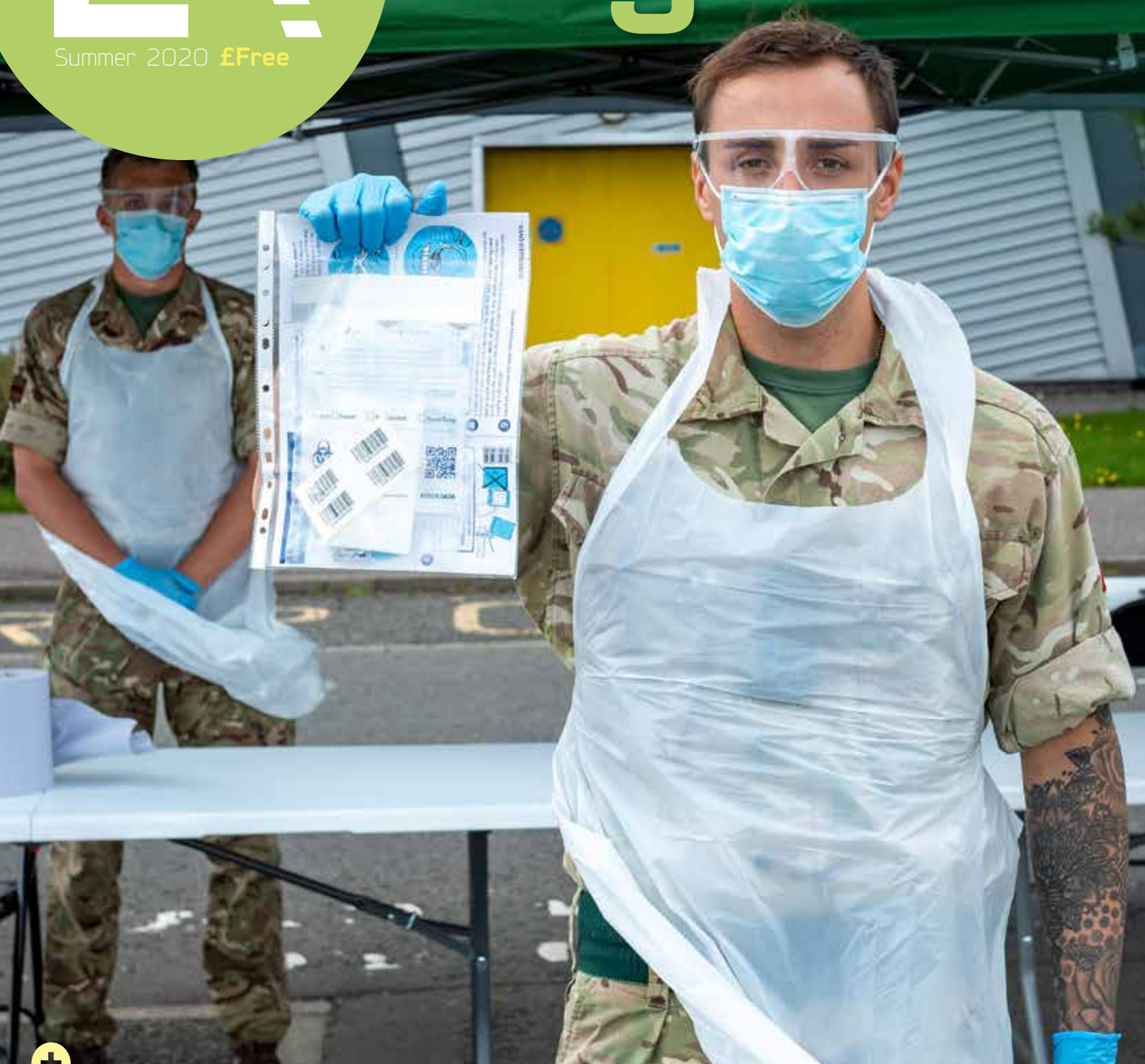


# ER

Summer 2020 **£Free**

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

# magazine



#### **PROJECT FIREFLY**

Project Firefly offers the Naval Service Leaver the opportunity to transfer/join the Maritime Reserve. **P12**

#### **ARMY CADET FORCE**

Adult volunteers play a vital role, acting as role models for the cadets and teaching young people all sorts of fantastic skills. **P22**

#### **THE OPEN UNIVERSITY**

Are you ready for your next challenge?. Get learning with the Open University, with flexible courses to suit all circumstances. **P58**

#### **THE ELC SCHEME**

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



# We invite you to read this testimonial so you can make an informed decision about joining the Forces Pension Society



IT PAYS TO UNDERSTAND  
YOUR PENSION

*"For those considering options outside of service life or just thinking through their future, I cannot recommend the Forces Pension Society enough.*

*If I am honest I was a bit reticent to sign up but am so glad I did. Their service truly is fantastic. I made an enquiry just two working days ago and yesterday morning I was given a call to talk through the specifics of my service, before receiving a full pension forecast by email in the afternoon.*

*Thank you to the society and to Colin Thomas in particular for his great service. I am hugely appreciative".*

FPS Member, Army Major

## Join us. Job done.

### Forces Pension Society

68 South Lambeth Road, Vauxhall, London, SW8 1RL

Tel: 020 7820 9988 - email: [memsec@forpen.co.uk](mailto:memsec@forpen.co.uk) - [www.forcespensionsociety.org](http://www.forcespensionsociety.org)



## URGENT APPEAL FOR DONATIONS

**WHEN THE  
ARMED FORCES FAMILY  
ARE IN NEED,  
WE RESPOND.**

**NOW WE NEED  
A RESPONSE FROM YOU.  
PLEASE DONATE TO OUR  
EMERGENCY RESPONSE FUND**

With COVID-19, the most vulnerable in the Armed Forces family need our help more than ever. Whether they are currently serving, veterans or their families, we will always respond - will you?

**Please give whatever you can to support our  
Emergency Response Fund: [SSAFA.org.uk/donate](http://SSAFA.org.uk/donate)**

**ssafa** | the  
Armed Forces  
charity

Registered as a charity in England and Wales

Number 210760, in Scotland Number SCO38056 and in Republic of Ireland Number 20006082. Established 1885



# Contents...

## 10 LESSONS FROM THE FRONT LINE WITH ANDY REID

Combating social distancing, isolation and home-schooling.

## 16 RAF BENEVOLENT FUND SUPPORTS VETERANS THROUGH COVID-19 CRISIS AND BEYOND

Since its formation in 1919, the RAF Benevolent Fund has stood side by side with the RAF Family during its toughest times and the coronavirus pandemic is no exception.

## 26 THE MINISTRY OF DEFENCE POLICE... A FORCE WITH A DIFFERENCE

Have you left, or are you getting ready to leave, the Armed

Forces and thinking about what career path to take next? Have you considered joining the Ministry of Defence Police (MDP)?

## 46 LUMP SUM CHOICES

As your discharge from the Armed Forces approaches many of you will have choices to make about lump sums and it is important that you understand them.

## 56 MISSION MOTORSPORT

Your skills are in demand now more than ever. Since the last issue of Easy Resettlement, the world has shifted on its axis in a way not witnessed for generations.

## 72 SAVA

If you are looking for a new career, have you considered re-training to become a residential surveyor?



**VE DAY**  
75<sup>TH</sup> ANNIVERSARY

## 06 BE PART OF SOMETHING BIG

From supporting national defence to saving lives and protecting communities, Babcock International Group provides complex engineering services in the UK and across the world.



## 49 HAPPY BIRTHDAY RFEA!

Charity celebrates 135 years of helping support veterans and their families into meaningful employment.



## 42 HAIG HOUSING TRUST

Haig Housing is one of the country's oldest military charities and has been the UK's leading provider of rental homes for Veterans and their families for over 100 years.



## COVER IMAGE CREDITS

© MOD Defence Imagery

## MAGAZINE IMAGE CREDITS

© Shutterstock.com, unless otherwise stated.

## EDITORIAL

EDITOR:

E: editor@easyresettlement.co.uk

## DESIGN & PUBLISHERS

DESIGNER:

Rowena Wilson

E: rowenawilsondesign@gmail.com

PUBLISHER:

Easy Resettlement Ltd

## ADVERTISING

SENIOR SALES EXECUTIVE:

James Atkins

E: james@easyresettlement.co.uk

T: 01733 205 938

EXECUTIVES:

E: sarah@easyresettlement.co.uk

T: 01733 205 463

E: helen@easyresettlement.co.uk

T: 01733 205 463

ACCOUNTS

Ruth Fidler

E: ruth@easyresettlement.co.uk

## PRINTING

MICROPRESS LTD

Reydon Business Park,

Fountain Way, Reydon,

Southwold, IP18 6SZ

## SUBSCRIPTIONS

For queries regarding

your subscription to

Easy Resettlement

please contact:

E: subscribe@easyresettlement.co.uk

T: 01536 512 624

## DISCLAIMER

This publication is copyright Easy Resettlement Ltd and may not be reproduced or transmitted in any form in whole or in part without prior written permission of Easy Resettlement Ltd. While every care has been taken during the preparation of this magazine, Easy Resettlement Ltd cannot be held responsible for accuracy of the information herein or for any consequence arising from it. Views Expressed in this publication are not necessarily those of Easy Resettlement Ltd or the editor.

# Welcome...

Welcome to the Summer 2020 issue of Easy Resettlement magazine...



Firstly, I would like to thank all our advertisers and contributors who have made this issue possible.

These uncertain times of trying to slow and eradicate the Covid 19 pandemic, which has taken hold across most countries globally, has had a devastating effect, from loss of human life, to massive changes in our everyday lives, with many people not being able to continue working or socialising and meeting family members.

These have been unprecedented times and have shown the general public's willingness and desire to do everything possible to fight and defeat this pandemic. This has been personified by not only the NHS Staff, who we have been showing our appreciation to on Thursday evenings, but also all the key workers and of course the armed forces, many of whom have been drafted in to build hospitals, assist with logistical operations and storing and distribution of PPE, as well as giving support to various NHS Trusts across the whole of the UK.

In times of crisis, those that have already shown their bravery, character, and willingness to serve others, and selflessly protect queen and country by joining the

Armed Forces, do so time and time again when called upon. From floods to pandemics the armed forces always step in which is why many of our advertisers recognise the attributes you have when leaving the forces and embarking on a new career.

We are confident that our advertisers will continue to offer their opportunities to our readers, which we will continue to share with you in this and future issues.

If, however you find that you, your family, or colleagues have been affected or suffered in any way through this pandemic, whether that be financially, physically or emotionally, we urge you to reach out, as we have some amazing charities sharing their details and networks of support with you. There are case studies from those that have already affected.

Hard copies are still being sent out to ensure all readers get copies, but for anyone shielding or unable to get a hard copy for whatever reason can benefit from the online versions, you can either subscribe for free at [www.easyresettlement.com/](http://www.easyresettlement.com/) or [subscription](http://www.easyresettlement.com/magazine/) to have each issue sent to you as a PDF via email, or you can simply view it online at [www.easyresettlement.com/magazine/](http://www.easyresettlement.com/magazine/).

So please do share details with family, friends, and colleagues. On a final note it is with thanks to our advertisers that we can bring you these opportunities, so please do mention Easy Resettlement magazine when contacting them.

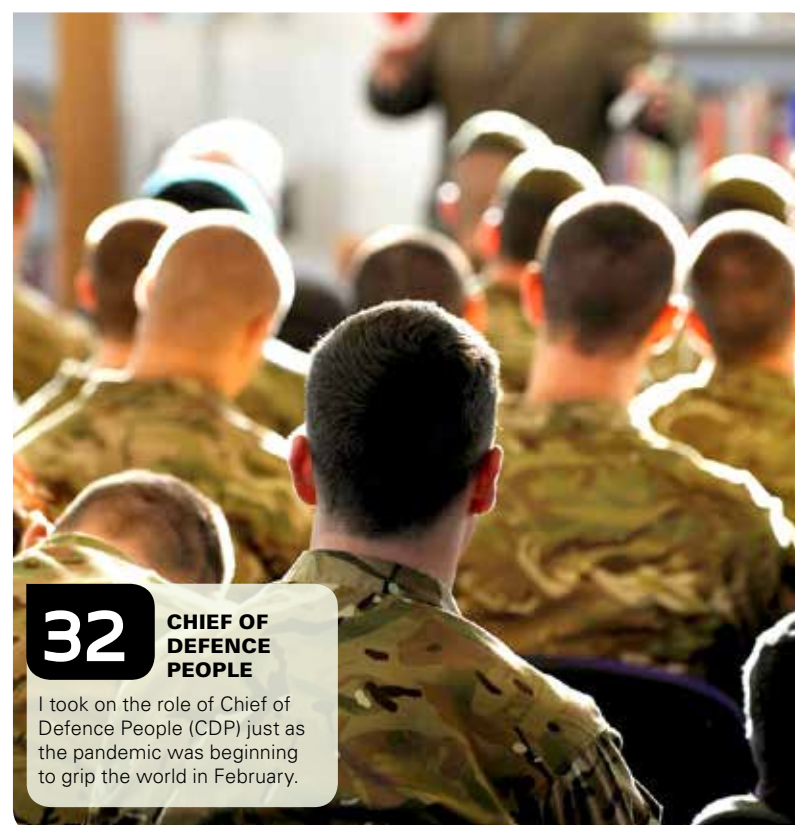
We at Easy Resettlement would like to thank you all for your service, as well as hoping that you all stay safe and well. ●

**KIND REGARDS  
THE EDITOR**



## 28 SUPPORTING THE MILITARY COMMUNITY DURING COVID-19

How SSAFA, the Armed Forces charity, has adapted for business as usual. As the UK's oldest, national, tri-service charity, SSAFA is no stranger to adapting to change.



## 32 CHIEF OF DEFENCE PEOPLE

I took on the role of Chief of Defence People (CDP) just as the pandemic was beginning to grip the world in February.



# Be part of something BIG

From supporting national defence to saving lives and protecting communities, Babcock International Group provides complex engineering services in the UK and across the world.

With over 28,000 staff in the UK and 35,000 globally, you will be in good company. We have over 3,500 vacancies per year and recruit over 500 Service Leavers and Veterans.

## DO AN IMPORTANT JOB

Babcock has supported the UK's armed forces for over 100 years and is the second largest supplier to the MOD, holding major long-term contracts for the Army, Royal Navy and Royal Air Force. We are the number one provider of aerial firefighting and emergency medical services in Europe. Internationally we provide nuclear services, including operational support of infrastructure, decommissioning and new build.

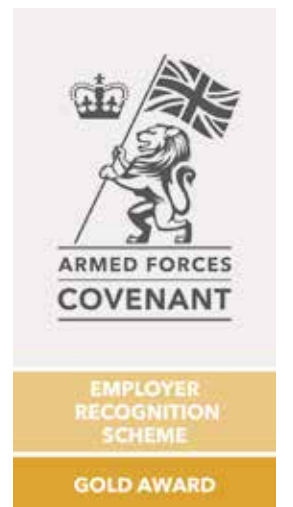
## GET A CAREER

We don't have Ranks, but we do invest in training and development. Career advancement results from personal performance. Operating in over 15 Countries and over 100 UK locations, the only limit is your ambition.

## WHAT JOBS ARE AVAILABLE?

The range of skills needed within Babcock is as diverse as within the Armed Forces - from Pilots and Aircraft Technicians, through to Naval and Nuclear Engineers. We also regularly require enabling skills including Logistics & Supply Chain, IT, Commercial, Finance, HR and general management.

**babcock**



## WHAT IS THE OFFER?

All full-time contracts of employment include:

- Market based rates of pay with annual reviews
- Money purchase pension scheme with life insurance cover
- 25 days leave plus public holidays
- Flexible benefits scheme
- Employee Share Ownership Scheme
- Employee Assistance Programme



# babcock™



## Your history of service drives our future success

We need your knowledge and expertise to help us deliver critical support in the areas of defence, emergency services and civil nuclear.

At Babcock, your skills are in demand, your experience is invaluable and we know that your resolve is without question.

That's why, as a Gold Armed Forces Covenant award holder, we are pleased to offer guaranteed interviews to Service Leavers, Veterans and Reserves who meet the minimum criteria for the role.

Visit [www.babcockinternational.com/Careers](http://www.babcockinternational.com/Careers) and register for job alerts today. We look forward to hearing from you.

Marine | Nuclear | Land | Aviation

[babcockinternational.com](http://babcockinternational.com)



Resettlement



## UK Construction and military respond How NHS Nightingale was built in a fortnight

A global pandemic requires an unprecedented response and the UK construction and engineering industry have produced just that, in building NHS Nightingale, a specialist COVID-19 field hospital, in under two weeks.

**T**he plans to turn an east London riverside landmark, London's ExCel centre, into the world's largest critical care facility were drawn up. Today, NHS Nightingale is ready to start treating it's first COVID-19 patients.

The facility will have capacity for 4,000 patients on 80 wards, with one kilometre long corridors and a four mile long oxygen supply network. It is a single purpose hospital, dedicated to treating patients with COVID-19. Only very sick patients will be brought here, transferred from other hospitals in London, with emergency cases still being taken to local hospitals.

This pace and scale of building has been made possible largely because of military expertise as the Ministry of Defence was asked to help deliver the project.

Colonel Ashleigh Boreham spoke about the military response:

*"So the whole idea about building at scale and pace is to build a really fantastic facility that delivers safe care at scale and keeping ahead of the battle, ahead of the virus. That's what we do."*

*"We came together about nine days ago, sat around, with social distancing, a coffee table and looked at the designs of this facility and building. We looked at how to re-purpose it into a*

*design of a hospital system so it has a patient-flow system."*

*"You literally design on a piece of paper what it looks like with the engineers and the NHS."*

Morson have a strong heritage in the construction industry, delivering candidates and contractors to support high profile infrastructure projects across the UK, plus a long standing relationship with the forces community. We asked associate director, Rhys Harris, and infrastructure recruitment consultant, James Lacey, for their reaction to NHS Nightingale, the incredible response of the military and an insight into the state of the construction market right now.

Rhys Harris, associate director, comments:

*"It's logistical and engineering marvel. Going from a blank sheet to fully operational hospital in less than two weeks is testament to the engineering talent and innovation we have in this country. Building at this scale and pace has been possible due to the expertise of the military, whose skills honed on the battlefield have been deployed to the frontline in East London to deliver this critical project."*

*In unprecedented times right now the jobs market is clearly a big*

*concern. However when we are through this period I am confident the construction industry will receive the support it needs from the Government, who are doing a fantastic job leading us through this pandemic, to 'get Britain building'.*

*"Any contractors whether trades, labour or managerial want to get in touch to register interest for when the construction and infrastructure projects kick off again then please contact me directly on [rhys.harris@morson.com](mailto:rhys.harris@morson.com) and I will ensure you are connected to our clients needs"*

James Lacey, infrastructure and civils recruitment consultant, is also our ex-forces candidate manager and heavily involved with Morson Forces, our dedicated business to helping ex-forces personnel get into civilian employment.

*"To have a full construction package completed in just under two weeks is a real testament to the skills and talents of our current serving and also ex-military personnel. This is the showcase that the country needed to see with regards to the untapped*

*resource of ex-forces candidates. Working with these candidates is a real breath of fresh air. Due to the dramatic fall of construction recruitment in the UK, we have looked to adapt our recruitment skills to other sectors, and what better way to do it than with scores of ex-forces candidates to take to market. I've been recruiting in civil engineering and infrastructure but now I'm breaking into logistics and distribution.*

*This is the new frontline for the UK right now, and to have candidates with experience of high-pressure, tense and clockwork atmospheres such as ex-forces personnel is key to being successful. The beauty of having these candidates is the fact that they have transferable skills and aren't pigeon-holed into one specific sector.*

*To further increase our coverage for forces personnel who have already been handed release dates, we are still keeping our recruitment drive going with virtual events details of our next virtual event on Thursday 23rd April can be found here"*

Throughout the lockdown period Morson has continued to supply skilled resource to essential works; redeploying engineers to assist in the making of ventilators and the construction of NHS Nightingale hospitals. The Morson 'Fit for Work' app, which applies artificial intelligence to identify temporary workers who may have been exposed to coronavirus, was introduced in March to support safety on site. In April, its engineers, in collaboration with the University of Salford and supported by engineering design consultancy

Morson Projects, began 3D printing medical visors for NHS staff in local hospitals and hospices. As Britain emerges from lockdown, Morson will work collaboratively with organisations to help safeguard contractors and employees, provide a variety of routes to role filling and play a key part in supporting large scale infrastructure projects such as HS2.



James Lacey and Morson Forces Ambassador, Andy Reid

For more information on construction roles or how we can support you find your next civilian role, contact Rhys [rhys.harris@morson.com](mailto:rhys.harris@morson.com) or James [james.lacey@anderselite.com](mailto:james.lacey@anderselite.com)





# Lessons from the front Line with Andy Reid

Combating social distancing, isolation and home-schooling



Recently, we Zoomed with Morson Forces Ambassador, Andy Reid MBE, who chatted with us about his experiences on operational tour and draws some interesting parallels with our current situation under COVID-19. We discuss coping techniques for those struggling with social

distancing and isolation, his work in his local community and how he's keeping the kids entertained.

For those who may not be familiar with Andy Reid's background and story, Andy served in the army from 1997, deployed on various tours including Northern Ireland, Kosovo and Iraq. In 2009, when on operational tour in Afghanistan, he stepped on an IED whilst on a routine foot patrol. The explosion resulted in the loss of both legs and right arm and his life was saved by immediate battlefield first aid. He was flown back to Camp Bastion where health care professionals provided critical care and from there he started on his journey to rehabilitation.

