

**ER**

Autumn 2020 **£Free**

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

**magazine**



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University

## Why aren't you studying with the OU?

Stuck in a rut, thinking about resettlement  
or just wanting to advance your career?  
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### NEW TELEPHONE SUPPORT SERVICE

A new telephone support service for ex-service personnel has been launched by the Armed Forces charity Alabaré. **P16**

### ARMY CADET FORCE

Adult volunteers play a vital role, acting as role models for the cadets and teaching young people all sorts of fantastic skills. **P20**

### WELCOME TO THE TECH TRAIN

We are a technical services business offering a wide range of training courses to highly motivated people. **P40**

### THE ELC SCHEME

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

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



GUIDANCE WHEN YOU  
NEED IT MOST



*“The support FPS provides is  
invaluable, making the transition  
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considerably less daunting”*

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



**MORSON**  
**FORCES**



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

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## VETERANS CELEBRATE CIVILIAN CAREER SUCCESES THANKS TO RFEA'S EX-FORCES PROGRAMME

Thousands of veterans are celebrating securing meaningful employment in civilian roles, thanks to the Ex-Forces Programme, delivered by RFEA - The Forces Employment Charity.

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## INTRODUCING F4H

Formed in 2008, F4H works with individuals from all ranks of the army, RAF and Royal Navy.



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# Welcome...

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



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 2020/21. 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 thank all of our advertisers for supporting the publication in these difficult and uncertain times, especially as our readers need our support more than ever. We especially look forward to being able to attend the various CTP and Security Cleared Jobs events again, where we look forward to speaking with our readers and hearing your thoughts about the resettlement process and the opportunities we have to offer.

KIND REGARDS  
THE EDITOR

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## THE MASSAGE COMPANY

Mark Coldham and his wife, Rachel, were in the army together where they served as Royal Artillery Officers.



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## COMMAND YOUR OWN BUSINESS LIKE YOU COMMAND YOUR PLATOON

Become a business owner with the UK's No.1 van-based franchise. Autosmart.





# An update from the Chief of Defence People

The last quarter presented significant challenges to all of us as we learned to adapt to a new way of living and working.



I have been immensely proud of the way the Defence People Team have responded to these challenges.

We have adapted policy and services to keep those who work within Defence motivated, engaged, supported and committed at this difficult time, as well as continuing to address issues faced by Service personnel and their families both during and after their time in the Armed Forces.

The transition from the military to civilian life presents its own set of unique challenges, none of which will have been made easier in the current climate, and I expect many Service leavers will understandably be concerned. Making sure that those who are leaving the Armed Forces are aware of, and can access the support they are entitled to, is an essential element of what we are here to deliver.

It is crucial that we continue to work hard to recognise, understand and respond to change in order to deal with these unprecedented circumstances. And as always, our success in meeting this challenge is reliant on our people.

## SUPPORTING SUCCESSFUL TRANSITIONS

Properly supporting the transition from military to civilian life is a core pillar of the Armed Forces Families Strategy and key to the responsibilities set out in the Strategy for Our Veterans. Our aspiration is that "Our c.15,000 Service leavers each year contribute fully to society and set the standard for future recruitment to the Armed Forces". Taken together these strategies ensure that we continue to improve the support we provide Service personnel in preparing for successful transition.

Providing support to Service personnel to help them find employment outside the Armed Forces is not new, and for the last 20 years this has been delivered through resettlement policy and the Career Transition Partnership. But in recent years we have been working to develop more focused and tailored transition support. We ultimately want to make sure that everyone's transition out of the military is as seamless as possible, across all aspects of life. If we get it right for Service personnel while they are serving or preparing to leave, we can help prevent many issues faced by veterans later in their lives.

## A NEW TRANSITION POLICY

As part of this work we introduced a new Defence Holistic Transition Policy last year, to support Service leavers and their families as they adjust to other aspects of civilian life outside of employment, such as housing, healthcare, finance and taxation, and family life.

We know that everyone needs a different level of support as part of their transition, and so this policy has been designed to be tailored to each individual through a 'Life Skills' training package. This will be issued to Front Line Commands to use and includes monitoring and assessment tools to track progress against personal milestones. Through this we will be able to identify any areas where interventions may be needed before that person is discharged.

The aim of this is to provide Service personnel and their families with information and guidance about 'civilian' and 'life' issues such as budgeting, debt management, housing, health, civilian agencies, and individual responsibilities needed to plan and prepare.

## HELPING THOSE WHO NEED IT MOST

The more relevant aspect of this policy for Service leavers is the specific support it provides for those who are most likely to face challenges as they adjust to civilian life. We know that some of our Service personnel face significant barriers when leaving their Service, particularly those who have served for less than four years.

A new organisation, Defence Transition Services (DTS), has

been established to help those facing the greatest challenges to make a successful transition.

DTS exists to make sure individuals are connected to the support networks they need within local authorities and public services. It does this through Armed Forces Champions and other agencies, including charities. This could include assistance with life's basic needs such as help with registering with a doctor or a dentist, or it could be much more intensive for those with complex needs.

