

ER

Winter 2019 £Free

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

magazine

East midlands  
employers awarded

gold

for

Supporting  
the Armed  
Forces

Five organisations in the East Midlands were presented with their MOD Employer Recognition Scheme Gold award for demonstrating their support and advocacy for the Armed Forces community.



**ARMED FORCES  
INSIGHT DAY**

BuildForce's 7th Armed Forces insight day took place on the 24th October at Bovis' training centre in Reading. **P18**

**BUILDING  
HEROES**

January will see the first cohort of veterans starting out on an Engineering Pathway at Colchester Institute's Harwich Campus. **P38**

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ARMY TO RESETTLEMENT**

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**THE ELC  
SCHEME**

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

**This New Year,  
resolve to find out  
how to get the most  
from your pension  
on Resettlement.**

**Join us. Job done.**

No-one knows better than we do, how complex your pension options can be. Our team of experts deals with these complexities on a daily basis. We also know that a great many in the Armed Forces, for one reason and another, haven't appreciated the intricacies of the schemes, or the many options available to them.

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From the moment you join us you will not only have access to our Pension Advisory Team but also to a wide range of membership benefits from discounts on new cars, white goods, outdoor clothing and equipment and pet insurance, to low-cost money transfers and much more.



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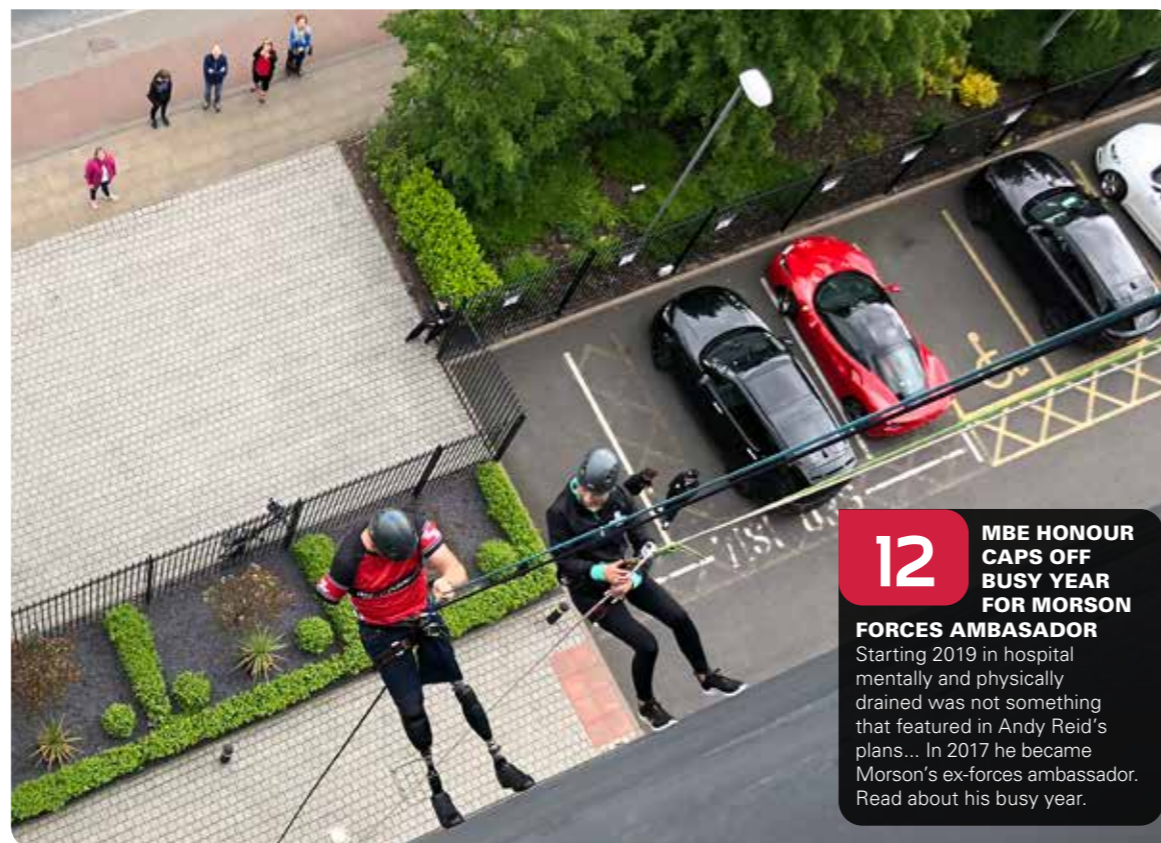
In a recent poll, SSAFA, the Armed Forces charity revealed that nearly a quarter of service personnel are experiencing loneliness in the lead up to Christmas this year.

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The team of 65 competitors selected to represent the UK at the Invictus Games The Hague 2020 was exclusively unveiled.



## COVER IMAGE CREDITS

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## MAGAZINE IMAGE CREDITS

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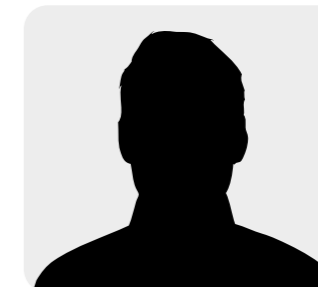
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# Welcome...

Welcome to the Winter 2019 issue of Easy Resettlement magazine...



the top grade. Each has signed the Armed Forces Covenant, and where possible, engages with the Career Transition Partnership (CTP) to promote the recruitment of service leavers, as well as honouring individual pledges of support.

As these awards highlight the positive feeling these employers have shown towards recruiting service personnel and veterans, we aim to feature more stories about these companies in future issues throughout 2020. We will also be following up on previous Employer Recognition Scheme Gold Awards to showcase their continuing support of the Armed Forces Community.

Easy Resettlement's sole aim is to help service personnel with their resettlement process, as well as assisting veterans find future roles of employment. This is only possible thanks to the companies we work that use our magazine to promote their opportunities. With that in mind we ask you to engage with our advertisers and be sure to mention the magazine.

You can subscribe for free to the magazine by visiting our website [www.easyresettlement.com](http://www.easyresettlement.com). You may also wish to follow us on Twitter and join our Facebook or LinkedIn groups. These pages can be found from our website.

If you would like to share anything with any of our team please email [James@easyresettlement.co.uk](mailto:James@easyresettlement.co.uk)

Finally, we would like to wish all of our advertisers and readers a very Merry Christmas as well as a safe, happy and prosperous New Year. ●

KIND REGARDS  
THE EDITOR

Gold Awards

# East midlands employers awarded **gold** for Supporting the Armed Forces

Five organisations in the East Midlands were recently presented with their Ministry of Defence Employer Recognition Scheme (ERS) Gold award for actively demonstrating their support and advocacy for the Armed Forces community.

Charnwood Borough Council, Derbyshire Community Health Service NHS Foundation Trust, Inzpire Ltd, Leicestershire Partnership NHS Trust and Rushcliffe Borough Council are the organisations that have been recognised by the Ministry of Defence.

Geoff Parker, chief executive at Charnwood Borough Council said:

*"Charnwood Borough Council is delighted to receive this Gold Defence Employer Recognition Award. Charnwood's elected members and officers are committed to continue building on the great strides that we've made in providing positive support for our armed forces community."*

*"Our successful partnership with Rushcliffe and Melton Borough Councils in this area of work to understand and recognise the personal sacrifice made by our service men and women, Reserve forces, families, veterans and adult cadet force leaders is an achievement in which I and many of my colleagues take great personal pride."*

Under the Defence ERS, employers support Defence personnel and encourage others to do the same. The Scheme has three levels, Bronze, Silver and Gold for organisations that pledge, demonstrate or advocate support for Defence and the Armed Forces community.

These organisations employ members of the Armed Forces

community which includes Service leavers, veterans, Reserves, Cadet Force Adult Volunteers and family members of those who serve.

Hugh Griffiths, CEO of Inzpire Ltd which is based in Lincoln, said:

*"We are overjoyed to be recognised as one of the Defence Employer Recognition Scheme Gold Award winners for 2019, this means the world to us since 80% of our employees are ex-military and we really admire the military work ethic and ethos."*

*"We feel that ex-military are sometimes disadvantaged, so we take great pride in supporting them and the wider Armed Forces Community. We are extremely proud of being able to promote best practice for recruitment from the Armed Forces Community and support to our reservist personnel through enhanced paid leave provision."*

The Awards were presented by Chief of the Defence Staff General Sir Nick Carter at the National Army Museum in London.

John Wilson, the Ministry of Defence's Regional Employer Engagement Director for the East Midlands, said:

*"I'm thrilled that we can announce a record number of Gold award winners for the region. I know all of these organisations have worked hard to support Defence objectives and they are all very worthy winners."*



Charnwood Borough Council and Coldstream Guards



Inzpire Ltd and Berlin Wall



EMRFCA winners



Derbyshire Community Health Services – Award



Gold Awards

To find out more about the ERS and how your organisation could support Defence personnel in the workplace through the Armed Forces Covenant email John Wilson at [em-empsp@rfca.mod.uk](mailto:em-empsp@rfca.mod.uk) or call 0115 924 8627.

SecureCloud+ receiving the ERS Gold Award



SecureCloud+ at the RAF girls Festival of Rugby.

## SUPPORT TO THE ARMED FORCES

Peter Williamson said: "From when the business was founded, we have set out to give serving and former servicemen opportunities in our organisation. As well as employing ex-service personnel, we are also delighted to support those members of our staff who give up their valuable spare time to serve in our Reserve Forces. We feel it is our duty to ensure they have a good transition into our workplace. In our business, we seek people that will be dealing with highly secure and sensitive material that is inherent in our service."

Along with the Financial Director Raj Sinhal and the Head of Business Services Rob Gittins, Peter Williamson has a vision for the future. Rob Gittins, who formerly served 22 years in the RAF, stated: "Moving forward, SecureCloud+ will strive to be an example of organisations which recruit and develop reservists and veterans."

Peter Williamson continued: "The recognition SecureCloud+ has received shows us as an exemplar within our market sector, advocating support to a wide range of individuals - from those who work in Defence to partner organisations, suppliers and customers. With this achievement in mind, the company pledges to acknowledge and understand those who serve or have served in the armed forces, and their families."

and Government. It was founded by Peter Williamson, who is also CEO at the company. With many years of experience in computers and communications behind him, as well as serving in the Royal Navy, he assembled a team of leading technologists and service delivery practitioners to work for SecureCloud+ (many of whom have also served in the Armed Forces). Within the company, consumers of information are given access to networks, resources and applications using secure technology, delivered as an end-to-end managed service.

It is significant that, throughout all tiers of the government's IT security classification system, SecureCloud+ is already delivering multi-year contracts to customers in the Defence and Public Sector. One notable example is that contracts are being exchanged even where the classification is 'Top Secret'.

As their relationship with the MoD grows, SecureCloud+ looks to recruit more staff who have served in the Armed Forces. The very nature of the work is such that it requires people to have integrity, loyalty and an understanding of the importance of working in secure technical facilities.

Having been contracted by the Royal Air Force (RAF) to deliver network collaboration services in the multi-billion pound programme 'Team Tempest', the Company has become increasingly well-known for its contribution to the Armed Services.

SecureCloud+ is constantly seeking to leverage technological advances in Cloud Services, Artificial Intelligence and machine-learning to deliver modern ways of working whilst still exploiting the investment in legacy systems. The Company's expertise in developing these

systems, managing complex projects and protecting secure networks has led to an enviable record for delivering on time and within budget.

## INVESTORS IN PEOPLE

SecureCloud+ prides itself in the development of its employees and was additionally awarded the Investors in People accreditation. With options for flexible working, an open office environment as well as hosting extra-curricular activities throughout the year, the Company recognises the importance of workplace morale and teamwork. The IT Company also provides its employees with mentoring and coaching programs.

## OUTREACH PROGRAMMES

At SecureCloud+, the company's work ethics and philosophies very much revolve around the power of opportunity in sport. SecureCloud+ run various outreach programs which range from support to the UKAF Rugby, Royal Marines Cricket and the RAF

Rugby Union in conjunction with other organisations such as Team Ethos, SAFFA and many others. This support goes a long way as it ensures the sports organisations are able to receive the necessary equipment and resources to take part in extra-curricular events outside of their daily duties.

As part of their outreach programs, SecureCloud+ annually runs the RAF Girl's Festival of Rugby in association with RAF Halton. The aim for the Festival



Women in Aviation Dinner hosted by AM Sue Gray



RAF Halton 2019

# SecureCloud+ goes for gold

Shining example of an Armed Forces friendly employer  
Information and Communications Technology specialist, SecureCloud+, has received the Ministry of Defence's (MoD) Employer Recognition Scheme Gold Award.

This coveted accolade was presented to the company by Chief of The Defence Staff, General Sir Nick Carter, at a ceremony at the National Army Museum recently.

## ERS GOLD AWARD WINNERS

The Ministry of Defence's Employer Recognition Scheme Gold Award is the highest award given to employers who support serving armed forces personnel, veterans and their families. This is a commendable achievement for

SecureCloud+ and it symbolises the company's commitment to the Armed Forces and its people. The Company surpassed the pledge it made on joining the scheme and were recognised for supporting many outreach programs associated with the Armed Forces. The IT Company has demonstrated in a few years that it is a growing organisation which provides opportunities to make a marked difference within the working environment and the community.

The Employer Recognition Scheme (ERS) encourages

employers to support the MoD whilst inspiring others to do the same. The scheme awards bronze, silver and gold positions for employer organisations that pledge to support to the MoD and the Armed Forces community, and align their values with the Armed Forces Covenant. Although the ERS is designed primarily to recognise private sector support, public sector organisations - such as the emergency services, local authorities, NHS trusts and executive agencies - are also eligible to be recognised.

To achieve the Gold Award, the employer must be proactive in ensuring that their workforce is aware of policies aimed towards understanding issues often experienced by those working in the Defence sector. For example, an employer nominated for support to the Reserves must have an internally publicised and positive HR policy on Reserves. Within the context of Reserves, the employer must have demonstrated support to mobilisations or, at the very least, have a framework in place. They must provide a minimum of 10 days fully paid additional leave for training to the Reservist employee.

## ABOUT US

SecureCloud+ is a trusted provider of secure communication and collaboration services to the MoD

CONTINUED FROM PAGE 9

**STRIVING TO  
ACHIEVE EXCELLENCE**

The IT Company will continue to support the MoD as well as the hard-working reservists and veterans. SecureCloud+ is a privately-owned British company in its fifth year of trading. The company has offices in Reading as well as a List X facility based in Stoke-on-Trent. It specialises in innovative ICT systems for Defence and Public Sector customers with demanding security requirements to ensure their data is safe.

is to promote women's rugby at a junior level for all girls from local areas, aged between 11 and 17. The Festival also enables the RAF to showcase the positives of the military as a career choice. It also helps to promote women's rugby to the recognition it deserves and to encourage equal involvement for women.

Among the many organisations that will be benefitting from SecureCloud+'s ongoing support is the Jon Egging Trust. The Jon Egging Trust helps young people who find themselves in difficult circumstances and helps them overcome adversity and achieve their full potential through learning sessions along with their youth engagement initiatives. The charity and SecureCloud+ have aligned goals in terms of inspiring young people and engaging with the community.

SecureCloud+ with the Red Arrows

**Army Reservist – Liam**

Liam is another employee who works in the SecureCloud+ sales team by day, as well as serving as an Army Reserve in his spare time. The support he receives from the company allows him to run a boxing academy and successfully complete the infamous fun dance where SecureCloud+ have sponsored him. Liam went on to say: "I was originally attracted to SecureCloud+ because they were Silver Award Winners of the Armed Forces Covenant and actively employed veterans and reservists. Serving reservists, like myself, receive two weeks extra leave in order to fulfil our annual training schedule. SecureCloud+ have been very supportive in many ways and, with its mix of diverse personnel, has created a refreshing workplace which I enjoy working in."

**EX-ARMED  
FORCES PERSONNEL**

Martin, an employee at the Company, said: "I served 22 years in the RAF as a Cyber Communications Specialist. SecureCloud+ offered me the opportunity to transition into a new career and still maintain my links with the military. SecureCloud+ supports my links with the RAF Air Cadet Cyber program and the continued development/support with their Cyber Security Training. This year, as well as supporting the Cyber element, we are working with their Radio Communications

Team in developing the front end of a Radio Simulator".

