the road, rail, sea and air industries, as well as the buyers of freight services such as retailers and manufacturers whose businesses depend on the efficient movement of goods. ●





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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, www.openuniversity.co.uk/elcs.

3. ENJOY SUPPORT AT EVERY STAGE

With 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.

78% 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.



Career Opportunities for Armed Forces Personnel





Armed Forces Day celebrates its 11th year

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

Launched in 2009, Armed Forces Day is gearing up for its 11th year with events across the UK. This year, Armed Forces Day is on Saturday 29 June.

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

organisations across the country to show their support and get involved www.armedforcesday.org.uk/get-involved, from attending an event to throwing a party or local event.

This year's national event will take place in Salisbury, Wiltshire on Saturday 29 June. Celebrations begin on Monday 24 June when the Armed Forces Day flag is raised on buildings and famous landmarks around the country.

Reserves Day, www.armedforcesday.org.uk/reserves-day on 26 June, will also provide an important opportunity for the country to recognise our Reserve Forces.

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

THE NATIONAL EVENT

The national event in 2019 will be held in Salisbury in Wiltshire. Salisbury has many links with the military. Following the nerve agent attack in the city in March 2018, military teams worked tirelessly, alongside the emergency services, to support the recovery of the city. It is also home to many Army bases including Bulford Camp, Tidworth Camp and



Salisbury Plain, one of the UK's biggest military training areas.

On Saturday 29 June serving military personnel, veterans, cadets and bands will march through the streets of Salisbury to signal the start of the Armed Forces Day celebrations.

Following the parade, a range of activities will take place in the Hudson Field area of the city with a military village dedicated to all three services. In these areas a range of military equipment will be showcased ranging from static aircraft to a variety of tanks, armoured vehicles and more. Military demonstrations and displays will take place throughout the day with everything from fly pasts to combat drills and more to be announced.

The Defence Secretary Gavin Williamson commented: "Following the appalling chemical attack in March the decision to have Salisbury host Armed Forces Day 2019 was an easy one to make.

"I am certain the city will honour the troops who work tirelessly to protect us from the threats that we face at home and abroad. The people of Salisbury have shown extraordinary resilience in the face of great adversity caused by the Kremlin's extremely irresponsible actions. The hosting of this national event will reinforce that the city is very much open for business."

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

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

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

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

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

Although this year's national event will take place in Salisbury, regional celebrations will also be held across the country, giving the public a chance to thank the Armed Forces for their contribution to the nation.

In 2018, more than 300 Armed Forces Day celebrations were held across England, Scotland, Wales and Northern Ireland. Over 95 of these were supported with funding from the Ministry of Defence.

RESERVES DAY

There will also be events in the week leading up to Armed Forces Day, most notably Reserves Day on Wednesday 26 June. The Reserve Forces make up approximately one sixth of our Armed Forces personnel and as such are integral to protecting the nation's security at home and overseas, particularly in providing capability in specialist areas such as medical and cybersecurity.

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

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



GET INVOLVED

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

You can also:

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



To help event organisers put together a day of celebrations, up to £10,000 of funding is available. In previous years this funding has helped to fund hundreds of events from large community displays to school talks and small family fun days. If you would like to organise an event, find out more about funding on our website www.armedforcesday.org.uk/get-involved/organise-your-own-event/apply-for-funding.

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

Let's shape **your** world together

Kier Highways is recruiting for highways maintenance operatives across the UK

Kier is a leading property, residential, construction and services group which invests in, builds, maintains and renews the places where we work, live and play. We operate across a range of sectors including defence, education, housing, industrials, power, transport and utilities. Listed on the London Stock Exchange, we are a constituent of the FTSE 250 Index, employing over 20000 people.

Kier Highways is responsible for maintaining the road networks on a number of contracts across the UK.

We are a specialist roads asset maintenance and management business, carrying out maintenance contracts and projects. We design roads, bridges and intelligent transport systems (ITS), covering strategic and nationally important roads, as well as local roads serving a range of communities. We also have dedicated design centres all over England.

Our projects range from major improvements to complete renewals of roads and structures. With specialist teams, we manage complex works from conception through to handover at the end of the maintenance periods.