This new service is unique to the Armed Forces and will, for the first time, seek to soften the landing for those Service personnel who find it hardest to transition to civilian life. Although it is a national organisation, DTS operates on a regional model with a regional manager, case worker and assistant in each of our regions (Scotland and Northern Ireland, north England and north Wales, the Midlands and south Wales and south England). This should allow a better understanding of localised differences in order to find the most relevant solutions.

DTS has been operating for just under a year and has already supported over 200 Service leavers who have been identified by their chain of command as needing extra support or have self-referred to the service looking for guidance. I recently learned of one example where DTS stepped in to help a service leaver.

## TAREQ'S STORY

Tareq left the military earlier this year with admirable ambitions for a career in the NHS and aspirations to take on a further education course. As he was due to discharge, COVID-19 related restrictions meant that he was unable to move from his Service Family Accommodation (SFA) into a Housing Association property.

After contacting DTS, Tareq was assigned a caseworker who worked with the relevant Housing Association and with Defence Infrastructure Organisation, who were able to secure an affordable extension to his time in SFA until his new accommodation was ready to move in to. DTS also introduced him to SSAFA who were able to



## STEPPING UP AGAINST CORONAVIRUS

Those who joined the national testing programme helped to carry out more than 6 million tests, with 218 military Mobile Testing Teams deployed around the country as needed. This is an extraordinary effort and is yet another example of Service families' dedication to respond to a national crisis at short notice.

Providing better support for the families of those serving is just one of the ways in which Defence is working to improve our offer as a modern and inclusive employer. Introducing more flexibility and support through schemes like this means we can better support our people to accommodate the unique demands of service commitments with family life.

I understand that the progress I've outlined here may have come too late for those who have already made the decision to leave. But I hope that the steps we are taking to better support our Service leavers and families demonstrates our commitment to continuously improve the support we provide our people, both during and after their Service.

Every year we discharge thousands of Service personnel into civilian life. Regardless of their length of service or their reason for leaving, every one of them has a great deal to offer to their country's prosperity. I believe that the work we are doing to provide tailored support will enable every Service leaver to continue to succeed, and in turn contribute to the wider success of the community lucky enough to receive them.

help with an application for financial support for white goods and furniture to help furnish his home.

The good news is that Tareq has now secured a new role with the NHS and a place at University starting in September 2020. DTS were able to help him land on his feet and will continue to stay in touch to provide ongoing support for as long as he needs.

If you feel that you may need extra support upon discharge then please contact your chain of command who can make a referral to DTS, or if you have already left and are finding the transition more challenging than you expected then you can self-refer. Just search for "help for Service leavers" on GOV.UK. The right help is there if you need it, so please don't hesitate to ask.

## EASING THE PRESSURE ON SERVICE FAMILIES

When we think about ways of improving the offer for those currently serving, or returning to service, we must consider not only the Service person but their family too. The Armed Forces Continuous Attitude Survey (AFCAS) repeatedly tells us that the impact of Service on family life remains the top factor influencing the decision to leave. We have listened to these findings and are working to introduce policies that better support the families of those in the Armed Forces by providing them with the appropriate

flexibility and freedom to bring up their children while they serve.

Service families have told us that accessing good quality and affordable childcare can be a concern for many parents who are juggling the demands of their role with that of their family. We have listened, and in July 2020 RAF High Wycombe and RAF Halton were announced as the first locations to pilot free Wraparound Childcare (WAC) for eligible Service families, with the second pilot launch planned for eligible Service families in Catterick and Plymouth from January 2021. This will help with before and after school care for service children aged 4 to 11 years old and is in direct response to Service personnel's feedback. We hope that it will allow our people to know that their children are being cared for so that they are able to focus on their vital work for Defence.

The launch of the WAC pilot will coincide with the academic year in September 2020, when many children are returning to school for the first time after months of disruption. Over the past six months families across the country have had to get to grips with home-schooling their children. At the same time, thousands of our Armed Forces personnel stepped up to serve on the front line in the fight against coronavirus.

*Lt Gen James Swift,  
Chief of Defence People*



Career Opportunities for Armed Forces Personnel



# 127

## new employers awarded for supporting the Armed Forces Community

The most supportive organisations for Britain's Armed Forces such as Microsoft Ltd, Greater Manchester Police and the Post Office from both the private and public sectors have been announced on 30 July 2020.



**T**he Employer Recognition Scheme Gold Awards continues to grow in strength year on year. To win an award organisations must demonstrate that they provide ten extra paid days leave for Reservists and have supportive HR policies in place for Veterans, Reserves, Cadet Force Adult Volunteers and Spouses and Partners of those serving in the Armed Forces. They also advocate the benefits of supporting those within the Armed Forces community encouraging others to sign the Armed Forces Covenant and to engage in the Employer Recognition Scheme.

2020 marks the seventh year of the awards scheme and this year 47% of winners are either Micro organisations or SMEs and 38% are public organisations. This demonstrates both the growth in numbers and the depth of supportive employers who cover a wide range of sectors and company size. This year's 127 award winners join a group of 226 winners from previous years bringing the total to 353 organisations who can share their knowledge and experience on the benefits of employing those from the Armed Forces community.