Due to the generous support from SecureCloud+, over 40,000 cadets will have access to Cyber Security content and the ability to simulate Radio Communications without the requirement to purchase expensive radio equipment.

The Company continues to sponsor Martin to facilitate his role as a voluntary provider of cadet training. SecureCloud+ provides paid leave to provide him with necessary resources enabling him to conduct on-site training at No 1 Radio School Cosford.



(Left to right) AM Andrew Turner, Peter, Susan, AC Stephen Lushington

For more information about the company, please visit [www.securecloudplus.co.uk](http://www.securecloudplus.co.uk). Follow them on Twitter – @SecureCloudPlus, Facebook – @securecloudplus



**MORSON**  
**FORCES**

# 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**  
**@MorsonGroup**



**MORSON**  
**FORCES**

# MBE honour caps off busy year

for Morson Forces ambassador

## Andy Reid



Starting 2019 in hospital mentally and physically drained was not something that featured in Andy Reid's plans...

But, as he remarked publicly at the time, when you're at rock bottom, there's only one way you can go and that's up. The course of his life so far has gone a long way towards illustrating that, and the MBE is the latest in a string of personal achievements he can lay claim to. Andy is no stranger to hospital beds or being physically and mentally drained. A veteran of the 3rd Battalion, The Yorkshire Regiment, he lost both his legs and his right arm after stepping on an IED plate whilst serving in the Helmand Province in Afghanistan in 2009.

Following an upwards struggle that tested not only his physical endurance but his mental steel across several years of rehabilitation, Andy was standing tall again and by 2013 had committed his experience to print in his own book. He now focusses his time helping and inspiring others through motivational talks and charity events.

In 2017 he became Morson's ex-forces ambassador through a chance meeting with Morson CEO Ged Mason. "I got asked to deliver a motivational talk at Wigan Athletic because they were on a

losing run and their manager at the time lived in my village. As a thank you, they invited me to watch them play Manchester United, and after the game I was invited to Sir Alex Ferguson's box. In there I first met Ged. They offered me a glass of red wine which I had to decline because I was training for the Warrior Challenge! I got talking to Ged a couple of weeks later went to see him at Morson's head office in Salford.

"I explained what the Warrior Challenge entailed, which was 400 miles of cycling and 125 miles of kayaking to lay wreaths in memory of some of my mates who paid the ultimate sacrifice in a Warrior armoured vehicle. I was delighted that he offered to sponsor that, and I was invited to speak at the Morson annual conference later that year."

They stayed in touch and eventually the conversation turned to a more formal role. Andy spoke to Ged about what he thought he could offer Morson from an ambassadorial point of view and Ged offered him a position immediately, commenting "Andy was chosen as an ambassador because his determination, optimism and integrity means that he is a true role model, not only for the ex-forces, but for the wider community. He has been an inspiration for our candidates, clients and staff."

Morson Forces, the Morson Group's ex-forces recruitment arm, specialises in transitioning service personnel into new careers. As a holder of the Ministry of Defence's highest badge of honour for organisations who have signed the Armed Forces Covenant

and demonstrated outstanding support for veterans (the Employer Recognition Scheme (ERS) Gold Award) Morson currently has over 2,500 ex-forces personnel on assignment across industries including aerospace and defence.

Andy's role as Morson Forces ambassador has seen him act as a conduit between the expert recruiters in the business and the armed forces community, many of whom have no idea what their future will hold once they complete their service and require assistance in seeing where the skills they have obtained can fit into civilian life. "If I had not been injured, I would have completed my 22 years in the army and naturally I would have then been looking for a new career and a new job. I want to help people in that position because I know how challenging that can be."

Pat McMullan, account manager for Morson Forces, sees Andy's presence as vital at recruitment roadshows. "Andy has continued to support Morson Forces by attending events and manning the Morson stand at both the CTP and BFRS UK roadshows in support of service leavers, veterans and spouses. Through both his previous service career and as ambassador for Morson Group he has been pivotal in attracting candidates to the stand and help us integrate further with both service leavers and military units and contacts across the UK."

Throughout 2019, he's attended CTP and BFRS UK events in Salford, Stafford, Catterick, Newcastle, Aldershot and more. To aid his mission with Morson moving forwards, Andy has recently taken

delivery of his new branded Morson Forces vehicle to aid his travel between events. "I'd like to thank Reflex for their support in helping to provide the Morson branded van, which looks great and is a fantastic advert for the company."

Andy has also written a comprehensive and popular online resettlement plan, covering steps forces personnel can take to prepare while still serving, a CV writing tips, advice for living in the civilian world and a jargon buster.

Experiencing mental health issues first-hand, Andy has also learnt his experience to Morson's wellbeing programme which tackles the stigma of mental health in the workplace through events and workshops.

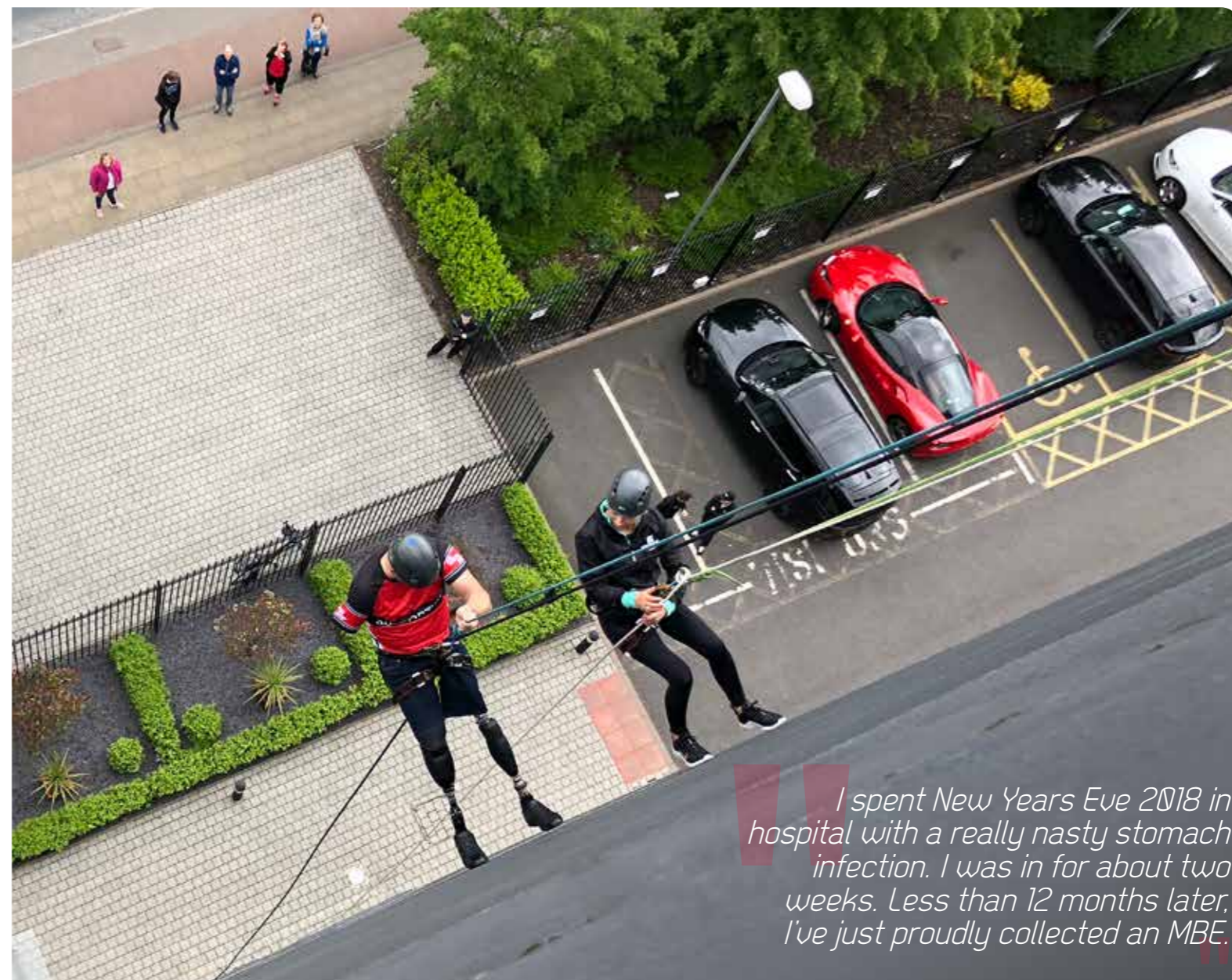
"I think all ex-servicemen will experience Post Traumatic Stress Disorder at some stage in their lives, it may not be immediately after leaving the army, it could be whilst they are still serving in the armed forces or it could be as long as 20, 30 or 40 years later. I think it's just down to the individual really but I think at some point all servicemen will suffer from PTSD and other mental health issues. For me it's about helping as many people as I can and raising awareness that people absolutely aren't alone."

When Andy isn't helping Morson recruit ex-forces talent, he's engaged himself in a considerable amount of charity work. His most recent venture saw him taking part in the Frontline Walk, a 100km commemorative walk in France and Belgium with ABF The Soldier's Charity. The route took the walker across the landing beaches and battlefields that were stormed on the D-Day landings 75 years previously.

Other activity saw him handcycle between the charities and businesses for whom he is an ambassador in the North West and an abseil off the top of Morson's head office in Salford. From these activities, Andy successfully raised £10,000 for The Soldier's Charity throughout the year - £1,000 for every year since his injury. ●



www.easyresettlement.com



*I spent New Years Eve 2018 in hospital with a really nasty stomach infection. I was in for about two weeks. Less than 12 months later, I've just proudly collected an MBE.*



### CAPPING OFF A BUSY YEAR

On Tuesday 26th November 2019, Andy Reid officially received an MBE honour at Buckingham Palace for voluntary service to veterans and to people with disabilities in St Helens. It's particularly poignant for Andy that he received this award just

weeks after the tenth anniversary of his injury. "It's really nice timing, and it's really capped off a great year," reflects Andy.

With his wife Claire and his young son William, Andy headed to London the night before the ceremony to enjoy some quality family time. "We went to the Christmas

markets and I took William on the London Eye. In the morning, we got a taxi to Buckingham Palace and I got the taxi driver to drive in through the Palace gates. He was quite excited by that, he'd never done that before!"

Once he was in the main courtyard, Andy spent a lot of time meeting others who were receiving their individual awards. "It was a really diverse bunch of people."

Prince William presented the awards. "I met Prince Charles in 2010 and Prince Harry in 2011 but I'd never met Prince William. It was really special to receive the award from him given the fact that he'd been in the armed forces."

Following the ceremony, they headed across to the Shard to celebrate. "It was glasses of champagne and some posh sandwiches! Then my mate Glen Hughes and his wife came along and we all celebrated at the Union Jack pub."

As for what 2020 is going to bring, Andy already has his eyes set on his next extreme challenge.

"The one I have in mind is a 400-mile bike ride across every country of the United Kingdom in four days. That will be a tough one but I'd like to do it in May next year. Other than that, it's developing my relationship with Morson and working hard to transition more ex-servicemen and women."

As the year draws to a close, Andy can reflect with certainty that it's been a successful conclusion. "It's been the icing on the cake for the end of this year really. Hopefully I can relax now and end the year in a better way than it started by enjoying Christmas and New Year with my family."

Take a look at Andy's Resettlement Plan:  
[www.tinyurl.com/morsonforces](http://www.tinyurl.com/morsonforces)

# Partnering with the Armed Forces

Atkins has been working alongside the Armed Forces since the second world war.



## ABOUT DAVE

With over 30 years' experience in leadership roles in Defence and Security, Dave has spent his career at the forefront of innovation. A graduate of the Universities of Bath and Nottingham, David is a Chartered Engineer as well as a Fellow of the Institute of Engineering and Technology (IET) and the Royal Institute of Navigation.

Here, Dave Clark, who leads the company's Aerospace and Defence business, explains why he thinks that partnership is important for veterans and reservists who are transitioning to a new career.

## WHAT IS ATKINS' RELATIONSHIP WITH THE ARMED FORCES?

We have a long and proud history of supporting the people and organisations that protect our national interests. We're one of the largest providers of engineering and technical services to the UK's Defence sector, and we've worked closely with many talented Service personnel over the years.

That's why it makes sense for us to build on that relationship

by opening our doors to people who are moving into civilian life. We already have more than 160 veterans, reservists and cadet officers working with us and they add extraordinary value to our business and to the service we can offer our clients. Read about just a few of our team members' experiences across the page.

## WHAT SKILLS AND EXPERIENCE ARE YOU LOOKING FOR?

We've found that people with military training often have strong leadership and management skills and are effective members of a team because they can unite others around an initiative. They've proven to be great coaches and work well under pressure. In many cases, they also have the technical skills a consultancy likes ours needs.

For example, our cyber security experts are working with clients to protect our critical national

## WE'RE MAKING THE TRANSITION EASIER THROUGH

- Information days prior to joining us
- Development sessions to ensure you get the support you need to excel in your role
- An additional 10 days' paid leave for reservists to undertake annual training
- A thriving ex-Services, reservists and cadet officer community

infrastructure, that is our water, energy, transport, health and digital networks from attack. Our veterans, reservists and cadet officers offer unique insight into the threats they face and the steps our clients need to take to develop resilience.

They also have an understanding of the challenges many of our other clients face and

the environments they operate within. Obvious examples are our clients in the Defence sector.

Having said all of that, our primary goal is to promote diversity within our business. We're trying to address some of the world's most critical challenges, from climate change to water shortages and even rapid urbanisation. If we're going to do this successfully we need to attract and retain talented people from a wide range of professional backgrounds and we have to encourage them to come up with innovative solutions to these problems.

## WHAT DOES A CAREER WITH ATKINS INVOLVE?

There are a range of businesses within Atkins that people can join, for example:

- Defence
- Aerospace
- Rail
- Energy
- Management consultancy

People can work in a number of locations across the UK, in Europe or across the globe. They could also be working on some of the world's most complex and highest profile engineering challenges. We currently have teams involved in a number of high speed rail projects, the civil nuclear industry in the UK and at some of the world's busiest airports. We're also part of the Aurora Engineering Partnership, alongside QinetiQ and BMT, which has been appointed by the MOD as the Engineering Delivery Partner for Defence Equipment & Support.

It's also important to note that if you start your career with us in Defence, for example, it doesn't mean you have to end it there. There are opportunities to move into different parts of the business and work with a wide range of clients.

## WILL I BE WORKING FROM 9 TO 5?

We give our people the flexibility they need to balance work and home life. We can offer flexible contracts so you can work term-time only or around school hours, for example. We also offer fixed-term contracts, which means spouses or partners can work with us for the duration of a military posting.

## WHAT EXTRA SUPPORT DO YOU PROVIDE?

Five years ago, we signed the Armed Forces Covenant and were then recognised by the Ministry of Defence for our commitment to the Armed Forces community with a Gold Employer Recognition Award. Our internal Partnering with the Armed Forces programme was set up around the same time to coordinate our company-wide engagement and advocacy activities.

Since then, we've kept raising our standards and we've just

## TEAM MEMBERS EXPERIENCES



## MIKE WHELAN 20 years in the Army Air Corps.

"After leaving the army, I was looking to connect with a company that shared my values and would give me a sense of purpose by making a difference. In early October 2018, I attended the Atkins Military Insight Day in Bristol, alongside many others who had left the forces or were planning to do so. Listening to a genuine discussion from current and past attendees on the Atkins experience, I was sold. What was clear to me was that by identifying with a company I felt I could work for made the application process significantly easier.

I have my debt of thanks to repay to the Atkins Partnering with Armed Forces programme, which I began to repay by assisting at the second Insight Day in York in April 2019, and I will continue to do so in the future. Lessons learnt? Seek and listen to advice, be flexible, chase up opportunities, prepare for disappointment, but be honest with yourself."



## SOPHIE YARWORTH Served with Royal Navy for 12 years

"The day I had my interview at Atkins it was the SSAFA Big Brew Up, so I walked into the office and was met with the sight of a Petty Officer in uniform. I knew from my interview research that the company supported the Armed Forces and on day one I was introduced to a fellow veteran who managed my induction and has become a great source of advice. Atkins has a programme called Partnering with Armed Forces and as a member I am part of a network of veterans and reservists within the company. Within the network, my local group gets together monthly to share advice and support.