Despite such a devastating injury, Andy quickly saw hope after the incident:

*Within a couple of hours of coming out of intensive care, I decided*

*that I was a survivor not a victim. I accepted responsibility for what had happened, and I was able to move my life forward. The health care workers who saved my life are doing such an incredible job right now and it really brings it home that they are on the front line of this pandemic.*

Once fully rehabilitated, Andy threw himself into charity activities, skydives, abseils and bike rides, to give back to the people and organisations who'd helped him on his journey to recovery. After giving an inspirational speech at Wigan Football club, Andy was invited to Manchester United and was introduced to Sir Alex Ferguson and Morson CEO, Ged Mason. After telling the pair about his latest challenge, a 400-mile bike ride followed by a kayak in honour of 6 of his regiment who had died in Afghanistan, Ged sponsored Andy and asked him to speak at the Morson Half Yearly Conference.

At that time, with 500 ex-forces candidates on projects with Morson, there was a real opportunity for Andy to help more ex-forces individuals' transition to civilian life and work by becoming a forces ambassador for our organisation.

*I'm very well known in the veteran community and I understand the challenges that ex-forces guys have when they leave the military. I've been working with Pat McMullan and James Lacey from the Morson team on the CTP and BFRS recruitment fairs and I'm able to give real world advice to those individuals who may have no idea where to even start on their journey into civilian work. When you're in the army you have such a regimented routine - your told what time to be up, when mealtimes are - things like council tax and food shopping are a whole new world when you leave the forces.*

*With Morson I've been able to nurture ex-forces candidates through these challenges and find them rewarding work outside of the military.*

Throughout our conversation Andy mentioned that there were parallels between operational tour and what we're currently experiencing as a result of COVID-19. Whilst on operational tour in Kosovo, Andy spoke about missing his loved ones, not being able to see family and friends

and unable to have downtime in bars and coffee shops in order to stay safe. Some experiences that we can relate to now.

*In Afghanistan we were only able to have 20 minutes of phone call time a week. In this you may have to call your mum and dad, grandparents, partner etc. so it's very difficult. If a soldier gets injured or unfortunately loses their life, the phones are turned off, meaning no outside contact for over a week. One thing we have on our side during this pandemic is a lack of restriction on how we use technology to communicate, and we should not take this for granted, using this as much as possible to engage with our friends and families.*

For Andy one of the key coping mechanisms during his time away was routine, and suggests that this is an essential way to keep motivated during our current period of disruption. He advocates keeping to normal sleeping patterns, ensuring you're getting outside once a day (if possible) and keeping to regular meal times. Andy also advises keeping a daily diary, and this is one technique that really helped him cope during his time on operational tour.

*I think when people return to work, they'll find that particularly difficult. Writing a diary every day to download your thoughts and activities not only helps in the short term but will help people come to terms with what they have been through whilst in isolation, when they are back in a hectic and bustling workplace.*

It's a difficult time for everyone, with immense tragedy and economic downturn. But out of darkness often comes light and the community spirit and selflessness of people may be the silver lining to COVID-19's dark cloud.

*I think it's fair to say that Brexit divided the country, with communities and even families at odds because of political opinion. In the time of COVID we've seen a much more harmony - people working together, being selfless, helping others. If nothing else, this threat will bring communities together.*

Andy plays a huge part in creating this community spirit in his local St. Helens. He owns a café in St. Helens and has been delivering food and supplies to those in need in his Morson Forces van.

*In St. Helens there is a veteran's breakfast club where around 50 veterans come together every Thursday morning for a bacon butty and a chat about their service and experiences. I know the essential value of groups like this and those people will be really missing*

*that time together. So, I've been delivering bacon sandwiches to those guys to maintain their routine and give them something to look forward to. One of the guys, John, is partially sighted so the current situation is particularly difficult for him as he's not able to judge distance etc. in the shops. To deliver a sandwich to him, have a chat and make sure he's OK, that's invaluable and you can see it really lifts his spirits.*

*We're also doing shopping deliveries for the elderly who might not even have a computer to be able to book food delivery slots, they can ring our café and we'll drop essentials off.*

Andy hinted that as he's normally frequently on the road and very active that being in the house has been difficult. Getting out there and helping his community has been beneficial for him too, as it gives him purpose.

Like many, with a young family, Andy, has the challenge of keeping two small children entertained whilst maintaining their education through home schooling.

*With William whose 7, we've been doing home schooling and I've been doing alternative teaching with a bit of construction, building hammocks and dens in the garden. I think anything that doesn't move in the garden has been sanded down and painted! We know we're lucky to have a great outside space and we really appreciate that not everyone is as fortunate. With both William and Scarlett, whose 2, we've been doing baking and making sure we're getting out and about in our local area once a day, we often go down to the cemetery to visit my grandma's memorial bench.*

Along with helping his community and looking after his family, Andy has also found the time to launch his new initiative, The Standing Tall Foundation. Andy and local businessman John Tabern have established The Standing Tall Foundation to support the NHS and care home staff of St Helens and Knowsley. Working with the Leon House Clinic, Andy's foundation is offering free mental health support for key health care workers who may be struggling at this time. Whilst in lockdown the support service is being delivered by some of the best trauma counsellors in the UK via Zoom.

Andy has kindly extended the offer of free mental health support to Morson employees who might be struggling with mental health at this time. For further details on The Standing Tall Foundation and how to access the Mental Health support contact Andy, [andy.reid@morson.com](mailto:andy.reid@morson.com)



## Morson spearheads northern 'Keep Britain Working' campaign to preserve jobs and protect livelihoods

We are proud to announce that Morson has joined forces with REED as the official Northern Recruitment Partner in its 'Keep Britain Working' campaign, to lead the economic fightback against COVID-19. REED first launched Keep Britain Working to preserve jobs and protect livelihoods after the financial crisis of 2008/2009. However, in light of the global emergency presented by COVID-19, it opted to relaunch the campaign.

Keep Britain Working supports the redeployment of workers from struggling sectors to in-demand ones, helps people who have lost their jobs find new ones, shares and implements the best ideas that will enable the country to keep working, and gets people back into employment.

Morson will lead the movement's presence in the North to help match businesses with essential and key workers, to fill roles safely and in line with Government health advice. We will also spearhead the operation's mission to identify and facilitate new roles for those who have found themselves out of work as a result of the pandemic, as the northern economy looks to rebuild.

Morson was established in Salford in 1969 and we still proudly hold our roots in the city 50 years on, with a specialism in technical sectors. With ministers having declared many live engineering, construction, manufacturing and rail sites and projects as essential, and with a growing network of more than 14,000 contractors across the UK, we are well placed to partner a skilled labour force with existing and new roles which open up as Britain emerges from complete lockdown.

To expand our service to additional sectors, we will welcome businesses with which we don't

currently work to upload details of job vacancies directly to our site – in an easily accessible portal that is set to go live over the coming weeks – which it will then recruit for, allowing leaders to focus their attentions on keeping organisations thriving during the pandemic.

Morson will also offer its 'Fit for Work' app – its early intervention technology, which identifies the first signs of the Coronavirus before workers attend site – to businesses to ensure those venturing back to employment are completely safe to do so. Launched just last month, the app is being rolled out across 3,000 essential workers and their employers to ensure they are attending work in line with governmental advice on Coronavirus.

Founded by CEO Ged Mason's late father, Gerry Mason, Morson was launched as an innovative recruitment solution to meet end-to-end talent needs and demands. Sharing the same core values and family-orientated cultures, REED, which is now headed by CEO James Reed, was established by his father, Sir Alec Reed.

As the two largest family founded and owned recruitment companies around the globe, REED and Morson will now work together in an appeal for businesses to collaborate and provide a variety of routes to role filling. In particular, Morson is combining technology and its 50-year heritage in the recruitment sector to ensure the campaign is a success.

REED and Morson will encourage businesses and workers to make pledges to #KeepBritainWorking both during the crisis and beyond it. [Keepbritainworking.com](http://Keepbritainworking.com) also features ideas, advice and resources to support companies and their workers through this difficult time, giving guidance on a variety of topics, and will connect businesses with a growing demand for workers with those considering furlough, redundancies or reduced hours.

For more information, visit [www.KeepBritainWorking.com](http://www.KeepBritainWorking.com), to pledge to use the #KeepBritainWorking and keep up to date on Twitter using the handle @KeepBritWorking.



# Project Firefly

From Regular RN to the Maritime Reserves(MR)

- Project Firefly offers the Naval Service Leaver (those on the trained strength) and individuals who left Regular Service up to 24 Months post Release Date; the opportunity to transfer/join the Maritime Reserve (Royal Naval or Royal Marine Reserves) through swift, straight forward, processes.
- As a Reservist you will be well rewarded for your time, earning extra money, accruing an additional pension and an annual tax free bounty (the current maximum being £1862).
- There are good opportunities for promotion and continued professional development.

- Provides you with the chance to remain part of the Navy/Corps Family.
- Since, its inception in April 2013, Project Firefly has entered over 1400 highly-skilled personnel into the MR.
- Firefly has attracted considerable political, public and media interest and is influencing the size and shape of the Reserve Forces, which are an integral part of the UK's Defence capability.
- The MR is currently undergoing an innovative transformation programme. A strategy that will value your skill sets, skills that you have worked hard to achieve during your time in service; making this an exciting time to join.

The maximum joining ages are 56 for RNR and 51 for RMR and the many benefits to be had for an annual commitment of just 24 Reserve Service Days (RSD) include:

- Good rates of pay
- A pension and a respectable annual tax-free bounty.
- Opportunities for Full Time Reserve Service (FTRS) and to do more RSD's (up to 90 with Command approval).
- For the Service Leavers an initial 2 year harmony period, although, you will still be expected to commit to your annual 24 Reserve Service Days.
- Excellent Networking opportunities.

It should be noted that any MR benefits received do not affect any accrued Service pension/s and will also be in addition to any civilian pay/benefits earned.

The Firefly team are regular attenders at the Nationwide CTP Employment Fairs and are willing to travel to brief groups or individuals.

For further information just email the team at [navypcap-cmwffmailbox@mod.gov.uk](mailto:navypcap-cmwffmailbox@mod.gov.uk) who look forward to hearing from you. •

## PROJECT FIREFLY

### From Regular To Maritime Reserves

**THE MARITIME RESERVES:** are a force of highly trained civilian volunteers who are readily available to support any of the Royal Navy's worldwide operational commitments.



#### Job Opportunities

There are a wide range of specialisations available.

#### Commitment

An annual requirement of 24 Reserve Service Days (RSD) achieved through your spare time and some Civilian Employers may also contribute days towards your commitment!

#### Benefits Include

- Excellent rates of pay, pension and a generous annual tax-free bounty
- Opportunities for continued professional development and promotion
- A more stable work-life balance with the added benefit of a 2 year harmony period (although attending the required annual training days still applies)
- Remain part of Naval/Corps Family with its special camaraderie

#### Who is eligible?

Open to Fully Trained Naval Service Leavers and Ex-Regulars (up to 24 months post TX date). Members with the desired skills from the other Armed Services may also apply



For further information contact the Firefly team at:  
NAVY PCAP-CM WF FF MAILBOX@MOD.GOV.UK

**THE JOURNEY DOES NOT HAVE TO END!**





# Is it time for a change?

To remain in the Army or pursue a new exciting career in austere environments?

“I opted for the change and have never regretted the decision since.” Sean Caven, Search Mentor.

At some point in your military career, you may be faced with the opportunity of change or to continue serving in the Army. The age-old saying, “change is as good as a holiday” comes to mind. Leaving the Army may be unnerving but it will be equally exciting. The Development Initiative Ltd (TDI) has a rich history of providing opportunities to former Army personnel in search of a new career path. With TDI, you can utilise the skill sets that you have learnt in the Army whilst having an

active and direct role in making a positive impact to those affected by unexploded ordnance (UXO).

James Wright, Project Manager and Senior Mentor/Trainer, and Search Mentors John Gordan and Sean Caven joined TDI in early 2020. Collectively, they have fifty years of military experience, each with their own unique qualifications. Below, they discuss their recent transition from the British Army to now working for TDI.

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

**James:** The military provided me with some brilliant experiences, qualifications and opportunities over a period of fourteen years. I decided that I wanted to pursue a leadership position in the mine action industry. The driving force behind my decision was

that I wanted to have a more active and direct role in making positive changes to the lives of those struggling in areas of conflict around the world.

**John:** I finished my full service in the British Army and had three jobs before joining the mine action industry. I eventually began to miss the humour and camaraderie of the military, coupled with the fact that I enjoy being a Search Advisor. When a friend suggested working as a Search Advisor in the commercial circuit, I jumped at the chance, taking up the opportunity with TDI.

**Sean:** At the eleven-year point in my military career, I had a choice to make. My first option was to complete another eleven years for my full service. The second option was to leave the military and pursue a new, exciting career in austere environments. After eight months of working in the UXO industry in London, I knew that I wanted more and the opportunity with TDI came up. I opted for the change and have never regretted the decision since.

## HOW DO YOU DEAL WITH THE DANGER ELEMENT OF YOUR JOB ON A DAY-TO-DAY BASIS?

**James:** The ethos for our project is to conduct operations safely, securely and without compromise.

There is no room for complacency. As with our previous careers and operations, we plan and prepare for all eventualities. This certainly helps to keep us focused and appreciate the danger. It is never easy operating in an environment like this, however, it is made all the more tolerable knowing that you are well prepared with the necessary skills and knowledge.

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

**James:** There are a number of similarities to the military that I have noticed since working

with TDI. It is very much a team effort with TDI; we all share the same mutual goal which is ultimately to provide a successful project. Individually, we all have our personal objectives to meet in order to achieve the desired outcome. Like my experience in the military, each member of the team is willing to assist, advise, facilitate and support each other in their roles.

**Sean:** The two roles are very similar in terms of delivering training packages. During my time in the Army, I conducted similar training packages for a range of different courses. Being able to adapt training for each theatre is a trait that I learnt in the military.

## TDI EMPLOY PERSONNEL FROM ALL OVER THE WORLD SO IT MUST MAKE FOR SOME INTERESTING CONVERSATION. WHAT OTHER NATIONALITIES DO YOU WORK WITH?

**Sean:** James, John and myself are all British. We often associate with South Africans and Kenyans in our accommodation. When we begin our training packages, we will be working with a large number of local nationals.

## CONSIDERING THE CURRENT PANDEMIC, HOW HAS YOUR WORKING DAY CHANGED? HAVE YOU HAD TO ADAPT SOME OF YOUR TASKS IN ORDER TO CONTINUE MEETING OPERATIONAL OBJECTIVES?

**Team answer:** The coronavirus pandemic arrived abruptly during a pivotal time in the early stages of the project, and shortly before training was to begin. Considering the growing uncertainty, we needed to act fast and adapt, to ensure that project deliverables were not affected.

We recognised that this situation created a unique opportunity to adapt our training methodology. In order to cater for different learning styles, a simple systematic pictorial pocketbook with minimal text for the students was designed. These were tailored to the core topics of the course, translated, and made easy to understand.



In addition to the pocketbooks, video tutorials were recorded. The video tutorials were made as a means of passing on the key learning points for each topic, not an exhaustive training session. Becoming comfortable in front of and behind the camera quickly became a necessity for the team!

## HOW DO YOU KEEP IN TOUCH WITH YOUR FAMILY SINCE WORKING AWAY FROM THEM?

**John:** I keep in touch with my family daily by messenger or video call. The internet in our accommodation is good. The internet can be interrupted by the more people that connect but that is to be expected. The only challenge with keeping in touch with my family at home is to try not get frustrated with the time difference!

## WHAT DO YOU DO AFTER YOUR DAY'S WORK? WHAT SORT OF FACILITIES DO YOU HAVE WHERE YOU ARE BASED?

**James:** We are well catered for at our accommodation so our evening routine and entertainment tends to consist of going to the gym, or setting up the projector and screen for a movie night. Alternatively, relaxing in our rooms for those who prefer time to themselves.

**John:** I enjoy watching Netflix, however, we do have quiz nights

and often play cards. It depends on how you feel, sometimes you prefer to retire to your room at the end of the day.

## HOW HAS YOUR LIFE CHANGED SINCE JOINING TDI?

**James:** I needed a new project; one that would test me and something that I felt was for a worthy cause. My role with TDI ticks all of these boxes. All in all, I am getting personal and professional fulfilment.

**John:** The only change of life that I am extremely grateful for is to be employed at this difficult time worldwide.

**Sean:** Due to the current pandemic, I am so grateful to be in the position that I am in and that is all thanks to TDI.

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

**James:** Being involved in a project like this with TDI where my role positions me at the tip of the spear - where making a positive impact on people's lives is actually a reality. This is the greatest reward for me - positive change for people living in the toughest places.

**John:** The greatest reward for me personally is getting my name known to TDI in the commercial world. Working in this environment is challenging, yet your professionalism goes a long way.

**Sean:** I feel that my biggest reward is yet to come. When the first successful operation has been completed, I will feel a great sense of pride for the training and mentoring that we would have provided.

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

**James:** My role with TDI is to create and deliver a bespoke training package. As ongoing mentoring is required, I have the responsibility to ensure that all of the necessary operational and managerial structures are developed and in place so that the capability is both effective and sustainable.

**Sean:** Being a Search Mentor I train and mentor on search techniques for various operations. Our project is still in the early stages so my typical working day involves course preparation which will allow us to start as soon as possible (pandemic permitting).

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

**John:** If anybody is considering working with TDI, go for it. The whole team has been more than welcoming. Any questions that I asked were responded to in a swift manner. You will not know what it is like until you have taken the leap!

**Sean:** If an opportunity arises to work for TDI, I would advise you to jump at it. TDI is a very professional company that looks after their employees.

**James:** It is a 'no-brainer'!

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



Since 2005, TDI has effectively provided mine action services to humanitarian and commercial organisations offering landmine clearance, explosive ordnance disposal (EOD), risk education, EOD and IEDD training, fleet maintenance, and dog services in 18 countries across Africa and the Middle East.

## Interested?

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 at:

[www.thedevelopmentinitiative.com](http://www.thedevelopmentinitiative.com) | [info@thedevelopmentinitiative.com](mailto:info@thedevelopmentinitiative.com)





# RAF Benevolent Fund

## supports veterans through COVID-19 crisis and beyond

Since its formation in 1919, the RAF Benevolent Fund has stood side by side with the RAF Family during its toughest times and the coronavirus pandemic is no exception.



The welfare of RAF veterans and personnel has been and will continue to be at the forefront of all of the Fund's work.

The Fund has adjusted its working practices to ensure it is ready and able to assist those members of the RAF Family who need additional support. Indeed, in the first two months of the lockdown, the Fund awarded more than £2.6M in grants to RAF veterans, serving personnel and their families.

Additionally, the Fund has created a COVID-19 Resources and Information page on its website to signpost the different services available to members of the RAF Family throughout the coronavirus pandemic and beyond. For more information, please visit [rafbf.org/covid19](https://rafbf.org/covid19).

The RAF Benevolent Fund is keen to ensure the most vulnerable RAF veterans, serving personnel and dependants are able to access the very best level of support we can provide in these challenging times.

In order to continue supporting the RAF veterans and their families throughout the pandemic and

beyond, the Fund has expanded a number of its welfare services.

### FINANCIAL SUPPORT

The Fund has launched an online application form that allows RAF veterans and their partners access financial support more easily.

The new application process gives beneficiaries the opportunity to apply directly to the charity for financial assistance up to £750. Requests of this size accounted for 24% of all applications received by the Fund in 2019, equating to more than £400,000 of support for veterans and their families last year alone.

Larger financial grants are available for members of the RAF Family including working-age RAF veterans who may be out of work due to the crisis. The Fund will continue to work with caseworking organisations to ensure that the application process is as effective as possible, despite many of their volunteers being affected by social distancing guidelines.

Veterans can seek advice through the Fund's Benefits Advice and Advocacy service. The Advocacy service is also

able to assist people with understanding and challenging social care and CHC (continuing healthcare) decisions.

### SOCIAL ISOLATION

The RAF Benevolent Fund has introduced a weekly Check and Chat service and expanded its successful Telephone Friendship Groups service to allow more veterans to join a weekly call. For more information about both services, please visit [rafbf.org/friendship](https://rafbf.org/friendship)

The Fund's Community Engagement Workers are continuing their great work with vulnerable beneficiaries, but now over the phone, and its Social Engagement Workers have flexed their role and are working hard with their local station to better support the socially isolated on and off station.

### MENTAL WELLBEING

The Fund provides a Listening and Counselling Service, which has been expanded to provide 24-hour support. This service is available to veterans and serving personnel, as well as their partners, who may be in need of emotional support.

We have an online mental wellbeing zone on our website where RAF veterans and personnel can find advice, support and find out where to go for more help.

**The RAF Benevolent Fund is the RAF's leading welfare charity, providing financial, emotional and practical assistance to serving and retired RAF personnel and their families. This includes grants to help with financial difficulty, specialist advice on benefits, support with care needs, and more.**

**For more information about the support available to RAF veterans and their dependants, please visit [rafbf.org/veterans](https://rafbf.org/veterans) or call 0300 102 1919.**



### SUPPORT FOR SERVICE LEAVERS

Transitioning into civilian life from time in Service can bring a number of challenges, and the RAF Benevolent Fund is there to help those who may be in need of extra support.

The Fund can provide help with housing, and it can also support service leavers who feel they may need additional training or education to improve their employability.

If you are medically discharged from Service, the Fund may be able to provide additional assistance over and above the normal resettlement process to assist with transition training courses.

Where discharge is not for medical reasons, help can also be considered for vocational skills development training where there are identifiable job opportunities.

### HOW THE RAF BENEVOLENT FUND HAS HELPED SERVICE LEAVERS

The RAF Benevolent Fund's support has helped ex-serviceman Andrew Stevens manage his obsessive compulsive disorder (OCD) and continue his job as a key worker delivering groceries in his community through the coronavirus pandemic.

He explains the true impact of this assistance below.