Johnny Mercer, Minister for Defence People and Veterans said:

*The breadth and diversity of the winners this year shows how business support for the Armed Forces continues to grow no*

*matter the sector, company size or location. I am grateful for the positive attitude and flexible policies these organisations have adopted towards the defence community, which is testament to the fantastic contribution our serving personnel, veterans and their families can make to any organisation.*

*I am delighted that so many companies are supporting our people and that, through this scheme, we can give them the public recognition they deserve.*

James Moore, The President of Vetforce UK at Salesforce said:

*This award is testament to our continued commitment to support the forces community, whether this be through the provision of career transition assistance, by raising funds for military charities or championing the military community to our organisation. As a former Army Officer, I know first-hand the challenges of finding work after leaving the forces and feel honoured to work for an organisation like Salesforce which recognises the value members of this community can bring to the workplace.*

Stephen Corfield, SVP and GM of Industry Sales UK&I at Salesforce added:

*We are thrilled to be awarded Gold in the UK Defence Employer Recognition Scheme. At Salesforce, equality is a core tenet of how we run our business and we believe that our business and our community thrive as a result. This is a wonderful recognition of the work our Vetforce team does to build a workplace that respects and values the experience of reservists, veterans and their spouses.*

David Gagen, CEO of Engage Technical Solutions said:

*Engage Technical Solutions is delighted to have been awarded Gold in the Employers Recognition Scheme. This award represents a significant milestone and reflects the hard work that the Team have put in to ensure Engage offers Service Leavers a route where they are fully supported to make the transition into civilian life.*

*With Service leavers from the Army, Navy and the RAF making up to 90% of our Delivery Team Engage strives for a welcoming environment tailored to each individual's needs.*

*With a mainly Defence & Security focused client base, Engage is well placed to use the skills and experience that the Service Leavers bring with them and quickly enables them to develop new skills and enjoy new experiences delivering for our clients.*



### FULL LIST OF WINNERS

AAA Caring Caretaker Ltd  
Aberdeen City Council  
Active Plus CIC  
Alun Griffiths (Contractors) Limited  
Angus Council  
Army Families Federation  
Automatic Data Processing Limited (ADP)  
Barnsley Metropolitan Borough Council  
Barratt Developments Plc  
B D Print  
Bell Decorating Group  
Black Country Chamber of Commerce  
Black Country Housing Group  
BMT Group Limited  
Bridgeway Consulting Limited  
Cable Telecommunications  
Training Services Limited  
Cambridgeshire County Council  
Camden and Islington  
NHS Foundation Trust  
Camor Limited  
Capco  
Cardiff University (Main Building)  
City Hospitals Independent  
Commercial Enterprises Ltd  
City of Wolverhampton College  
Company X Consulting Ltd  
Consortio Security  
Cornwall Council  
Cranfield University  
Cumbria County Council  
Dover District Council  
East Riding College  
Enbarr Enterprises Limited  
Engage Technical Solutions Ltd  
Equinix  
Finning UK Limited  
Forces Fitness Limited  
Forrest Precision Engineering Company Limited  
Forward Assist Recruitment  
Gentoo Group Ltd  
Glasgow Caledonian University  
Gosport Borough Council  
Greater Manchester Police  
Herefordshire Council  
High Life Highland  
Highways England  
Hire A Hero  
Hull University Teaching Hospitals NHS Trust  
Institute of Supply Chain

Management  
Interserve PLC  
Kent Fire and Rescue Service  
Lancashire County Council  
Leicestershire County Council  
Level Peaks Associates  
Mace Limited  
Marsh Ltd  
Mears Group plc  
Medway Council  
Microsoft Limited  
Mid Yorkshire Hospitals NHS Trust  
Pinderfields General Hospital  
Milbank Group  
Milton Keynes Council  
Mitie Group Plc  
Monmouthshire County Council (HQ)  
Morrissey Elite Global Group  
Network Training Partnership  
Newcastle Gateshead NHS CCG  
New Model in Technology & Engineering (NMI TE)  
NHS Northamptonshire Clinical Commissioning Group  
Northamptonshire County Council  
Northamptonshire Healthcare  
NHS Foundation Trust  
North East London NHS Foundation Trust  
Northern Trust  
North Lincolnshire Council  
North Wales Police  
North Yorkshire County Council  
Nottingham Forest Community Trust  
Nottinghamshire County Council  
Nottinghamshire Fire & Rescue Service  
One to One Support Services  
Oxfordshire County Council  
PA Consulting Services Limited  
Pearson Engineering  
Peterborough City Council  
Portsmouth Hospitals NHS Trust  
Post Office Limited  
Public Health Wales NHS Trust  
Royal British Legion Industries (RBLI)  
RecruitME  
Ringway Jacobs  
Rose Builders Ltd  
Royal Berkshire Fire and Rescue Service  
Royal Borough of Windsor & Maidenhead  
Rutland County Council  
SA Group Ltd  
Salesforce UK Limited  
Scottish Engineering  
Scottish Water  
Serve and Protect CU  
SHAID