What are the key responsibilities of a Highways Maintenance Operative?

These employees are responsible for providing a 24/7 support function to maintain the local road networks by delivering:

- Traffic management installations
- Winter maintenance services to keep the roads snow and ice free
- Support to the emergency services to ensure road safety
- Routine works to maintain roads to meet the standards of the client
- The installation, maintenance and repair of road barriers, kerbs and paving
- Response to incidents/emergency situations that could cause hazards to the public

What do we look for in our employees?

Kier is always on the lookout for enthusiastic, forward thinking and collaborative individuals who show a passion for what they do. It is important that our staff enjoy their job and embrace the industry.

Highways maintenance operatives need to be able to adapt to different situations and have a good awareness of associated safety risks. Being able to think on your feet and provide innovative solutions to problems is important in the role. Flexibility to work both day and night shifts is also necessary.

What support are Highways Maintenance Operatives given when they first join Kier?

All new employees are given a full induction that covers Kier policies around health and safety, fleet, PPE and drugs and alcohol testing.

New starters are put on both a half day temporary traffic management basic course and a half day manual handling course, to ensure they have the basic knowledge required before going out on the road network.

During their first few weeks, new employees will have regular meetings with their line manager and are provided with additional support to ensure they are settling in to the company and their role smoothly.

What career progression opportunities are there for Highways Maintenance Operatives?

We encourage career progression for employees who show ambition and a drive to develop. At Kier, we hold one-to-one yearly performance reviews where we set goals and discuss opportunities for career progression with our

employees. In addition to this, our line managers also have ad hoc conversations around job satisfaction and opportunities for promotion.

Over the past few years, a number of our highways maintenance operatives have shown an interest in progressing and have since moved in to positions as gangers, supervisors and depot managers.

As a company, we specialise in a number of sectors such as construction, civil engineering and housing maintenance. Employees are not restricted to the business unit where they first joined and are given the opportunity to move between different disciplines and divisions.

What is our application process?

Once the Kier recruitment team receives your application, it will be forwarded on to the relevant hiring manager to review.

We operate on a single interview basis which will be an interview covering both behavioural and competency based questions. All candidates who attend an interview will receive feedback regardless of the outcome.

If we wish to make you an offer of employment, the Kier recruitment team or hiring manager will be in touch to discuss the details of the offer.

“We have recruited various ex-service personnel on our Strategic Highways contract to date with great success where individuals have clearly demonstrated their determination, commitment and excellent attributes to work within the teams. They have proven that their skills and experience they bring to the industry are 100% transferable from their time in the forces with the drive and ability to develop further.” **Scott Farthing, Kier Highways Operations Manager**

Make the journey, leave a legacy

Bring your talent and ambition to Kier and you will be given the scope and opportunity to invest in your own future, to build your expertise and contribute to a rich and diverse culture.

Let's shape your world together!

We employ more than **3,100** people, **12%** are apprentices and graduates



We are responsible for maintaining over **50,000km** of local authority and strategic roads



If you demonstrate the Kier Values: Collaborative, Forward Thinking and Enthusiastic and would like to help Kier Highways keep our world on the move, please apply by submitting an application through our careers website: **www.kier.co.uk/careers**

Alternatively, please email a copy of your CV to: **Highwaysjobs@kier.co.uk**



Head office: Kier Group plc, Tempsford Hall, Sandy, Bedfordshire SG19 2BD **T: 01767 355000**

www.kier.co.uk/highways



Veterans' Gateway

Helping to pave the way for Forces families leaving the services

The transition period between the point of activating your '7 clicks to freedom' to actually handing in your Military ID card on your final day in the Armed Forces can be an unsettling time for any service leaver, but what about the impact it has on your family?

As much as you can try and mentally prepare for the fact you'll no longer be in uniform, have the freedom to choose your 'forever home' and have a new career on civvy street, there is no doubt that transition comes with its uncertainties and air of apprehension. You wouldn't be human if you didn't feel nervous

about what lies ahead in the next chapter of your life. This period of resettlement can be wide ranging too, anything from a couple of months to sometimes even years depending on your reasons for leaving the military. If you've been medically discharged or been made redundant, the fact that this wasn't your choice can really impact your transition.