I'm currently working within a Project Management Office as a Project Controls Officer. I work with very large sums of money, which was a little daunting at first but now I enjoy the problem-solving element of being immersed in multiple projects and seeing how they fit together at a strategic level. Being a Consultant comes with the freedom to shape my career path, by gaining experience in numerous markets and projects within Atkins."



## JAMES COX British Army reservist

James joined Atkins in 2014 and now works as a Geotechnical Engineer, as well as serving as a Reservist in the British Army. In March 2019, James was a finalist for Reservist of the Year at the Ex-Forces in Business Awards.

"Atkins has encouraged me to advance my reservist career alongside my main job. When I mobilised to South Sudan with the regular army, Atkins ensured that the time spent away wouldn't have a negative impact on my career. This deployment provided me with a unique opportunity to broaden my skillset and gain invaluable experience leading small teams in a challenging environment, something that I would otherwise have not been able to achieve in the regular workplace."



To learn more about careers at Atkins contact us at [armedforces@atkinsglobal.com](mailto:armedforces@atkinsglobal.com). Or visit our careers website at [www.atkinsglobal.com/ADSTJobs](http://www.atkinsglobal.com/ADSTJobs)

**ATKINS**  
Member of the SNC-Lavalin Group

Professor Hugh Brady, Vice-Chancellor of the University of Bristol, signing the Armed Forces Covenant [©Bhagesh Sachania]



# University of Bristol pledges its support for ex-service veterans

Armed forces veterans will be offered free legal support thanks to an innovative new scheme from the University of Bristol as part of its commitment to those in the military and their families.

Students from the University's Law School will offer pro bono legal support on a range of issues, from housing to employment rights. Bristol is the latest higher education institution in the UK to sign the Armed Forces Covenant, which aims to remove barriers faced by members of the armed forces community in accessing public services. In addition to offering legal support, the University has committed to being an armed forces-friendly organisation and to offering a degree of

flexibility for the partners of those currently serving.

The news has been welcomed by Universities UK, which is encouraging its members to sign the covenant and is sharing within the sector the approaches different universities have taken to enact it.

Alistair Jarvis, Chief Executive of Universities UK said: "We believe anyone with the desire and potential to succeed at university should have the opportunity to do so. The Armed Forces Covenant helps universities to ensure armed forces personnel, veterans and their families face no disadvantage as a result of their service."

"This initiative from the University of Bristol is a fantastic example of how higher education providers can facilitate opportunities for a group whose specific challenges are often overlooked, while making a meaningful impact in their local community and wider society."

It follows a call from the Department of Education earlier this year for universities to do more to support forces veterans and the children of service men and women who have lost their lives during duty.

Professor Hugh Brady, Vice-Chancellor of the University of Bristol, said: "We're tremendously proud to support armed forces personnel and veterans in this way. As part of our commitment to be a civic university, we have a responsibility to support everyone living in Bristol and our neighbouring communities. Through signing this covenant and pledging our ongoing support, we hope to help veterans readjust to civilian life after they've provided such an important service to our country."

Jon Beake, Senior Regional Employer Engagement Director at the Ministry of Defence, said: "Many veterans face challenges adjusting to civilian life as a direct, or indirect, result of their service to our country. The Armed Forces Covenant is a pledge of support that is critical to the wellbeing of Defence personnel."

"We are delighted the Law Clinic is realising the University of Bristol's pledge with an initiative that will empower veterans to gain access to the same legal support they need as any other citizen while they adjust to life after the forces."

About the Veteran's Law Clinic For the past five years the University of Bristol Law Clinic has provided much-needed pro-bono legal advice for the local community on a range of issues including housing and property, landlord and tenant disputes, neighbour and nuisance disputes, employment rights, consumer rights, problems with the police, welfare benefits and social security.

The aim has always been to provide invaluable real-life experience for students while helping people in the face of declining legal aid. In 2018/2019, the Law Clinic helped more people in the community than ever before, taking on 271 cases. This academic year, 220 students are involved.

Following the foundations laid this year, the Law Clinic will play a key role in fulfilling the University's commitment to the Armed Forces Covenant by ensuring members of the armed forces get the same access to legal support as any other citizen through the launch of a new Veterans Law Clinic.

The Veteran Law Clinic will provide an invaluable service by helping ex-service people

*This initiative from the University of Bristol is a fantastic example of how higher education providers can facilitate opportunities for a group whose specific challenges are often overlooked.*

with assistance, expertise and support. Regardless of where they live, veterans can get in touch with the Law Clinic and request help via its website.

Students in the Law Clinic have already had an opportunity to hone their skills and knowledge by advising the community's most vulnerable people through projects including Mind, Bristol Drugs Project, Bristol Women's Voice and the Inquest service.

Omar Madhloom, Senior Lecturer in the University of Bristol Law School and practicing solicitor, laid the foundations for the University signing the covenant and said: "Signing the covenant represents a promise by the University that those who serve or have served, and their families, are treated fairly. In our specific case, the Law Clinic will offer both legal and holistic support to veterans and serving members as well as their families."

Law Clinic Director, John Peake, added: "The problems of ex-servicemen and women adapting to civilian life are well-recorded and often result in

homelessness, unemployment and the consequential health and legal problems. Our students recognise the contribution and sacrifices made by the armed forces personnel and are keen to give something back."

Susannah Burley, Student Vice Director at University of Bristol Law Clinic, is in her 3rd

year studying Law. She said: "As a student advisor, I have learnt just how important it is to promote social justice and access to legal information. This ethos has shaped my career aspirations and I intend to continue supporting pro bono organisations in the future."

"It has been incredibly rewarding to see the impact our services have on the community and to work with a wide range of clients."

"The newly established Veteran's Clinic is an indispensable service, ensuring that current and ex-service people and their families, have access to information about their rights and assistance to deal with legal issues." ●

Susannah Burley, Student Vice Director at University of Bristol Law Clinic, with Vice-Chancellor Hugh Brady and student Hannah Clegg, who will be establishing the Veteran's Law Clinic [©Bhagesh Sachania]



John Peake (Law Clinic Director), student Hannah Clegg (who will be establishing the Veteran's Law Clinic), Professor Ken Oliphant (Head of the Law School), Professor Hugh Brady (Vice-Chancellor), Susannah Burley (Student Vice Director of the Law Clinic), and Omar Madhloom (Senior Lecturer in the Law School) underneath the Boer War Memorial in Bristol [©Bhagesh Sachania]



## Military skills Construction careers

### IF YOU HAVE A MILITARY BACKGROUND THE CONSTRUCTION INDUSTRY NEEDS YOU!

Service leavers and veterans have diverse and hugely valuable skills that the construction industry can use right now.

The construction industry needs:

- Skilled trades
- Plant operatives
- Engineers
- Managers and supervisors
- Logisticians
- Human resources and procurement managers

A job in the built environment is not just about being on the tools; it is accessible to all ranks and skill sets

and offers real potential for career progression. Your transferable skills in project management, leadership and communication, combined with your instilled discipline and attention to detail, makes many ex-forces suitable to careers in construction.

### BUILD YOUR CAREER IN CONSTRUCTION

BuildForce is a UK-wide alliance of employers, industry bodies and military charities; its aim is to inspire and enable service leavers and veterans to pursue long-term careers in construction by offering practical help and advice. Inductions are conducted by senior industry experts, to create bespoke career plans. Our construction employers then provide mentors, work placements, site visits, career chats, interviews and job opportunities.

Register at: **BuildForce.org.uk** and we will help match your skills with sustainable and fulfilling careers.

## Veteran programme launch from the BuildForce Chair Angela Forbes, Commercial Director, Lendlease



partner, University College of Estate Management, will be offering tailored online training programmes to our veterans. Our mental health and wellbeing partner, MHS Training will continue with their incredible work in both construction and the armed forces. The delivery of the programme will be led by Caroline Logan, our Programme Director who leads with passion and commitment. The contracting entity continues with Lendlease, alongside myself, delighted to remain as Chair.

This is our 4th successful funding stream from CITB, for the BuildForce initiative. However our employer's (BuildForce Alliance partners) contribution has been instrumental to our success. By providing mentors, work experience, site visits and career chats, supporting our veterans to be industry-aware and job-ready. Our ultimate goal is to secure long term roles for our veterans within the construction sector and built-environment.

Our second success, BuildForce continues to work in partnership with The Royal Foundation and has secured additional funding to support our service leavers through the programme into sustainable employment within the sector. This is our second funding stream from The Royal Foundation and will see the BuildForce team continue with its incredible efforts and achievements, transitioning our service leavers into second careers in construction".

**Angela Forbes, BuildForce Chair**

"Our BuildForce initiative has been growing from strength to strength, since its pilot in 2012. We continue to provide second careers to the ex-military community, whilst addressing the skills gap in construction. To this end, we are delighted to confirm our recent double success. We have secured 3-year funding for our military programme with CITB. We have also secured funding from The Royal Foundation for our service leaver programme.

Construction Industry Training Board's (CITB) Pathways into Construction project, focuses on accessing new sources of labour. This will allow us to launch a new 3-year programme, dedicated to supporting our veteran community into long-term careers in construction.

We are excited to welcome our new team to deliver this, all of whom have experience in both construction and with our veterans. Our delivery partner, Wilson James, has ex-military at every level of their organisation and truly understands the value of this cohort. Our new education



## Armed Forces Insight Day

BuildForce's 7th Armed Forces insight day hosted by Bovis Homes took place on the 24th October at Bovis' training centre in Reading.

It was our best attended event to date with Alliance partners from 21 companies across construction, including 21 Construction, Aecom, Amey, Balfour Beatty M4, Bovis, Building Heroes, Clancy Group, Crest Nicholson, Danny Sullivan, Eiffage Kier HS2 JV, Faithful & Gould, GallifordTry, Hercules Site Services, Highways England, Kier, Mace, Skanska, Taylor Woodrow, Wates and Wilson James.

It opened with words from our host Roger Morton, Group

Performance Director, Bovis Homes who previously served as a Royal Engineer Officer for 25 years and finished as a Lieutenant Colonel.

"As part of Bovis Homes commitment to the military covenant we are very keen to recruit ex-military to join our company and to encourage as many veterans to enter the construction sector in general. Having just been awarded the Armed Forces Employer Recognition Scheme Gold Award (the first dedicated house builder to achieve this accolade), the insight day provided the ideal opportunity to demonstrate advocacy."

Followed by two of BuildForce's success stories, ex-Major Phil Hebert and ex Naval WO Darren Duery who shared their transitions from military life to Balfour Beatty and Faithful & Gould – both were passionate and inspirational and gave our candidates confidence and knowledge to explore construction as their next career.

Our quarterly Armed Forces insight days are an excellent forum to meet key industry employers in an informal 1-2-1 atmosphere. They are a great opportunity to discuss skills required, training and find out more about what the industry has to offer. Keep your

eye out for our next event, planned for March 2020 in the North.

"Thank you for organising the event, it was great. I mostly appreciated talking to the ex-military leavers as they gave a real insight into the resettlement process in general and not just BuildForce. All of the companies there were very receptive and many offered opportunities of interest. I think I have a couple of opportunities to set up a work placement before Xmas which was my aim."

"It was impressive to learn how ex forces could bridge the talent gap lacking within the built environment. It is to say, ex forces have the right skills and required mind set to shape values and contribute to industrial vision. However, right attitude and tenacity to change traditional norms could for example help contribute to sustainable future within the industry."



### BUILDFORCE CANDIDATE PROCESS

#### Online Registration

BuildForce team member will make contact.

#### Induction Call

60 - 90 minute phone call to map out a tailored career plan.

#### Online Training

Bespoke online training modules to improve industry awareness and career options.

#### Mental Health & Wellbeing Support

1-2-1 counselling and group workshops.

#### Mentor Match

In accordance to skillset and location.

#### Industry Exposure

To include advice, guidance, work placements, interviews and job opportunities.

#### Evaluation and Feedback

BuildForce team member offering continued 1-2-1 support.

### BUILDFORCE CANDIDATE TESTIMONIALS

"I've been sending my CV to employers for the past six months, and I only received one acknowledgement. BuildForce has managed to get me an interview in less than two days! You are doing an amazing job for ex-forces."

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

### CONTACT DETAILS

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[buildforce.org.uk](http://buildforce.org.uk)

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[www.facebook.com/BuildforceVeteranProgramme](https://www.facebook.com/BuildforceVeteranProgramme)

[@build\\_force](https://twitter.com/build_force)

# I believe we can end veterans' homelessness

By Ed Tytherleigh  
Co-Chair of the Cobseo (Confederation of Service Charities) Housing Cluster.



charities and advice agencies to 'Think Veteran' in order to effectively identify former Servicemen and women and quickly signpost them to the enhanced support available to them.

The campaign is coordinated by Stoll, the leading provider of supported housing to vulnerable and disabled veterans and led by the Cobseo (Confederation of Service Charities) Housing Cluster, which co-ordinates the response of charities to homeless veterans. It is funded by the Forces in Mind Trust.

As part of the campaign we have outlined crucial steps local authorities should be following. We want local authorities to ask every person who applies for housing whether they are a veteran and to know what to do when they identify one. This includes routinely asking everyone who applies for housing whether they have served in the military; having a robust system in place to record veterans' data; giving frontline staff the knowledge where to refer veterans when identified and ensuring they are up to date with the guidance and legislation relating



to veterans in our local authority Toolkit developed in partnership with the Royal British Legion.

Our aim is that every single local authority should identify and refer veterans to appropriate services so they can find somewhere appropriate to live as soon as possible. This includes signposting them to the Veteran's Gateway ([www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)), the specialist telephone and web-based advice service for veterans in the UK, including specialist housing advice.

The No Homeless Veterans campaign is currently touring the country, working with local authorities, housing associations and those on the front line of dealing with homelessness, to ensure ex-Service personnel are signposted to the best support possible.

The fact that, despite promises made in the Armed Forces Covenant, there are still homeless veterans presenting themselves to local authorities for housing but not receiving the help that is available to them is unacceptable.

Despite some inspiring examples out of there of Local Authorities

doing great work for Veterans, we also have more examples where Local Authorities haven't met their obligations. Our aim is that every single veteran who presents themselves in housing need is signposted to appropriate services so they can find somewhere to live as soon as possible.

We should never see any veterans sleeping rough on our streets. The fact that this is currently happening is shameful. We are fortunate in this country to have a wide range of independent and government-led organisations which provide Service leavers with bespoke support. The No Homeless Veterans campaign will work with these organisations to put an end to this. If we get this right, then we really do have a chance to end homelessness amongst our veterans. ●

**NO HOMELESS VETERANS**  
#NoHomelessVeterans



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



**ARMY CADETS** **GOING FURTHER**

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

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

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





[scasjobs.co.uk](https://scasjobs.co.uk)

**NHS**

**South Central  
Ambulance Service**  
NHS Foundation Trust



# January 2020 Recruitment Open Days

We have a wide range of opportunities  
whatever your career aspirations

**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](https://sja.org.uk/ambulancejobs)



## Come + join us

### On the day

Live demonstrations | Display emergency vehicles  
Call centre tours | Career talks and advice

**Saturday 11 January 2020**

**10am-2pm**

Talisman Business Centre

**Bicester** OX26 6HR

**Saturday 25 January 2020**

**10am-2pm**

Southern House, Sparrowgrove

**Otterbourne** SO21 2RU



# South Central Ambulance Service

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



SCAS' clinical co-ordination centres handle in excess of 500,000 emergency and urgent calls each year, and around 1.25 million NHS 111 calls. The Trust serves a population of approximately 4 million people over our 4 counties: Berkshire, Buckinghamshire, Hampshire and Oxfordshire. In April 2017, SCAS was appointed as the provider of the NEPTS service in Surrey and Sussex. In 2017 SCAS were delighted to receive the prestigious Ministry of Defence Employer Recognition Scheme, Gold Award, in recognition of the Trust's commitment to employing veterans, supporting cadets and reservists who continue to serve. SCAS works with a number of charities and initiatives such as Career Transition Partnership (CTP) and the Officers Association (OA). From early 2016 SCAS began a focused recruit strategy targeting military service leavers through engagement events and job fairs. Since then, Military recruitment at SCAS has grown considerably and more in-depth recruitment related activity is now taking place.