*When I was in the RAF I was serving my country on the frontline, now I'm proud to be on the frontline again, supporting the keyworkers and the rest of the country as we battle this virus. If it wasn't for the Fund, I simply wouldn't be able to that.*

*The support I've received has taught me how to manage my condition, and I'm pleased*

*to say that I've been able to continue my job as a supermarket delivery driver throughout the COVID-19 pandemic.*

*Had I not received this help, I'm sure this would have been an incredibly triggering experience for me. Instead, I now feel confident and secure that I can carry on going to work, looking after my family, and taking care of my own mental health.*

*It all began in 2007 when my career in the RAF was unexpectedly cut short and I struggled with my transition back into civilian life.*

*I joined the Royal Air Force when I was 18 years old, serving for seven years as a painter and finisher on Tornados based out of RAF Lossiemouth. I loved my job in the military, you're part of a tight community and a brotherhood.*

*You're told how to dress, what to eat, what to drink, where to live*

*and everything is decided for you. I was made redundant in 2007 and that's when things changed for me.*

*Despite being successful in finding a civilian job, I became anxious and depressed and quite quickly things spiralled out of control. I began to worry about everything, my finances, my family, about my new job, my home. Eventually that worry turned into compulsion.*

*It started with small things like washing my hands. I would wash them twice to make sure they were clean and that I wouldn't get ill. But things escalated and before I knew it I was washing my hands four or five times and was still not happy. I would make the bed and if it didn't look exactly how I wanted it, I would start it all over again.*

*I began to avoid certain parts of the house and then eventually stopped going out too. I would spend hours at a time in the shower, trying to get clean. I wouldn't touch my food, I would pace around the house checking I had locked everything.*

*When I got home, I wouldn't go near my children. I know it sounds crazy, but I couldn't risk touching them. This went on for 10 years.*

*And it was at that point my wife intervened and booked me a doctor's appointment. Quite early on they diagnosed me with severe OCD.*

*I finally admitted I needed help and got in touch with the RAF Benevolent Fund, not really knowing if they would be able to help. What really sticks with me is the speed in which the Fund stepped in and offered support. I questioned whether there was any point in me being here, I was ready to end things.*

*But the Fund's early and reactive support meant I didn't have to ask myself these questions for very long and slowly the darkness lifted. The Listening, Counselling and Wellbeing service they provided saved my life.*







# 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.

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

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

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

## DIFFERENT SITES, DIFFERENT ROLES

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

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



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

### What can Service-leavers bring to the CNC?

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

### What does the CNC offer as an employer?

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



## Civil Nuclear Constabulary sites



## APPLICATION PROCESS

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



More: See the FAQs section on: [www.cnc.jobs](http://www.cnc.jobs)  
For further information please visit [www.cnc.jobs](http://www.cnc.jobs)  
CNC is an equal opportunities employer

## SALARY AND BENEFITS

### Starting salary

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

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

## BENEFITS

### Police Officers:

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

### Police Staff:

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

Final contribution salary pension scheme  
Corporate bonus scheme



**ETER, DEFEND, DENY, RECOVER**





## 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](http://www.cnc.jobs)  
CNC is an equal opportunities employer

**DETER • DEFEND • DENY • RECOVER**

## THERE'S MORE TO LIFE AS A CADET LEADER



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

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

To find out more just visit: [armycadets.com/resettlement](http://armycadets.com/resettlement) «



# Army Cadet Force

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

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

Army Cadet Force volunteers come from all sorts of backgrounds and those with military experience excel in helping to deliver the broad range of adventurous and military themed activities the cadets love.

Philip Kendrick was in the Royal Engineers for 18 years (five years at 33 Explosive Ordnance

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

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

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



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

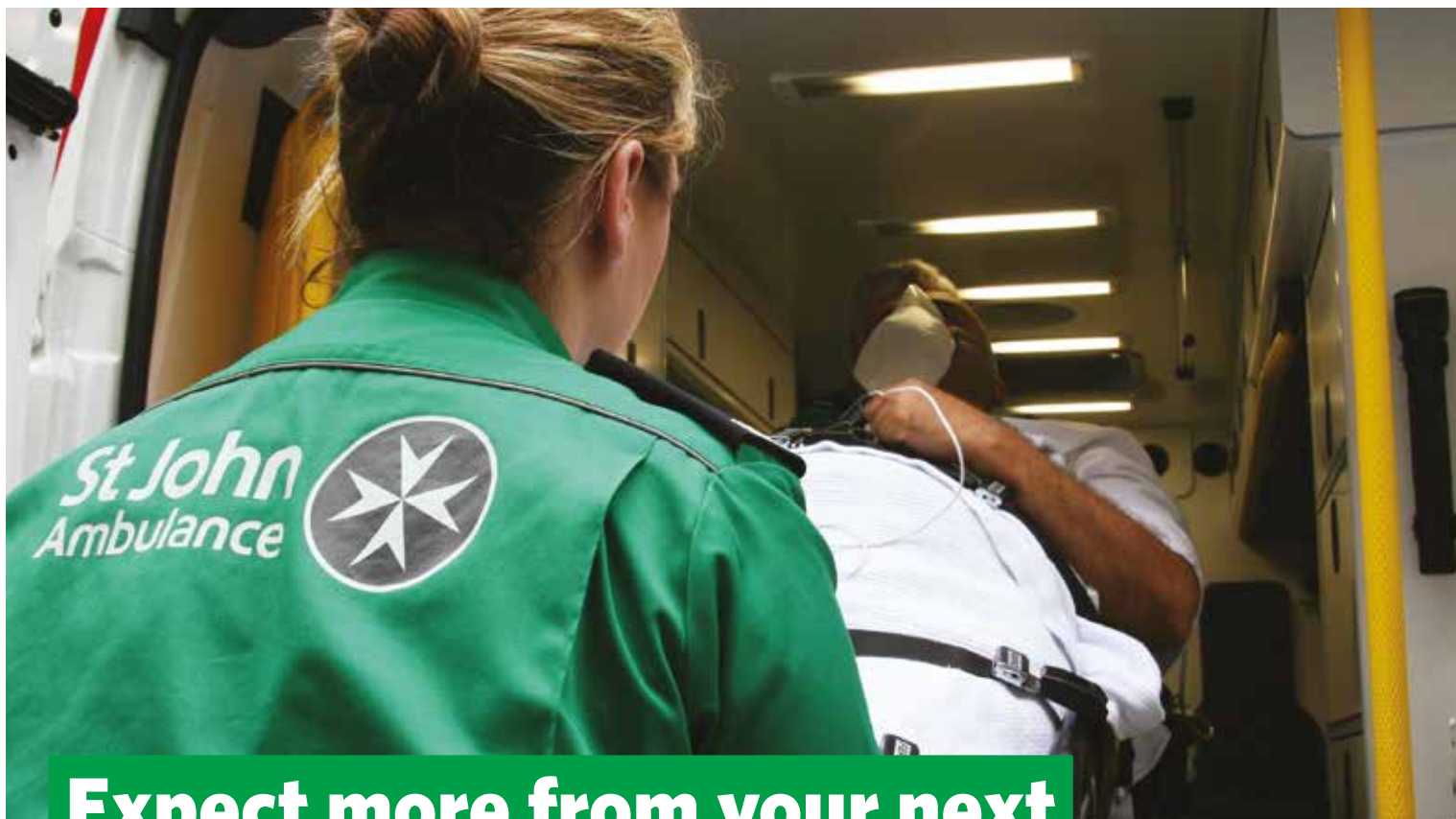
One of the Detachment Commanders Kate mentored saw one of her cadets beat off stiff competition from hundreds of others from across the cadet forces to win the prestigious CVQO Westminster Award.

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



To find out more about becoming a volunteer with the Army Cadet Force, visit [www.armycadets.com/resettlement](http://www.armycadets.com/resettlement)





## Expect more from your next Paramedic opportunity?

Join St John Ambulance as a Paramedic working alongside the NHS and Ambulance Trusts, as well as providing lifesaving support at events.

### More variety

- Work on a varied job plan
- Work on Ambulance shifts supporting NHS clients
- Provide clinical support at events
- Educate our staff and volunteers

### More education

- Provide clinical education to our people
- Funding and study leave to obtain BSc or MSc in Paramedic Sciences

To find out how you can develop your Paramedic career with St John Ambulance, visit:

[sja.org.uk/ambulancejobs](http://sja.org.uk/ambulancejobs)



Join us, we are a...

## #ForceWithADifference

The Ministry of Defence Police (MDP) delivers specialist armed policing services to protect the nation's defences and national infrastructure.

We run recruitment campaigns for vacancies throughout the UK and our website provides details on current vacancies.

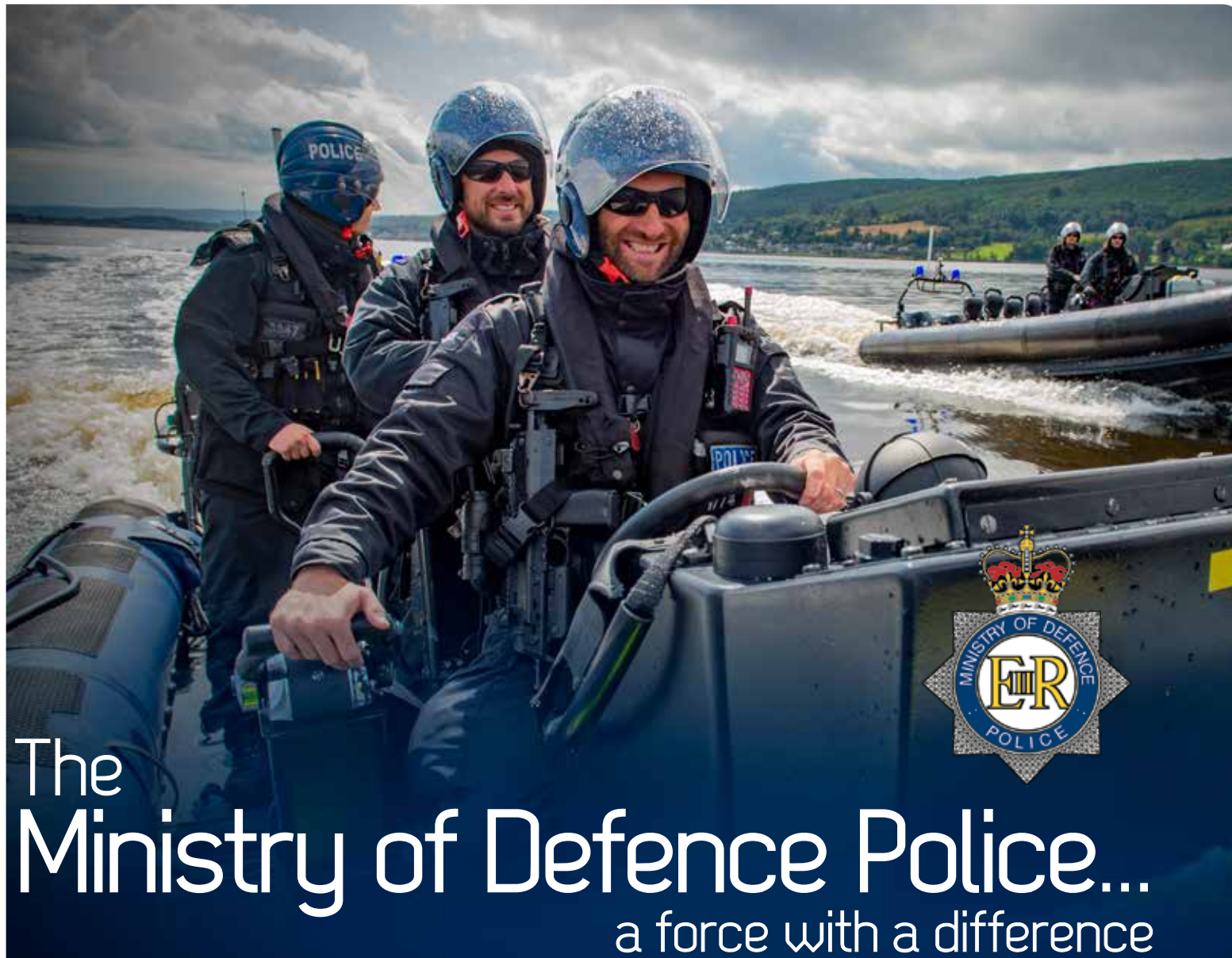
A diverse workforce is essential to our success and we welcome people from different backgrounds and experiences, who represent the communities we serve.

If you would like to speak to someone about joining the MDP, please 'contact us' via our website.

**Interested?** Find out more: [www.mod.police.uk](http://www.mod.police.uk)







# The Ministry of Defence Police... a force with a difference

Have you left, or are you getting ready to leave, the Armed Forces and thinking about what career path to take next? Have you considered joining the Ministry of Defence Police (MDP)?



**T**he MDP provides specialist armed policing services to key Defence and national infrastructure sites around the UK. The majority of MDP officers are deployed as Authorised Firearms Officers.

Let's take a look at who the MDP are and what they do.

## WHO?

The Ministry of Defence Police (MDP) is a national civilian police force of circa 2900 police officers and 260 police staff, established by the Ministry of Defence Police Act 1987. The Force serves the Ministry of Defence (MOD) and delivers specialist policing at a range of locations across the UK, including support to US Visiting Forces and other UK Government Departments.

## WHERE?

The MDP is based at various locations across the UK including:

- Royal Naval Armaments Depot, Coulport
- Atomic Weapons Establishment sites at Aldermaston and Burghfield in Berkshire
- GCHQ Headquarters in Cheltenham
- Defence Munition Sites
- HM Naval Bases at Portsmouth, Devonport and Clyde
- Various other key Defence sites, including central London and sites in North Yorkshire, Derby, Hereford, Thurso and Barrow-in-Furness

## WHAT?

The MDP is equipped to respond to a range of crime and security related threats and risks that require specialist and dedicated civilian policing

capabilities. These include:

- Terrorist attack and the threat of such attacks across the UK
- Disruption and disorder caused by protesters
- Unauthorised intrusion onto the Defence Estate
- Theft or compromise of, and damage to, key assets that would have a significant impact upon Defence capability
- Major financial fraud and corruption that would have a significant impact upon Defence capability

To achieve this, the MDP provides the following operational services:

- Nuclear Policing: Providing specialist armed policing services that contribute to the protection of the UK's strategic nuclear deterrent.
- Territorial Policing: Providing specialist policing services that



- Armed policing that meets national policing standards
- Various specialist armed policing units including the Tactical Firearms Unit, Special Escort Group, Operational Support Unit, and Central Support Group
- Public Order and Protester Removal Teams
- Specialist police dogs and handlers
- The largest Marine Policing capability in the UK
- A Crime Command that is focused on combating the threat and risk of major fraud, theft, bribery and corruption to Defence interests
- Project Servator officers deployed in uniform and plain clothes who are specially trained to spot the tell-tale signs of terrorist and other criminal activity

help to protect key Defence and UK national infrastructure sites, people and assets.

- National Counter Terrorist Response: Contributing to the UK's national armed policing response to major incidents.
- Crime Command: Preventing, detecting, disrupting and investigating crime against Defence interests. Investigating and detecting fraud, corruption, theft and criminal damage to Defence equipment and assets. Collating and disseminating criminal and security intelligence to support MDP operations and wider Defence and Law Enforcement partners and stakeholders.

## HOW?

The MDP delivers its operational policing services using a range of specialist policing capabilities that include:

- Within six years you could be earning over £38,122

## Benefits

- New recruits are entitled to 22 days' annual leave at entry, rising to 30 days after 20 years' service
- Principal Civil Service Pension Scheme that compares well with much of the private sector
- Locational allowances, payable at specific sites
- Paid overtime at enhanced rates

## Diversity and Inclusion

- Committed to recruiting, developing, retaining and promoting the best people, with different skills, backgrounds and experiences, who are representative of the communities served
- Staff support and networks including an LGBT+ Network, Gender Network, Race Network and Mental Health First Aiders
- Diversity Champion memberships of Stonewall and Business in the Community (BITC)

## VACANCIES

The MDP run recruitment campaigns for vacancies throughout the UK. For details on current or upcoming vacancies visit [www.mod.police.uk](http://www.mod.police.uk)

## WHY JOIN THE MDP? Training

All Authorised Firearms Officers are trained to National Police Standards and there is a wide range of training and development opportunities available throughout an MDP officer's career, whether on promotion or by specialising in a specific role.

## Salary

- The minimum starting pay for a newly recruited MDP Constable is £22,968
- Increases in pay are reviewed annually and linked to performance

- Membership and representation on the British Association of Women in Policing (BAWP), the National Black Police Association (NBPA), the National LGBT+ Police Network and the Scottish LGBTI Police Association
- Access to the MOD's broad range of staff networks which include the MOD LGBT+ Network and the MOD Disability Network

## APPLICATION PROCESS

- If you are successful at the sift stage you will progress to the assessment stage (including interview(s)). Full details will be provided in advance of your assessment date, to allow you to prepare.
- Successful applicants will then be guided through the rest of the recruitment process which includes a fitness test to level 7.6 on the multi stage fitness test (bleep test), a medical (with drug and alcohol test) and Police and National Security Vetting processes.
- References will also be requested from your current and/or previous employer.
- The process can take, in total, between 6-9 months on average.
- Up-to-date information on the application process is available at [www.mod.police.uk](http://www.mod.police.uk)

## I am currently serving in the Armed Forces. How does this affect my application in terms of the notice period I must give?

Members of the armed forces can still apply to join the MDP when in service. You would not be expected to resign or give notice until an offer of employment is ready. Most applicants from the armed forces get their notice period waived, so you are advised to speak to your Personnel Department to see if this could apply to you. The MDP will take into account any notice period when planning start dates.

## FURTHER INFORMATION

Interested? Find out more: [www.mod.police.uk](http://www.mod.police.uk)





## Supporting the military community during COVID-19

# How SSAFA, the Armed Forces charity, has adapted for business as usual

As the UK's oldest, national, tri-service charity, SSAFA is no stranger to adapting to change.

Having existed through six monarchies to date, weathered two World Wars and countless conflicts, COVID-19 is one more chapter in a legacy of resilience.

Even during this pandemic, SSAFA is doing everything possible to continue delivering this vital support whilst ensuring that teams of volunteers, staff and, most importantly, beneficiaries remain protected.

- Our Mentors, helping those transitioning out of the Armed Forces, are busier than ever, as the society that recent service leavers are re-joining is more difficult to navigate than ever under these circumstances.
- Operating as our 'front door', is our confidential helpline 'Forcesline'. While our team of advisors now work entirely remotely, they continue to provide an uninterrupted telephone, email and webchat facility.

- On the ground, our UK-wide branch network continues to support at a local level. Conversations are happening using intranet, Skype, Microsoft Teams, email and phone to ensure that we can achieve this without face-to-face meetings. Locally, our younger volunteers are on hand to support the community with tasks such as shopping and collecting medicine, as well as being available for phone calls to check in on the vulnerable and isolated members of the military community.

- Alongside this, we are keeping as many of our residential facilities open, whilst our unique Adoption service has introduced virtual Adoption assessment panels for future adoptive military couples. Glasgow Helping Heroes (our facility in central Glasgow run in partnership with Glasgow City Council) continues to provide critical support to vulnerable veterans and their families. SSAFA's Health care and Social Work staff are providing critical support to servicemen and women – and their families, in Germany, North West Europe, Cyprus, Gibraltar, Brunei, Canada, the Falkland Islands and on all United Kingdom Royal Air Force stations.



Encouraging members of the Forces community in need to come forward for support, **Sir Andrew Gregory**, CEO of SSAFA, the Armed Forces charity (pictured above) said: *"Despite a concerning climate, the men and women who make up the beating heart of our charity are rallying to ensure that support is given to anyone in need. A sense of community spirit and collective grit has shone through – and I have heard this likened to the sentiments felt by the Nation during the Blitz."*

*"I urge anyone from the military community in need of SSAFA's support to come forward, we were there then and we are here now. Being socially distanced does not mean that you are on your own."*

**If you, or someone you know from the military community, is in need of SSAFA's support, contact Forcesline on 0800 731 4880 or head to [ssafa.org.uk/forcesline](https://ssafa.org.uk/forcesline)**

**ssafa** the Armed Forces charity



SSAFA's Mentoring services have been busier than ever during the COVID-19 pandemic. Beneficiary Jojo Walker (left) with SSAFA Mentor Clive Ward (right).

## Corporate partners Amey and Ferrovial Agroman step in to support SSAFA's Emergency Response Fund

With the outbreak of COVID-19 creating additional strains on the more vulnerable members of the Forces community, SSAFA has set up the **Emergency Response Fund** to alleviate immediate pressures swiftly and effectively, for anyone in need.

Amey and Ferrovial Agroman have stepped up to support this initiative by securing £44,000 in financial assistance through their parent company Ferrovial's "Juntos COVID-19 Fund". Ferrovial has promised support for institutions fighting the pandemic in social, healthcare and research fields in Spain, the United Kingdom and the United States.

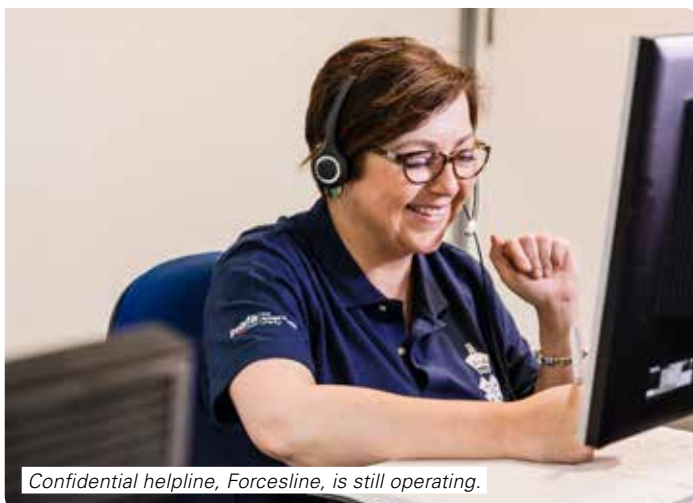
The **Emergency Response Fund** will support the most vulnerable of SSAFA's beneficiaries who need help right now. Many are in the high-risk age category, have health problems, or are on low incomes. The need is greater than ever, as since the arrival of COVID-19 SSAFA has seen calls to confidential helpline, Forcesline, increase. Outreach requests are also more critical - with problems related to debt, housing and mental health issues associated with loneliness and isolation.