It's a hard pill to swallow, even for those who 'choose' to leave adjusting to life on civvy street can take time, a change that can be exacerbated when it's a decision that's been made for you.

Whilst you look ahead to wearing 'normal' work clothes in an array of colours in anything but military green, and look forward to never having to stand in front of your Commanding Officer ever again, it's important to try and understand the concerns and worries your family might be feeling. They may be expressing sheer joy at being able to paint walls after years of standard magnolia that's adorned your quarters, and praising the fact they will never have to take down and rehang the infamous issued curtains ever again, but what do they need in terms of support when you finally drive off onto civvy street?

Veterans' Gateway was launched in 2017 following Lord Ashcroft's Veteran's Transition review. With over 2,000 military charities available to the Armed Forces Community there was a clear need for a dedicated service to be the first point of contact for the veteran community. Veteran's Gateway represents a pathway to a full list of services from housing to mental health services, from financial to employment advice. In fact the service will signpost a veteran and their family to experts who can help with whatever they need.

Since the service launched, there have been over 22,000 contacts made via the 24/7 helpline, website and social media. It's even free to access from overseas so that any veteran in any corner of the world can get the help they need. The areas that people have most needed support in have been finance, mental wellbeing, and employment. A specialist team, which includes veterans from across all three services are on hand 365 days a year. The advisors are on hand not only to assist with signposting queries but can also help a veteran or family member in a crisis.

Chris, one of the Helpline Advisors, joined the Royal Air Force in 1985 and served almost 10 years before being medically discharged. He admits it took him a lot of time to be able to settle back into civilian life. He says "I have been in the same position as a lot of people who are calling us here at Veterans Gateway so I can use my personal

experiences to point them in the right direction for the best help."

This spring, Veterans' Gateway aims to raise awareness of the support available to veterans' family members. In the latest report 'Lifting the Lid on Transition' which was conducted by the three Families Federations and funded by the Forces In Mind Trust, 51% of those surveyed didn't know where to go for welfare services. A further 72% didn't know where to go for spousal employment, two of the many aspects of transitioning that information and support is available on from Veterans' Gateway.

Chief Executive, FiMT Air Vice-Marshal Ray Lock CBE says that "Within this important report there are many findings and recommendations that will be familiar to anyone with an interest in transition from military to civilian life. Taking a holistic approach, beginning planning as early as possible and involving the whole family are all aspects that have been identified as key to successful transition in a variety of other research projects, and we should therefore not be surprised. However, this is the first time such evidence has been collated from serving families themselves."

This report, the first of its kind, has highlighted the need for better information and understanding of what life can be like after the armed forces so that both the service leaver and family members are prepared for the realities of civvy street. With this in mind, Veterans' Gateway has come up with a simple way to ensure that service leavers and their families are prepared for some of the challenges transitioning brings in the form of PLAN EARLY because, let's face it, where would the military be without a good acronym?

The website can be the basis for some initial research into what you'll need to do and how to go about it. There are various user guides on how to register for local Health care and Education and advice on how to plan on where to live and calculating how much it'll cost you. There are online tick lists available so that your transition isn't one big daunting to-do list that's buried underneath your diary brimming with leaving drinks and mess dining out nights. Instead, you'll be able to take a new approach, talk to your family, involve them in the process and help them with their thoughts and concerns.

The report highlighted that families want to be involved and to help with the service leaver's transition.

"If anything could come out of this survey please let it be help and preparation for the whole family on what to expect and the emotional cycle of change that happens."

"Everyone in the family is affected by transition...the financial impact affected all of us"

Whilst you were serving and maybe away on deployment, knowing your family is settled and doing ok at home, often allows you to do the best possible job and this is no different when it comes to resettlement. Approaching resettlement like a new posting, involving your family and ensuring they are factored into plans will help in the long run. School places, healthcare and the local community will all need to be considered so that everyone's needs are met. It's easy to take certain elements of service life for granted with schools, nurseries, medical centres and even community groups all just moments away but, outside of the wire, it's these amenities which you need around you and choosing them can be challenging. If you team this with a new job that involves a new commute, suddenly everything that was on your doorstep is a

little bit more difficult to access.