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

In 2017 SCAS were delighted to receive the prestigious Ministry of Defence Employer Recognition Scheme, Gold Award, in recognition of the Trust's commitment to employing

## JOIN US

We are pleased to be hosting two Open Days in **January 2020**:

- **Saturday 11th January**  
10.00 – 14.00,  
Northern House, Bicester
- **Saturday 25th January**  
10.00 – 14.00,  
Otterbourne, Winchester

These Open Days are a fantastic opportunity for you to find out about our Ambulance Service from a number of subject matter experts'

(SME's), the SME's will be on hand to give you precise information relating to all roles/areas of the business you may be interested.

These days allows you to get hands on with SCAS' equipment, look around the vehicles that are used daily and to speak to a number of staff who undertake a variety of roles across the organisation.

There is no need to book a space at this event, you can simply visit us at either location between 10.00 and 14.00.



## WHY IS SCAS A GOOD FUTURE EMPLOYER?

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

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

appointed into corporate and support function roles.

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

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

## Case studies

### JEFF PORTER PTS TEAM LEADER

#### What's your Armed Forces background?

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

#### What interested you about joining the ambulance service?

I suffered a heart attack a number of years ago; this really opened my eyes as to the pressure that the NHS was under. I have always been a caring person and qualified as a Unit First Aid Instructor with St John's Ambulance service when I was in the Army. I went on to join SCAS as an ambulance care assistant (ACA) and am thoroughly enjoying this challenge.

#### What transferable skills gained in the Armed Forces do you utilise in your role with SCAS?

The camaraderie within the Military is second to none and this is replicated out on stations here at SCAS.

#### What do you enjoy most about working for SCAS?

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

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

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

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

### DAI TAMPLIN PROJECT MANAGER

#### What's your Armed Forces background?

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

#### What interested you about joining the Ambulance Service?

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

#### What do you enjoy most about working for SCAS?

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

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

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



**NHS**  
South Central  
Ambulance Service  
NHS Foundation Trust

**FOR FURTHER INFORMATION**  
visit our website:  
[www.scasjobs.co.uk](http://www.scasjobs.co.uk)

You could also visit our social media pages  
@SCASjobs

Or email our Recruitment Team:  
[recruitment@scas.nhs.uk](mailto:recruitment@scas.nhs.uk)

# Team UK unveiled for the Invictus Games The Hague 2020

The team of 65 competitors selected to represent the UK at the Invictus Games The Hague 2020 was exclusively unveiled.

The team of wounded, injured and sick (WIS) serving military personnel and veterans came together for the first time at the Honourable Artillery Company and were joined by The Duke of Sussex, Prince Harry, who posed with the athletes for the first official team photograph and wished them luck for the Games next May.

More than 350 hopefuls trialed nine sports for one of the 65 places available on Team UK and a staggering 89% of the selected team have never competed at an Invictus Games before. The rigorous selection process for Team UK was based on the benefit the Invictus Games will give an individual as part of their recovery, combined with performance and commitment to training. Team UK also unveiled its' first female captain, RAF Veteran Rachel Williamson.

While playing for a RAF team, Rachel received a rugby injury, which developed into a functional neurological disorder, and she ultimately lost the ability to use her arm completely. She almost gave up on fitness forever.

She said: "This year I aim to build the new me and take the final step to where I want to be. I've accepted my injury; learnt I can let my emotions go and not be embarrassed or afraid about asking for help."

"Now it's time I raise the bar by trying new sports, being positive and happier with less excuses. The Invictus Games offers an amazing opportunity through sport to regain that sense of pride which can be lost following the onset of mental or physical disabilities. Sport empowers us to refocus our attention on what we can do, rather than what we



HRH Prince Harry (centre-right), sharing joke with Team UK at the Honourable Artillery Company in London.

can't. To be selected as Team UK Captain is truly an honour and I feel immensely proud to be given this opportunity."

The team will compete in nine sports: Athletics; Archery; Wheelchair Basketball; Cycling; Powerlifting; Indoor Rowing; Wheelchair Rugby; Swimming and Sitting Volleyball. They continue to train from now until May in various locations across the country as part of Help for Heroes' extensive Sports Recovery programme and role to train and develop the team.

Hannah Lawton, of Help for Heroes and Chef de Mission for Team UK, said: "The 65 men and women selected to represent Team UK will not only gain a personal recovery benefit from taking part in the Games but they will hopefully inspire others suffering with life-changing injuries or illnesses that anything is possible."

**INVICTUS GAMES**

Our competitors are proudly serving their country again and showing that they will not let their injury or illness define them. As a team, we are especially proud of the fact that 89% of Team UK have never competed in the Invictus Games before.

We are very proud to be working alongside these 65 athletes and wish them the best of luck as they embark on their Invictus Games journeys."

Invictus UK is delivered by a partnership between Help for Heroes, The Ministry of Defence and The Royal British Legion. BAE Systems is proud to support Team UK for the first time.

HRH Prince Harry (centre), with staff and competitors of Team UK, at the Honourable Artillery Company in London (29/10/2019)



## 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

**NORWOOD**  
— MAXIMISING POTENTIAL —



#### STAYING CALM UNDER PRESSURE IS CRUCIAL

Matthew Thornton, 30, had worked in a variety of jobs over the years, as well as being a reservist in 151 Regiment in the Army's Royal Logistic Corps. Now, Matthew is a support worker at The Firs in Ravenswood, Norwood's residential accommodations in Berkshire that provide 24-hour-a-day, tailored support to adults with learning disabilities.

"In my current job I support people with a range of learning disabilities in their day-to-day lives," Matthew says. "The days are really varied and can include anything from support with morning routines and personal care to day trips and participation in the hobbies and interests of the people we support."

"Coming from a military background is very useful to me in this job," he adds. "Obviously, organisation and prioritisation are useful skills and enable me to stay on top of a constantly shifting workload. The hours are long and the work is difficult so physical fitness is important, as is mental toughness. Perhaps the most important characteristic, though, is discipline. Much like in the military, there are many situations in this profession where coming unravelled could have the very worst of consequences – so a sense of discipline is crucial in helping a support worker maintain a sense of calm under pressure."

Having said that, Matthew is keen to point out that, "It is an exceptionally rewarding job."

I really enjoy the pace and variety of the work here and, after a long day, I really feel as if I have achieved something worthwhile."

Nicole and Juanita communicating with Makaton



## Be part of our life support network

Looking to get back to work but unsure where your next challenge is going to come from? A job as a support worker for Norwood could be just the thing to take your life in a fresh and unexpected new direction...

Good support workers come from many backgrounds, but previous experience in jobs that require patience and discipline turns good support workers into great ones. Leadership, organisation, teamwork and an ability to get the job done are some of the areas in which the experience you already have will be directly applicable to your work at Norwood. Which is why Norwood – a charity providing

specialised support to families in crisis and adults with educational challenges, disabilities and autism – finds that people who have worked in uniformed public services are especially suited to transferring their skills readily and effectively to this life-changing new career.

And this is where you come in. Should you choose to join our team, you will become part of the Norwood family, a community

that makes a real difference to both the people we support and the people who support them. That's why our recruitment advertising says: "Change a life, starting with your own."

How life-changing can a career as a support worker be? Take the example of Juanita Ortega (pictured right, above). Juanita has been working at one of Norwood's "Outstanding" residential care homes since 2003 and is the key support worker to Nicole (pictured left, above) – a resident since 1997. Talking about her relationship with Nicole, Juanita says it has come a long way since their first day together 15-plus years ago.

When Juanita started at the home, Nicole was non-

verbal and kept to herself. Juanita explains that if Nicole wasn't happy or couldn't communicate, she would just hit her head against the wall.

Since then, Nicole's behaviour has changed considerably. She now communicates confidently with Juanita and other carers and residents.

Juanita believes she has been able to help Nicole progress so far because of the training she has received from Norwood. She explains how Norwood has trained her along the way to the point that, since joining Norwood, she has obtained a NVQ Level 3 – a qualification held by all of the support workers in the home.

Juanita is quick to point out, however, that it's not just the training or the qualifications that make the difference – it's routine and consistency and taking the time to know Nicole's likes and dislikes.

For Juanita, a typical working week is 36 hours on a flexible rolling rota. Living around the corner means Juanita's always

only a stone's throw away from Nicole and what she fondly refers to as her "second family".

Juanita also goes on holidays with Nicole and the "family" from the home. So far, they've been to Paris, Portugal and many places within the UK. Everyone in the Norwood "family" is also given plenty of opportunity to take part in a wide range of activities, from active days out to international adventures and domestic challenges. (Norwood is well known for encouraging both the people we support and the people who support them to take part in the many hikes, walks, runs and domestic and international bike rides that Norwood organises every year.)

When asked what the best thing about her role is, Juanita is in no doubt: "This job is so rewarding. I get so much good feedback from Nicole, her family, the staff here and my manager. We are all so supportive of each other – just like one big happy family. In fact," she says, "it's been nothing short of life-changing." ●



## Charge of the bite brigade!

The plan was cooked up at a Resettlement recruitment fair last summer... Take seven MoD chefs, add a group of people with learning disabilities, and slowly bring to the boil in the Berkshire countryside. Here's how a chance meeting led to a hearty meal and an 'eye-opening experience'.

In October, seven Ministry of Defence chefs spent an "eye-opening" day working at Norwood's Ravenswood Village in Berkshire, home to 111 people with learning difficulties.

During a tour of the sprawling site incorporating an educational session at the Ravenswood café, the MoD team learnt about the many challenges of catering for residents with complex needs – nutritional requirements, avoiding choking hazards and adhering to specific dietary requirements among them. "I had no idea how complicated it would be," one of the visitors remarked.

Led by Sergeant Tony Legg, who had met a member of Norwood's team at a recruitment fair in the summer, the MoD team then took over the kitchens of two Ravenswood residences – Tova and the Farmhouse – to prepare dinner for staff and residents, who enjoyed a Mediterranean hot pot with buttered peas and honey roasted carrots, followed by chocolate marble cake with custard.

The MoD chefs left with a "genuine respect" for the work of the many support workers and staff they met at Ravenswood, and a greater appreciation of those living with learning challenges.

For Norwood, it was another example of how the wider community can support its services.

The charity is currently trying to encourage recruitment from people who have previously held jobs in uniformed public services. "They typically display relevant and transferable skills for fulfilling and life-changing careers at Norwood," a spokesperson said.

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.

## Local employers set a shining example with Silver Awards

Twenty two public and private sector businesses from across the East Midlands were presented with Silver Employer Recognition Scheme awards at a black-tie event in Leicester.

The awards formally recognise the support the businesses provide to Defence personnel through having signed the Armed Forces Covenant.

In Lincolnshire there were eight winners, five each in Nottinghamshire and Leicestershire, and two each in Northamptonshire and Derbyshire.

The awards were presented at Leicester Tigers Stadium by Colonel Adam Fraser-Hitchen, who commented: "There are two leading principles that epitomise the Armed Forces Covenant from my point of view: to ensure that our service personnel are not disadvantaged as a result of their commitment and service to their country, and to acknowledge that the badly injured and bereaved may need additional support throughout their lives."

James Marsden, Partner at Wilkin Chapman LLP, said: "Receiving an ERS Silver Award is obviously a huge honour for the firm but, in reality, what we are able to give back to the Armed Forces community is only a small token of appreciation for the sacrifices that are made by the members of our Armed Forces, past and present, and their families."

Nikki Cooke, Chief Executive, LIVES, commented: "Our volunteers from the Armed Forces community bring a wealth of experience which is invaluable both in responding to emergencies and in managing, supporting and training other volunteers."

Craig Clarke, Veterans in Custody Support at HMP Leicester, explained: "Many of our staff have started their careers working for the military and on leaving the service, bring their dedication, hardworking attitudes and sense of family with them, to the work that we do as a service. HMP Leicester embraces that family ethos."

Councillor David Walters, Armed Forces Champion at Ashfield District Council, said: "We are humbled to be receiving this prestigious award. It marks our fantastic work, in not only showing how proud we are of those who have served for our country, but also that we are a veteran friendly employer as an authority. We will continue to be proud of the Armed Forces and

ensure that service personnel, families and veterans can access the help and support available."

Derby County Community Trust Marketing and Communications Manager Megan Patrick, commented: "Derby CCT is honoured to have received the ERS Silver Award as we develop our offer for serving military personnel and veterans. We are dedicated to ensuring this is a fruitful and long-lasting commitment."

John Wilson, the Ministry of Defence's Regional Employer Engagement Director, explained: "We were delighted to be able to present 22 Silver awards to local businesses this year, a confirmation of the great commitment they give to supporting members of the Armed Forces community throughout the East Midlands."

"Employing military trained personnel is highly beneficial to employers; the skills and experiences developed through military training help employers to fill skill gaps in their businesses. These Silver award winners recognise that and actively seek to take advantage of it."

To achieve a Silver Award, employers need to have signed the Armed Forces Covenant, shown flexibility towards the annual training commitments and deployment of Reservists, whilst also supporting the employment of Cadet Force Adult Volunteers, service leavers, and military spouses and partners. ●

The full list of Silver award winners in the East Midlands is:

- Ashfield District Council
- Belvoir HR Ltd
- Bentleigh Chase
- Bright Rebel Coaching Ltd
- Catena
- DEA Aviation Limited
- Derby County Community Trust
- Freshline Group Limited
- HMP Leicester
- Keith Cook Training Ltd
- Level 7 Expertise Ltd
- Lincolnshire County Council
- LIVES
- Minster Group
- Northampton Borough Council
- One To One Support Service Ltd
- Rangoon Point
- Stamford Town Council
- UK Veterans Hearing Help
- Wilkin Chapman LLP
- Wilson Browne Solicitors
- Workforce Unlimited



George Watson and James Cook of Keith Cook Training Ltd, Leicestershire, receive their Silver Award from Colonel Adam Fraser-Hitchen.



Debbie MacColl and Aimee Luck of Northampton Borough Council representative accept their Silver Award from Colonel Adam Fraser-Hitchen.



Gillian Welch and Tony Brewer from Ashfield Borough Council receiving their Silver Award from Colonel Adam Fraser-Hitchen.



Sharon Dale and Paul Newman of Derby County Community Trust being presented with their Silver ERS Award by Colonel Adam Fraser-Hitchen.

## Forces Help to Buy scheme extended for a further three years

A government scheme to help military personnel get on the housing ladder has been extended until the end of 2022, the Defence Secretary has announced.

The Forces Help to Buy scheme has lent over £280 million to over 18,000 armed forces applicants since its introduction in 2014.

The scheme allows military personnel to borrow a deposit of up to half of their annual salary, interest free, to contribute towards buying a home, building an extension on their current one or moving to another property.

The programme has proved popular amongst service personnel and will now be extended for a further three years.

The Forces Help to Buy scheme was set up to provide more flexible support to personnel by offering a larger advance of salary to facilitate a home purchase.

Defence Secretary Ben Wallace said:

*The extension of this scheme demonstrates the value we put on our Armed Forces and means service personnel can continue to realise the ambition of owning their own home or borrowing to extend.*

*It has already proven very popular amongst the Armed Forces community and by extending it further we will be able to help many more service personnel make those first steps on the property ladder or expand their home to fit their family.*

Regular personnel can borrow up to 50% of their salary (capped at

£25,000), interest free, to buy their first home, extend their current one or move to another property on assignment or as their needs change. The loan can be used towards a deposit and other costs such as solicitor and estate agents' fees, and can be repaid over a period of 10 years.

Minister for Defence People and Veterans Johnny Mercer said:

*The extension of the Forces Help to Buy Scheme is fantastic news for all those wanting to take that first step on to the property ladder.*

*The Scheme helps to provide stability for our Armed Forces personnel and families, as a thank you for their commitment to their service for this country.*

Last month the MOD announced the official launch of the Future Accommodation Model (FAM) pilot, which was rolled out at HMNB Clyde. FAM will provide financial support to service personnel at HMNB Clyde who want to rent or buy a home within a 50 mile radius of the base, giving personnel more choice where and with whom they can live.