Simpkins Edwards LLP  
Southampton City Council  
Spectra Group (UK) Limited  
St George's University Hospitals  
NHS Foundation Trust  
Stoke City Football Club  
Techmodal Ltd  
Teesside University  
Telford & Wrekin Council  
The Military Mutual  
The Queen Elizabeth Hospital  
King's Lynn NHS Foundation Trust  
The Rift Group  
The Royal Wolverhampton NHS Trust  
Torfaen County Borough Council  
Torus Logistical Solutions  
Trinity Insurance Services Limited  
UK Veterans Hearing Help  
University of Leicester  
University of Sunderland  
Veterans HQ  
Vigilance Properties Ltd  
Warwickshire County Council  
Weston College  
West Sussex County Council  
WH Management Group  
Wigan Council  
Wilkin Chapman Solicitors  
Woking Borough Council  
York St John University  
York Teaching Hospital  
NHS Foundation Trust



**The Armed Forces Covenant** is a promise by the nation ensuring that those who serve or who have served in the armed forces, and their families, are treated fairly. More information about the Armed Forces Covenant and how to get involved is at [www.armedforcescovenant.gov.uk](http://www.armedforcescovenant.gov.uk)

**The Employer Recognition Scheme (ERS)** was launched in 2014 by then Prime Minister David Cameron to recognise employer

support for the wider principles of the Defence Armed Forces Covenant and the full spectrum of Defence personnel. This includes the Reserves, Service Leavers, Wounded Injured and Sick, Cadets, and spouses.

For a full list of Employer Recognition Scheme Gold, Silver and Bronze award winners: [www.gov.uk/government/publications/defence-employer-recognition-scheme](http://www.gov.uk/government/publications/defence-employer-recognition-scheme)



# Who are CXC Ltd?

Company X Consulting Limited (CXC Ltd) was formed 7 years ago as the brainchild of three Royal Signals veterans. The company operates as a successful Small to Medium Enterprise with nearing 40 employees spanning almost 1000 years of military service (With cap badges across the Army, Air Force and Navy – over 90% of the team are veterans or reserves). CXC Ltd has significant expertise and focus supporting the transition process for veterans and service leavers who are considering their next career.

We deliver success across Government and Industry by embedding our consultants at the heart of our clients business requirements to provide advice, guidance and technical assistance.

As a successful and proactive consultancy, CXC Ltd provides the business acumen to deliver results across a range of specialisms, including Project, Programme and Portfolio Management, Information Assurance, CLAS consultancy environments, Business Change and Risk Management.

## OUR ARMED FORCES COVENANT STORY

With our significant links across the Armed Forces we wanted to investigate how we could enhance our relationship with the serving community and how our experience could support service leavers about to embark on the transition journey, a daunting prospect for everyone.

Initially we engaged the Defence Relation Management aspect of the MOD and then spoke with



our local RFCA. Ever helpful, they have provided expert guidance through the Employer Recognition Scheme, identifying opportunities where we could support MOD and other companies obtain their ERS Military Covenant Status, or raise awareness of what veterans and service leavers have to offer.

In 2017 we signed the Armed Forces Covenant committing to support the Armed Forces and were awarded Bronze status. We continued to improve our transition support process, generating policies and procedures to demonstrate how we support service leavers and veterans, including the deployment of Reservist, and in 2019 we were awarded the Silver status. Through enduring engagement with our RFCA we moved into a more inquisitive approach supporting more than twenty companies within our extended network with varying degrees of Armed Forces Covenant awareness, associated benefits and the ever-increasing service leaver talent pool. This resulted in establishing connections between local RFCA points of contact and companies resulting in them signing the Armed Forces Covenant and achieving awards. We have also provided specific career advice (utilising our Business Development Manager and wider team) and transitional support to over 100 service leavers outside of CXC Ltd. In 2020 we were honoured to receive the Gold Award and look forward to the event ceremony and continuing to drive the benefits of service leavers in industry.

As our reputation continues to expand as a professional organisation our network evolves, including through our corporate membership of the Royal Signals Institute, supporting a variety of events. This allows us to advertise the benefits of the

Armed Forces Covenant and to identify potential opportunities to further promote the benefit of the Armed Forces Covenant.

Our network extends through recognition as English Veterans Award Employer of the year Winner 2019 and Runner up in Business of the Year. CXC Ltd are sponsoring the 2020 Health and Well-being Award and planning to support the Commonwealth Veterans Awards 2021. We have also been shortlisted for the 2020 Employer of the Year and the Veteran Owned Business of the Year awards.

Finally, we have been shortlisted as a finalist for Employer of the year (of 500 other applicants) in the British Ex Forces in Business Awards 2020 amongst the likes of Amazon, Atkins, Openreach, Serco and Travis Perkins.

## WHY WE VALUE VETERANS AND RESERVISTS

Service leavers and Reservists provide a source of highly skilled, qualified and professional candidates. The MOD resettlement process serves to translate the broad range of courses and experience into recognised terms that are sought after across industry. We aim to support the tailoring of a service leavers plan through our "Transition Readiness" process. Our Transition Readiness process continues to evolve allowing us to optimise the path of a service leaver towards a successful consultancy career.