Veterans' Gateway has a wealth of experts who can be available on the phone to talk about how to register for school places, medical and dental practises as well as accessing support through local authorities. If you have any concerns over specialist support or services, the team at Veterans' Gateway can assist with this. There are over 30 partner charities and organisations that veterans and their families can be referred to so that they get the range of support that they might need.

66% of respondents to the survey thought their quality of life would be better after transition, of course, the reality of life outside the wire will depend entirely on individual circumstances, but a good question to ask is do you have an idea of what your life might look like before you leave so that you can prepare yourself? Veterans' Gateway has a number of tools that can help you from budget calculators, information on the realities of renting or applying for a mortgage so that you can make the best decisions possible.

Finding a gym that doesn't cost a large amount after a career of unlimited free gym membership may be on your priority list, but be prepared for the unexpected challenges like finding new social networks. One of the

biggest changes will be not being surrounded by 'instant military friends' who are in the room next to you, in the bar and always on hand. Instead you'll be finding your feet amongst a new community. Veterans' Gateway can help identify breakfast clubs and other community focal points so you feel you have a go to place where you can have banter with comrades and potentially even find a new gym buddy for when you're continuing OP MASSIVE well into Civvy street.

Kate McCullough, Transition Liaison, Army Families Federation: *"The project was a fascinating piece of work that allowed us a unique insight into families' experiences of transition. We are so grateful to the families who took part in our case studies and who responded to the surveys, many of whom had already left the Services: they had nothing to gain for their own transition journeys by sharing their views, but were generous enough to tell us all about what challenges they'd faced and the support they needed, which has already proved beneficial to future families in transition. We weren't massively surprised by some of the research findings but it was interesting to see that most of the evidence was relevant across all three Services. It has been hugely rewarding to see so much of what we published in Lifting the Lid on Transition adopted by a number of organisations,*

including the MOD with the emerging Holistic Defence Transition Policy and the Veterans' Gateway, which is taking some very practical, tangible steps to make raise awareness of their services amongst families."

Transition can feel like the biggest burst of 'life admin' you'll ever experience but planning early enough and breaking it down into steps will make it easier. Then you can begin to enjoy the opportunities that life can bring after a career in the military, you will definitely have some extraordinary dits to tell in the bar from your time serving, the only problem is unfortunately the drinks will never be as cheap as in the mess.

Veterans' Gateway is available to you whether you're in day one of your new life on civvy street or if in weeks, months or even years down the line you are in need of help and advice. Whether there is a simple question you need answering, or you have a situation that may need specialist support, contact the service and our experts will do the rest. ●

To contact Veterans' Gateway
Call: 0808 802 1212
visit: www.veteransgateway.org.uk
or text: 81212



ARE YOU AND YOUR FAMILY LEAVING THE SERVICES? WE CAN HELP

- P**ROPERTY
- L**OCATION
- A**JOB
- N**EW SKILLS
- E**DUCTION
- A**CCOUNTS
- R**EGISTER
- L**IFESTYLE
- Y**OUR NEXT STEP

What are your housing needs?

Where will you live?

What will you do?

Will you need training?

What schools are available for your kids?

What will your budget be?

Who will be your Doctor?

How will you meet new friends?

Contact Veterans' Gateway



VETERANSGATEWAY.ORG.UK

☎ 0808 167 7542

AGENDA FOR THE DAY

1030 - 1100: Registration & coffee
 1100 - 1200: Introduction to BuildForce, the industry and one of our ex-military recruits
 1200 - 1400: Meet the employers, social media, CV and interview workshops

RSVP

caroline.logan@ethosvo.org



BuildForce Armed Forces Insight day supported by The Royal Foundation

Date: Tuesday 5th March

Time: 1030 - 1400

Venue: Royal Air Force Museum Cosford, Shifnal, Shropshire TF11 8UP (venue has free parking)



The Insight Day will focus on local and nationwide construction and the built environment pipeline opportunities and a chance to talk to our key employers from the BuildForce Alliance such as **AmcoGiffen, Balfour Beatty Vinci HS2 JV, Balfour Beatty Highways, Costain, Eiffage Kier HS2 JV, Morgan Sindall, Murphy Group, VGC, Wates, Wilson James** (and more to be confirmed). This is a great opportunity to discuss skills required, training and find out more about what the industry has to offer; roles such as Project Managers, Designers, Mechanical

and Electrical Engineers, Quantity Surveyors, Estimators, Health and Safety, QA, Tradesmen, Civil Engineering and supporting roles. A job in construction isn't just about being on the tools, it is accessible to all ranks and skill sets, and offers real potential for career progression.