**Amanda Fisher, Chief Executive, Amey, (pictured above) explained:** *"These charities have been working to help those most in need throughout this challenging time. I have been moved by stories of great kindness and generosity during this pandemic and so it feels right that we play our part in helping ensure vital funding reaches organisations who need it."*

**amey**

**ferrovial**  
agroman



Confidential helpline, Forcesline, is still operating.



Tel: 01270 219 760

www.cercoit.co.uk



## Transitioning HM Forces into a new career



At Cerco IT we recruit and train ex HM Forces personnel into the IT industry. Providing a range of training and career opportunities for all personnel whether you are an early leaver, reservist or have been medically discharged.

*"Cerco IT as a whole genuinely changed my aspects in life, under no obligation at all they secured me a temp/perm role with BAE systems without any hesitation and before doing there course. Leanne and the HR team made everything a breeze when I was told I had an interview and then to follow the job it was surreal."*

*Their one week course is the best course I have attended in a long time Dan was a fantastic teacher along with an immense knowledge in all IT installations, software and hardware, Dan made the week as entertaining and humours but cramming as much knowledge in as possible. Hats off to Dan!*

*Being military I found Cerco at an employment day they offered a range of work opportunities for a FREE course. If it weren't for Cerco IT I wouldn't be in a dream job as I am now Thank you so much I cannot recommend them enough!"*

**Jordan, HM Forces**



www.cercoit.co.uk

Tel: 01270 219 760



**Free instructor  
led, practical  
classroom  
course**

**'Trained  
and trusted  
resources'**

**From a unique  
IT solutions  
provider**

**UK wide  
presence**

**info@cercoit.  
co.uk**

**Call us on  
01270 219760**

**CERCO IT LTD**

Cerco House  
Southmere Court  
Coppicemere Drive  
Crewe, CW1 6GU

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

Tel: 01270 219760

## 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.



# Chief of Defence People

I took on the role of Chief of Defence People (CDP) just as the pandemic was beginning to grip the world in February.



a workforce that is drawn from the society we represent, that reflects the demands of the modern world we operate in, and by maximising the use of talent across the military and civilian workforce. We want to ensure that people's talents are developed and used where they are needed most, as well as giving them more opportunity to shape their own career paths. We must also make sure that those transitioning to new roles, or into civilian life, have been given access to the tools and support they need to prepare for their next chapter. This is an area that has seen much improvement in recent years, but I know that there is always more that can be done.

## SUPPORTING SERVICE LEAVERS

Rapid changes to our ways of working have accelerated our digital transformation and improved our ability to adapt to different ways of conducting business. We know that access to CTP services has been impacted, and we have reacted by extending the entitlement by three months to 27 months post discharge, so Service leavers and veterans are not adversely affected.

In addition to this, we've made sure that the Core Resettlement Programme (CRP) and Employment Support Programme (ESP) will also be entitled to an extra three months access to CTP services post discharge. We have also ensured that initiatives such as CTP Future Horizons can be accessed online and by email when face to face meetings are not available.

Complementing this Whole Force approach, the single Services have developed their own interim policies to allow certain Service leavers to extend their service or retract Notice to Terminate. We believe this is vital in order to retain talent and provide certainty for those who are about to leave in uncertain times.

We have also looked closely at what we can do to minimise the impact on those accessing Enhanced Learning Credits. As part of this work we have automated the process for Claim Cancellations, which should make the cancellation process more streamlined. Those who are already in their resettlement



phase who cannot receive reimbursement of course fees will also be able to claim back any personal contribution once they provide necessary evidence.

These are just some of the steps we have taken to reduce the impact on our Service leavers and veterans, but we're acutely

aware that the situation with Covid-19 is ever evolving, and the changes I've outlined here are in no means the only action we have taken. Any Service personnel looking for more detailed personal guidance should speak to their unit Chain of Command for further direction and support.

## KEEPING UP WITH THE PACE OF CHANGE

This work is more important than ever as the world in which we operate is changing at a faster rate than ever before. We must be ready to recognise, understand and respond to the pace of change, and our success in meeting this challenge depends on our people. Given the situation we find ourselves in, making sure that we are providing the right interventions, at the right time, is crucial.

Making sure that those who are leaving the Armed Forces can - and do - access the services they are entitled to is an essential element of the Defence People Team's work. The UK employment market will undoubtedly be affected by the fallout of Covid-19 in the coming months and Service leavers will understandably be concerned. The MOD and the single Services are working hard to implement temporary emergency policies to address the issues which we are all having to navigate at this unprecedented time.

While this is undoubtedly a challenge, necessity is the mother of invention and Covid-19 and its constraints has increased the pace and scale of innovation. My

team have already introduced policy changes and actions to ensure that Service leavers are not disadvantaged. This includes developing new direction and guidance for Career Transition Partnership (CTP) and Enhanced Learning Credit (ELC) policy.

**Lt Gen James Swift,  
Chief of Defence People**



## THE IMPORTANCE OF MENTAL FITNESS

Another area where we are ramping up our efforts is in the provision of mental health support; particularly given the challenges we are currently facing. While many across the UK, and indeed the world, are getting used to working from home, many in the Armed Forces continue to go to work to play their part in protecting the nation. We must do all that we can to ensure that both cohorts are adequately supported both in terms of the tools, resources and training required to do their jobs, as well as the necessary support for their health and wellbeing.

The crux of this work is in making sure that Service personnel have access to the right level of mental health support both during and after their service. As members of the Armed Forces we are only too aware of how important it is to look after our physical fitness. Whether maintaining peak condition for active service, trying to keep in shape as we transition to life after the Forces, or even undergoing rehabilitation, we know that physical fitness is key. It's vital that we give the same consideration to our mental fitness, as it affects the way we think, feel and respond to others in both our professional and personal lives.

As the Chief of Defence People, I'm responsible for the wellbeing of our Armed Forces. I'm acutely aware that without proper mental fitness, we can't expect our people to serve to the best of their ability, and of the impacts this can have on personnel once they leave. Defence has an obligation to provide the right support.

In April 2020, we launched HeadFIT, an online platform that provides our people with the resources to help form healthy habits and take a proactive approach to management of mental health. HeadFIT is designed specifically for the Armed Forces, providing 24/7 access to self-help tools that can enhance mood, drive and confidence, and help manage the stresses of everyday life. It has been designed to complement existing and emerging Mental Fitness and Resilience initiatives from each of the single Services, including formal training interventions.

The platform has a range of tools, including, breathing exercises, body posture and relaxation techniques that have been designed for everyone across Defence. Whether you are a new recruit, long-serving personnel, a veteran or recent service leaver, civilian staff, or currently serving in uniform the techniques can be easily integrated into your everyday life, creating positive mental health habits.

The development of this service is the result of a partnership with The Royal Foundation's Heads Together campaign, the Ministry of Defence, Kings College London, with clinical advice from Dr Vanessa Moulton, and has been spearheaded by The Duke of Sussex.

HeadFIT aims to enhance and support the existing and future mental health and resilience initiatives available to all our people and is one of many tools now available to those looking for help with their mental health. The Army's OPSMART programme is a flagship for mental resilience training and wider mental health support. The Royal Marines have developed their own resilience programme, REGAIN; the Navy has appointed dedicated psychiatric nurses to support Flotillas; and the RAF continues to develop its Thriving at Work programme. All our civil servants have access to the 'health assured' Employment Assistance Programme, providing emotional support 24/7.

On a wider scale, Defence has also recently signed up to the 'Thriving at Work' standards, and Defence people continue to have access to a wealth of Defence charities and mental health networks. We hope that, as part of the suite of mental health support offered by the MOD, HeadFIT will provide our people with the tools they need to maintain their mental fitness throughout their career and beyond.

Originally scheduled to launch in June 2020, the launch was brought forward to provide Defence staff with the support they deserve during the Covid-19 pandemic and to help them adapt to new challenges and working environments.

What has become clear to me in my first few months in post as CDP is that in Defence we recognise more than ever that the world of work is changing quickly, and that we must adapt flexibly and quickly to keep up. Our people, civilians, Service personnel, their families and veterans are the most important component of Defence and the reason I serve. They have always been the critical factor of Defence capability and will continue to be in the 21st Century as we transform to ensure we retain our edge.

**HeadFIT**  
FOR LIFE





# Success Story

*The CTW was very useful in focusing my mind and getting me to appreciate the best way to translate my knowledge and experience into "civvy" speak*



## Supporting Clint Sherratt on his resettlement journey.

### BACKGROUND

Clint Sherratt left the Army as a Royal Signals Installation Technician in 2019 after serving for 22 years. After taking stock of his career and personal life, he decided to transition from the military into civilian life and registered for support with the Career Transition Partnership (CTP). Of his time in the forces, Clint says:

*"Every post brought new and interesting challenges. I loved the fact that you could physically see the difference we were making, but when your family has sacrificed so much over the years, it's time to put their needs first."*

### RESETTLEMENT

Clint worked closely with his CTP Career Consultant, Jackie as he pursued the next step in his career.

*"Jackie was great. She was always available to talk and to answer any questions. The level of support that she and the CTP provided me was unparalleled."*

Clint also attended a 3-day Career Transition Workshop (CTW) where he was able to properly assess the timeline of his resettlement activities, ensuring he got the most out of all the time he had available.

*"The CTW was very useful in focusing my mind and getting me to appreciate the best way to translate my knowledge and experience into "civvy" speak."*

When asked about other key elements of his resettlement journey, Clint points out the

vast number of job opportunities available via the CTP job search platform, RightJob; as well as the CTP Employment Fairs:

*"The CTP Employment Fairs were very useful. They enabled me to speak to employers and find out what they were looking for, providing insight into what training or education would give me an advantage when looking for work."*

*I also found it was very useful talking with other Service leavers at these events. There are a few guys I met that I still keep in touch with now; we help each other out wherever we can."*

### SUCCESSFUL OUTCOME

Clint is now a Technical Developer for CNet Training. He designs and maintains training/education programmes for people working in the digital infrastructure sector. He mentions how no two days are the same, thus providing him with endless learning opportunities.

When asked about how he found settling into his new role, he highlights how having a military background has stood him in a good stead for working to and meeting fixed, tight deadlines. From his own experience, Clint recommends CNet to fellow Service leavers:

*"CNet encourage self-motivation, creativity and continuous development. This has given me all the freedom I need to get the job done; whilst knowing that there's always someone there to give me support and advice when and if I need it."*

### ADVICE

As his closing words of advice to fellow Service leavers, Clint goes on to say:

*"You know a lot more than you think and you have plenty of desirable skills and attributes. Talk to your friends and family as they're going through this with you."*

*Research the areas you want to work in and make sure you keep up to date with the most current training and education courses that you can take."*

*And finally... network, network, network!"*





## Enhanced Resettlement Provision from CTP

### INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS

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

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

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

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

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

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

### WHERE DO I START WITH RESETTLEMENT?

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

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

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

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

### WHAT SUPPORT AM I ENTITLED TO?

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



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

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

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

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

# Resettlement Support from CTP



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

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

### \*Wounded, Injured and Sick Service Personnel

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

### HOW CAN CTP HELP ME?

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

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



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

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

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

### TRANSITION

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

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

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

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

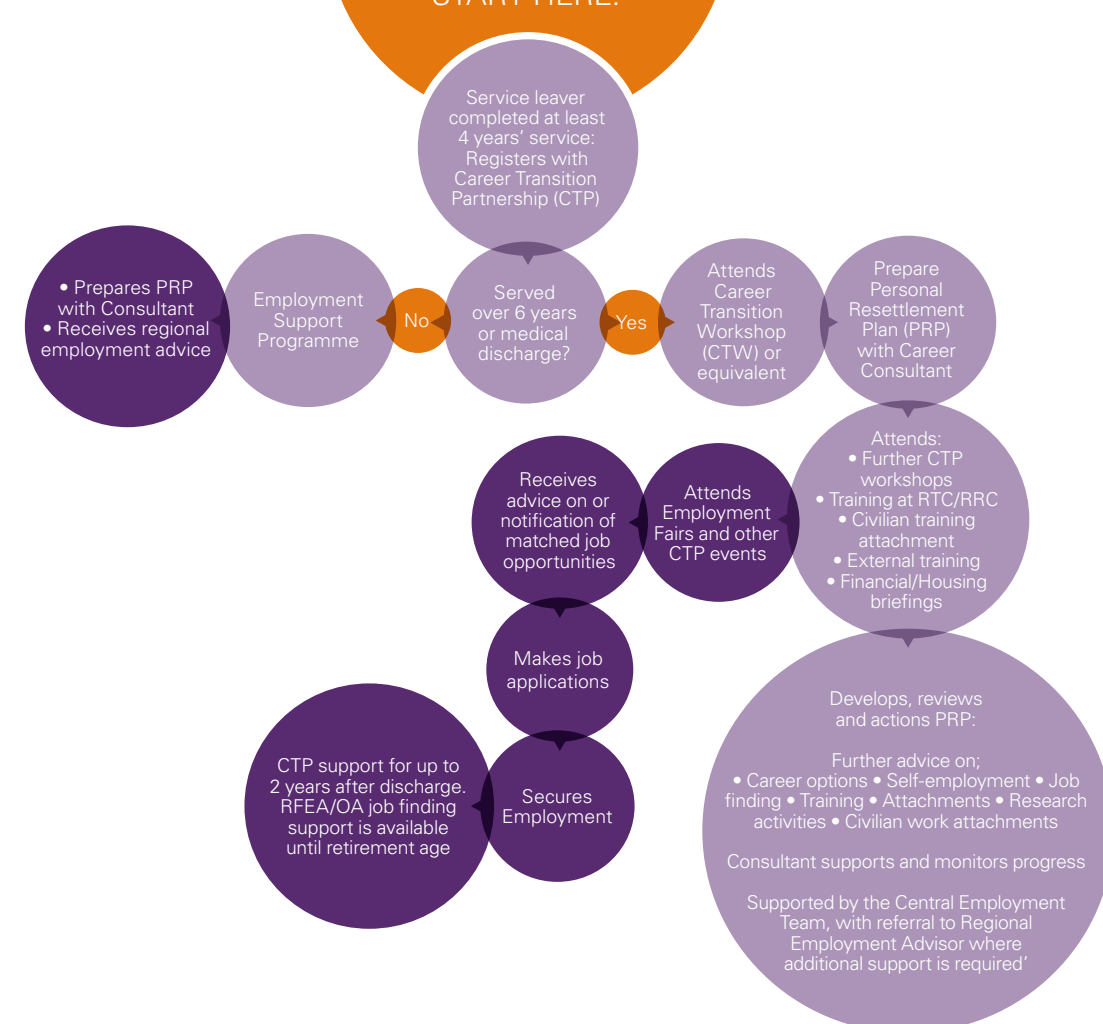
### TRAINING

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

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

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

## ROUTE MAP FOR SERVICE LEAVERS START HERE:



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

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

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

### EMPLOYMENT

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

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

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

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

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

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

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

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





## "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 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

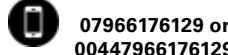
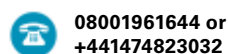
British military Soldiers per year to gain their operating licences and gain employment with the many contracting companies in the UK and overseas.

**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.







# FCO SERVICES

Part of the Foreign and Commonwealth Office

# YOUR JOB, BIGGER

**We are FCO Services. As part of the Foreign and Commonwealth Office (FCO), we're a trusted global supplier of secure products and services – whether it's logistics or IT; construction or technical security – to UK and international government bodies. Our work is vital. It ranges from building and repairing embassies to securing government servers; from transporting government deliveries to translating for diplomats. It's work that protects our nation's interests all over the world.**

**A**lthough we're civil servants working within government, we generate our income mainly by providing services for the rest of the FCO (our biggest customer), other government departments and friendly foreign governments. We control our own budgets and revenue, and we invest surplus funds back to grow our business and to feed into the FCO as our owner. It gives us the sense of purpose that comes with public sector work while being part of a commercially minded organisation.

## WHAT YOU MIGHT DO

Over 1050 people work for us worldwide, delivering all kinds of projects. Our Project Delivery teams are at the heart of the action, whether that's rolling out secure WiFi in government buildings, restoring an 18th Century embassy, or delivering secure technology to the world's most isolated areas.

Right now, we're looking for Project Managers (PMs) who can make sure we deliver on time and on budget; people up for the challenge of high-profile, nationally

important work that involves watertight security and specialist expertise. For instance, our IT and Digital PMs work on services and systems that might move sensitive government data from legacy units to the Cloud, all without disrupting day-to-day work. Meanwhile, our construction projects might work with Seismic Engineers to earthquake-proof a seat of government.

It means huge variety. PMs could be working on a project to restore the roof of an historic building in Europe, then relocating an embassy into two floors of a modern skyscraper in Asia. That means having – or developing – a host of skills, processes and approaches. Then there's the variety that stems from working on projects in different regions. The legislation, weather conditions and logistics that affect a project in, say, Paris, won't be anything like considerations in Nepal.

But whether our PMs are focusing on sustainability, relationships, secure transportation of goods or any of the many aspects of a project, they're always managing customer expectations and effectively managing resources – from the first sketches to the final handshake.

## WHY WORK FOR US?

**It's not just because our work is extraordinarily important. Nor because our projects are so varied, complex and unusual. We offer even more on top of that.**

### Plenty of training and support

With everything from workshops to mentoring to digital courses, we offer extensive opportunities for you to own your own development and continuously grow. Specific options that help our PMs stay ahead of the curve include support to maintain qualifications like Prince2 and PMI, and to maintain their APM Continuing Professional Development commitment.

### Exceptional working facilities

At our sites in Hanslope Park, near Milton Keynes, and central London, we've created working environments that offer exceptional facilities, wellbeing options and support networks. They include onsite nurseries, discounted gyms and fitness classes, and wellbeing rooms.

### The chance to travel

We deliver 70% of our products and services to overseas customers, including embassies in 168 countries. Having said that, our IT and Digital PMs tend to do all their work in the UK, although they may well visit sites overseas to understand the big picture.

If you work in General or Construction Project Management, you'll usually visit your projects for a few days at a time. But unlike UK-based construction, you won't be able to pop over on the spur of the moment to check on progress. You'll need to keep a handle on it all, even at a distance.

### A good work/life balance

We do our best work when we can balance our workload with our personal lives. So we offer everything from flexible working to family-friendly policies, and supportive paid and unpaid leave.

### A welcoming, inclusive culture

We're creating a culture that appreciates us for who we are, supports us to do our best work and recognises us for the contribution we make. We're proud that, in 2018-19, we saw more representation from every cultural group. More equality. More promotions. And more colleagues than ever who felt they could be their whole selves.

**Find out more about joining us in Project Delivery – or in any other area of our business – at [fcoscareers.co.uk](https://fcoscareers.co.uk)**



# MAKING THE MOVE from the military

**Many of the people who work for us have military backgrounds. But why does FCOS feel like such a good fit? We talked to some of our Project Managers to find out.**

### Why did FCOS appeal to you?

"A military career offers variety, both in the job you do and the locations you work in. Coming to FCOS seemed like a natural fit, working across a wide global estate. Plus, you can explore a variety of job roles across various business areas."

### How does your job as a Project Manager fit your military skills?

"Extremely well, particularly when it comes to leadership and managing stakeholders. You learn both these skills in the military – often on live operations in locations where you need to understand local cultures and manage local stakeholders in the right way.

On top of that, the military is very operational, very delivery focused. Becoming a Project Manager makes sense because of the way you create a plan, then re-plan again and again to deliver. Plus there's the same focus on delivering tasks on time and to a high standard.

We're also used to an MOD/Government working environment, picking things up quickly and having a go, with great initiative. We look beyond the task and consider the wider picture. And we're used to working at pace, managing stress, and we tend to be confident and good communicators."

### How similar is your work now to what you did in the Forces?

"So many tasks I took on in the military mirror those I take on here: technical planning, logistical planning, travel risk management, security clearance, scheduling, resource planning, report writing, chairing meetings, Health & Safety planning, and more.

I planned and delivered training and small construction projects both in the UK and abroad. This involved project management and leading teams. I also had a number of roles, mainly to do with Technical Protective Security Systems, for a variety of MOD customers. It's strikingly similar to my current role.

Of course, one big difference is, unlike in the military, you can't order someone to do something. You need to be persuasive."

### Is there anything else that eases the transition?

"Normally, ex-military staff already have a level of security clearance so that can avoid delays in your application. More importantly, FCO Services has a solid structure and variety of business areas, which helps you transition from the rank structure and business areas of a regiment. That, plus the global work, offers continuity.

Leaving military life, becoming a civilian and taking up your first job can be daunting – but this organisation makes the whole process smoother."

**Visit [fcoscareers.co.uk](https://fcoscareers.co.uk) to find out more about us and to apply for roles in Project Delivery or in any other area of our business. If we don't have the right role for you right now, sign up for email alerts and we'll be in touch as soon as something comes up.**







HM's visit to our Morden estate in October 2019 to open our new development

#### SPECIAL HOUSING NEEDS

Haig also offers special housing solutions for severely wounded and disabled Service and ex-Service personnel. We assist in finding the right home in the right location for the individual, oversee the conveyancing and any adaptations that are required, liaising with Local Authorities, architects and builders as required before then entering into a shared equity/rental arrangement. This helps ensure that the individual can better manage any compensation they have been awarded without having to use it all on housing at the outset of their new life. Of the 60 homes or so obtained in this way since the scheme was first established by Haig under the 'Coming Home' fundraising brand some 9 years ago roughly a third have now been fully bought out. In this way the Trust is able to continue providing appropriate housing for those personnel and other Veterans in need of rebuilding their lives following traumatic life changing injuries.