We carefully explain the range of consultancy opportunities available to service leavers and look to guide where they are likely to achieve employment in their chosen field. This, coupled with extensive industry experience enable support during transition and throughout



an employee's time with CXC Ltd. Our CPD support ensures that our consultants can maintain currency and the highest of professional standards, including the achievement of MSc qualifications, Professional memberships and more bespoke courses.

The skills and capability acquired through a broad range of military careers constitute invaluable Qualifications and Experience that are relevant to both the public and private

sector. Our Transition Readiness process helps to identify the location and field they wish to work in, understand the viability of these requests and looks to develop a plan to tailor available resources (upskilling where necessary) to achieve realistic aims. Our veteran team are now employed as consultants across a range of demanding areas adding value for the clients demonstrated by the significant number of extensions and re-hires.



## FUTURE PLANS

CXC Ltd attend numerous careers insight days (Lynham, York, Tidworth, Aldershot and Blandford) as well as regular engagement

with other companies. We aspire to visit MOD Stafford Career Insight Day 2020, RAJA (REME Association Job Agency) careers fairs, the DPRTE (The UK's Leading Defence Procurement and Supply Chain Event) and we are regular attendees at the Bristol and London Security Cleared Expos, DSEI and Officers Association events, and we look to exploit the opportunities that the COVID 19 pandemic has presented, forcing a lot of these events to online/ virtual engagement opportunities.



Kelvin Ward retired from the Royal Engineers in 2019. He is now a Principal Consultant within CXC Ltd employed as a Science and Technology/ Research and Development Project Manager within DSTL working for the Defence and Security Accelerator (DASA):



"As a retired Royal Engineer (Warrant Officer Class 2) who completed 25 years' service in the armed forces I joined CXC Ltd in 2019. After joining the Forces, as a spiritedly young enthusiastic 16-year-old with few qualifications, I worked hard to learn my trade and develop leadership skills, culminating in climbing the promotion tree and working at the strategic level. I left as a strong leader with promising transferable skills for my chosen next career in project management. Having enjoyed a challenging but rewarding career in the military, I used my full resettlement period (24 months) to make best use of MoD and CXC Ltd support to accredit and advance my skills. I committed to Company X Consulting Limited in my transition phase out of the military (last 2 years), they homed in on my

Knowledge, Skills and Experiences (KSE) to see where I could be best placed. CXC Ltd fully described the range of contracting opportunities available to me enabling clear pragmatic decisions to be made. Having discussed the types of contract/ roles I wanted and where I could work (with my family settled in the East of England) I was offered employment with CXC Ltd who quickly set about developing my skills and network over a 12- month period. I completed the CXC Ltd Transition Readiness framework, to enhance my current KSE, learning the tools, techniques and tricks to succeed in the civilian world. I am now a consultant working for CXC Ltd as a project manager supporting DSTL. Without the support of CXC Ltd during my transition, I would not be where I am today, that is for sure. I am proud to be a Principal Consultant and a part of the CXC Ltd family."

**Kelvin Ward**  
– Principal Consultant. CMgr  
FCMI, GCIGI, EngTech, MInstRE



Ollie Smith retired from the Army Air Corps (AAC) in 2020. He is now a Principal Consultant within CXC Ltd employed as a Change Manager for Defence Digital at MOD Corsham:

"As a retired Army Air Corps Officer and formerly Royal Signals Yeoman of Signals (YoS) I retired as a Late Entry Captain having completed 22 years' service in the Army I joined CXC Ltd in 2020. After joining the Royal Signals as a 17 year old with nothing in the way of formal qualifications my service within the Signals saw me gaining the accolade of YoS and finishing in the Signals as a WO1 YoS detached to the AAC working at the AAC training school as the Regimental Sergeant Major Instructor, a Late Entry Commission into the AAC soon followed.

Upon deciding to make the transition to civilian street (Aug 2019) I got in contact with a friend who was employed by CXC Ltd, and after a quick familiarisation with the company I was advised which resettlement courses would suit my preferred skill set allowing me to focus on Project and Change Management. In Feb 2020 I visited CXC Ltd offices in Blunsdon (Swindon) for a further discussion with the Business Development Manager to understand the different types of contract/roles I could find myself in and the types of skills I should gain during my limited resettlement period.

My resettlement continued during the COVID-19 pandemic with online courses in Management of Risk (MoR) and PRINCE2. My contact with CXC Ltd remained open during the early stages of lockdown and in May 2020 I was offered a Civilian Work Attachment for the remainder of my military service with a formal contract beginning the day after my end of service date.

During the Civilian Work Attachment CXC Ltd pulled together a team to develop my CV and progress with my personal readiness to progress and market me as a Project/ Change Manager, the support offered massively built upon the generic MOD Career Transition Workshop and focussed me specifically on the field I wanted to market myself into taking into account my personal circumstances (location, family etc).

I believe that during these unprecedented times the support and stability CXC Ltd offered me and my family in my transition was fantastic. In what transpired to be a very short timescale I was offered employment by CXC Ltd in May 2020 and am now due to start in my first role at MOD Corsham in Sept 2020. CXC Ltd afforded me the chance to work for them with significant risk to the company due to the short timeframes involved but the risk has paid off for all parties. I am very proud to be a Principal Consultant and part of the CXC Ltd family."