As well as providing an insight into career pathways in the construction industry, we will run workshops to provide industry advice on CV's, interview preparation and using Social Media effectively e.g. LinkedIn profiles.

BuildForce is a collaborative industry-led programme, with

an objective to reduce skills gaps in construction and the built environment whilst offering a second career to the military personnel. We connect the military community to construction careers through a UK-wide BuildForce Alliance of employers, industry bodies and charities, supported by Government and working in partnership with The Royal Foundation.

BuildForce isn't a recruitment agency, we offer much more of a personal service; we connect the ex-military personnel to the construction sector via our Mentoring programme, offering 1-2-1 support and career

advice, arranging work placements and identifying job opportunities. Since January 2017, we have connected with over 950 Service Leavers and Veterans nationwide; inducted 440, placed 140 in jobs, 132 in work placements and 485 have benefited from our 1-2-1 mentoring programme.



TESTIMONIALS FROM SERVICE LEAVERS, WE HAVE SUPPORTED

"As a soon to be Service Leaver, the event was extremely useful and valuable to me, it was small enough to be personal and get a real insight for the companies there represented. It was also big enough for me to get access to a broad range of employers in a '1 stop shop' setting. I have taken some valuable contact details and whether or not anything comes of it, what I have gained is some excellent information and a broader knowledge base for me to make any further decisions."

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

"Monday's Insight Day event provided me with valuable insight and demonstrated the level of support for Service Leavers and Veterans that exists within the construction sector." ●

DARREN DUERY

After 29 years in the Royal Navy, Darren Duery found a work placement at Tideway East which gave him the confidence he needed to start a new career in construction. And then... following attendance at our last Armed Forces insight day in the SW, Darren will be starting employment with Faithful & Gold in March.

In Darren's words: "my Buildforce experience has been a success and especially through the insight days. In my case with F&G picking up on my CV and short conversations that ultimately led to interviews and a role. For me this is just one of several indications of the construction industry being open to recognising potential in Ex-Service personnel and their skills."

Follow in Darren's footsteps and book your place at our next Armed Forces Insight day at RAF Museum, Cosford on the 5th March.

www.buildforce.org.uk

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



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



OA
OFFICERS' ASSOCIATION
Life beyond the Services

HERE TO HELP

Register with the Officers' Association to access all of our employment services, including:

- One-to-one career consultations
- Executive Jobs Board
- Networking events
- Career webinars.

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

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.



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.

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

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,

to meet these standards, thus enabling franchisors to improve their franchise offering for the benefit of their whole network.

Not being a member of the bfa does not mean that a franchise brand is not 'good'. bfa membership is voluntary and there can be a number of reasons that brands choose not to join membership. However, it is incredibly important when considering joining a franchise to complete your due diligence to ensure the brand is right for you before you commit – especially if the brand has not undergone bfa accreditation.

You can view a full list of bfa members on the bfa website here:
www.thebfa.org/members



www.easymresettlement.com



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

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 Franchise 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.

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



ARE THERE ANY DISADVANTAGES TO JOINING A FRANCHISE?

Joining a franchise brand does not grant you a license to print money. Starting a new business requires an investment of time and money that should be expected. However, some prospective franchisees fall into the trap of joining a brand without doing much research and begin their journey with

unrealistic expectations. This is why bfa member brands are looked upon favourably by prospective franchisees, not only have they undergone a voluntary accreditation process, they have also committed to running an ethical operation and encourage franchisees to ask questions that will be answered with transparency before the agreement is final.



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

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



Hire A Hubby provides general property maintenance and DIY services to residential and commercial customers.

Time pressures and lack of skills mean that there is a ready demand for the handyman services that Hire A Hubby franchisees provide. 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.