One of our Special Needs beneficiaries

# Haig Housing Trust

## Housing the ex-service community

Haig Housing is one of the country's oldest military charities and has been the UK's leading provider of rental homes for Veterans and their families for over 100 years.

It has its roots in the 'The Housing Association for Officers' Families', established in 1916 to house wounded officers returning from the Great War who had lost their livelihood, and also officers' widows. Then when Field Marshal Earl Haig died in 1928 a fund was created in his name by huge public subscription to provide housing for the non-commissioned wounded and their families. This new charity was administered by the same executive and board of Trustees and was named the Douglas Haig Memorial Homes, later to be known as Haig Homes. In 1995, having run side by side, the two charities were merged and by 2013 had rebranded as Haig Housing Trust.

With growth in the 1950s following WW2 and a development programme from the mid-1990s including new build, acquisition and mergers, Haig now has over 1,500 properties located mainly on small estates throughout the British Isles, each with its own history of benevolence and support. The charity has always had Royal Patronage, from the Prince of Wales in 1928 through to our current monarch, Her Majesty The Queen.

#### GENERAL NEEDS HOUSING

These properties, mostly built in the 1930's, 50's and 90's, are situated on well managed estates of around 30 properties - although these can range in size from as few as 4 homes up to the largest estate in Morden with some 345. The types of properties vary enormously and comprise family-sized houses, maisonettes and smaller flats, suitable for large families to couples or individuals.



Ashtead Paul's Place

Often mistaken as a Housing Association, Haig Housing is a charitable provider of housing and its homes are available to qualifying beneficiaries at an appropriately lower rent, roughly comparable to that charged by local authorities to Council tenants.

Properties are available throughout the year and although turnover can be slow, especially in some areas and in the south-east of England in particular, if you are in housing need then it is always worthwhile making an application.

#### APPLYING FOR HOUSING

The main eligibility criteria are that you must have a British Armed Forces connection and be in housing need and in all case we advise you to visit our website at [www.haighousing.org.uk](http://www.haighousing.org.uk) and, under the Applying For Housing tab, read our Guide to Tenant Selection and Property Allocation.

We then ask that you use the online application form or else



Kulbir Thapa House

download a paper copy of this (and send when completed to our postal address). If applying online we first ask you to register for an applicant account. This then provides the opportunity to save a partially completed form and continue it at a later date (although it must be completed within 8 weeks of first registering).

#### LATEST DEVELOPMENT

The Trust's latest development of 68 1-4 bed flats and 2-3 storey houses was opened on its headquarters estate in Morden, South London in October 2018 by Her Majesty The Queen.

These new homes have internet connections and are designed for the future with excellent insulation and solar panels. Included are seven properties especially designed for disabled people with bathrooms and kitchens adapted for wheelchair use, including height adjustable working surfaces and with external mobility scooter storage. Outside are several electric vehicle charging points with the ability to fit more.

The seven different blocks that make up the development are named after Her Majesty, five military and SOE Victoria and George Cross gallantry recipients and a popular local Ward Councillor who was the London Borough of Merton's first Armed Forced Champion. They comprise Queen Elizabeth Terrace, Cyril Barton House (RAF), Albert Dugdale House (Army), Jack Cornwell House (RN), Kulbir Thapa House (Army), Odette Sansom House (SOE) and Maxi Martin House (former Merton councillor). The development also includes a memorial garden named after Sergeant Peter Walley RAF who rather than parachute out and risk his Hurricane crash into homes on the estate during the Battle of Britain, managed to hold it clear but was killed when he subsequently crashed on a neighbouring field.

#### TRANSITIONAL HOUSING

The Trust also has a small development of 8 one-bedroomed homes on its Morden estate aimed at single beneficiaries or couples with no dependents which was opened by the then Chief of Defence People, Lieutenant General Richard Nugee CVO CBE in December 2017.

These are aimed primarily at Service leavers and other Veterans returning to the workplace with offers of or plans for work in London but who would not otherwise be able to afford the high costs of London's commercial rental market. Available on renewable tenancies for at least 2 years, at 60% of the going commercial rate, these aim to provide a housing 'stepping stone' until such time as the beneficiary is established in their new career and can more readily afford to move on to other accommodation.

#### THE TRUST, ITS PEOPLE AND SUPPORTERS

People have always been at the heart of the charity, whether its beneficiaries, staff or supporters and the Trust has maintained set high standards and aimed to be different. One recent initiative took place in 2018 when the Trust organised "The Long Walk Home", a 100 mile pilgrimage walk of Veterans, serving personnel and reservists, from the Menin Gate in Ypres to the Cenotaph in Whitehall to recognise the Centenary of the ending of the Great War. The Walk culminated with the Nation's annual Service of Remembrance on Armistice Day, Sunday 11th November.

The Trust was also one of the Service charities involved with the Tower of London ceramic poppy installation, "Blood Swept Lands and Seas of Red" at the Tower of London that marked one hundred years since the first full day of Britain's involvement in the First World War. Created by artists Paul Cummins and Tom Piper, 888,246 ceramic poppies were used in the installation. The Trust was subsequently one of those to benefit enormously from their sale.



#### CONTACT US

If you have any questions about applying to be housed by Haig Housing that are not answered on our website or have any other questions then please contact the Trust at:

Email: [enquiries@haighousing.org.uk](mailto:enquiries@haighousing.org.uk)

Telephone: **020 8685 5777**

Website: [www.haighousing.org.uk](http://www.haighousing.org.uk)

Address: **Haig Housing Trust, Alban Dobson House, Green Lane, Morden SM4 5NS**

Charity Registration Number: **1125556**

Scotland Charity Number: **SCO40058**

England and Wales Company Registration Number: **6593129**





## Dependable, Exceptional and Trusted

Pulleyn provides specialist ambient and temperature-controlled transportation throughout the UK, Europe and beyond with extensive storage facilities at our 4-acre site in Reading.

Whatever the load, you can trust Pulleyn to transport or store the extraordinary and the ordinary, safely, securely and on time whenever you need us. Pulleyn is a family business founded by Adrian Pulleyn in 1976.

Adrian and his sons Scott and Ryan remain deeply involved in the business as Directors, heading up their respective teams they are often seen in the driving seat themselves! We employ very experienced drivers and staff and have a 55-strong fleet of vehicles that are customised to provide state-of-the-art temperature-controlled or ambient transportation. All are fitted with high quality security devices and monitoring plus satellite tracking to ensure

that consignments are always protected. We pride ourselves in precise logistical planning which means that every possible eventuality along your products journey will have been considered, examined, and taken care of before it leaves our storage facility or collected from its starting point. Continual checks and updates are made to this information to allow for any lastminute changes beyond our control. We have attained an unrivalled reputation for providing uncompromisingly high standards of customer service and our tried, tested and trusted approach means that customers are provided with peace of mind as they can rely on us to be proactive and deliver each and every time.

We could write a book on the weird and wonderful things that

we have been responsible for transporting and storing over the years and each holds its unique story that we look back on with a smile and great pride. We relish a challenge and our Quick Response Team are experienced at planning and managing what sometimes seems like the impossible. If this is a company that you would like to work for then keep reading, as we are currently accepting applications from LGV 1 drivers based in or around the Berkshire area.

Applicants should hold a valid driver CPC and clean C+E License, a good background of temperature-controlled transportation, handling of chilled/frozen products to distribute across the U.K. and Ireland Experience of driving in other European countries would be an advantage.

We are looking for professional career drivers that take pride in their chosen field of work and look after the equipment entrusted

to them. For these attributes, we will offer full-time employment with a competitive salary, uniform and paid nights away. We are also taking applications from LGV1 and 2 drivers that are interested in touring for periods away for up to 3 weeks. Experience of handling delicate instruments and good customer liaison will be an advantage. Applicants must have European driving experience and be physically fit Clean driving license Full Driver CPC References required.

### ABOUT THESE POSITIONS

All of the above positions are full time. In return Pulleyn Transport offers a competitive salary paid monthly, full uniform, mobile communication device, paid nights away. After a period of probation, the applicants will be offered full time employment and pension scheme.

Clean driving licenses, in date CPC and security background checks are the required.

Pulleyn Transport is located in Reading, Berkshire. For more information and an application form contact: Elaine Walker **01189 840300** [elaine.walker@pulleyn.co.uk](mailto:elaine.walker@pulleyn.co.uk)



# PULLEYN

*Transporting the extraordinary every day*



## DRIVERS REQUIRED

*“Since joining Pulleyn back in 2000 I have achieved LGV (C & C+E) licences, passed national and international CPC qualifications and undertaken multiple training courses, from forklift training through to aviation security.”*

**PULLEYN DELIVERS**  
Chilled or Frozen Products  
Pharmaceuticals & Medical Equipment  
Fine Art & Valuables  
Installations, Large Machinery  
Pallet Distribution  
Events & Exhibitions  
Orchestra Tours & Bands  
The Weird & Wonderful!



SEE MORE OF WHAT WE DO AT [WWW.PULLEYN.CO.UK](http://WWW.PULLEYN.CO.UK)

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

# PULLEYN



# Lump sum choices

As your discharge from the Armed Forces approaches many of you will have choices to make about lump sums and it is important that you understand them.

**In this article Mary Petley of the Forces Pension Society describes the choices that will be presented and their implications.**



These lump sums and their irrevocable options are as follows:

- AFPS 75 provides an automatic tax-free lump sum of three times the pension. Those leaving with an Immediate Pension (IP) having given 22 years' Reckonable Service (RS) after age 18 as an Other Rank or 16 years' RS after age 21 as an Officer can choose to buy another lump sum and pay for it from their pre-tax pension between their retirement and age 55. This is known as Resettlement Commutation and can be tax-efficient as it reduces 'earned income'. This is not available to those leaving with an invaliding pension.
- AFPS 05 provides an automatic tax-free lump sum of three times the pension. It is payable on discharge with an ill-health pension, discharge at or after age 55 or age 65 if discharged before age 55 and, when payable, individuals may choose to give up some or all of this lump sum to improve their taxable pension. Surrendering some or all of a lump sum to

increase income is known as inverse commutation (IC). IC may increase the member's tax bill as it increases 'earned income'.

- The AFPS 05 EDP scheme provides an automatic tax-free lump sum normally worth three times the pension to those who have given at least 18 years' service and are at least age 40 on discharge. There are no options in respect of this lump sum.
- AFPS 15 does not provide an automatic pension lump sum. The pension is payable on discharge with an ill-health pension, on discharge on or after age 60 or at state pension age, if discharged before age 60 and, when it is payable, any member can commute – that is they can generate a tax-free lump sum by surrendering pension. Commutation has the effect of reducing tax liability as it reduces 'earned income'.
- The AFPS 15 EDP scheme provides an automatic tax-free lump sum of 2.25 times pension to those who have given at least 20 years' service and are at least age 40 on discharge. The EDP lump sum – all or nothing – can be surrendered to improve their EDP income which may increase tax liability by increasing 'earned income'.

Currently most of you have entitlements in more than one scheme, having been transferred to AFPS 15. You are probably aware that MOD are working on a remedy to address the age discrimination contained in its transitional arrangements for transfers to AFPS 15, but until we know what the MOD plan to do... and discharges continue in the meantime.

The following example is based on the situation at time of writing.

Sergeant Freddie Fox joined on 1 April 1998 and was discharged on 31 March 2020 at age 40 (exactly 22 years' service). His final pensionable pay (FPP) is £40,000 and his AFPS 15 pension is £4,198.44.

His AFPS 15 benefits and choices would be:

When he comes to claim this pension he can choose to commute to generate a lump sum – rule of thumb: £1 surrendered generates £12 tax-free. His pension is going to increase in line with Consumer Price Index (CPI) inflation between his discharge and the date at which he claims but, for the purposes of this example, we are using the current value to illustrate AFPS 15 commutation.

To calculate the maximum lump sum he can generate:

Multiply the pension by 20 and divide by 56 = £1,499.44  
THEN  
Multiply £1,499.44 by 12 = £17,993.28

The pension remaining would be (£4,198.44 - £1,499.44) £2,699.

An AFPS 15 EDP tax-free lump sum of £9,446.49 (2.25 x pension) and an annual EDP income of £1,427.47 (34% of pension) payable until state pension age, with CPI increases applied at age 55. If he gave up the EDP tax-free lump sum his taxable EDP income would increase by £512.94 per year.

Had he been an AFPS 05 member before 1 April 2015, he would be entitled to the following:

AFPS 05 pension and lump sum, preserved until age 65. The pension would be FPP x RS in AFPS 05, divided by 70 (£40,000 x 17/70 = £9,714.29). The tax-free lump sum would be £29,142.87. For each £100 of his tax-free lump sum Freddie gives up, his taxable pension will improve by £6.10 per year so, if he surrendered the whole of his tax-free pension lump sum his taxable pension would increase by £1,768.97.



**GUIDANCE WHEN YOU NEED IT MOST**

An AFPS 05 EDP tax-free lump sum of £29,142.87 and an annual EDP income of 50% of the value of his AFPS 05 pension, rising to 75% at age 55 plus CPI increases. Freddie has no choices to make in respect of this EDP lump sum.

Had he been an AFPS 75 member prior to 1 April 2015, he would be entitled to the following:  
An AFPS 75 IP of £8,997.64, which is 17/22nds of the 22 year rate for a Sergeant\*. The tax-free lump sum is £26,992.92. The most he can commute is the difference between the 22 year lump sum for a Sergeant (£34,932) and the lump sum for a Sergeant with 37 years' service (£53,220) – so £18,288. So, if Freddie took the whole £18,288, his pre-tax pension would be reduced by £1,717.61 per year (£93.92 per £1,000) until age 55 when his pension will be restored to its original level and increased by CPI.

\*Based on 2019/20 Pension Codes as 2020/21 Pension Codes are not yet available.

If you are a Member of the Forces Pension Society and have questions about lump sum choices or any other pension related issue, contact [pensionenquiries@forpen.co.uk](mailto:pensionenquiries@forpen.co.uk).

If you are not a Member but would like to learn more about us, visit [www.forcespensionsociety.org](http://www.forcespensionsociety.org).



## Resettlement is close to our heart at The Forces Pension Society

A personal message from Neil Marshall OBE, CEO Forces Pension Society



Resettlement is something many of our frontline staff have been through, myself included. It's why we place so much emphasis on supporting those going through the process, believing as we do that the Society exists to help you make the best pension choices by keeping you up to date and well advised about your pension options.

In my own case, I left the Army after a fulfilling 33-year career, but before completing my full career commission. The timing of my decision to leave was of course a very personal one, but it worked for me. After a couple of years in consultancy, I succeeded in my application for the CEO role at The Forces Pension Society which has allowed me to be part of an exceptional team, supporting those serving, veterans and the wider military community. Importantly, I was already a Member of the Society which had helped me through the Resettlement financial planning process.

Since leaving the Army I've met scores of highly motivated, successful former military folks from diverse backgrounds in all kinds of inspiring roles. This has led me to consider the keys to success. While I can only give you some personal reflections, or top tips to consider, you might be interested in viewing this short video of me explaining my own decision process to Jim Hughes (aka "The Untamed Entrepreneur") [https://www.youtube.com/watch?v=cVg-V\\_TyFAA](https://www.youtube.com/watch?v=cVg-V_TyFAA)



**GUIDANCE WHEN YOU NEED IT MOST**

### LOOKING BACK, HERE'S WHAT WORKED FOR ME

- 1 **Take Control and use the network.** Resettlement is not something that's done to you but rather something you undertake. So seize it and exploit every opportunity to educate, train and develop. There's a great network of people and organisations only too willing to help. Speak to them, develop your own network and let them advise and influence you.
- 2 **Understand yourself.** Self-awareness is critically important. Have an honest conversation with yourself and understand where you may be a good or bad fit. Look back on your military career and identify where you were happiest and best. That may indicate where you should concentrate your efforts.
- 3 **Have a plan but be prepared to deviate from it.** We all know a plan never survives contact with the enemy so don't be surprised if your plan doesn't deliver exactly as you thought it would. Take an occasional punt on a Resettlement course that catches your eye. Even if it doesn't take you to your ultimate destination, it can be an enriching and worthwhile experience.
- 4 **"Do the Math"** (as my American buddies would say). Your financial situation is unique, like your Armed Forces Pension. It's highly likely that your pension will be the foundation on which your financial future is based. Once you've worked out what you need to meet your financial commitments then you know the salary level at which you can afford to enter the market. Your embedded military qualities will then see you progress, even if your initial income is below expectation.

Which brings me to today's environment and its uncertainties. While it's too early to predict the mid and long-term consequences of the Covid-19 pandemic, it will certainly have a profound impact on the job market. But with significant change will come a host of opportunities for those prepared to adapt to changing circumstances, seize the initiative, work collaboratively and make things happen; the very qualities inherent in the military's USP.

For our part at The Forces Pension Society, we are adapting to the changing environment to continue to support you with guidance when you need it most and give you a voice where it counts, on the representative bodies for Armed Forces and Public Services Pensions. In the coming years, we believe this representation will be particularly vital.

And remember, it pays to understand your pension. With that in mind, I look forward to welcoming you as a Member of the Society and supporting you through your Resettlement and beyond.

With my best wishes for your future,

*Neil Marshall*

Neil Marshall  
Chief Executive  
Forces Pension Society



# The Tec Train

Training and developing people to succeed. We do this by taking candidates with the best potential and train them to a high standard in both technical ability and customer service.

## FREE 5 DAY I.T. VOCATIONAL TRAINING COURSE

We offer a **FREE** Fast Track I.T. Training Course to Ex-Forces who believe they are suited to begin a career as an I.T. Field Engineer.

All the courses are held at either our Head Office in Crewe, Cheshire, or at our Uxbridge Training Centre, just outside of London. They are facilitated by our training team who have over 20 years of IT experience between them.

Previous IT experience has never been a pre-requisite of ours provided candidates are able to pass a thorough evaluation process together with our intense 5 day practical training course. This model consistently produces candidates with a high level of motivation, dedication, technical ability and strong customer service focus.

Employers are constantly looking for high quality vocationally trained candidates to ensure they have the knowledge to do the job and to not just pass the exam. We are at the forefront of this type of training, working alongside our sister company Cerco IT Ltd to provide placements for successful candidates.

### Other courses we provide:

- Cyber Security
- Certified Courses:
  - QA Level 1 Award in Health and Safety in the Workplace
  - QA Level 2 Award in Health and Safety in the Workplace
  - QA Level 2 Award in Principles of Manual Handling
  - QA Level 2 Award in Safe Moving and Handling

### COURSES COMING SOON:

Office 365	First Aid at Work
Azure	Mental Health First Aid
	Fire Safety Awareness

**INTERESTED?**  
**THEN CONTACT US TODAY...**

**www.tec-train.co.uk**  
Email: [enquiries@tec-train.co.uk](mailto:enquiries@tec-train.co.uk)



## Happy Birthday RFEA!

Charity celebrates 135 years of helping support veterans and their families into meaningful employment.



### TOP TIPS FOR JOB HUNTING DURING COVID-19

RFEA Employment Advisor, Kevin Grist, has the following advice for any veterans seeking employment at the moment. He says to remember the 4 Ps:

- **Patience** – Things are up in the air for everyone at the moment so it might take longer before you hear back about applications. Your ideal role might not be available right now because of recruitment freezes, but that doesn't mean it won't be around later.
- **Parameters** – Consider widening your search parameters on a temporary basis, e.g. considering roles that are in demand in the short term, such as delivery driving. Carry on your search online but also think locally and approach businesses

who are still operating and might need extra support.

- **Practice** – Technology is a great benefit during times of social distancing, but get used to using it. Set up apps like Zoom and Skype and use friends/ family to do practice interviews to make sure you are comfortable with how everything works before the day of an interview itself!
- **Progression** – For those who have more time on their hands, now is a great moment to take stock of what you want to do in the future and how you want your career to progress. You could even upskill if you have the capacity to take on new learning and development opportunities, such as online training courses.



It's fair to say the events of 2020 have meant that RFEA – The Forces Employment Charity isn't celebrating its 135th birthday in quite the way it had planned, but that doesn't mean the charity is simply letting the milestone pass by without ceremony.

As the charity continues to support veterans with their job searches, staff are not only on hand to provide help in the ways they have since 1885, but the charity is also marking this special year with the launch of a new Military Women programme and extending some of its existing services, to ensure all job seeking veterans are given the help they need.

RFEA exists to provide life-long, life-changing support, job opportunities, and training to Service leavers, reservists, veterans and their families, irrespective of circumstances, rank, length of service, or reason for leaving. For over 100 years the charity has been using its specialist knowledge and understanding to bridge the gap between military life and civilian employment.





# Then vs. now



**Alistair Halliday, Chief Executive of RFEA and Royal Navy veteran, says**

"No one could have predicted the events of the last few months, but as a charity with 135 years of experience, it is interesting to see some of the parallels between now and other historic moments during which RFEA has been in operation. For instance, around 4 million ex-Military personnel were unemployed after World War 1, which was shortly followed by the Spanish Flu pandemic. During this time, RFEA adapted to meet the growing needs of veterans and helped a significant number of those people into employment, just as we are adapting our services now to work around social distancing measures, for instance by offering more virtual support such as webinars and online/ telephone consultations.