**Ollie Smith**  
– Principal Consultant



We are always looking to engage with high quality service leavers, of all ranks who have made the decision to carve out a second career. The transition to civilian life is formidable prospect and our tailored solution delivers the best opportunities to support the move to your next career. Have a look at our website [www.cxc-ltd.com](http://www.cxc-ltd.com), follow us on LinkedIn (Company X Consulting Ltd) to find out more about us. If you are a high calibre driven individual and have the skills/ aptitude to deliver value to our clients, who is seeking a new career in consultancy we would be interested to hear from you.





**CASE STUDY**

Thelma Ward was a member of the Army Reserves for just over 40 years. She joined the Women's Royal Army Corps attached to the Royal Signals as a private soldier in 1978 and since then, has undertaken various roles and gained additional qualifications.

Thelma has held the roles of Troop Commander, Regimental Operations Officer and Officer Commanding the Regimental Support Squadron. During her time as a Reservist she spent six months in the Falklands Islands working within the Headquarters. This provided a great opportunity to integrate with all areas of the Armed Forces – Army, RAF and Royal Navy.

More relevant to Fire and Rescue was when she formed and took command of a Brigade Ops Room providing information and communications support throughout Op Fresco (Fireman's strike 2002).

Her final role was Assistant Joint Regional Liaison Officer for the East Midlands, covering predominantly Nottinghamshire and Derbyshire. This role assists with delivering Defence's contribution to UK Resilience and Security.

Thelma said:

*"By this time I had reached mandatory retirement age for the Army, but felt like I had much more to offer, particularly with my background of team building, management, problem solving and communication. This is when I contacted Nottinghamshire Fire and Rescue Service regarding any voluntary opportunities."*

*"I was delighted when they were granted the Employer Recognition Scheme Gold Award, and I will do all I can to provide support to assist with the maintenance of this."*

*"Nottinghamshire Fire and Rescue Service are very supportive, and I know that they will remain approachable regarding any tweaks which I feel may be required."*

# Nottinghamshire Fire and Rescue Service



At Nottinghamshire Fire and Rescue Service, we are incredibly proud to have been presented with the Gold Award.

**W**e have 24 fire stations around Nottinghamshire, made up of both Wholtime and

On-call stations. Our support staff are based at our Fire Service Headquarters, ranging from departments such as Health and Safety, Estates, Payroll, Prevention and Protection, and Occupational Health.

We have been a part of the Armed Forces Covenant since 2014. At Nottinghamshire Fire and Rescue Service, we support our Reservists by offering 21 days additional paid leave and uncapped unpaid leave for Reservist deployments.

We have an established HR policy including managerial and employee guidance, developed in conjunction with our Reservists and ex-forces personnel.

We are proud supporters of the Armed Forces community, with a long history of employing and supporting Armed Forces veterans and Reservists. We are a part of the career transition partnership, and we register all our career opportunities in the forces family's jobs portal (FFJ).

We are one of five fire and rescue services to currently hold the Gold Award and we are proud as a Service to offer these benefits and to be able to give back to our staff as a thank

you for their time whilst being a part of the Armed Forces.

We are immensely proud of our people, especially those who have served their Country or continue to do so. With a diverse and broad range of employees who have served across the range of Defence People, we thoroughly understand and promote the strengths that this experience and knowledge brings to our organisation. We currently employ over 60 veterans in the Service, and will continue to support them in the future.

John Buckley, Chief Fire Officer, said:

*"At Nottinghamshire Fire and Rescue Service we are proud of our history alongside and supporting the Armed Forces Covenant. The relationship allows the Service to recognise those individuals that have served their country in the Armed Forces."*



*"We work hard to support our Armed Forces in many ways and recognise the invaluable commitment they make, both regulars and reserves. We also recognise this extends beyond serving individuals and includes their families and veterans, and we are proud to support them in any way we can."*

**OUR GUARANTEED INTERVIEW SCHEMES**

As an employer we recognise the vast knowledge, skills and experience that Armed Forces personnel have gained over their time in the military. The fire service has traditionally attracted ex-forces personnel due to similarities as a uniformed service, however we are now proactively supporting all military veterans by offering a guaranteed interview scheme. This means that if ex-force applicants meet the essential criteria of any

job advert, that they are guaranteed an interview. If the job application requires the applicant to live in Nottinghamshire but the applicant is ex-forces personnel, they are not required to live within the county.

**TRAINING**

As an emergency response service, we regularly train with both reservist and regular units within Nottinghamshire, covering exercises such as extrication and emergency medical training with 144 Para, operational training with HMS Sherwood, and annual revalidation training at Chetwynd Barracks.

We actively support Armed Forces and Reserves Day, partnering with local Reserve Units; often providing joint demonstrations of our capabilities. Additionally, we have provided awareness and training to local Units, supporting their safety

through road safety training as well as joint-operational exercises and familiarisation.