Several of our franchisees come from the military. Paul Davies spent 10 years in the 1st Battalion the Welsh Guards before becoming a franchisee working in his local town of St Neots. In the past four years his business has gone from strength to strength. In common with many franchisees his business has developed from simple DIY tasks to more complex bathroom and kitchen renovations and house extensions. Speaking about his experience Paul says;

"It has been hard work but I have reaped the rewards of running my own business. Investing in a Hire A Hubby franchise has been the best move I've ever made."

Leigh Hathway, Hire A Hubby Westbury on Trym, spent two years as a Gunner in the RAF Regiment before leaving on medical grounds. Having trained as a plasterer he met his business partner while helping with some renovations for his local Scout group. Speaking about his decision he says "Hire A Hubby gives me the support network of a big business whilst allowing me to run my own business. I really enjoy the variety of work and no two days are ever the same."

INCOME GUARANTEE

Hire A Hubby offers 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. Indeed many franchisees are able to scale their business to the point where they need to take on one or two members of staff by the end of their first year.

SYSTEMS AND SUPPORT

Each franchisee has access to Hire A Hubby's very own computer system (hub e-connect) which allows quoting, scheduling, and administration to be simplified. However, more importantly it also allows a franchisee to monitor their operation, particularly from an efficiency and profitability perspective. This ensures performance is always at its best and can then enable



the franchisee to understand their business performance, and decide whether to grow to a multiple vehicle operation. Something that can only be achieved if they know their KPIs (key performance indicators) are where they need to be.

WORKING LOCALLY

Ideally franchisees like to have the territory of where they are living and most franchisees would be within a 30 minute drive of their home location. It is important for a franchisee, not to have to travel too far, as time is money. All Hire A Hubby franchisees are DBS / Police checked enabling them to offer their services to schools, care homes, children's day nurseries and other businesses, where they might come into contact with the vulnerable. After you've completed your training at

head office, you'll be supported in the field by one of the team. During your territory launch week you'll be introduced to your key customer groups including property managers and other regular, repeat business customers.

SKILLS ASSESSMENT

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

GROWING OPPORTUNITY

As demand for your services increase, there is opportunity to grow your business to a multiple vehicle operation. Choosing to operate multiple vehicles, allows you to become more of a project manager and to take on more work, thereby increasing the profitability of your business. However there is no obligation for a franchisee to have multiple vehicles and any franchisee will only grow their business if and when they wish to do so.

FLAT FRANCHISE FEE

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

INVESTMENT REQUIRED

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

JOIN THE TEAM

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



RUN YOUR OWN PROPERTY MAINTENANCE BUSINESS



Ask about our £50,000 Income Guarantee

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

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

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

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

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

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



HIRE A HUBBY
PROPERTY MAINTENANCE

0800 111 4664 www.hireahubby.com

Leigh Hathway Hire A Hubby Westbury on Trym



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
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- Uniform
- Van signage
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- 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



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.



**ANDY DARBY**

One such case is Andy Darby. A former Royal Engineer in the Forces, Andy launched his 'man and a van' business fifteen years ago. After 11 years in the army, Andy was concerned about the transition from military to owning his own business. Although it seemed daunting, by following the proven ChipsAway business model and taking advantage of the available training and support, Andy had a smooth transition. He was able to expand his business quickly and has now built up a multi-van operation and team of employees to serve his three territories.

"Whilst I had been very self-assured in the army, I knew that running a business was going to be a completely different challenge" Andy said. "I have always been passionate about cars and motorbikes, so ChipsAway seemed like a business that I would enjoy running, even if things got tough. ChipsAway offered everything that I wanted - a great product, excellent training and support along with the potential to grow and expand. It was also important to me to get out and start earning from the moment I finished training and with ChipsAway I was able to do that."

Andy now enjoys a great lifestyle, drives a top of the range sports car and estimates his net earnings are over three times more than his previous salary! "I'm really happy with the way my business has developed. ChipsAway are a huge organisation with the capability to really support their franchisees well." Andy enthuses. "I began by doing the initial research, meeting the people involved and taking home the information to mull over. Once I'd decided to commit, I undertook the training, which was excellent. At the end of it, I felt confident and supported to get out into the field and begin work." As part of their training, new franchisees spend an initial 4 weeks learning the repair process, they are also mentored on a one-to-one basis by experienced franchisees. The initial course is then followed up 3 months later by a further week of more in-depth dent repair techniques. Furthermore, there is also a sales and marketing module which provides a good grounding on selling and running your business.