The scheme forms a part of the Armed Forces Covenant, which is a promise from the nation that those who serve or who have served, and their families, are treated fairly and not disadvantaged.

The MOD also sub-lets some surplus vacant houses to the general public to generate income through short-term lets on the private market. The properties are rented at market rates and are available at 60 sites. ●



# Sava

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

Working 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 DO THE SAVA GRADUATES SAY?

Ben Browne re-trained to become a surveyor in 2018. He

## 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.

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/)

# Building Heroes

January will see the first cohort of veterans starting out on an Engineering Pathway at Colchester Institute's Harwich Campus.

## Testimonial



### NATHAN TANK COMMANDER

"Essentially, I was looking for a new career direction. I was medically discharged from the Royal Tank Regiment after serving for 13 years. Unfortunately, Tank Commanding isn't a requirement in Civilian life!

I was keen to learn a trade and had already decided to train as an electrician. However, having multi-trade skills has allowed me to carry out a wider, broader scope of work, and has meant that I haven't had to call out other trades either prior to or post installation work.

After completing the Building Heroes Programme and Level 2 & 3 City & Guilds electrical course, I have completely refurbished a house from plumbing, electrics, central heating, plastering, kitchen and bathroom. The house hadn't been touched for nearly 30 years, and 90% of it relied on skills I had learnt on the course.

I went on to work for a local building contractor and now run my own business. This has all really been down to the skills learnt on the Building Heroes course.

The course not only gave me a new skill set, it also helped me decide on a specific direction to train in, equally importantly it also gave me the assurance to try something I wouldn't have before.

It is all about having confidence, confidence to try something new, and then more importantly confidence to get out and do it!"

**B**uilding Heroes, a Charity set up in 2014, provide training, mentoring and personal support to enable veterans, service leavers and the military family to achieve a rapid transition into employment in the building trades. They deliver an intensive programme, which has a 90% success rate. The programme equips learners to progress into employment, self-employment, or undertake further training to enhance their new skills. Their aim is to tackle unemployment among veterans by offering them a seamless transition into a new career.

There is currently a 250,000 shortage of skilled labour in construction - a situation that is projected to get worse with a maturing workforce heading for retirement and the potential reduction in access to the European labour market post-Brexit. This industry urgently requires people who not only have technical skills but also possess the right personal traits such as reliability, time-keeping, organisation, co-ordination and team-working.

Building Heroes have been working with full time education Colleges across the UK providing the foundation course in property maintenance to help veterans train for a new career. Their current course provides a Diploma level Construction skills course, Health and safety in construction environment and a CSCS card. The Charity has certainly had a busy few months with new centres opening in Salisbury and Middlesbrough and the new engineering course in January, the organisation now has seven venues across England (two, in West Sussex and Cheshire, with accommodation on-site). What's more, after just three years working in partnership with colleges, the charity recently held a special event at its West Sussex centre to celebrate its 500th graduate; 2020 will see its 1000th!

The new Engineering course is a pilot scheme initially being run from Colchester Institute's Harwich Campus. The 5-week course will not only give

attendees a diploma in Performing Engineering Operations which covers benchwork, welding and Fabrication, mig, mag and flux core equipment, arc welding, health & Safety and a CSCS card.

Chief executive Brendan Williams said, "we are delighted to add this extra Pathway for our Veterans. This new collaboration will enable us to offer our services to more veterans and service leavers. Creating further positive opportunities for the entire military family" .

## PATHWAYS INTO CONSTRUCTION

Building Heroes runs a career changer programme for Armed Forces Service Leavers and Veterans looking to enter the Construction Industry which, having doubled in size each year for the last four years, has re-skilled over 600 to date and plans to deliver over 500 places next year. Our Foundation in Property Maintenance Programme, run in association with Further Education colleges since 2016, helps our learners make an informed decision on their future career direction. They were established as a Charity in 2014 in direct response to a request from within the Armed Forces to create a Pathway into Construction for all Service Leavers.

With successful transitions into Plumbing, Electricals, Plastering, Tiling, Decorating

and Multi trades they know they deliver what is required. Giving learners the opportunity to sample multiple trades in a safe environment while also delivering a meaningful real work experience through small community focused projects helps them to decide on their future career.

Their success is measured not by training numbers but by successful outcomes, so they ensure delivery is truly a Pathway into Construction. Success comes in many flavours and they look to get 90% of learners to move on into either employment, self-employment or further training.

Studying for a Level 1 Diploma in Construction Skills, a Level 1 Award in Health and Safety in a Construction Environment and a CSCS Labourers Card all our learners are not only work ready but site ready. With pass rates over 98% demonstrating their approach can deliver success.

They currently deliver at sites in Cheshire, Essex, Hampshire, Sussex and Wiltshire with a new centre opening in the Tees Valley in January 2020. As many as 100 places are available each year at each centre giving a 2019-20 delivery capability of over 500 places. With a wait list of over 500 and an application velocity of nearly 1,000 per year they are currently in under-supply due to financial constraints. They have plans to open a further four centres over the next two years creating a capability of 1,000 per year still solely dedicated to Service Leavers and Veterans but will need to find sustainable funding from the Industry or from Government if they are to succeed in the long run.

Let's look at some of our success stories;



**NATHAN BLEWER Tank Commander, now running his own company**  
"Essentially, I was looking for a new career direction. I was medically discharged from the Royal Tank Regiment after serving for 13 years. Unfortunately, Tank Commanding isn't a requirement in Civilian life!

I was keen to learn a trade and had already decided to train as an electrician. However, having multi-trade skills has allowed me to carry out a wider, broader scope of work, and has meant that I haven't had to call out other trades either prior to or post installation work.

After completing the Building Heroes Programme and Level 2 & 3 City & Guilds electrical course, I have completely refurbished a house from plumbing, electrics, central heating, plastering, kitchen and bathroom. The house hadn't been touched for nearly 30 years, and 90% of it relied on skills I had learnt on the course.

Having worked for a local contractor to hone my skills I have now founded by own company. This has all really been down to the skills learnt on the Building Heroes course.

The course not only gave me a new skill set, it also helped me decide on a specific direction to train in, equally importantly it also gave me the assurance to try something I wouldn't have before. It is all about having confidence, confidence to try something new, and then more importantly confidence to get out and do it!"

## EBENEZER ANSAH Soldier, now Maintenance Operative

Ebenezer has served four and a half years with the Cheshire Regiment leaving almost ten years before he came to us. When he started the course he was unemployed and claiming benefits. He had worked as a labourer but due to lack of qualifications was struggling to get better work.

Ebenezer completed the course and went on to get a role at Tottenham Hotspurs in the maintenance team. He has since been there for 18 months. When he came to us he was low in mood and thought he would never find work to support his family, since leaving he has had continuous employment.

## MICHAEL FINDLAY Soldier, now running his own company

'Building Heroes has given me a new lease of life'. After three years in the Army Air Corps Michael was unemployed, on ESA and suffering from PTSD. Referred to Building Heroes by the RFEA he was keen to find a new pathway and had always been keen to get into Construction.

Following successful graduation Michael found work with a

Commercial Bathroom contractor and immediately impressed with the tiling skills he had gained on the program. When the contractor went into liquidation Michael and a business partner took on the business and they are now thriving employing more workers including other Building Heroes graduates.

'Without Building Heroes and my daughter I wouldn't be here today' ●

## Testimonial



### ANONYMOUS

"I am just completing a career service of 32 years in the Royal Navy. Having no experience within the civilian sector and absolutely nothing within any of the construction areas, Building Heroes has changed all of that for me. The course gave me the first opportunity to be away from a hectic service life and has given me the first taste of being a civilian, making the transition a lot easier. It has given me new life skills within the construction area, which has opened a whole new direction for me. The skills taught on the course have set me up to have the knowledge to work within any property maintenance areas, and the 5-week course is taught by skilled and professional instructors. I conducted my course at Brinsbury Campus, Chichester College. The Building Heroes course is run by very professional people, and gives you all the support you need, on a personal and professional level. I fully recommend this for service leavers or personnel that have already left. What ever your circumstances are, the Building Heroes course accommodates for everyone who attends, with absolute full and professional support for anyone requiring help, either personally or professionally. A course with everything to offer and very rewarding at the end with an emotional graduation day to finish. Thank you Building Heroes Team"



More information on the projects available from Building Heroes can be found on their website [www.buildingheroes.org](http://www.buildingheroes.org). uk or by calling 01798 874521



## 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.

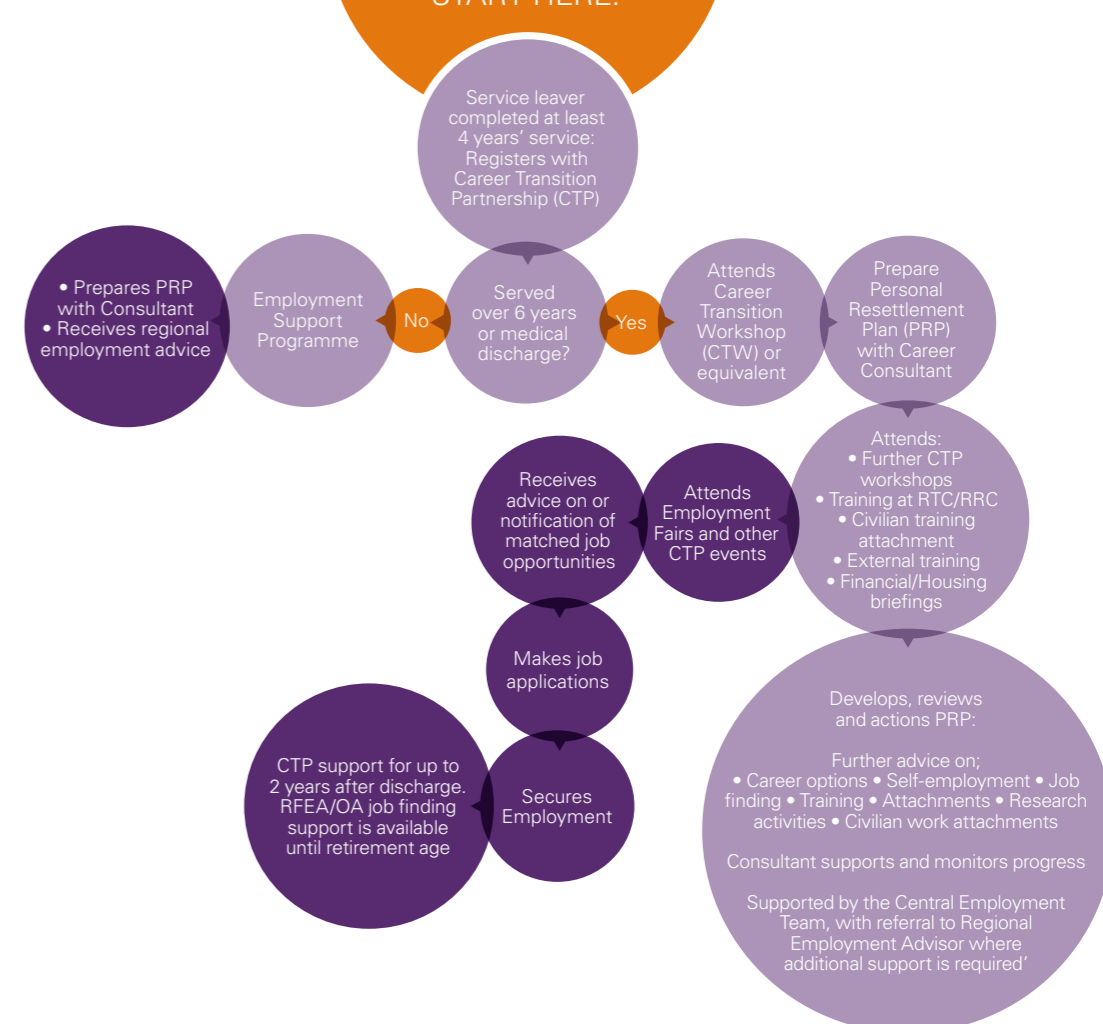
### TRAINING

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)

# 5

## Things not to say in a job interview

What you don't say in a job interview is just as important as what you do say. Follow these interviewing tips to ensure you stand out for the right reasons.

In a job interview, what you don't say to a potential employer could have as big an impact on your prospects as what you do say. Strengthen your approach by avoiding these common errors in your next job interview.

### 1. "I'M NOT FAMILIAR WITH YOUR COMPANY, WHAT DO YOU DO?"

Do your homework so you can ask intelligent questions about the job. This shows potential employers that you are prepared and proactive. If you're truly interested in the job, you'll be a much better employee and more likely to get hired. Plus, researching the company before you show up for the interview shows that you have initiative.

### 2. ANYTHING NEGATIVE ABOUT YOUR LAST BOSS OR JOB.

If you sound overly critical of your previous employer, your interviewer will wonder what you'll have to say about his company when you leave. Even if what you say is true, keep it positive, or at least keep a neutral tone in the interview. Try to find a way to turn negative experiences at previous jobs into a positive for the interview or simply respond that the new position aligns with your career goals and presented an opportunity you couldn't pass up.

### 3. "IT'S ON MY CV."

If an interviewer asks you about an experience that is on your CV, they want you to elaborate. Instead of saying "it's on the CV", which sounds flippant, go into more detail about the job they are asking about. Tell the interviewer what you did, how you did it, and the impact you had on the employer you were working for. The more you are able to integrate measurable results and real-world professional examples, the better your chances of landing the position.

### 4. "MY ONLY PROFESSIONAL WEAKNESS IS I CARE TOO MUCH."

Everyone has weaknesses; potential employers do not expect you to be perfect. This question is intended to uncover your level of self-awareness and your ability to tackle problems. You'll impress your interviewer more if you're honest about what you're working on, and outline the proactive steps you're taking to close the gap. Turn your weaknesses into a positive, but don't gloss over them.



## 2020 EMPLOYMENT FAIR DATES

13th February - Salford  
26th March - Newbury  
30th April - Newark  
21st May - Edinburgh  
11th June - Bristol  
2nd July - Newmarket  
10th September - Leeds  
8th October - Southampton  
26th November - Telford



### 5. "I'M AN OUT-OF-THE-BOX THINKER."

This is a cliché. Even if it's true, it will make you sound boring and uncreative. Your interviewer is looking for what sets you apart from other job candidates. You might as well drop every cliché you're thinking about saying in a job interview. The rule: Don't state it, demonstrate it with real-world examples of your professional achievements.

Don't forget, your CTP Career Consultant is on hand to help you prepare for upcoming interviews. Visit [www.ctp.org.uk](http://www.ctp.org.uk) to find out more. •



# The Journey from the Army to Resettlement

Deciding what your next step will be after serving in the Army can be daunting, yet it is doable.

This new journey may be unnerving but it will be equally exciting. The demand for qualified individuals

in the Mine Action industry is high and although it may not be as regimented as the Army, it can be just as rewarding, if not more. The Development Initiative Ltd has a rich history of providing opportunities to former Army personnel in search of a new career path. TDI allows you to utilise the skill sets that you have learnt in the Army to your best advantage.

After a combined career of 54 years in the Army, Carl McCarthy; IEDD Search Mentor, Daniel King; IEDD Mentor and Ian Morley; EOD Team Leader, all discuss their transitions from the British Army to working for The Development Initiative Ltd (TDI) in Mali.

## HOW LONG HAVE YOU WORKED IN THE MINE ACTION INDUSTRY?

**Ian Morley, EOD Team Leader:** I have worked in Explosive Ordnance Disposal for most of my military career and eventually joined TDI in 2017. It was a natural transition for me as it was well within my scope of experience.

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

**Daniel King, IEDD Mentor:** I joined the army in 2005 as an Ammunition Technician and eventually found myself taking on more of a management role, sat behind a desk and answering emails. This was far from what I enjoy doing – operating within a Bomb Disposal Team! I felt that I still had something to offer based on my years of experience. After discussions with several people who had made the transition to civilian life, yet remained within the EOD sector, I found this to be a route that I wanted to explore further as it was well within my area of expertise.

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

**Carl McCarthy, IEDD Search Mentor:** There are some similarities between my role with TDI and my life in the Army. My last role in the Army was at the Demolitions, Explosive and Munitions School where I taught the Royal Engineers Search Advisor (RESA) Course, or as it is commonly now known as the Defence Advanced Search Advisor (DASA) Course. My everyday tasks with TDI are almost the same as those in my military career; we always ensure that students are following safe procedures whether it is on a training task or real life. No individual passes the course if they do not meet a certain standard of criteria and if these standards are not met, we implement hands-on training to correct this.