**COVENANT COORDINATOR VOLUNTEER**

To help develop and strengthen our commitment to the Armed Forces Covenant, we recently engaged a corporate covenant coordinator volunteer. At the same time as advertising this post, our deputy joint regional liaison officer was approaching retirement. Having over 40 years of experience of the Armed Forces we could think of no better person to work with us to improve our working in this area. Thelma Ward, now volunteers for Nottinghamshire Fire and Rescue Service and supports all our engagements including representation at fire service events, promoting the role of Reservists, highlighting recruitment opportunities and developing our commitment to the Covenant.

**CASE STUDY**

Ashley Revill is an On-call Firefighter at Retford Fire Station and a Royal Logistics Corps Driver in the Reserves. His role means that he is second in command of a section of soldiers in the field, as well as driving vehicles and being in command of the driver and the navigation. Before this, Ashley was in the Army as an infantry soldier for the Coldstream Guards.

His usual duties include the first parade of vehicles, servicing vehicles and ensuring they're maintained correctly. He takes the vehicles out on a regular basis and keep all the driving and logistical support skills up to date.

Ashley said:

*"Both roles involve discipline and team work, and they both have a rank structure. Values such as trust, honesty, respect and integrity all play a key part in both roles."*

*"Fitness in the Army keeps me in shape for my role as a Firefighter, which is also a great transferable skill to have."*



# Business as usual for SSAFA, the Armed Forces charity

Military charity proud to be supporting the Forces family now, and always.



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



Encouraging members of the Forces community in need to come forward for support,  
**Sir Andrew Gregory,**  
**CEO of SSAFA, the**  
**Armed Forces charity** said:

*"Despite a concerning climate, the men and women who make up the beating heart of our charity are rallying to ensure that support is given to anyone in need. A sense of community spirit and collective grit has shone through – and I have heard this likened to the sentiments felt by the Nation during the Blitz."*

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

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

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

- Our mentors, helping those transitioning out of the Armed Forces, are busier than ever, as the society that recent service leavers are re-joining is more difficult to navigate than ever under these circumstances

- Operating as our 'front door' is our confidential helpline 'Forcesline'. While our team of advisors work entirely remotely now, they continue to provide an uninterrupted telephone, email and webchat facility.

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



**ssafa** | the  
Armed Forces  
charity

## QinetiQ

QinetiQ is one of the country's leading defence and security companies and an employer of both serving and ex-serving members of the Armed Forces community, including reservists. The company has pledged its continued support to UK servicemen and women by signing the Armed Forces Corporate Covenant, holding the Gold Award in the Defence Employer Recognition scheme and, as part of its commitment to diversity and inclusion, recently signing the Women in Defence Charter.

**Steve Wadey, QinetiQ CEO,** said: "It is vital to recognise the role of our service personnel, who go the extra mile in serving our country. They make a valuable contribution to our company by helping us to understand a key customer, and to the Armed Forces through their innovation and commercial expertise. I have



*pictured,*  
**Steve Wadey, QinetiQ CEO**

signed the Covenant because I strongly believe it is important for companies to support and encourage those who wish to go above and beyond in the name of public service."

QinetiQ works with Armed Forces charities, including SSAFA, to offer continued support to Military Service and Emergency Services personnel looking to leave the services by providing coaching, guidance, and support.

Joe Bickerton is a great example of someone who has been through this transition process.



**Name:** Joe Bickerton  
**Age:** 46  
**Location:** Hampshire  
**Length of Service:** 22 years  
**Rank:** Sergeant  
**Left the army:** 2014  
**Current role:** Planning Programme Leader

*"I wanted to join the Army for as long as I can remember, playing at soldiers out in the woods as a small child and then joining the cadets at 13 years old. I loved the idea of adventure and travel, and in later years the camaraderie and career path the military offers appealed to me."*

*"I was an aircraft engineer in the Royal Electrical and Mechanical Engineers (REME) for twenty-two years, serving in many theatres around the world. I decided to leave the Army in 2014 at the end of my twenty-two year engagement rather than extend my career in order to spend more time with my family, and to take the opportunity to change my career path."*

*"QinetiQ was a natural fit for me as I really wanted to remain involved with the defence industry, albeit not as a hands-on engineer, and the opportunity to join a company that supports our Armed Forces appealed to me. QinetiQ had a reputation for providing all sorts of*

*technical and scientific services to the military community, and I knew there were lots of ex-Forces people working there so it wouldn't be a complete culture shock. Due to injury I needed to change the type of role I was doing, and QinetiQ allowed me to put some of the knowledge and expertise gained in the Army to good use."*

*"I have progressed well in my career since joining the company and now work as a Planning Programme Leader, applying and leading change programmes to enable QinetiQ to provide the most efficient and cost effective support for our customers. Each role has been different, so I have been able to learn new skills and form a growing network of colleagues and friends across the business. During this time, I have become a Chartered Engineer and gained a Bachelor's degree, supported by my experience within QinetiQ."*

*"My time with QinetiQ has been a steep but enjoyable learning curve, and they have supported me throughout by providing training and opportunities, and challenging me to grow as an engineer, manager and leader. Being able to work with so many ex-Forces colleagues made the transition to civilian life a lot easier for me, and the values and standards drilled into me as a young recruit fit perfectly with the company's values and behaviours so translated really well into my second career."*

**QINETIQ**



# New Telephone support service available for Veterans

A new telephone support service for ex-service personnel has been launched by the Armed Forces charity Alabaré.