He continues, "The attributes acquired during a Service career are invaluable in the civilian workplace. Through our work to support around 20,000 Service leavers and veterans into employment each year, we are fortunate to witness these traits first-hand. Service ethos is all about team spirit and not the individual, while loyalty, courage, resilience and above all a ready sense of humour, especially when times are hard, are the hallmarks of the veteran. To see this in action, we need to look no further than the outstanding efforts we are seeing from our serving and ex-Forces personnel in tackling the Covid-19 crisis, whether carrying out essential screening tests, building and manning the lifesaving Nightingale facilities, or widespread volunteering to support the NHS and local communities, through to the incredible achievements of Captain Tom. During this difficult time, as we continue to see these tremendous qualities in action, we hope to encourage even more employers to recognise the game changing contributions that veterans make to the workforce, our communities and beyond."



Members of the RFEA team celebrating its 135th anniversary shortly before lockdown

**Guy Billingham, who served in the Royal Marines, sought help from RFEA and has recently taken up a role with FDM Group as part of its Ex-Forces Advanced Programme. He says**

"My RFEA Advisor was invaluable. He gave me lots of advice on how to improve my CV and acted as a great sounding board, offering me lots of pointers along the way. The country went into lockdown while I was going through the application process at FDM, so my interview and assessments were carried out online, rather than face to face. Since getting the role, I've been able to hit the ground running working on a project management course. Ordinarily it would be classroom based, but I certainly don't feel I've lost anything from it being online. It's a great organisation that really recognises the transferable skills that veterans bring to the workplace. The prospects here are also fantastic and I'm very excited to be working on the scheme!"



The original RFEA lease which dates back to 1884

**SUPPORTING MILITARY SPOUSES AND PARTNERS**

Following a successful pilot scheme in Plymouth and generous grants from Lloyd's Patriotic Fund and the Government Equalities Office's Returners Fund, the charity is also extending its popular Families Programme.

RFEA's Families Programme was launched to help the spouses and partners of serving and ex-Forces personnel into employment with the support of a dedicated Families Employment Advisor. The boost in funding will now enable more advisors to reach job seeking military spouses in need of their help to find meaningful employment.

Frequent moves, relatively isolated locations, employer reluctance and the complexities of building a normal career often mean that many military spouses and partners can face unique challenges getting back into work.

The emphasis of RFEA's Families Programme is on reaching partners and spouses and providing them with the support they need to help them into employment, including how to understand their skills fit with potential jobs and develop their strengths to employers. The Families Programme also works closely with the Forces Families Jobs Board, set up by the Families Federations, and also uses RFEA's extensive network of over 9,000 employers who actively recruit service leavers and veterans.

The UK wide programme is open to civilian spouses and partners of still serving and ex-service personnel including divorced spouses and widows, subject to eligibility checks.

**Danielle Fitzwilliam, whose partner is currently serving in the British Army, is a beneficiary of the Families Programme. She says**

"Finding meaningful work when your partner is serving in the Military can be a real challenge. We have two young children, so when he is away it makes it hard to juggle shift patterns with school runs. This has an



Lee Johnston, Families Employment Advisor (pictured second from right), with other members of the RFEA Families Programme team

Military spouse, Danielle Fitzwilliam who has benefitted from RFEA's Families Programme



impact on how much work I can or cannot commit to, which then knocks on to our financial situation as well.

"I came across RFEA through a parent forum in my local area. My advisor, Lee, was a breath of fresh air - she understood where I was coming from, from the get-go. After a discussion about my situation, she sent me all sorts of different types of jobs which worked around my needs, including jobs based from home, or those with flexible working hours.

"When I got an interview for my current role, my advisor was incredibly supportive. I normally panic in interviews, but this time I didn't and I 100% put that down to the help I had from her! She knew the organisation

really well and was able to talk me through their processes, as well as coach me in how to answer well during an interview.

"I am so thankful to the invaluable support I had from Lee - nothing was ever too much trouble - she was worth her weight in gold. Thanks to her I now have a superb role in a great company that offers the flexibility I need - I am so excited to get going."

**Lee Johnston, Families Employment Advisor at RFEA says**

"As the wife of Royal Marine, I understand first-hand many of the unique challenges that come with trying to find employment as a Military spouse or partner, so the support I offer can be very much tailored to the individual. We are incredibly proud of the difference our Families Programme has already made to those who have entered our programme and are extremely grateful for the support we have received to enable us to carry out this vital work. This funding means that we can now reach even more people through our programme and continue to enhance the lives of military spouses for many more years to come."

Anyone wanting further information about any RFEA programme or how the charity can help, can find out more by visiting [rfea.org.uk](http://rfea.org.uk)



Annette Berry, RFEA's Military Women Employment Advisor

**A NEW PROGRAMME FOR A NEW DECADE**

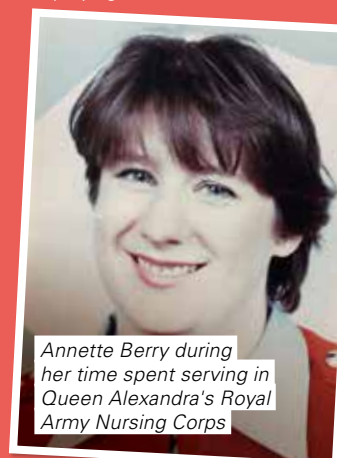
As well as continuing its longstanding projects, such as the Ex-Forces programme and Project Nova (which is run in partnership with Walking With The Wounded), RFEA is also launching Military Women, a brand-new programme which aims to boost meaningful employment opportunities amongst female veterans.

The initiative comes as research reveals female veterans face more barriers to employment than male veterans. Thanks to generous funding from the Call of Duty Endowment, the unique programme will equip ex-Servicewomen with job-seeking skills and knowledge, as well as access to Forces-friendly employers.

Military women often step off their career pathway to accommodate changes in their personal circumstances. They also encounter challenges common among many working women including greater childcare and caring responsibilities. Research also shows female Service leavers, unlike their male counterparts, often undervalue their experience and may deselect themselves from roles they are suitable for.

**Annette Berry, RFEA's Military Women Employment Advisor, served in Queen Alexandra's Royal Army Nursing Corps before embarking on a civilian career. She says**

"I really understand what it's like to be a woman in the Military. I know how important, unique and valuable the skills are that are acquired during a Forces career and, therefore, how those attributes translate to a civilian career. In 2019 only 8% of RFEA clients were female compared to 92% male. Thanks to the incredible support we have received from the Call of Duty Endowment, the new Military Women programme means RFEA will be able to help reach out to more women in the veterans' community. We will support ex-Servicewomen with everything they need to be successful in their employment search, whether it be CV advice, interview skills or help with finding suitable employment opportunities. We will also expand opportunities for sustainable employment to suit individual career paths and requirements, by actively seeking out female-focused employment initiatives and promoting the benefits of employing female veterans."



Annette Berry during her time spent serving in Queen Alexandra's Royal Army Nursing Corps

**Claire Gratton served for 22 years in the RAF and sought RFEA's support in helping find secure employment. She says**

"My Advisor has helped me rediscover my worth again professionally. I felt at ease immediately and our first contact phone call lasted for over an hour. By the end of the call I was in no doubt I had made the right choice by enquiring about the Military Women Programme. My Advisor has the ability to connect with you in a way no pure civvy advisor ever could, part big sister, part friend, part comrade, she will help you see your value and give you the mentorship to realise your skill set. I thoroughly recommend RFEA to any ex-Servicewoman and hope this programme grows and continues to help out the female veteran."





# Nominations open for the Scottish Ex-Forces in Business Awards 2020

The world's largest celebration of military veterans in second careers, the Ex-Forces in Business Awards, is now accepting nominations for this year's Scottish edition of the highly prestigious recognition programme, which will return to Glasgow in December.

The unique initiative is dedicated to promoting the value service leavers can bring to employers across all sectors and the business case of supporting their transition. The awards showcase the achievements of veterans in their post-service careers, highlighting the military-gained skills and values that have helped enable that success.

The result is a proactive drive towards increasing visibility of business role models for servicemen and women, as well as raising awareness of the pool of talented individuals who leave the Armed Forces each year. Last year, the awards showcased the

The world's largest event recognising the achievements of veterans in their post-military careers has opened nominations for the 2020 Scottish edition of these prestigious awards.

achievements of nearly 300 veterans and reservists at events in London and Glasgow attended by more than 1,400 business and military leaders and over 450 employers. The events also helped raise over £60,000 for military charities.

This is the second time the awards will take place in Scotland, after a hugely successful inaugural edition in 2019 attracted over 250 nominations. The difficult task of deciding the winners fell to a judging panel of 20 prominent veterans and reservists including Charlie Wallace, the Scottish Veterans Commissioner, David Watt, Executive Director of IoD Scotland,

and Tim Allan, President of the Scottish Chambers of Commerce.

The inspiring awards ceremony was hosted by BBC presenter and Invictus Games gold medallist JJ Chalmers who welcomed a keynote address from Graeme Dey, Minister for Parliamentary Business and Veterans, as well as live entertainment from the Military Wives Choir and the Royal Scots Association Pipe Band. SSAFA, the Armed Forces charity, is the official charity partner of the awards.

"This awards ceremony does so much to celebrate veterans who have found success in second careers and

the businesses that employ them," said Mr Dey. "Serving in the Armed Forces provides a wide range of skills that translate directly into civilian work – from leadership and problem-solving to engineering and electronics – and it is vital that employers across Scotland recognise this when recruiting."

Among the winners at last year's Scottish awards were Gavin Neate, a former police dog handler in the RAF who was crowned Entrepreneur of the Year for founding a company that provides assistive technology for people with disabilities, while Royal Navy veteran Chris Newlands walked away with the Innovator of the Year award having created an app that allows users to take selfies from space.

Another ex-navy officer, Graham Allison, was named Outstanding Achiever of the Year for leading Amazon's mammoth fulfillment centre in Dunfermline. And army veteran David Dent won the coveted Lifetime Achievement Award for



his inspirational accomplishments since suffering severe physical and psychology trauma from an attack on the UN Base he worked from in 2000.

"Over the last couple of years, this special awards programme has grown into the world's largest celebration of military veterans in second careers," said Mr Chalmers. "These awards are all about identifying new business role models for service leavers. By showcasing the fantastic achievements of veterans in second careers, and the military skills and values that have enabled their business success, we can demonstrate to the world the huge value that veterans add to employers and the wider economy."

As the nation emerges from pandemic lockdown, it is more important than ever to bring together the veteran and business communities to recognise role models at the flagship celebration of ex-forces personnel in second careers. Following a challenging year for many, the 2020 edition of the Scottish awards will be an important opportunity to reconnect business and military leaders, veterans, employers and other stakeholders to promote the huge value that service leavers can add to the Scottish economy.

The nominations period is now open and it is free to enter. You can nominate a veteran who has forged a successful second career since leaving the forces by completing the online form at [exforcesinbusiness.co.uk/nominate](http://exforcesinbusiness.co.uk/nominate). The award categories are as follows.

## ADVOCATE OF THE YEAR

An organisation or individual that has demonstrated a great desire to support service leavers through their resettlement and into a new career in the last 18 months, or acted as a strong advocate for what ex-forces personnel or reservists can bring to business.

## BUSINESS LEADER OF THE YEAR

A leader of a large organisation, or a leader of a department or division within one, who has demonstrated outstanding business leadership in the last 18 months.

## CHAMPION OF WOMEN AWARD

A former servicewoman who has committed herself to being a role model or mentor to other

female service leavers and/or women in business, or who has demonstrated a strong commitment to advocating, promoting and supporting gender diversity in the military and/or business.

## EMPLOYER OF THE YEAR

An organisation that has demonstrated a great desire to attract, retain and support ex-forces personnel.

## ENGINEERING EXCELLENCE AWARD

A veteran who has carved out a successful second career and created excellent results for their employer by combining the technical knowledge, problem-solving skills and logical thinking of great engineers with their military-gained values.

## ENTREPRENEUR OF THE YEAR

A veteran who has taken the bold step of starting their own business.

## EX-FORCES INITIATIVE OF THE YEAR

A specific programme, network or initiative designed to support veterans, service leavers or the wider ex-forces community in the workplace.

## INNOVATOR OF THE YEAR

A service leaver who has demonstrated outstanding innovation or vision that has contributed to an organisation's or other people's success or helped to disrupt a business or industry.

## INSPIRATION OF THE YEAR

A service leaver who has overcome adversity – during their military service, during their transition to civilian life or since he or she started a new career – to ultimately achieve success in the business world, or inspired other service leavers through their commitment, dedication and support.

## LIFETIME ACHIEVEMENT

This category looks at the achievements of service leavers throughout their whole career, both in the military and their accomplishments after leaving the military.

## MILITARY VALUES IN BUSINESS AWARD

A former serviceman or woman, or a military partner, who has created successful business results and advanced their career by exhibiting and applying military virtues and values to their role and activities.

## NEW SERVICE LEAVER OF THE YEAR

Somebody who left the military less than three years ago and, through an effective transition, is already achieving great things in a second career.

## OUTSTANDING ACHIEVER OF THE YEAR

An outstanding business achievement (or achievements) in the last 18 months from somebody who used to serve in the forces.

## RESERVIST OF THE YEAR

This category recognises the importance of British reservists by recognising those who have demonstrated excellent achievements in their career while also dedicating themselves to the commitments required of the Reserve Forces.

## RIISING STAR OF THE YEAR

A former serviceman or woman who began a post-military career in the last six years and has progressed quickly through an organisation or industry, demonstrating strong business results and leadership.

## ROLE MODEL OF THE YEAR

A former serviceman or woman who has not only transitioned successfully to the business world but has been a strong and effective role model to other service leavers in the last 18 months.

## SERVICE LEAVER OF THE YEAR

This category looks at ex-forces personnel at all stages of their career to pinpoint an overall service leaver of the year.

## SME LEADER OF THE YEAR

A leader of a small or medium-sized organisation, or a leader of a significant department/division within one, who has demonstrated outstanding business leadership in the last 18 months.

## TEAM LEADER OF THE YEAR

A team leader within an organisation who has demonstrated outstanding team leadership in the last 18 months.

## YOUNG LEADER OF THE YEAR

A leader of an organisation, or a leader of a department, team or division within a large organisation, under the age of 40, who has progressed rapidly into a senior management role and demonstrated outstanding business leadership in the last 18 months.







**National Helpline 0800 917 7650**

[www.alcoholics-anonymous.org.uk](http://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](mailto: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

# Drinking on the Job...

AA is concerned solely with the personal recovery and continued sobriety of individual alcoholics who turn to the Fellowship for help.

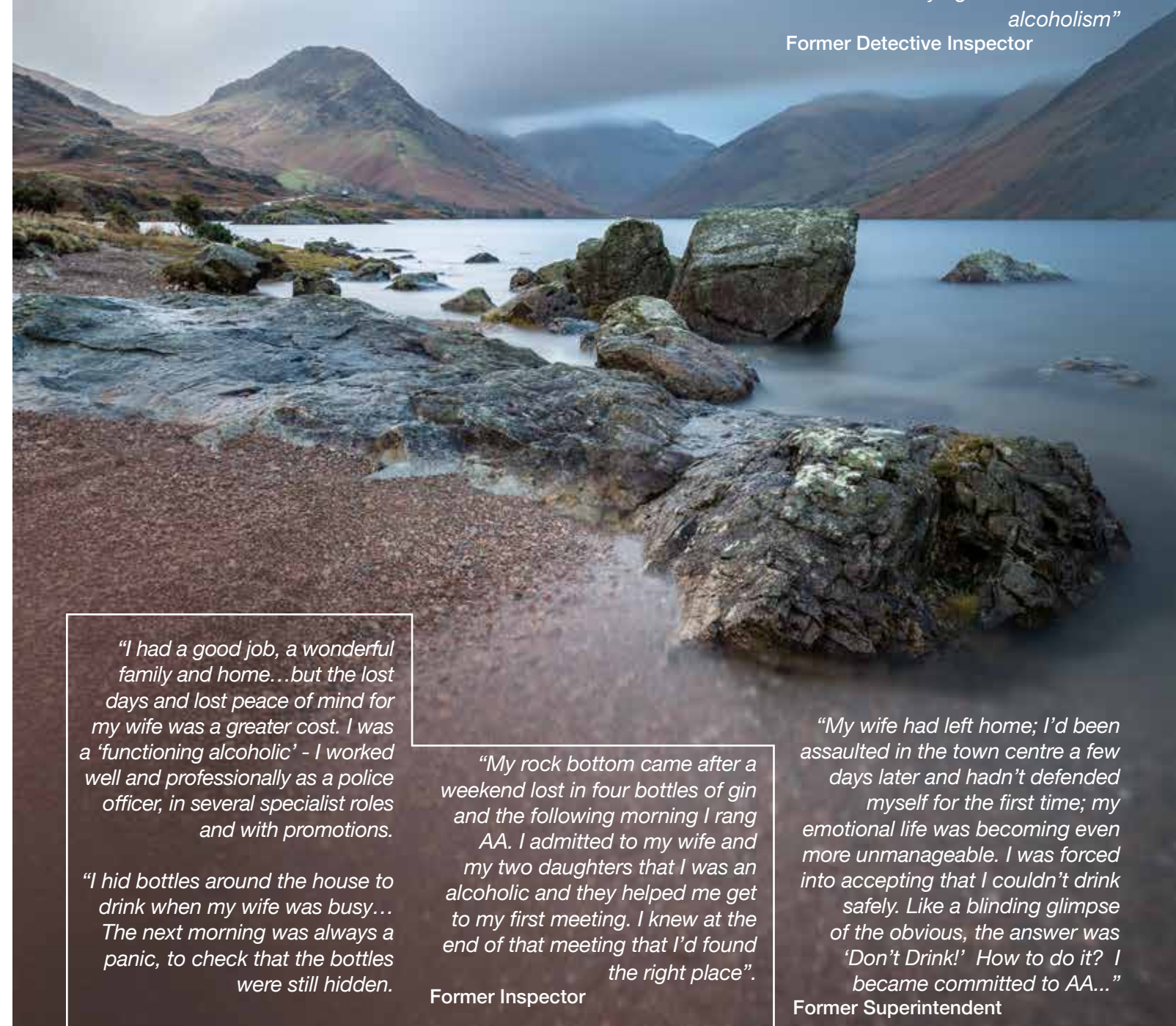
AA experience has always been made available freely to all who sought it.

Do you want help with a drinking problem?

If alcohol is costing you more than money, then call us today in complete confidence on 0800 9177 650, or email us at [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)

*"My 10 year old daughter succumbed to cancer....my drinking rocketed...I learnt to use drink to numb the pain. Then followed a dark period in my life...extended periods of diagnosed depression and marriage break up. I finally admitted to occupational health that I needed help – the response was supportive and nothing like I expected I was offered a place in re-hab, and introduced to Alcoholics Anonymous."*

*I am now approaching six years of continuous sobriety. I retired from the Police Service sober after 30 years' service and now work with others trying to recover from alcoholism"*  
Former Detective Inspector



 **Alcoholics Anonymous**  
OUR PRIMARY PURPOSE IS TO SOBER OURSELVES 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](http://alcoholics-anonymous.org.uk)

*"I had a good job, a wonderful family and home...but the lost days and lost peace of mind for my wife was a greater cost. I was a 'functioning alcoholic' - I worked well and professionally as a police officer, in several specialist roles and with promotions."*

*"I hid bottles around the house to drink when my wife was busy... The next morning was always a panic, to check that the bottles were still hidden."*

*"My rock bottom came after a weekend lost in four bottles of gin and the following morning I rang AA. I admitted to my wife and my two daughters that I was an alcoholic and they helped me get to my first meeting. I knew at the end of that meeting that I'd found the right place".*

Former Inspector

*"My wife had left home; I'd been assaulted in the town centre a few days later and hadn't defended myself for the first time; my emotional life was becoming even more unmanageable. I was forced into accepting that I couldn't drink safely. Like a blinding glimpse of the obvious, the answer was 'Don't Drink!' How to do it? I became committed to AA..."*

Former Superintendent





# Mission Motorsport

## Mission Automotive Initiative

Words by James Griffin  
Senior Account Manager

Your skills are in demand now more than ever.  
Since the last issue of Easy Resettlement,  
the world has shifted on its axis in a  
way not witnessed for generations.

For service personnel leaving in the immediate future, you would be forgiven for feeling a sense of panic and uncertainty; yet that is what you are trained to excel in.

As businesses from the small self-employed sector to multinational corporations and everything in between start to open up from lockdown, huge changes are going to take place. The elements of business and industry will be conducting battle damage assessments, where the previously unknown, but now clearly obvious non-essential staff members, departments, assets and dead weight are lined up for dismissal.

However, at the same time, the elements that have ensured business

survival throughout lockdown and Covid-19, the people and cultures that have gone above and beyond to ensure an eye has remained on the target whilst supporting the rest of the team have shone. The innovators, the recce elements that have been looking past lockdown in order to identify opportunities post Covid-19 and creating plans to exploit those areas are the ones who shall find themselves in demand. Sound familiar?

Mission Automotive is the Armed Forces engagement initiative for the UK automotive industry, supported by The Royal Foundation, The Ministry of Defence and the Society of Motor Manufacturers & Traders (SMMT). Launched in March 2019 at the Royal Hospital

Chelsea, Mission Automotive seeks to be a bridge between industry and service leavers and veterans. As former service personnel ourselves all working for Mission Motorsport, The Forces Motorsport Charity and parent organisation of Mission Automotive, we know your value in industry, and it is huge.

You have been trained to deal with uncertainty, rapidly changing scenarios and remaining calm in a crisis. Those skills are in demand now, more than ever. So now truly is your time to shine in your second career. How? Let's begin...

Firstly, network. You will hear this time and time again during resettlement, but what does it mean? Talk to people outside of the military. Friends, family, the people

in the street, the people walking the dog you see every day. They all have links into industry, and you'll be amazed how far a smile and a 'hello' will get you. You have a story to tell and civilians are often happy to hear it. Remain humble, tell them what you are looking for, which industry catches your eye, then watch connections and doors open. The phrase "it's not what you know, it's who you know" it absolutely key. Knowing the right people, getting background knowledge of who reads the CV's, who conducts the interviews are absolutely essential to a successful application.