## HOW HAS YOUR LIFE CHANGED SINCE JOINING TDI?

**Daniel King, IEDD Mentor:** My life has changed quite a bit since joining TDI. Apart from the obvious time away from home, I have adjusted to the lifestyle due to my previous years in the Army. I am away from family and friends for three months at a time but that comes with the nature of this job. We are provided with rotational leave so I can still go home to visit my family. On the other hand, I knew a few of my colleagues from my time in the Army and have made many new friends from different nationalities yet with similar experiences to me.

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

**Ian Morley, EOD Team Leader:** Since joining TDI in 2017, I have had the opportunity to travel to Nepal and Cambodia to deliver pre-deployment training. Along with being extremely interesting, this experience gave me a clearer insight into how some of the military units work in the home countries of the people that we train and mentor. During our down time, there is always the great opportunity to visit new places and experience new cultures.

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

**Ian Morley, EOD Team Leader:** I am currently employed as an EOD Team Leader with TDI in Mali. I deliver training and mentoring to military troops whilst also planning training events and courses. In addition to the management of personnel, there is also an administrative aspect of my role, which includes the compilation of reports, and the quality and assurance of project delivery. I regularly attend CIED meetings and provide a synopsis of the training.

## HAVE THE COMMUNITIES IN THE AREAS THAT YOU HAVE WORKED SHOWN THEIR GRATITUDE IN ANY PARTICULAR WAY? HAVE THEY THANKED YOU FOR THE WORK THAT TDI HAS DONE?

**Carl McCarthy, IEDD Search Mentor:** Although we have not been thanked outright, the local nationals working for TDI have insisted that there is a need for a TDI presence in Mali due to the unrest in the towns.



*TDI recognises my time, experience and knowledge that I gained in the Army and employ me in a way that benefits me*

Daniel King

say. There are many dangers in Mali from small arms fire to VBIED however, the main thing is to ensure that whatever you are doing or are going to do, have the correct safety elements to combat whatever threats you anticipate there will be.

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

**Carl McCarthy, IEDD Search Mentor:** My family are based in the United Kingdom so there is a time difference, which can make keeping in touch challenging at times. However, we do have internet in the camp so I regularly chat to my family through WhatsApp and video calling. If we are on mission, I will send a message every day although this is reliant on how good the signal is in the locations that we travel to.

## WHAT DO YOU LIKE MOST ABOUT WORKING FOR TDI?

**Daniel King, IEDD Mentor:** I love EOD training and TDI recognises my time, experience and knowledge

that I gained in the Army and employ me in a way that benefits me. My knowledge and experience count for something in the environment that I work in. TDI cares about its employees and will always strive to accommodate any requests that we may have. For me, it is a security blanket knowing that any concerns or requests that I may have will be acknowledged and listened to. I feel that I have found a second family with TDI; something that I thought I would no longer experience when I left the Army. That could not be further from the truth! Most of us are working away from home so there is a familiar camaraderie between us all.

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

**Daniel King, IEDD Mentor:** We have a gym within our camp that we can utilise at specific times and for a bit of socialising, there are a few bars. Within the TDI

compound, we have a TV room where we eat and socialise as a team, play cards and watch films together. For those who prefer a quieter night, we usually retire to our own rooms after dinner.

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

**Ian Morley, EOD Team Leader:** It is a very diverse environment within the TDI team. Since joining TDI in 2017, I have had the opportunity to work with a mixture of expat personnel from South Africa, Zimbabwe, Croatia, Ukraine, New Zealand, France, Belgium, Canada and Ireland.

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

**Carl McCarthy, IEDD Search Mentor:** For me, having all of the IEDD teams accredited in the shortest amount of time was an achievement. Apart from the training aspect, we built the best bunker in Mali. Due to my experience within the Royal Engineers, I had the opportunity to work on HESCO

so this came naturally to me. Well, needless to say, I ended up managing the whole task!

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

**Ian Morley, EOD Team Leader:** TDI still has a small family business feel to it with staff throughout the company who are always willing to assist in any way they can to keep you as a member of the team. Remuneration is reflective of our experience and time away from home and is always paid on time, which is beneficial especially when you have responsibilities at home. In addition to this, TDI is always striving to lower the risk of the working environment we are placed in.

TDI aims to make the unnerving transition from the Army to the Mine Action industry 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)



**WE ARE HIRING.**

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

**Apply now and join TDI.**

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

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## 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**



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Do you want a career in IT?  
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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.



powerlines to cause potential issues with electrical supply and they then use a chainsaw (a large metal object) at arm's length to remove those branches closest to the overhead powerline. This type of work is very specialised and incredibly dangerous. Not only do the operatives require all the certification, equipment and learning required for an arborist operating in a domestic setting, they also require an understanding of the electrical network in the proximity of which they are operating. This additional requirement for certification can act as a barrier to entry for many, not necessarily due to the difficulty of the testing but due to the lack of necessity for the larger part of the sector.

We are always on the lookout for committed and enthusiastic staff willing to push and challenge themselves on a daily basis. At Oakwick we want everybody to feel a valued part of the business and everyone receives a warm welcome and introduction to the Company. We work with our staff to ensure they remain focussed and driven and offer training and development throughout their career to ensure that when the time comes for someone to take the next step on the ladder they have all the tools necessary to be a success.

# Oakwick

We were incorporated in 2005 and have grown year on year from that point.

We started out working as a sub-contractor working predominantly in the Midlands and then grew to encompass the Midlands and South East before winning our first Tier 1 contract in 2012 with ESB in Ireland. Following the completion of that contract we won a large Tier 1 contract in the South East with UKPN covering the 132kV network in two of their three areas. Since that point we have grown and during the last round of tenders in 2015 we successfully won the 132kV and 33kV vegetation management contracts across the entire UKPN footprint.

Oakwick are essentially a tree surgery business, we carry out the felling, trimming and shaping that any other tree surgery Company would carry out often in gardens, parks and schools. What makes us unusual, although not unique,

is that we have chosen from our very inception to focus on the electrical Distribution Network Operators (DNOs) as our mainstay. Unlike tree surgery companies that focus on the domestic market our work is less seasonal offering year-round cutting to some of the largest DNOs in the country. We employ 35 people directly with another 103 sub-contract cutting staff who are employees of smaller Companies. The services we



provide to our clients include not only the day to day maintenance of the vegetation in proximity to the electrical network but also a 24 hour-a-day seven day-a-week emergency response service in case the worst should happen and the integrity of the network be compromised by trees either through unforeseen failures or, through catastrophic events such as high winds and storms.

Utility arboriculture is the management of vegetation in the proximity to overhead powerlines. This means we send our staff to work at height in trees that are close enough to overhead



If you are a team player with a good work ethic, good decision making, flexibility, excellent communication and computer skills then we will look forward to hearing from you. ●



## CASE STUDY: STEVE, REGIONAL SUPERVISOR

I started working in Utility Arboriculture in July 1991 when I was 16 starting at the bottom as a brash dragger with no qualifications. Since that point I have worked for Companies on all the DNOs in the Country like WPD, SSE and UKPN. Improving myself along the way with a National Diploma and all the certificates required for climbing and cutting trees, working from a MEWP and CSCS training. Having spent 28 years now in the industry and having worked at every level within the business from the lowest level dragging brash to running the whole region of Norfolk, Suffolk, Cambridgeshire and the home counties North of London. I feel I can offer a comprehensive insight into the life of a tree-cutter at all levels within the industry.

The basic principle behind what we do is to ensure that trees and powerlines remain a safe distance from each other and that all the work we do is carried out in the safest possible manner. Utility Arboriculture certainly has its dangerous moments: sending a man up a tree near a powerline with 132kV Volts flowing through

it with a piece of metal in your hand is just about as dangerous as we get in the civilian world.

During my years in the industry I have worked in a number of roles. These can be broken down into the following categories:

**Operatives:** Essentially the tree surgeons, those guys working in a team usually of two although some of three with a climber and a groundsmen; one cutting the branches away from the line, the other on the ground managing the site, watching for hazards and clearing brash to make sure all is safe. The guy on the ground also acts as the aerial rescuer should



there be an incident leaving the climber incapacitated at height.

**Surveyors:** Generally lone workers in a van surveying the line ahead of the team ensuring the teams have sufficient work to keep them busy. This a very customer focussed role with a lot of dealing with the public. Either in negotiating consent for the work or in dealing with potential issues that arise during or after the works

## Senior Surveyor/Supervisors:

Covering a larger area or region planning and booking work and mechanical intervention and dealing with higher level complaints and issues as well as larger stakeholders to ensure they are given the best service and suffer the least disruption possible. This is in addition to carrying out audits and putting teams to work. Also spending time with the Client in the audits and looking at potential additional sites that have been escalated by the Surveyors.

The days can be long in any of the roles sometimes starting at 4am but it is also incredibly rewarding knowing that we are keeping the lights on for millions of people!



Oakwick is a Lincolnshire based tree surgery company and we specialise in:

- Sympathetic tree reductions
- Tree removal
- Hedge trimming or flailing
- Removing dangerous trees and branches, especially when close to houses
- Larger scale site clearances

We are **fully insured** and **highly qualified** so please do not hesitate to contact us.



Oakwick Utility Arborists Ltd, Unit 2 Elm Grange Studios, East Heckington, Lincolnshire, PE20 3QF  
Email: enquiries@oakwick.co.uk Tel: 01529 968 501 Mobile: 07803 514 195

# Loneliness

In a recent poll, SSAFA, the Armed Forces charity revealed that nearly a quarter of service personnel are experiencing loneliness in the lead up to Christmas this year.

Surprisingly, just 19 per cent of Brits surveyed realise that service personnel can feel this way – with the elderly more commonly recognised as feeling 'alone'.

Christmas exacerbates feelings of loneliness, as pressure to enjoy picture-perfect moments builds. For those surveyed in the military, well over two thirds said they felt lonelier than usual at Christmas. Of those polled, over two thirds of those serving said that they spend Christmas without loved ones most years. Furthermore, nearly a half of those serving in the military believe that Forces' spouses left behind can feel this even more acutely than their partners.

To shine a spotlight on this issue and encourage the public to show the Forces community that they are not alone, SSAFA has called on the public to show their support. A host of celebrity support has been shown for the campaign, with names such as Colonel Dame Kelly Holmes, Kym Marsh, Antony Cotton, Major Levison Wood and JJ Chalmers coming forward to share their own experiences of loneliness in the Armed Forces community at Christmas. Joining with SSAFA, they are encouraging everyone to remember those who are feeling alone this Christmas and make a small gesture to change this trend.



SSAFA, the Armed Forces charity, provides lifelong support to every member of the military community – past and present – when in need. Help SSAFA give every member of the Armed Forces family practical, emotional and financial support at Christmas, and throughout the year, year, to find out more and donate - visit [www.ssafa.org.uk/christmas](http://www.ssafa.org.uk/christmas).

## Bill Grant, Forcesline Manager at SSAFA says

*"There's a perception that the elderly are the most lonely group in society, but in reality isolation affects many of us. We can all feel alone, and Christmas can make this feel worse. Reaching out could be a daunting but life-changing first step."*

*"For the Forces community, I hear first-hand that this can be a difficult time. Whether deployed and away from home, or just struggling to adjust to civilian life, loneliness and isolation can hit those serving and their families, of all backgrounds."*

*"Knowing that there is someone to listen makes a difference. SSAFA supported 82,000 people last year and we are seeing a steady increase in this 'need'. We want to encourage people to reach out to those who may be experiencing feelings of isolation at Christmas – a simple gesture can be all that it takes. Your support of SSAFA will help us to be there for even more members of the Forces family when in need."*

## Colonel Dame Kelly Holmes, DBE comments

*"Whilst I was in the British Army, I was also training for the Olympics and heavily involved in athletics. There were moments where I would find myself all alone in my barracks, struggling with my emotions on my own and trying to find an escape."*

*"I realise now that you can get help if you ask for it. So when half of you is dying, and half of you is trying to live - because actually you know you can be good at something still, you have to fight and battle through that. And there is help there, whether it's reaching out to your local SSAFA branch or just talking to a family member or friend. There is always someone who will listen to you, you just have to have it within you to ask for it."*



After feeling alone and struggling with life in the UK, SSAFA Volunteer Richard, a former private in the 1st battalion Worcestershire and Sherwood Foresters Regiment, helped ex-Queens Gurkha engineer Tilak to support himself and his young family.



## BOEING IS NEWEST CORPORATE PARTNER FOR SSAFA

Boeing UK recently named SSAFA as their Charity of the Year 2019/2020, as part of their ongoing commitment to the military community. This support will mean that the charity will receive a total of £62,000 from Boeing. The funds will be allocated between SSAFA's on-the-ground team of caseworkers and their mentoring programme - which helps motivate, support, and empower Forces leavers as they join Civvy Street.

Not only is Boeing UK supporting SSAFA's vital work, they have created a thriving environment for Forces leavers to join.

## ABOUT BRAVO – BOEING'S UK'S RESERVISTS AND VETERANS ORGANISATION

- BRAVO is an employee network connecting veterans, reserves and colleagues across Boeing UK that currently has 185 members dedicated to those who serve or who have served.
- BRAVO's goal is to build a community of knowledge within Boeing UK relating to military matters, provide mentoring and guidance for new hires from a service background, help managers understand and work with their ex-forces employees as well as facilitate personal development, career acceleration and growth in skills and knowledge.
- The BRAVO network organises community outreach events, charity fundraising and volunteering initiatives, employee events for Armed Forces Week and school engagement activities as well as attending Forces events such as Beating the Retreat at Horseguards Parade and Remembrance Sunday.

- BRAVO is open to all Boeing employees in the UK, a member does not need to be ex-military or a reservist and it is entirely voluntary.

## FOLLOWING A MILITARY CAREER WITH A NEW ROLE AT BOEING DEFENCE UK

Audrey Stevenson, RAF Odiham Operations Manager, Boeing Defence UK, says: *"I previously served in the military for 27 years as a fixed wing and rotary wing aircraft engineer. I completed operational tours in Former Yugoslavia, Iraq and Afghanistan and completed arctic, jungle and desert training with the Royal Marines."*

*"My career at Boeing began in February 2017. I spent just over two years working at Boeing Commercial Aviation Services Europe Ltd, before moving to Boeing's defence business as an Operations Manager."*

*"Upon leaving the military, I initially worked for a commercial airline, and found transitioning to civilian life quite a challenge due to the lack of daily structure and camaraderie. During this time, I felt quite isolated and struggled with feeling a loss of identity. Very soon after joining Boeing, I joined Boeing's veteran employee network (BRAVO). Being part of the military community within Boeing and interacting with other employees with whom I have shared experiences, gave me back my sense of purpose and identity."*



# CELEBRATING 75 YEARS OF SERVICE

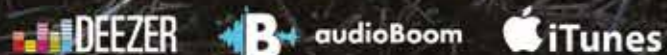
ABF The Soldiers' Charity is the national charity of the British Army, providing a lifetime of support to soldiers, veterans and their immediate families when they are in need.

We were founded in 1944 to ensure that soldiers returning from World War Two were well cared for. Since then, the welfare of soldiers, past and present, and their families has been at the heart of everything we do.

## New podcast series launched

Lorraine Kelly introduces a series of conversations between people whose lives have been changed forever by war and conflict. This five-part series explores different aspects of military service, including camaraderie, mental and physical health, family life, bereavement, resettlement and more. Hear how life in the British Army has evolved over our 75 years of service from some of the incredible people our work has touched.

Search for 'Audio Boom Soldiers Charity'



To donate or find out more visit [soldierscharity.org](https://soldierscharity.org)

While there is a British Army, there will be The Soldiers' Charity.



## 565 Days with Al-Qaeda Bob's story

In 2014, former Royal Engineer Bob Semple was taken hostage by Al-Qaeda in Yemen, spending 565 days in captivity. This is his story.

In February 2014, Bob Semple left his house in the Yemeni capital, Sana'a, and began his drive to work. After 22 years with the Royal Engineers, he had found employment as a civil engineer and his work regularly took him to the Middle East. Just yards from his office, a taxi screeched to a halt in front of Bob's car and several men armed with knives and guns leapt out.