Within a couple of months, Andy was already earning the same level

STEVEN DANIEL

Former Staff Sergeant Steven Daniel would agree with every word too. Steven celebrated 24 years in the Army before leaving the Forces in 2012. He was keen to be independent, and to continue



to make use of the skills he'd gained whilst in the forces.

"Franchising seemed ideal for me," Steven says. "Whilst in the forces, I needed self-motivation, planning and time management to juggle my workloads, and it was apparent franchising would too. By the time I'd finished training with ChipsAway, knowing I'd got the opportunity to use these skills, and seeing the support of the management team, I was confident that I'd made the right choice."

Steven's launch was a huge success, with work lined up for weeks ahead almost from the word go. "Ever since, I've always had a full diary and my reputation has spread by word of mouth," he says. "Recommendations now account for over 30% of all my new business leads." His quality of life has skyrocketed too. "I've got real flexibility, an excellent income and the freedom to choose my own working hours," he says. "Combined with the autonomy to take the business forward, and the support of such a huge national brand behind me - I'm thrilled. I loved being in the army, but I wouldn't change my life now for the world!"

**PAUL FABIAN**

Former Engineering Officer, Paul Fabian, spent thirteen years in the Forces before taking voluntary redundancy from the RAF. Like Andy, Paul started as a 'man and a van' franchise in 1999, and has since grown and grown the business.

"I could see the potential of the franchise from the outset," he says. "Even back then, being an owner-operator with one van, I could visualise my future path. It was very clear I'd develop things into a management franchise and make a lot of money - and that's exactly what I've done!"

Today, Paul has a thriving ChipsAway Car Care Centre (fixed base workshop), plus a fleet of mobile units and a team of six employees. Busier than ever, they see an average of sixteen cars a day. Paul agrees that the 'planning side of things' is vital and very similar to being in the Forces: "The realisation that spending ten minutes at the start of each day planning and briefing staff can save you hours of wasted time later on, is very much an old RAF habit!" he says.

His salary, however, is nothing like the RAF. "It's vastly different," he says. "I now earn at least six times more than I did in the RAF

- even allowing for indexation - and my business keeps going from strength to strength!"

"ChipsAway is a great franchise," Paul confirms. "I love being my own boss. If I want to earn more, I can set my own targets and work to achieve them, rather than waiting for someone to promote me. Or, if I want to take eight or ten week's holiday in a year, I can, knowing the business carries on without me! I have no regrets about taking this route - there are amazing results waiting to be achieved if you work hard enough."

Want to find out more about a ChipsAway franchise? ChipsAway hold regular, free, find-out-more Open Days at our West Midlands based Head Quarters. Open Days are very informal and require no presentation or input from you - we simply allow you to make your own evaluation. You will get to see and try out one of our repairs first hand and have the chance to meet a number of franchisees - both new and experienced.

Please call **0800 731 6914** to book your place, or visit **www.chipsaway.co.uk/franchise**.

From Forces to Franchising with ChipsAway

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

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

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

The franchise package not only includes unrivalled, comprehensive

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

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

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

of income he had as a soldier! But that was just the beginning. Andy now admits to making 'serious money' as he heads up a multi-van operation spanning three territories, with a ChipsAway Car Care Centre (fixed-base workshop) and a team of trained technicians providing high-quality automotive paintwork repairs to a growing customer base.

"I really enjoyed being a soldier," he says, "but I have no regrets whatsoever about my subsequent career choice. I'm more financially stable now than I have ever been! I certainly chose the best franchise and have been very happy with my decision to expand. Being my own boss is great, the rewards are there if you're prepared to work hard and the satisfaction of seeing your business become increasingly successful is absolutely fantastic!"



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

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

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



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



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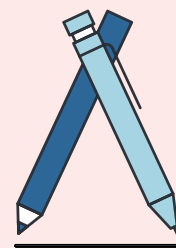
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The MoD Enhanced Learning Credits Scheme

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**.

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