Secondly, unless you are going into a very niche military related role, your rank will have almost zero influence. I hate to tell you, but nobody cares what rank you are or were.

What they care about is YOU. Can you manage people? Are you competent at the skills you claim to possess? Can you provide the evidence? So, forget relying on your rank slide as a ticket in the door; very few people understand what a Warrant Officer Class 2 in the Royal Artillery does. However, describe what your roles and responsibilities include and at what organisational level (lower, middle, higher, strategic etc) and you will begin to communicate. Included in this, is an element of humility. We are naturally very confident individuals leaving the military, especially if we have spent a decade or two in the

job. Keep in mind you will have to adjust to the civilian workplace, the civilian workplace will not adjust to the former Regimental second in command. With two ears and one mouth, speak only half the amount you hear when you start. It's the first day at school all over again.

Third, learn. Your civilian friends and colleagues are an absolute wealth of knowledge and you are going to need them. And they don't mind you asking questions either. It shows maturity and humility. Starting a second career, especially after full service is extremely daunting, as you effectively start again from scratch. But fear not, it is extremely common for former service personnel to start a new career in civvy street and 6 months later or even sooner get promoted. Because all the values and standards that are written through you like a stick of rock, drilled into you for so long, coupled with the command and leadership experience genuinely mean something. The soft people skills (think dealing with civvies on tour rather than berating Trooper Bloggs for failure to read Part One orders) are qualities that employers value higher than most things, because they either can not or do not have the time to train new or existing employees in such a broad skillset. You may even set an example to your employer who will quietly take notes too.

### SO, LET'S TALK MORE ABOUT THE WIDER INDUSTRY AND WHERE YOU FIT IN

**Punctuality.** It may seem obvious, but turning up on time in good order, whether it be for a role in manufacturing, sales, project management, Human Resources (often referred to as 'People and Culture' nowadays), you set an example and show those rarest of qualities; leadership.

**Willingness to learn.** The global automotive sector, for example, is currently in the biggest period of change since the invention of the motor car. The transition away from traditional internal combustion engine, through hybrid, EV (electric vehicles) and hydrogen fuel cell vehicles, technology is moving faster than ever. As batteries become lighter, as the real world advantages of hydrogen fuel cell vehicles

become more obvious, industry needs fast learners, people who are used to bouncing from course to course to keep up with the science of it all and employ new knowledge to stay ahead of competition.

**Crisis management.** Never more relevant than now, managing not just low level day to day issues but the ability to step back, assess the situation in front of you and develop a coherent plan, then communicate that plan and execute in a calm and controlled manner is a phenomenally rare skillset outside the military. You have that skillset.

**Coordination.** A quartermaster keeps the cogs turning and the supply chain moving. Without this element, nothing happens. You already know this. Which is why many service leavers excel in project management and supply chain coordination. Mission Automotive 'success story' Sean Reilly, former Royal Artillery Warrant Officer, transitioned from military life into the role of Armed Forces Project Manager for DHL. Sean was now responsible for the engagement and relationship development between DHL, one of the biggest companies in the world and the British Military. Sean impressed quickly, simply by doing his job well, to then promote to DHL Site Manager at Aston Martin, a critical position that saw him accountable for the supply and logistics of all the Aston Martin manufacturing plant parts and components. Now Sean is a DHL General Manager. All within 4 years of leaving the military.



At the time of going to press, Mission Automotive has working relationships with Jaguar Land Rover, Toyota GB, Volvo, Tesla, Alcon Components, Prodrive, BMW, Morgan, to name a few. All constantly on the lookout for high calibre individuals passionate about driving the company forwards as a team. Regardless of your service background, there are likely a number of roles suited to you. Anything from event management, people and culture, learning and development, supply and logistics, technician and manufacturing. The automotive industry alone truly is massive.

### SO WHAT NOW?

**Write a CV.** Every word on a CV counts. Keep a master copy of your CV with every qualification and skillset you possess saved on to it, and then take the relevant information and import it on to the CV that is tailored for the specific role. The CV you submit should not be more than two pages of A4. Do not waffle. Your CV is critical. It is a snapshot of you, your book cover, your movie trailer. Never pay a third party to write a CV for you. Ever.

**Do your homework.** Conduct a map appreciation of where you plan to settle, establish how far you are willing to commute if required. Understand industry salaries; understand 'OTE' (On Target Earnings). Research the business history and understand the vision for the future of the company. Follow companies of social media, this is one of the easiest ways to stay up to date with their current affairs, stock market value, potential mergers and if they are on a recruitment drive or recruitment pause.

**Salaries.** Do not be a job snob. Be prepared to take a salary lower than your service salary, if you can afford to, when you start out. Believe it or not, your service salary is extremely generous. Turning down a job offer because it does not match your previous salary is a mistake many service leavers make often to their regret. Remember you are starting out again and you must prove yourself once more that you are of

value. Taking the initial hit, again if you can genuinely afford to, is a great way to get a foot in the door, demonstrate your abilities and 6 months down the line you may find yourself promoted. Promotions in the civilian sector can be significantly faster than in the military; there is no 2-3 year wait 'in rank'. If you're good, and there's an opportunity, expect to move up. Businesses have to adapt quickly on a day to day basis in order to stay ahead of the competition. If you excel, and there isn't a vacancy, quite often the managers will actually make a role for you to move in to.

**Finally, tidy up your online presence.** Just like you will do your homework on the industry, the industry will do their homework on you. Now is the time to lock down your privacy settings and change the profile if necessary, remove yourself from any questionable groups that may conflict with your career aspirations and hide any embarrassing photos. LinkedIn should be a professional representation of you and your 'brand'. Be polite, be professional.

**But most of all, be you.** Be human. Often an interview panel will not hire the most qualified person that walks through the door, but the one they feel they would be most comfortable working alongside on a daily basis. Did you say good morning and smile to the security guard or the receptionist on the way in? Did you say thank you to the lady or gentleman that offered you a coffee? Because when you leave, the interview panel just might ask their opinions of you. Remember, everyone you meet on the day already has a job there. Be honest, be genuine, and smile. Your next adventure starts now.





# TAKE COMMAND OF YOUR CAREER

You don't have to be a civilian to gain civilian qualifications. With more than 200 qualifications and 400 modules to choose from, and the flexibility to study from anywhere in the world, the OU can improve your knowledge, progress your career and fill your downtime.

**What's stopping you?**



**TAKE CONTROL  
OF YOUR CAREER:**

**OPENUNIVERSITY.CO.UK/EASYRESETTLEMENT**



The Open  
University



Education



## Are you ready for your next challenge?

Civilian life doesn't  
wait around -  
neither should  
your preparation.

Leaving the armed forces is a big step - one that's made all the easier with The Open University (OU). With flexible learning options, more than 200 qualifications to choose from and ELC funding available, you can start building a future that you've already earned.

### **STUDY WHILE DEPLOYED**

Make the most of your remaining time in the forces by partnering with the most established distance learning provider out there. Our flexible learning options mean that you can study whenever, wherever and however you want - regardless of your previous qualifications or experience.

### **LIFELONG LEARNING**

It doesn't matter whether your leaving date is in the diary or it's something that you're considering for the future. Our wide range of qualifications and courses support lifelong learning - keep you up-to-date, relevant and, importantly, employable.

### **EARN WHILE YOU LEARN**

Use your Enhanced Learning Credits (ELC) to help contribute towards your qualification. Our partnership with the ELC scheme means that you can upskill, change careers and boost your earning potential, without worrying about prohibitive costs.

### **GET A QUALIFICATION THAT MATTERS**

There's a reason that more than 1,500 service personnel are studying with us. With 50 years' experience, more than 400



module options and partnerships with companies across the world, you can achieve a respected qualification that makes the step back into civilian life interesting, worthwhile and successful.

**YOU'RE NOT ON  
YOUR OWN WITH THE OU.**



Begin your next journey today  
by visiting **openuniversity.co.uk/easyresettlement**





# Further Forces

**ACCESS A FULLY FUNDED TEACHING QUALIFICATION,  
HELP TO FIND A JOB IN FURTHER EDUCATION AND  
SPECIALIST SUPPORT FOR YOUR TRANSITION INTO TEACHING.**

**Are you planning on leaving the Armed Forces, or have left in the last five years?**

If so, the Further Forces programme could be for you. Your knowledge and skills are of real value in Further Education. Your technical expertise could inspire students (all aged 16+), whether you want to teach electrical engineering, health and science or technology.

## WHAT IS THE FURTHER FORCES PROGRAMME?

Further Forces supports anyone preparing to leave the Armed Forces (or who have left in the last 5 years) to become teachers in Further Education, where there is a great demand for people with technical expertise.

Every Service Leaver is provided with fully funded, high-quality training leading to a nationally recognised teaching

qualification. The teaching role is secured straight away and the training is provided 'on the job' during the first two years. You are also allocated a mentor to support your transition into teaching. Therefore, Further Forces can help you move to the next stage in your life and help the next generation gain valuable technical education.

## LAST OPPORTUNITY TO APPLY

Potential recruits have until the end of March 2020 to complete their induction, orientation and programme registration. This will allow them to begin Initial Teacher Education training before, or at the latest by, 30 September 2020.

## WHERE WOULD I TEACH?

This programme is designed to develop teachers and trainers for the FE sector, which is mainly for students aged 16 and over. There are FE institutions all over the country, and include general Further Education colleges, independent training companies and organisations who have substantial inhouse training programmes.

## HOW WILL THE PROGRAMME WORK?

When you contact Further Forces, we will find out what skills and experience you have, and talk to you about what subject areas you are interested in. We will then begin you on your training.



In the meantime, FE providers, i.e. training provider or college, contact us with details of the technical vacancies they have. So we match up their needs with your skills. We then work with you to prepare you for interview so you can get the teaching post most suited to you.

Once in employment, you complete a two-year, part-time teacher training programme (either a CertEd or PGCE in Further Education and Training). You are supported by a subject-specialist mentor.

## HOW MUCH WILL THIS COST?

There is no cost to you for undertaking this programme. The total cost of training, including mentor support, will be provided by the Education and Training Foundation and the Gatsby Charitable Foundation.

## DO I NEED ANY PRIOR QUALIFICATIONS OR PREVIOUS TEACHING EXPERIENCE?

No. We are looking for people with technical knowledge and a desire to train/ teach. All training to become an effective trainer/teacher will be provided by the programme.



You are expected to have: – GCSE Mathematics and English Language at grade C or above, or equivalent (e.g. Literacy and Numeracy at Level 2). – Technical skills, sometimes referred to as professional competence (e.g. welding vehicle mechanics, bricklaying). – A willingness to undergo a DBS (criminal record) check which demonstrates you have no criminal convictions which would disqualify you from teaching i.e. those which would prevent you working with students aged under 18 or vulnerable adults.

Accreditation of prior learning can be applied for, and recent and relevant qualifications and experience assessed and accredited.

## INSIGHT DAYS

Join us to find out more about Further Forces and explore what teaching in Further Education is all about and why it is right for you.

**Friday 13 March,**  
*Grimsby Institute*

**Monday 16 March,**  
*HMP Bristol*  
*(Prison Education service)*

**Wednesday 18 March,**  
*Weston College*

**Thursday 19 March,**  
*xeter College*

**Friday 20 March,**  
*Norwich College*

**Tuesday 24 March,**  
*National College for Nuclear Building (Northern Hub – Lakes College west Cumbria)*

## COME ALONG TO FIND OUT MORE ABOUT FURTHER FORCES:

- Find out about life at a Further Education College and how different it is to school.
- Meet and chat with students and teachers.
- Discover how Further Forces helps the transition from Military to civilian work.
- Try your hand at practical skills that will give you a feel for teaching.
- And ask any questions you might have about our fully funded training, finding a teaching job and anything else you want to know.

## FREE TO ATTEND

Book now: [www.booking.etfoundation.co.uk/course/details/721](http://www.booking.etfoundation.co.uk/course/details/721)  
For more information call us on 0207 034 9978  
[www.furtherforces.org.uk](http://www.furtherforces.org.uk)

Delivered by:



Supported by:





ARE YOU LEAVING THE FORCES? YOUR SKILLS AND KNOWLEDGE ARE OF REAL VALUE TO TECHNICAL EDUCATION, AND WE WILL HELP WITH YOUR TRANSITION. WITH FUNDING, TRAINING AND SUPPORT FROM FURTHER FORCES, YOU COULD TRAIN TO TEACH POST-16 STUDENTS IN FURTHER EDUCATION.



## SERVICE LEAVER TO CLASSROOM LEADER

GO FURTHER WITH FURTHER FORCES

ACCESS A FULLY FUNDED TEACHING QUALIFICATION, HELP TO FIND A JOB IN FURTHER EDUCATION AND SPECIALIST SUPPORT FOR YOUR TRANSITION INTO TEACHING



## Change a life, starting with your own

Why you could be the perfect support worker for Norwood, and we could be perfect for you

As a support worker for Norwood you'll help to enrich the lives of adults with learning challenges living in our residential and supported living homes in London and Berkshire.

All of our support workers are rewarded with a competitive salary, flexible working hours and an array of benefits and training opportunities. In return, we are looking for people who are willing to help others in a kind and respectful manner while gently encouraging them to reach their full potential.

Our support worker jobs are open to anyone, but are particularly suited to people with previous experience in teaching, the police, the military or those who have cared for a family member or are looking to return to work. For Norwood, life experience is more important than formal training.

For a detailed job description, go to [www.norwood.org.uk/careers](http://www.norwood.org.uk/careers). If you are interested in one of the life-changing opportunities we currently have on offer, email [jobs@norwood.org.uk](mailto:jobs@norwood.org.uk) for further information or speak to our recruitment team on **020 8809 8809**.

*All jobs at Norwood are subject to an advanced Disclosure and Barring Service (DBS) check. Norwood is a disability confident employer. Patron Her Majesty The Queen. Registered Charity No 1059050*



# 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](http://www.thebfa.org/members)



www.easymove.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](http://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

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](http://www.thebfa.org/members)



enables them to provide training and support to ensure their franchisees can avoid repeating these mistakes. Use of a proven business model is also looked upon favourably by banks when they are considering lending to a prospective franchisee as opposed to an individual starting a private company.

## WHAT DOES THE BFA OFFER TO HELP PROSPECTIVE FRANCHISEES MAKE THE RIGHT CHOICE?

There are a host of resources available on the bfa website designed to help franchisees prepare to make this big choice. The bfa have developed a free online course in association with Lloyd's Bank to help prospective franchisees build a strong foundation of knowledge. The Prospect Franchisee Certificate is easily accessible, modular and can be completed at your own pace. At the end of the course, you

will be able to print a certificate to show that you have taken the time to learn about franchising and what it could mean for you.

## ARE THERE ANY DISADVANTAGES TO JOINING A FRANCHISE?

Joining a franchise brand does not grant you a license to print money. Starting a new business requires an investment of time and money that should be expected. However, some prospective franchisees fall into the trap of joining a brand without doing much research and begin their journey with unrealistic expectations. This is why bfa member brands are looked upon favourably by prospective franchisees, not only have they undergone a voluntary accreditation process, they have also committed to running an ethical operation and encourage franchisees to ask questions that will be answered with transparency before the agreement is final.

To find out more about joining a franchise, visit the bfa website: [www.thebfa.org](http://www.thebfa.org)





# Veterans' Gateway

There for you throughout resettlement and beyond (...And now from the palm of your hand)

The summer has always been a great time to take stock of your career and resettlement plans.

As most of the military world begins to quieten down, you can go on leave and ponder what the future might look like on civvy street. This year, because of COVID 19, unfortunately that moment of contemplation will not be taking place on a sun lounger on a beach abroad. Furthermore, the recent pandemic has more than likely halted, delayed or even jeopardised your transition in some way. However, Veterans' Gateway is on hand to support you and your family through these unprecedented times. Veterans' Gateway, is the first point of contact for veterans' support, with a 24/7 Helpline, website and now, a new free

downloadable app. The team has a wealth of knowledge and are available on the phone to talk about the issues facing service leavers; whether you're concerned about employment or settling you and your family into civilian life. Veterans' Gateway can offer advice on how to register for school places, medical and dental practices, as well as how to access 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 35 partner charities and organisations that veterans and their families can be referred to, providing the full range of support that they might need. Even if there are months to go until you finally hang up the uniform for good, the Veterans' Gateway website is the ideal starting point for some initial research into what you'll need to do and how to go about it. With the world feeling like it's been 'paused', it's a great opportunity for you to take some time out to plan and make those important decisions. Whether it's researching rent and property prices in the areas you want your forever home to

be, or simply pulling together your transition tick list, there are plenty of online tools and resources available to you via Veterans' Gateway. Now, more than ever, as many people find themselves living and working in even closer quarters with our loved ones during this pandemic, there's also advice on how to talk to your family, involve them in the process and help them with their thoughts and concerns. Whatever your COVID set up looks like, whether it's the work laptop and a new 'Working From Home' routine from your military quarter, SLA or if you're still able to head onto base, if you fancy a break from the computer screen, you can now browse and get support from the palm of your hand. Using a smartphone or tablet, the Veterans' Gateway app helps you find organisations within your local area to help with issues such as finances, housing, employment, relationship, physical and mental health. Just head to the Google or Apple play stores and hit download. It's a great app to have on your phone at the ready for when you or when one of your oppos might need it.

**Assistant Director of Veterans' Gateway, Mark Collins**  
*"This new app is a great way of enabling the veteran community to find information and gain advice on the go. Our team are here for them 24/7 and this technology means they can access local information quickly or use it to contact the service. By showing them the help and support available locally, it strengthens the fact that Veterans' Gateway*

*is a key first point of contact for veterans and their families."*

The directory, which is intuitive and easy to use, groups all NHS facilities across the country, and over 2,000 charitable organisations and services, allowing veterans and their families to access local support. The Veterans' Gateway app has been funded by the Ministry Of Defence and the Armed Forces Covenant Trust Fund.

**Minister for Defence People and Veterans, Johnny Mercer, said:**  
*"I'm delighted this new app is now available to support veterans. It provides helpful location-based signposting to the support and current services that are available. We want to make the UK the best place in the world to be a veteran, and that includes a digital future where every veteran can easily access the support they need at the touch of a button."*

The first of its kind in the UK, the Veterans' Gateway app provides an interactive digital directory of services available for veterans and their families across the country. Northumbria University has developed the app alongside American based software designers Rippleni. It even includes a recently added layer of support for those facing new challenges posed by the coronavirus pandemic. Importantly, the app has been designed to draw anonymised geolocation data on what users are searching for, to help to identify particular issues that may be faced within different regions. This will be used as evidence to show government where funding needs to be invested to improve services for veterans.

**Dr Matt Kiernan is an Associate Professor of Mental Health and Veteran Studies at Northumbria University and a former Lieutenant Commander in the Queen Alexandra's Royal Naval Nursing Service.**  
*"This is the first time that this type of mapping technology has been available on an app. We are proud that through this excellent collaboration we have been able to create something bespoke to the veteran community. It's a really clever piece of software that will be ground-breaking at an international level and paves the way for mapping veteran and military families' services worldwide. It will benefit veterans and their families as they use it and it will allow us to better understand the needs of the veteran community across the UK and use that information to develop future services."*

*"We can now see detail on what people are searching for and what services they subsequently access in different locations – but importantly with absolute anonymity. All we see is the first part of the user's postcode location, but this means we can analyse variances between what people are looking for and what is available to them locally. If the services they need aren't available close by then we will now have the evidence to advise government of where it needs to invest to meet these needs."*

The bespoke design of the app has also allowed a rapid, flexible response to the coronavirus pandemic, meaning that COVID 19 specific local support has been added to the platform.

**UK veteran Tom Ripley is a MOD Army Welfare Worker who works with serving personnel and families and encourages them to use the app. He said:**  
*"Our veterans can face many different problems when they leave the forces. There can be a stigma attached to asking for help and some people are embarrassed to take that first step. Being able to look up support services by themselves at home can make a huge difference – the anonymity is definitely appealing."*

Since the service launched in 2017, there have been over 52,500 contacts made via the 24/7 helpline, website and social media. It's even free to access via 'Livechat' online 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. The team, which includes veterans from across all three services are there 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.

**Paul, one of the Helpline Advisors, joined the British Army in 1986 and served over 20 years in the Royal Artillery. He did five tours of Northern Ireland and also served in Germany, Cyprus, Norway, Belize, Iraq and various other countries whilst on exercises, before deciding to leave. Paul was diagnosed with PTSD many years after his military career so can understand the challenges others are facing. He's been**

**working throughout the crisis, giving support to those who have been contacting the service.**  
*"It's all about working as a team to still provide the veteran community with the support they need during COVID 19. Those in the ex-serving community have been contacting us with issues surrounding housing and employment. This is due to people facing uncertainty with their jobs, being furloughed and even losing their income. There are still bills that need paying and food to be put on the table, so we've been busy helping with financial support options."*

*The range of calls we're receiving can be anything from pensions queries because people are at home and have more time to look into their retirement plans, to those issues around Mental health. For some who are isolating, they are at home and cannot get access to treatment. Unfortunately, the normal stresses and strains of daily life continue, on top of which we're in the middle of a global pandemic, so sadly there's been deaths of family members which can lead to worrying about COVID 19 as well as the effect it is having financially on themselves and their families. "*

Throughout these past few months, the Veterans' Gateway team has been working closely with the Defence Transition Service to offer support to those going through resettlement. Paul says it's important to remember to always reach out if you're unsure:  
*"Asking for help is the hardest part but you'll feel so much better*

*for doing so. There are people that want to help you and there are support services in place for you. A lot of veterans think they're not entitled to the support that is available to them because they didn't suffer as much as others. I can assure you that this is not true and they are worthy of support."*

Paul has been channelling his own experience of transition as he knows first-hand just how daunting it can be:

*"It's important to remember that things will get better over time. Support is always available to you whether you've accessed services already or not. We're always here to answer any queries and we will always do our very best to help you"*

Veterans' Gateway is available to you, your families and military friends, 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 team will do the rest.