Bob's guard fled. Bob, who had refused to get out of the car, was stabbed in the arm and shoulder through the window. Bleeding profusely, he tried to fend off his attackers but was hit over the head with a pistol and bundled semi-conscious into a car.

Bob's captors held him for a week near Sana'a before dressing him in a burqa and blindfolding him. With a gun held to his back, they drove him to a remote location and chained him in a concrete cell. At this point, Bob bid a mental farewell to his wife and children: "It switched my mind off. It was too painful." To distract himself and keep his mind sharp, Bob would practice complex spherical geography in his head.

Periodically, Bob was dragged from his cell and put in front of a camera to record video messages home. His wife, Sallie, never saw any of them. Bob says: "My real worry about the videos was that they would actually film me getting my head chopped off. They wanted me to beg and cry but I wouldn't."

As time went on, Bob began to sink into despair. Then one day, his captors placed a television in his cell. Although there was no electricity, the screen blazed to life and showed a picture of

former British hostage, Terry Waite. For the first time, Bob felt a surge of hope: "I thought to myself: 'Stop being a wuss. Terry did four years as a hostage.'"

Back in the UK, Sallie had begun to lose hope of seeing her husband again. Adding to the strain were serious financial worries, as Bob's Yemeni employer had stopped paying his salary. Unable to support their three sons on her nurse's wage, Sallie was forced to sell the family home and downsize. At this point, ABF The Soldiers' Charity stepped in to help. Within days of hearing about Sallie's situation, the charity had money in her account to help with urgent household bills.

Finally, in August 2015, Sallie received the longed-for telephone call. Bob had been rescued from the boot of a car by United Arab Emirates Special Forces. After 565 days in captivity, he was heading home. Four years on, Bob and Sallie are enjoying life with their children, and are both ambassadors for The Soldiers' Charity.



### ABF THE SOLDIERS' CHARITY

ABF The Soldiers' Charity is the national charity of the British Army, formed in 1944 to provide a lifetime of support to soldiers, veterans and their immediate families.

This year, the charity provided support to around 70,000 people in 68 countries across the globe. The youngest person we supported was two; the eldest, 102. We have been proud to assist 33 Second World War veterans this year – as well as funding 92 other charities and organisations that help the Army family at large.

To find out more, visit [www.soldierscharity.org](https://www.soldierscharity.org)



Bob shared his story as part of The Soldiers' Charity's Conversations podcast series, which features interviews with people from around the Army family, whose lives were changed forever by war and conflict. Available now on Spotify, Audioboom and Apple Podcasts.



## "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

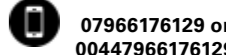
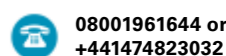
British military Soldiers per year to gain their operating licences and gain employment with the many contracting companies in the UK and overseas.

**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.



# PASS ON YOUR SKILLS TO THE NEXT GENERATION

Across the UK 15,000 young people are challenging themselves and learning new skills based on the customs and traditions of the Royal Navy to give them the best possible head start in life – all supported by 9,000 volunteers.

We are looking for people like you who are happy to roll up their sleeves and get stuck in! We hope you will pass on the skills that you have learnt in the Armed Forces to the younger generation.

You can share your skills in drill, seamanship, sailing, cooking or even drumming!

Sea Cadets is a national youth charity working with 15,000 young people in 400 communities. The nautical activities we offer have a positive impact on young people, including those that struggle academically and from disadvantaged backgrounds. While all of our cadets benefit from the progressive training programme and inspiring activities, it is often those cadets that can least afford it that stand to gain the most. We are in a privileged position to be able to help them grab a better future.

## **Tony Thurgood, Lieutenant, Institute of Naval Medicine**

"I've always wanted to give something back to Sea Cadets as they had given me so much as a teenager. I joined my local unit when I was 11 years old and had a wonderful time getting out on the water but a real highlight for me was being appointed the Deputy Lord Lieutenant Cadet. This early experience with Sea Cadets helped form who I am today.

I've been volunteering for seven years at my local Sea Cadet unit and the skills I have learnt in the Royal Navy, like problem solving, leadership and strong work ethics, are vital life skills that I pass on to the next generation.

You can do this too!

As a volunteer with a former or current career in the Royal Navy you have a unique skill set to offer Sea Cadets. With 400 units across the UK there will be a unit near you that could use your skills, experience and time."

**Join our Sea Cadet family now!**

**Find your local unit here:**

[sea-cadets.org/units](http://sea-cadets.org/units)



# INSPIRE IN 2020

Volunteer at Sea Cadets to inspire young people in your community to achieve the life skills they need to succeed.

**To find your nearest unit visit:**  
[sea-cadets.org/units](http://sea-cadets.org/units)

**SEA  
CADETS**

 Patron: HM The Queen  
Marine Society & Sea Cadets, a charity,  
registered in England and Wales 263013,  
Scotland 00037608



# Winners revealed at first ever Scottish Ex-Forces in Business Awards

## ABOUT THE EX-FORCES IN BUSINESS AWARDS

The awards are dedicated to providing a much-needed platform for uncovering and showcasing the business achievements of ex-military, presenting them as role models to service leavers, and recognising the employers that support current and former members of the British Armed Forces. The prestigious events promote the huge value that military-gained skills and values add to the UK economy.

[www.exforcesinbusiness.co.uk](http://www.exforcesinbusiness.co.uk)

The world's largest celebration of veterans in second careers landed in Scotland, as 500 business and military leaders honoured inspirational winners across 14 categories.

**G**LASGOW, 4 December: The winners of the inaugural Scottish edition of the Ex-Forces in Business Awards, the world's largest celebration of military veterans in second careers, were revealed and honoured last night at a glittering ceremony in Glasgow.

Each year thousands of servicemen and women leave the military, forming an attractive pool of talent for employers in other sectors. However, transitioning back to civilian life and finding meaningful employment can be challenging. While many veterans go on to successful second careers, visibility of such role models has historically been lacking.

The Ex-Forces in Business Awards provide that visibility on a national scale by celebrating the accomplishments of veterans across the UK workforce. The awards highlight the military skills and values that have enabled business success and recognise organisations that support the transition of servicemen and women into second careers.

Last night's awards ceremony, which took place at the DoubleTree by Hilton Glasgow, was Scotland's largest ever celebration of veterans in second careers. The landmark event gathered 500 business leaders, veterans, top employers and current serving officers to promote the significant value that ex-military add to the Scottish economy.

The award winners were selected from over 250 nominations. The difficult task of choosing 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.

### Charlie Wallace, the Scottish Veterans Commissioner, said:

*"Many congratulations to all those who were shortlisted for an award. As the Scottish Veterans Commissioner, I am struck by how these awards do so much to remind our society of the fantastic talent that exists amongst our veterans community. In an age where public perceptions of the military are maybe based on TV programmes rather than reality, these individuals provide heartening proof that our veterans are contributing so positively. I hope it will nudge yet more employers into realising the benefits of employing a veteran."*

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.

Among the winners 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.

### In his opening comments, BBC presenter and Invictus Games gold medallist JJ Chalmers said:

*"Over the last couple of years, this special awards programme has grown into the world's largest celebration of military veterans in second careers. 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. It gives me great pleasure to host as the awards land in Scotland for the first time."*

### Graeme Dey, Minister for Parliamentary Business and Veterans, said:

*"As Veterans Minister I am delighted to be speaking at this*

*awards ceremony, which does so much to celebrate veterans who have found success in second careers and the businesses that employ them. 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. I'd like to congratulate everyone who has been shortlisted for an award."*

The Scottish Ex-Forces in Business Awards are sponsored by Babcock International, FDM Group, Galliford Try, Hitachi, RFEA, Scottish Power, Sopra Steria and Wood. Supporting partners include the CBI, the Institute of Directors, ADS Group, the Officers' Association, RFEA, SaluteMyJob and media partners BFBS, Real Business and Quest Magazine.



CONTINUED ON PAGE 58

## Scottish Ex-Forces in Business Awards 2019 Winners

### ADVOCATE OF THE YEAR

*Louise MacDonald, Wood*

The judges were particularly impressed by the extent of advocacy that Louise has not only pushed for veterans at Wood, but which she has also received from others in her organisation and beyond. It's clear that her impact is wide ranging and profound, and despite having no personal military background she has led the way in defence engagement with passion and dedication. The judges also highly commended Michael Hashim of Bruce Stevenson, who they see as a leader of the future having already made a big impact in a short period of time.

### ENGINEERING EXCELLENCE AWARD

*Ian Smith, Gray and Adams*

The judges found Ian's story of perseverance to be truly inspiring. The skills and values he acquired during his army service have genuinely shaped his approach to work and life, helping him overcome some notable challenges. To balance a full-time job and family life with further education in his 40s and again in his 50s demonstrates bravery and inner steel and his successes have come as a result of this hard work. The judges also highly commended Ian Hodge of Peak Scientific who has carved out a strong career in the engineering field while employing a number of ex-forces candidates.

### ENTREPRENEUR OF THE YEAR

*Gavin Neate, Neatebox*

The judges felt Gavin's achievements really stood out for their outstanding innovation and huge impact. His services ethic shines through in his business and the work he has done to grow the company, and he exhibits a real entrepreneurial flair. Gavin has made significant personal sacrifice to fund the business, and has taken the best of his RAF background to create a truly disruptive company with global potential. The judges also highly commended Tom Morton of Safe Shores Group who they identified as a clear innovator with great social impact as well as business impact.

### INNOVATOR OF THE YEAR

*Chris Newlands, Spelfie and Tripsology*

Having successfully embarked on a career as a financial advisor after leaving the Royal Navy, the



judges admired Chris's ambition and courage to launch a new parallel career as an entrepreneur. They commended his innovation and disruptive spirit through both of his businesses, as well as his desire to raise awareness of social issues such as air pollution. The judges praised Chris for creating interesting and unique concepts and then developing viable commercial models to turn them into successful businesses.

### INSPIRATION OF THE YEAR

*Jamieson Rogers, GlaxoSmithKline*

The judges were won over by Jamieson's very inspirational story of overcoming adversity to get into engineering. They noted that he didn't just succeed against the odds once, but overcame setbacks multiple times to reach where he has. His perseverance in the face of considerable adversity is a key attribute he gained during his military service and which he has used to carve out a successful second career and achieve terrific results for GlaxoSmithKline.

### LIFETIME ACHIEVEMENT AWARD

*David Dent, Parexel International*

The judges were full of admiration for the longevity of David's commitments and achievements across military service, business and charity throughout his career, and the truly international nature of his impact. Having delivered life and limb saving interventions for soldiers and civilians alike in his career, David has not let his own significant injury in the line of duty hold him back from his achievements in business and sport as well as his considerable efforts to support veterans charities.

### MILITARY VALUES IN BUSINESS AWARD

*Simon Watkins, University of St Andrews*

Simon's incredible leadership and response to not one but two major fires at the University wowed the judges. He was prepared to remain in post without a break for 48 hours to ensure the job was completed, using skills formed through his years in the RAF. He has helped to secure significant additions to the maintenance budget and to install innovative new systems, while

his leadership has saved lives and implemented changes that will enable a safer and more organised response to any future incidents.

### NEW SERVICE LEAVER OF THE YEAR

*Bryan Flannagan, City of Glasgow College*

The judges applauded the incredible range of achievements in the two years since Bryan left the Royal Navy. In everything that Bryan has turned his hand to he has made a tremendous impact and demonstrated an innovative approach. Everything he does is used to inspire service leavers in their second careers and to help bridge the gap between the military and the commercial sector. The judges also highly commended Nicholas Hayes, whose dedication to supporting veterans resulted in more than 15 service leavers joining Openreach in just 18 months.

### OUTSTANDING ACHIEVER OF THE YEAR

*Graham Allison, Amazon*

Graham was chosen by the judges for the sheer scale of his achievements over the last couple of years, which have enabled him to make it to a director-level position in Amazon at the age of just 35, a feat that is even more remarkable given he spent over five years in the Royal Navy. Graham has also conducted more than 100 interviews with a focus on high-potential military candidates. The judges also highly commended David Gillespie of Collins Aerospace who as well as forging a successful second career has also mentored young people for a career in STEM.

### RESERVIST OF THE YEAR

*Amanda Scott, FDM Group*

Amanda's impact is clear from the outstanding commendations she has received from senior leaders at FDM Group. She demonstrates great leadership, living by military values both in her civilian job and in the army reserves. She has applied these values to her day job at FDM with great effect, gaining the respect and admiration of her colleagues. Amanda has also inspired others to join the Reserves through being a positive role model and a beacon of everything that is great about the modern reservist.

### RISING STAR OF THE YEAR

*Gillian Dowds, Fujitsu*

In order to succeed in her post service career Gillian has been prepared to adjust, initially taking a more junior role in order to enhance her education credentials and to develop her skills and experience - ultimately leading to rapid progression. To successfully complete an MBA whilst holding down a full-time job is hugely impressive. At Fujitsu she has managed a major and complex project, through which she has received great commendations from both colleagues and MoD representatives.

### ROLE MODEL OF THE YEAR

*Darren Taylor, Siemens Gamesa Renewable Energy*

Everything that Darren has achieved in his post-military career has made him a genuine role model. He has used his skills and successes to set an amazing example to other service leavers and has never stopped reaching out and guiding these people. He has also inspired the next generation, engaging with local schools as part of the Scottish Government's Developing Young Workforce initiative, promoting both his current industry and the benefits of pursuing a career in the military.

### SERVICE LEAVER OF THE YEAR

*Emma Chesney, Pasquill*

Since medical discharge in 2010, Emma has carved out a successful second career by applying the organisational and people management skills that she gained in the RAF. Her quick progression and consistent promotions at Pasquill are testament not only to her hard work but to the strong results she has driven for the business. The work she has done to transform workplace culture has resulted in a can-do attitude and greater employee engagement as well as improvements in sales, profitability and productivity.

### TEAM LEADER OF THE YEAR

*Jemima Estabrook, FDM Group*

The judges were impressed by Jemima's team leadership skills and the way in which she has honed them from her military experience training her troops. She is constantly looking to improve and develop her team, while also advancing her own pursuit of personal development by seeking to learn about new technologies or processes. The judges also highly commended Karis Hynd of Royal Bank of Scotland for the high regard and respect she receives from her team and her strong leadership capabilities.



# 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**



# 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



**DETER, DEFEND, DENY, RECOVER**

# 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.easyresettlement.com](http://www.easyresettlement.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 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.

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)



## 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)

**UNIQUE CLEANING SYSTEM**

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

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

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



We will provide:

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

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

**FRANCHISEE TRAINING AND SUPPORT**

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

We offer:

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



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

**KEY HIGHLIGHTS:**

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

A Zerodrytime franchise is £24,950 + vat\*

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

The fees include:

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

**LOW MONTHLY MANAGEMENT FEE**

The fees include:

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

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

# Zerodrytime

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

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

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

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

Zerodrytime are the UK's

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

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

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

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

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

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

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

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

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

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

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

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

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

**STARTER PACK**

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



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

### A great choice for your future...

### Earn in excess of £50,000 per year

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

### Franchise areas available near you

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

0191 691 4700  
[zerodrytime.com/franchise](http://zerodrytime.com/franchise)  
[info@zerodrytime.com](mailto:info@zerodrytime.com)



Lee Yates  
Cardiff  
Ex Military Police

Liz Bayley  
Bath  
RAF Reservist  
Ex Close protection

Mark Taylor  
Milton Keynes  
Ex Royal Marine

**zero dry time**  
Dry Carpet, Upholstery & Hard Floor Cleaners

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



## From Forces to Franchising with ChipsAway

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

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

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

The franchise package not only includes unrivalled, comprehensive

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

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

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

### ANDY DARBY

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

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

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

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



### STEVEN DANIEL

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



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

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

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

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

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



### PAUL FABIAN

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

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

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

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

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

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

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

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

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

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

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

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



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

**ChipsAway**  
Scratches and scuffs won't dent your pocket

**0800 731 6914**  
**www.chipsaway.co.uk**



## Exclusive non-executive director community for exiting military officers

OnBoarding Officers is a unique prestigious community that has been designed to develop and hone the skills of exiting senior military officers, to help them become world-class Non-Executive Directors.