**TO CONTACT VETERANS' GATEWAY**  
Call: **0808 802 1212**  
visit: **www.veteransgateway.org.uk**  
or text: **81212**  
The Veterans' Gateway app is available on the Apple App Store and Google Play or via the hyperlink on the Veterans' Gateway website.







## Lockdown learning leading to future career changes

New research reveals Brits are considering a career change after learning new skills during lockdown.

With more time spent at home than ever before, the under 35s seem to be using it wisely – building up their skillset to help boost their career during a time of economic uncertainty.

Life is a lot quieter for many right now - no commute, no weekend plans and nearly a quarter of the British workforce are currently furloughed. People have been left with a lot of time to fill, with many choosing to use that time to learn or try something new. In fact, new research from flatsharing site SpareRoom has found that 61% of under 35-year-olds have been learning a new skill or trying a new activity during lockdown.

Almost half (43%) of those who are learning or trying something

new have devoted their time to educational activities, like a new language, taking an online course or even learning to code. The research also shows that over one in 10 (13%) of this group have ramped up their side hustle by focusing on something entrepreneurial, like developing business opportunities.

39% of those under 35 believe their newfound skills will be transferrable to their current jobs, with 89% keen to apply their new ability to life and work outside of lockdown. 21% of those who have learnt or tried something new have even considering a complete career change as a result of the pandemic.

Out of this group who are trying something different, 75% have focused on fitness, 54% are working on their culinary skills,

67% are trying their hand at creative disciplines like painting, learning a musical instrument or photography and 14% are mastering the art of meditation.

DIY/home improvements (including gardening) have also been a big hit during lockdown for those learning or trying something new, with (23%) fixing household objects, improving their outdoor space and re-decorating to help alleviate stress and boredom during this challenging time. One in seven (14%) of those doing something new have gone back to basics, keeping themselves entertained, and their minds active, by spending hours completing puzzles. Even perfecting TikTok moves, learning sign language and calligraphy have been taken on by under 35s in isolation over the last two months.

Tough though lockdown is, there can be positives to take from an extended period of time spent at home, with 38% of those who have learnt or tried something new during the pandemic admitting they would never have done so had we not gone into lockdown. 89% of those who have learnt or tried something new have found that devoting this time to self-education, whether studying a new skill or concentrating on an existing one, has also been good for their mental health during lockdown.

- New research by SpareRoom1 reveals that over half (61%) of under 35s have been learning a new skill/hobby/activity during lockdown
- From cooking to coding to launching new businesses, the nation has been busy upskilling during this time of uncertainty
- Of those who have learnt or tried something new, 89% said they want to apply it to life outside lockdown and 21% are even considering a career change as a result of the pandemic and the skills they've been learning

Matt Hutchinson, SpareRoom director comments: "Being in lockdown has its ups and downs, but it's provided lots of us with something we aren't used to having, and that's time. That means a one-off opportunity to do things we'd never have normally done, and it's great to see that so many people are using their free time to learn something new.

Whether it's learning to code or speak a new language, using the time to get fit or indulging a love of baking, it's great to see that many of these activities will be carried on after lockdown and some can be transferred into people's current jobs, or even into new careers. Could there be a skills boom once lockdown ends? It would be great to think so, and that something positive can come out of a difficult time."

## Introducing Victory 75



BY LIEUTENANT GENERAL SIR ANDREW GREGORY KBE CB  
CEO OF SSAFA

SSAFA, the Armed Forces charity is delighted to be in partnership with 'Victory75: We'll Meet Again', commemorating and celebrating the 75th Anniversary of the end of World War II, incorporating both VE Day and VJ Day. Part of the proceeds from the book will bring in much needed funds to support the Armed Forces community.

It is wholly appropriate that we keep the events of the past alive,

both to celebrate the service and sacrifice of so many people which have allowed us to enjoy today's freedoms and also to try and ensure that a conflict on the scale of World War II never happens again. The VE Day anniversary comes during the Coronavirus lockdown when we are again seeking to overcome an existential threat, albeit very different by that posed by Nazi Germany and Japan in the 1940s. We should take inspiration from the stoic resilience of the British people during a war in which this Nation came extremely close to defeat and when families suffered loss and great deprivation; communities pulled together then, just as they are doing now.

Please support the events and this impressive publication; it celebrates the individuals who put the nation before themselves seventy five years ago, just as people are doing today. And, as well as supporting SSAFA – for which I am most grateful, if you know of veterans or military families in need, please tell them to seek our help, for often they are too proud to ask themselves.

Topping the bill of writers is Dame Vera Lynn, whose songs spoke of love, sadness and hope, chiming with millions on both the home and battlefronts. "We'll Meet Again" became an anthem of the war years, and has become so again in the current national emergency with Dame Vera and Katherine Jenkins recently taking it to the top of the charts – helped in no small way by Her Majesty the Queen invoking its spirit and meaning in her address to the Nation in the national emergency. Reflecting on all the sailors, soldiers and flyers Dame Vera saw leaving for war she writes "in my heart I still sing for them".

Victory75: We'll Meet Again also features an article by Prime Minister Boris Johnson who writes that "at the stroke of 11am on 8 May 19 church bells rang out across Britain... our debt to those who were present at that moment – surely the greatest generation of Britons who ever lived – can be simply expressed.

Vera Lynn and the Prime Minister are joined by tributes from the Heads of the Navy, Army and Air Force, as well as the Lord Lieutenants of Guernsey and Jersey, respectively HE Vice Admiral Sir Ian Corder and HE Air Chief Marshal Sir Stephen Dalton who tell the story of the Nazi occupation of the Channel Islands, paying tribute to the fortitude of the local population.







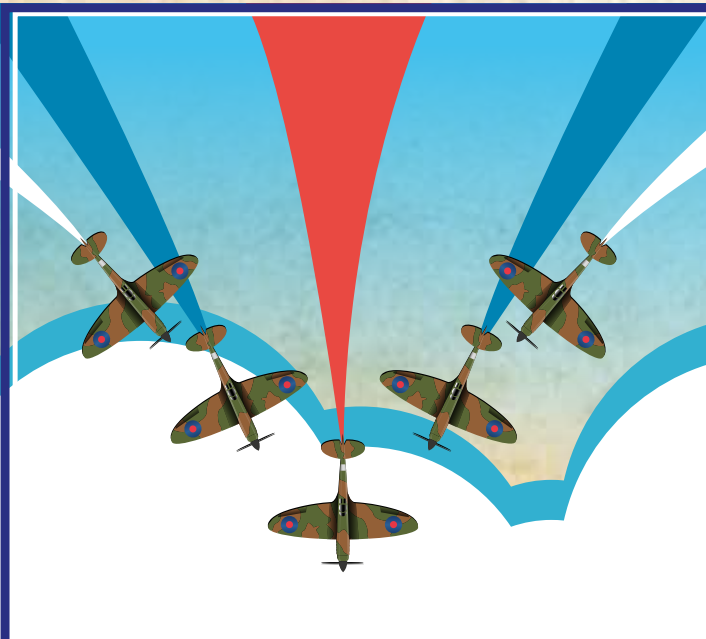
Celebrating at home with afternoon tea



Anita Searle, Operations Director and Company Secretary  
4exMilitary Jobs Ltd  
Ex-Military Recruitment Specialists – UK and Worldwide



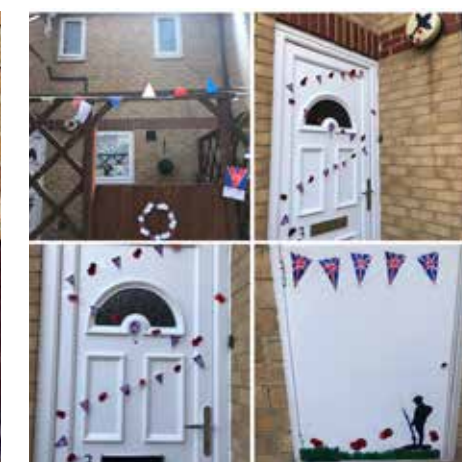
All baking done, now ready to commemorate with a tea party and a singalong



"I live in a cul-de-sac in Wigan and everyone had a bbq in there front garden it was very different to the way we normally celebrate but we all enjoyed it just the same the 40s music was fantastic) unfortunately I didn't take any photographs only one of my regimental flag which is the 1st battalion kings regiment which is now known as the Duke of Lancaster's regiment."  
**Alan Catchpole**

## Carver Barracks

Our families celebrating VE Day during #Covid19







# Sava

If you are looking for a new career, have you considered re-training to become a residential surveyor?

**W**orking as a residential surveyor and valuer is the perfect way forward for those with an interest in property. This professional and well-respected career commands excellent salary prospects and, due to a skills shortage in the industry, demand for surveying services is ever increasing.

## WHAT IS A RESIDENTIAL SURVEYOR?

There are many aspects to the career and many options once qualified, but residential surveyors are mainly known for carrying out HomeBuyer Reports and valuations on properties prior to sale. It is a varied and flexible career with many opportunities either working for yourself or for a firm.

Alan Milstein, a residential surveyor and chairman of the Residential Property Surveyors Association (RPSA), said:

*"Being a residential surveyor is a rewarding career. In essence, residential surveyors assess properties for their general condition, energy efficiency*

*and value, and those on the Sava Scheme can also produce Home Condition Surveys which help home buyers understand the condition of the property they want to purchase.*

*"Residential surveying is an integral part of the housing market and offers good prospects, with potential for qualified surveyors to work within companies such as estate agents and banks, or to set up on their own and offer surveying services on a consultancy basis to businesses and home buyers alike."*

Residential surveying could be the career for you if:

- You find property interesting
- You want great career prospects
- You want a role that's in high demand
- You want to be well paid - the average AssocRICS salary is £49,293 (source: RICS 2018 UK rewards and attitude survey)
- You want flexible employment opportunities, including self-employment
- You want a well-respected career path
- You like challenges and for each day to be different
- You don't want to be sat at a desk all day

## HOW CAN I BECOME A RESIDENTIAL SURVEYOR?

Sava offer the only vocational qualification with direct entry into the Royal Institution of Chartered Surveyors. The course is structured to allow learners to continue to work full time whilst studying if they wish as the course is delivered with 12 months of part-time training, involving 2 training days a month. This is followed by 12 months of assessment which is carried out in your own time. The course teaches you everything you need to know to become a competent surveyor and no prior knowledge, experience or qualifications are needed.

Once qualified, Sava graduates are eligible for direct entry into RICS at Associate member level, meaning they can offer RICS products such

as HomeBuyer Reports and valuations, as well as having the prestigious AssocRICS designation after their name.

Hilary Grayson, head of surveying services at Sava, says:

*"Residential surveying is particularly suited to those who are passionate about housing, confident in dealing with other people, determined and self-motivated, and have a good eye for detail."*

*"We believe these people could help to alleviate the looming skills shortage in surveying, and could become new associate members of RICS, an accreditation that is so important both professionally and to the industry as a sign of quality."*



## WHAT WILL I STUDY?

The Diploma is a vocational qualification, meaning it is all about giving you the skills and knowledge to be a well-rounded residential surveyor. Some of the modules covered include:

- **Valuation** - Determining property value, RICS mandatory requirements, how condition affects value, regulatory and legal requirements and different types of valuations.
- **Construction** - This module focuses on foundations, floors and walls, desktop research, scale drawings, floor plans and calculating U-values as well as building services.
- **Law** - The law and its background, easements, restrictive covenants, contract law, negligence

and occupier's liability are looked at in this module.

- **Inspecting Property** - The inspection 'agenda' and equipment, property measurements to include floor, volume and ceiling as well as the residential cost-rebuilding calculator.
- **Building Pathology** - This module focuses on the process of diagnosing the cause of building movement, damp and defects. It includes ground and above ground-based movement plus loads more.
- **Assessing Services** - This module looks at service systems and what can go wrong. It covers inspection and testing of service systems, electrical systems, heating services, plumbing and drainage.

## WHAT DO THE SAVA GRADUATES SAY?

Ben Browne re-trained to become a surveyor in 2018. He now works at a medium-sized firm in Croydon. When asked what a typical day as a practising surveyor involves and what he enjoys about his job, Ben said:

*"A typical day as a surveyor for me at the moment; I wake up at home, check my diary, check the property that I'm going to, get in the car and arrive at the property. Depending on*

*the survey type I will spend about 2 to 4 hours inspecting the property, with a little coffee break to meet the vendor. After I have completed the survey I will head back to the office. Once I'm back to the office I will upload the photos and start compiling the report. During this time, I have all the other surveyors sitting around me and we discuss what we have seen that day and see if we can help each other out in any areas and help compile the reports. My favourite part of the job is meeting people, whether it is*

*fellow surveyors, meeting estate agents in offices, or going to properties and meeting vendors. You meet some amazing people, with good stories, you make some good connections. It's something I am certainly enjoying. I have never enjoyed the working week more. Every day is a new challenge to me. The week flies by. It is the only job where I wish I had more hours in the day. Every day you are at a new property with a new set of challenges and a new issue to deal with. If this is something you enjoy then this is certainly the career for you."*

You can hear more from Ben and other Sava graduates on our YouTube channel by simply searching for 'Sava Surveying'.

The great thing about residential surveying is the flexibility the career offers; you can set up a self-employed business and be your own boss, work for a large firm where you are home based, or work for a smaller firm if you like an office environment.

Stephen Anscombe was working as delivery driver when he decided to look for a new career.

*"I was thinking of embarking on a new career to bring more fulfilment and satisfaction, but*

*ultimately was not sure what path to go down. Over the following weeks, I did many hours of research into the industry and felt a career in Residential Surveying would be right for me. Nearly 3 years on from that decision and I haven't looked back!*

*Many of the other candidates like myself on the course were currently in employment. For me, going to university for 3-5 years was not an option that I felt comfortable with. With Sava you obtain a degree equivalent qualification and have the option of becoming an RICS member in little over two years. It really is a no brainer. The lecturers and the staff are incredibly knowledgeable in their respective area of expertise, are friendly and approachable."*

## HOW DO I FIND OUT MORE?

Sava run regular briefing events where you can come along to find out more about what being a residential surveyor involves, meet the team and hear about how the qualification works. You can book a free place and find out more about the diploma here: [www.sava.co.uk/resettlement](http://www.sava.co.uk/resettlement).

Sava are pleased to be able to offer readers of this magazine a £500 discount on course fees. Simply state where you saw this article when you speak to us. ●

## Part-time training to become a professional Residential Surveyor

- ✓ The Sava Diploma in Residential Surveying and Valuation
- ✓ Vocational qualification delivered by industry experts
- ✓ Leads to direct entry into the Royal Institution of Chartered Surveyors
- ✓ Options to be self-employed or work for a firm
- ✓ Part-time training delivered over 24 months
- ✓ Training locations across the UK

01908 442244 | [hello@sava.co.uk](mailto:hello@sava.co.uk) | [www.sava.co.uk/resettlement/](http://www.sava.co.uk/resettlement/)

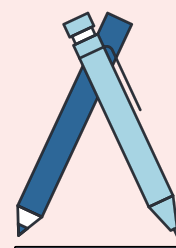
**Sava**  
MAKING BUILDINGS BETTER



# 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](http://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](http://www.raf.mod.uk/links/contacts.cfm).

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





SCJ  
SecurityCleared  
Jobs.com

The definitive jobs portal for government,  
defence & nuclear sectors

## Do you have Security Clearance?

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

### 1. REGISTER

now to receive job alerts tailored to your skills.

### 2. UPLOAD

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

### 3. RELAX

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

[SecurityClearedJobs.com](https://SecurityClearedJobs.com)

DV

Aerospace  
Biometrics  
Communications

SC

Cyber Security  
Defence  
Engineering

CTC

Forensic  
Government  
Information Technology

NATO

Intelligence  
Nuclear  
Telecoms

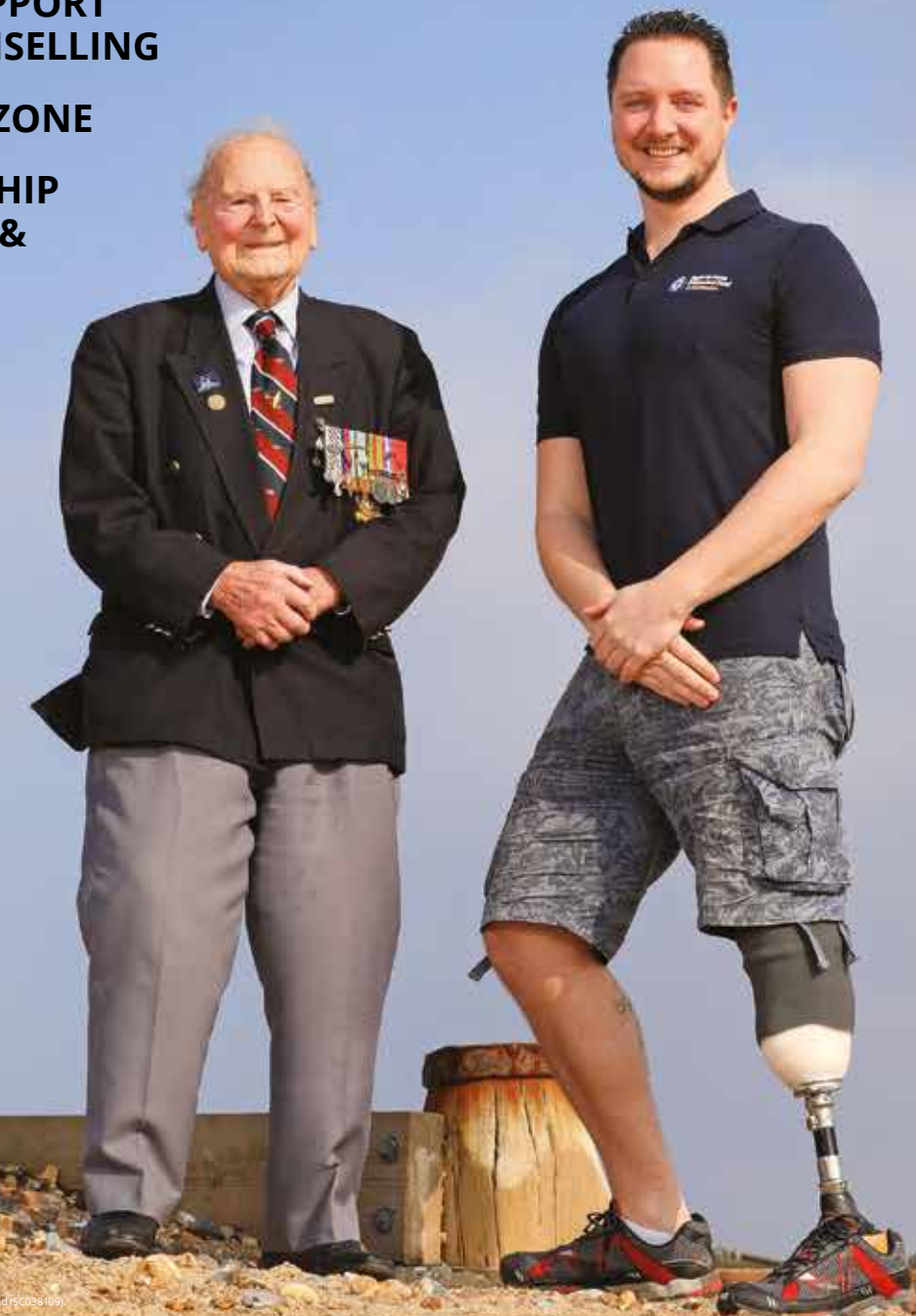


Royal Air Force  
Benevolent Fund

## COVID-19: WE ARE HERE TO HELP

In these challenging times, we're here to support serving  
personnel, vulnerable veterans and their families.

- ✓ EMERGENCY GRANTS FOR INDIVIDUALS
- ✓ LEGAL AND EMPLOYMENT ADVICE HELPLINE
- ✓ 24/7 EMOTIONAL SUPPORT  
HELPLINE AND COUNSELLING
- ✓ ONLINE WELLBEING ZONE
- ✓ TELEPHONE FRIENDSHIP  
GROUPS AND CHECK &  
CHAT CALLS



**FREECALL**  
**0300 102 1919**  
[rafbf.org/covid19](https://rafbf.org/covid19)

The RAF Benevolent Fund is a registered charity in England and Wales (1081009) and Scotland (SC038109).





# CONNECTING SERVICE LEAVERS WITH CIVILIAN CAREERS

**Morson Forces is the dedicated recruitment arm of the Morson Group, that is completely focused on securing skilled employment for ex-forces personnel and supporting the transition into civilian life.**

Currently, Morson Forces has in excess of 2,500 ex-military contract and permanent staff from the Royal Navy, Army and RAF, working across a variety of client projects in the UK and overseas. The Morson Group has been supporting the British military for more than 20 years, with our dedicated Morson Forces team comprising a number of ex-military personnel that possess a combined 70+ years' forces experience.

To support Forces candidates through their online recruitment journey, Morson has created a bespoke digital talent experience for ex-military personnel, through a dedicated microsite.

**Upload your CV to [www.morson.com/ex-military-jobs](http://www.morson.com/ex-military-jobs) to join our Morson Forces community and benefit from tailored 'forces friendly' jobs, career advice and learn from candidates who have successfully transitioned to civilian roles.**

**[Morson.com/ex-military-jobs](http://Morson.com/ex-military-jobs)  
[@MorsonGroup](https://twitter.com/MorsonGroup)**