This initiative has been specifically developed to assist in positively exploiting the substantial pool of talent that exists

within our elite Armed Forces and increase the opportunities for those available to secure a position in a boardroom.

OnBoarding Officers' objective is to provide members with a commercially focused insight into the qualities required to secure non-executive board positions via a five-day insight programme and access to a prestigious support network including Partners, Super NEDs, Ambassadors and online tools.

OnBoarding Officers has received tremendous support to date, with organisations supporting the programme including; the Officers' Association, Nurole, Clarke Willmott LLP, Central Hall Westminster, KUDOS, The Army and Navy Club, BFRSS, One Way or Another and GatenbySanderson. In addition, DAC Beachcroft will be an exclusive partner of OnBoarding Officers in 2020.

Jo Haigh, Founder and tutor of OnBoarding Officers comments: "OnBoarding Officers is truly unique and we have been overwhelmed from the responses we have had to date. We have high hopes for the development of these amazing people and will strive to get as many as possible a seat at the board table".

A unique offering of OnBoarding Officers includes the respected organisations who are partners of the community, offering delegates exclusive opportunities that are relevant to develop their connections and skills to pursue a career as a non-executive director.

Opportunities for delegates include access to Private Forums, online CPD sessions from industry professionals and NED Soundbites, Networking and Alumni events. In addition, there are opportunities to observe real-life board meetings and

apply for NED opportunities via Boardroom Links, an exclusive portal of boardroom opportunities provided by mainline head hunters and disrupter platforms.

The programme is supported by the Officers' Association, which works with serving and former officers as they transition into civilian employment. Lee Holloway, Chief Executive Officer said: "The OA recognises

that military leaders have the skills, breadth of experience and personal qualities to perform at board level. It is our ambition to see businesses take advantage of this hidden talent pool and recruit more former military personnel to their boards. By supporting this exciting NED programme, we're aiming to provide a pathway to make this happen"

OnBoarding Officers has had an exclusive pool of talent join its membership since February, with members including Sir Clive Johnstone and Richard Felton to name a few. Vice Admiral Johnstone is retiring at the end of 2019 with an impeccable record having served 34 years in the Royal Navy with his last post being the Commander at Allied Maritime Command NATO. Sir Clive participated in 2019's second cohort and on completion of the five-day insight programme Sir Clive commented: "I just wanted to thank you for such a fantastic couple of days last week. I came away having both learnt an extraordinary amount of stuff and enjoyed the process - a rare event these days"

Richard Felton, who commissioned in 1985, recently retired in July 2019 following extensive operational service in every major conflict the UK has participated in over the past 34 years. Rising to the rank of Lieutenant General, his career has given him a unique profile covering aviation, safety (including regulation and accident investigation), crisis management and leadership. Prior to retiring he was the Director-General of the Defence Safety Authority. Richard commented: "Thank you for such an amazing course. The whole week was exceptional and I would like to thank you and your colleagues for the opportunity to be taught by such experienced and capable experts. You have inspired me to find someone or some organisation I can help" •

**OnBoarding Officers**  
• BUILDING HIGH RANKING BOARDS •

To find out more information about OnBoarding Officers please visit [www.onboardingofficers.co.uk](http://www.onboardingofficers.co.uk).



Jo Haigh & Sean Bell – Jo signing the Armed Forces Covenant on behalf of OnBoarding Officers



**GUIDANCE WHEN YOU NEED IT MOST**

## Pension increases How do they work?

Armed Forces Pensions, once awarded, are adjusted in April each year by the Consumer Price Index (CPI), the UK's official measure of inflation, set by the Bank of England's Monetary Policy Committee.

The CPI rate used is the CPI headline rate for the September prior to the April adjustment the following year. This rate is formally announced in October each year, and this October it was announced that the April 2020 adjustment will be 1.7%. It is these annual CPI increases that constitute index-linking – your scheme refers to them as Pension Increases (PIs).

This increase comes into force not on 1 April each year but on the first Monday after the beginning of the new tax year. So, for April 2020, the increase comes into force on 13th April.

The first PI is paid on a sliding scale depending upon when in the year you leave. The year runs from 1 April – 31 March each year and the earlier you leave in the period 1 April – 31 March the more of the increase you will receive in the following April. Put very simply, those leaving in the first few weeks of April will get the full PI the following April, those leaving in October will receive about half of the PI the following April and those who leave in the last couple of weeks of March will get no increase in the following April. The full increase is paid in subsequent years. This applies whether the pension is to be paid immediately or not. The proportion of the first increase you receive can make a big difference to your cumulative pension income if CPI is high in the year you retire and, whilst most of you cannot do anything about your discharge date, for those of you who can, it is worth remembering that the date you leave matters.

If you are leaving with an AFPS 75 Immediate Pension (IP) or AFPS 05/15 Early Departure Payment (EDP) benefits, and are not yet aged 55, the PIs are stored for you and become payable at age 55. You do not have to apply for this to happen but Veterans UK may write to IP recipients to ask what other occupational pensions have been earned or might be in payment. They do this to check whether the HMRC Lifetime Allowance will be breached (which, for the majority of us, it will not). Once satisfied, they will apply the PIs for the period since you left the Armed Forces. For those of you who will be receiving EDP benefits a gentle reminder – even though your EDP benefits are in payment, you will need to claim your pension when the time comes. That will NOT happen automatically!

If you leave with an IP and then take up an FTRS post, your pension will be subject to abatement. If you are still in the FTRS when you reach age 55,

any abatement continues but you are entitled to receive the PIs which have built up since you left the Regulars and the PI in each April thereafter.

If you are leaving with a preserved/deferred pension, PIs will be added prior to the pension coming into payment to take account of all the PIs that have occurred since you left. Once your pension is in payment, PIs will be applied each April.

PIs are applied early in only three circumstances:

1. If you are discharged with an invaliding pension, PIs are payable from the outset. This means there is no big increase at age 55 because, unlike those who left with an IP, you will have been receiving PIs from the outset.
2. If you are unable to work full time due to mental or physical disability which is deemed to continue until your preserved/deferred pension age you can claim your pension early, with PIs added. If you are in receipt of an IP but not yet 55 you can apply for PIs to be paid early if you are unable to work full time due to permanent ill health. Applications are made on an AFPS Form 8.
3. If you die, PIs are applied to your family's benefits, irrespective of your age or theirs.

**You are often told that you have an 'index-linked' pension and, in this short item, Mary Petley of the Forces Pension Society explains what that means.**



**If you are a Member of the Forces Pension Society and would like to know more about PIs or any other pension issue, email us on [pensionenquiries@forpen.co.uk](mailto:pensionenquiries@forpen.co.uk)**

**If you would like to learn more about us, visit [www.forcespensionsociety.org](http://www.forcespensionsociety.org).** •

# HAVE YOU GOT A PROBLEM WITH ALCOHOL? ONLY YOU CAN DECIDE!

To answer this question ask yourself the following questions and answer them as honestly as you can

1. Is drinking making your home life unhappy?
2. Does your drinking make you careless of your families welfare?
3. Do you drink because you are shy with other people?
4. Is drinking affecting your reputation?
5. Do you drink to escape from worries or trouble?
6. Do you drink alone?
7. Have you lost time from work due to drinking?
8. Has your ambition decreased since drinking?
9. Has your efficiency decreased since drinking?
10. Is drinking jeopardising your job or business?
11. Have you ever felt remorse after drinking?
12. Are you in financial difficulties as a result of drinking?
13. Do you turn to or seek an inferior environment when drinking?
14. Do you crave a drink at a definite time daily?
15. Does drinking cause you to have difficulty in sleeping?
16. Do you want a drink the next morning?
17. Do you drink to build up your confidence?
18. Have you ever had a complete loss of memory as a result of drinking?
19. Has your Dr ever treated you for drinking?

**If you have answered “YES” to any one of the questions, there is a definite warning...**

**If you have answered “YES” to any two, the chances are that you have a problem...**

**If you have answered “YES” to three or more, you most certainly have a problem...**

**“THE ONLY REQUIREMENT IS A DESIRE TO STOP DRINKING”**

**Take action now and give us a call on 0800 917 7650... We are here to help!**



 **Alcoholics Anonymous**  
OUR PRIMARY PURPOSE IS TO SEEK SOBRIETY 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)

## 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

*“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

# Veterans face negative stereotypes when applying for jobs



Professor Emma Parry, Cranfield University

Forces in Mind Trust's recent research reveals nearly one fifth (18%) of UK organizations are unlikely to consider hiring veterans due to negative perceptions of their time spent in the Armed Forces.

And female veterans face a 'double whammy' of challenges when transitioning into civilian employment – those experienced by Service leavers in general, as well as those faced specifically by women

## FEMALE VETERANS FACE A 'DOUBLE WHAMMY' OF CHALLENGES

Moving to civilian employment is known to be one of the indicators of a successful transition from military to civilian life but,

according to a report published by Forces in Mind Trust (FiMT), female Service leavers face a 'double whammy' of challenges when it comes to securing employment once they have left the Armed Forces – those that are experienced by Service leavers in general, as well as those faced specifically by women.

The research for the report was carried out by Cranfield University and the Institute for Employment Studies (IES), who examined the specific challenges faced by women,

their employment outcomes and their experience of transitioning into civilian paid employment. In particular, the researchers looked at the reasons why women have a lower employment rate (69%) compared to men (81%), after leaving the Armed Forces\*.

The report reveals that on the whole women leave the Armed Forces voluntarily, most commonly for reasons related to work-life balance, job satisfaction, lack of opportunities, and family responsibilities. One in four (22%) of the 154 women surveyed in the research were not employed, but the majority (68%) of those women wanted to be in work. The female Service leavers and employers interviewed in the report said that women, unlike their male counterparts, undervalue their past experiences and may deselect themselves from roles they are suitable for.

Katie Watson served in the British Armed Forces for ten years including tours in Bosnia and Northern Ireland, before leaving and entering employment as an NHS hospital chaplain in Newcastle. Katie believes that "one of the toughest things for employers is understanding what women actually do in the Army and the skills we bring to our place of work. There is a misunderstanding that because we may not have all engaged in combat, we weren't on the front line, playing a vital role in operations. We veterans are a unique breed. We've got a ton of assets but also have our idiosyncrasies. By listening to veterans within their organizations employers can better understand the brilliant skills and ethos we bring from the Armed Forces".

For some female veterans, there are additional challenges to securing civilian employment. Deirdre Mills, Chief Executive of The Poppy Factory, said: "For female veterans with mental or physical health conditions, the barriers to employment can be especially significant. The Poppy Factory offers a bespoke and intensive service for each individual veteran however and, with the right support in place, these women can flourish in their new careers and become an asset to a wide range of civilian employers."

The University of Cranfield report calls on the Ministry of Defence and employers to provide increased flexibility in working practices and childcare, and support and advice for women leaving the Armed Forces, including how to find employment that allows flexible working and in sectors not traditionally seen as avenues for Service

leavers. It also suggests the MOD promotes the benefits of employing female Service leavers and supports employers to do so.

A collaborative effort is needed. Professor Emma Parry, lead researcher at Cranfield University, explains: "Female Service leavers face a double whammy of obstacles when it comes to transitioning into civilian employment. Only a minority of the women we spoke to felt that they received enough support during transition, and some said that the support they did get was not properly tailored to their needs. We hope this study inspires a collective effort to improve their transition to civilian employment."

## THE NEGATIVE STEREOTYPES FACING ALL VETERANS

While women face multiple challenges when moving into civilian employment, negative stereotypes of veterans is a significant barrier facing both male and female Service leavers, according to a survey released by Forces in Mind Trust. The poll, conducted by YouGov, reveals that nearly one fifth (18%) of UK senior decision makers with hiring responsibilities are unlikely to consider hiring veterans, mostly due to negative perceptions of time spent serving in the Armed Forces.

Of the negative perceptions held by employers, the most common is that veterans do not have the relevant skills or experience, a belief held by nearly half of employers unlikely to hire veterans (44%). This is followed by the view that veterans may not fit the culture of the workplace (19%) and their skills from active duty may not translate into a

business environment (18%).

These negative perceptions of Service leavers' time spent in the Armed Forces highlight the misunderstanding that veterans are unskilled or unfit for business environments. Such views are unfounded and damaging to veterans' employment opportunities, according to FiMT Chief Executive Ray Lock. Ray states "employers must ensure these unhelpful perceptions are addressed in their recruitment processes, so that they benefit from the skills that veterans can bring to their organization. Veterans gain strong leadership, communication, management and STEM skills from their time spent serving. Since the UK currently faces a STEM skills shortage, and as the evolving world of work cries out for better leadership and collaboration, employers would do well to tap into veterans' talents, for the benefit of both veterans and UK organizations".

Over a quarter of the organizations polled in FiMT's research (27%) have never hired a veteran and 10% don't believe taking advantage of the skillsets of veterans would bring them any value. Ray states "we need to increase awareness and understanding among civilian employers of how Service leavers' skills fit their recruitment needs. This will help the annual 14,000 Service leavers find fulfilling employment, and the many UK businesses improve their performance".

FiMT's mission is to enable ex-Service personnel and their families to make a successful and sustainable transition to civilian life. It delivers this mission by generating an evidence base that influences and underpins policy making and service delivery,



Deirdre Mills, Chief Executive, The Poppy Factory

## LEVELLING THE PLAYING FIELD FOR VETERANS SEEKING EMPLOYMENT

FiMT's Employment Programme is focused on bringing about change by making sure that ex-Service personnel have the right skills and understanding, receive the right support and prepare appropriately. The Programme aims to ensure that employers understand the skills and potential of Service leavers and are able to access and harness the veteran workforce.

FiMT has been working with politicians and business leaders to identify solutions, and recently partnered with Roche, the multinational healthcare company, to host a conference challenging employers' negative stereotypes of veterans. Following this, FiMT hosted an event for senior politicians and business leaders to galvanise action.

FiMT Chief Executive Ray Lock says this cross-sector, joined-up approach is vital. "Some veterans face significant challenges which can only be tackled if we all work together – government, charities, the public sector and businesses. The Office for Veterans' Affairs must take the lead on this issue and we hope to see the next government reflect this in their delivery of the Strategy for our Veterans." ●



and by strengthening the Armed Forces charities sector through collaboration and leadership, and by building its capacity.

The Veteran Employment research was commissioned as part of FiMT's Employment Programme, which aims to ensure that no ex-Service person, or their spouse or partner, is disadvantaged in achieving a successful employment outcome. Over 1,000 senior decision makers were polled, including private, public and third sector organizations of all sizes.

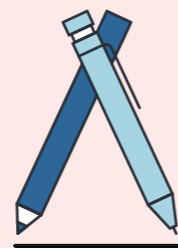
**FiMT**  
forces in mind trust  
SUCCESSFUL SUSTAINABLE TRANSITION

WWW.FIM-TRUST.ORG

# 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%

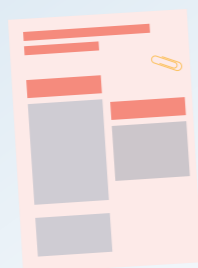


### SIX.

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.

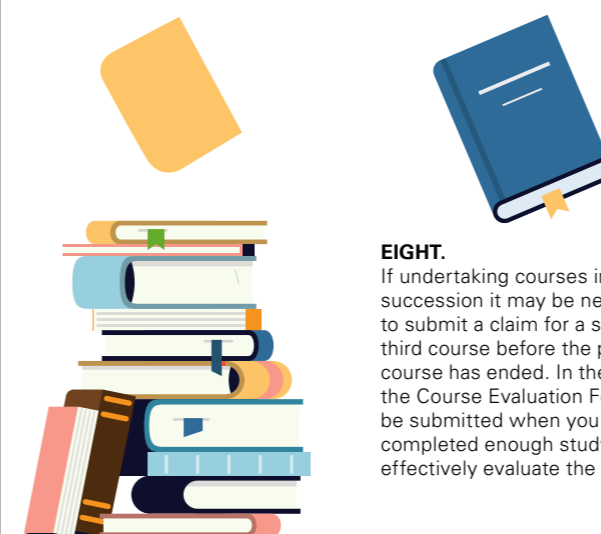
### FOUR.

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**. ●



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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.

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