The service, which started in July, is helping Veterans who are struggling with their mental health and providing specialist support to those in need, guidance and advice including coping strategies.

The service has been created specifically in response to the Coronavirus pandemic. A recent survey has found that there has been a 50% increase in Veterans stating they are not managing their mental health well compared to before the pandemic started\*.

Alabaré provide support to people experiencing a wide range

of mental health concerns through their Riverside Sanctuary service which itself opened earlier this year. Initially providing telephone support, the team are now also able to provide face to face support from their new centre and Place of Calm, in Salisbury. Emergency Covid-19 funding provided by the Ministry of Defence, Cabinet Office and the Armed Forces Covenant Fund Trust now means that the team can offer additional support specifically for Veterans who are struggling with their mental wellbeing.

Alabaré Riverside Sanctuary Senior Service Manager, and Registered

Mental Health Nurse, Emma Wellock explains the new Veterans service. She says;

*"The last few months have been incredible hard for many people and taken a real toll on the mental health on individuals from all backgrounds. Our experience shows that Armed Forces Veterans are often dealing with existing trauma or mental health struggles, which may have resurfaced or been exasperated by lockdown or the added pressure that Covid-19 has brought. This is why we are grateful to be able to offer this additional service at this key time."*

*"Our aim is to come alongside Veterans who are struggling with their emotional or mental wellbeing and offer them non-judgemental support and explore different coping strategies and additional support avenues. We can all benefit from a listening ear, but equally we know how hard it can be to reach out sometimes and make that first step. The team here are all very experienced and have some understanding of the thoughts, feeling and challenges that individuals may be experiencing. Every Veteran is an individual and we are here to listen and help find ways to move forward positively for each person based on their own personal circumstances."*

Karen Langley is our team leader at Riverside Sanctuary, and is a Veteran herself. She says;

*"Even though my family would probably say I'm a tough cookie, I know the benefit of having that place to just let out your feelings, that person to talk to, somewhere easy where you don't feel someone is going to try and fix you, but they are going to help aid you. Someone*

*who will support you, listen to you and come alongside. That's what we do at Riverside Sanctuary, and we are helping Veterans who need someone right now, giving them that additional support that make a huge difference."*

Alabaré are specialists in providing support for vulnerable Veterans having opened their first home dedicated to ex-Forces personnel over 10 years ago. The charity now operates it's Homes for Veterans accommodation for vulnerable and homeless Veterans across the South and South West of England, and Wales.

Anne Williams, Alabaré's Operations Manager for Veterans, said;

*"We are delighted that this new helpline will reach even more Veterans and ensure they are getting*

*the help they through these difficult times. Through our work and Homes for Veterans we know how mental ill health can impact Veterans and the additional problems it can lead to. It is fantastic that this service will be able to offer a first line of support to those who recognise they will benefits from someone to talk to, and can help direct the course of someone's journey back to recovery."*

Alabaré provide support and accommodation to over 115 Veterans every night. Of those currently supported by the charity, 41% of Veterans had stated that they had issues with their mental health.

The new Veterans helpline service has been made possible thanks to Emergency Covid-19 funding provided by the Ministry of Defence, Cabinet Office and the Armed Forces Covenant Fund Trust.



Veterans wishing to access the telephone service can do so by calling **01722 466680** between 9am and 11pm, seven days a week.



Registered Charity No.1006504

## VETERANS' MENTAL HEALTH AND WELLBEING SUPPORT

**Alabaré Riverside Sanctuary**  
Veterans' Mental Health & Wellbeing Support is a free, confidential telephone service providing support to any ex-service personnel who are struggling to manage their mental wellbeing, or who are at risk of a mental health crisis.

**Open 7 days a week from 9am-11pm**  
**01722 466680**

**ALABARÉ**  
RIVERSIDE  
SANCTUARY

[www.alabare.co.uk](http://www.alabare.co.uk)  
[riversidesanctuary@alabare.co.uk](mailto:riversidesanctuary@alabare.co.uk)

THE ARMED FORCES  
COVENANT FUND TRUST



**HOMES FOR VETERANS**  
SUPPORTING HOMELESS VETERANS



# RAF Benevolent Fund

## supports veterans through COVID-19 crisis and beyond

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



**T**he welfare of RAF veterans and personnel has been and will continue to be at the forefront of all of the Fund's work.

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

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

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

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

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

### FINANCIAL SUPPORT

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

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

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

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

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

### SOCIAL ISOLATION

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

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

### MENTAL WELLBEING

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

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

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

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



### SUPPORT FOR SERVICE LEAVERS

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

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

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

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

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

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

He explains the true impact of this assistance below.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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





# 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)



# THERE'S MORE TO LIFE AS A CADET LEADER



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

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

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



Join us, we are a...

## #ForceWithADifference

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

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

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

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

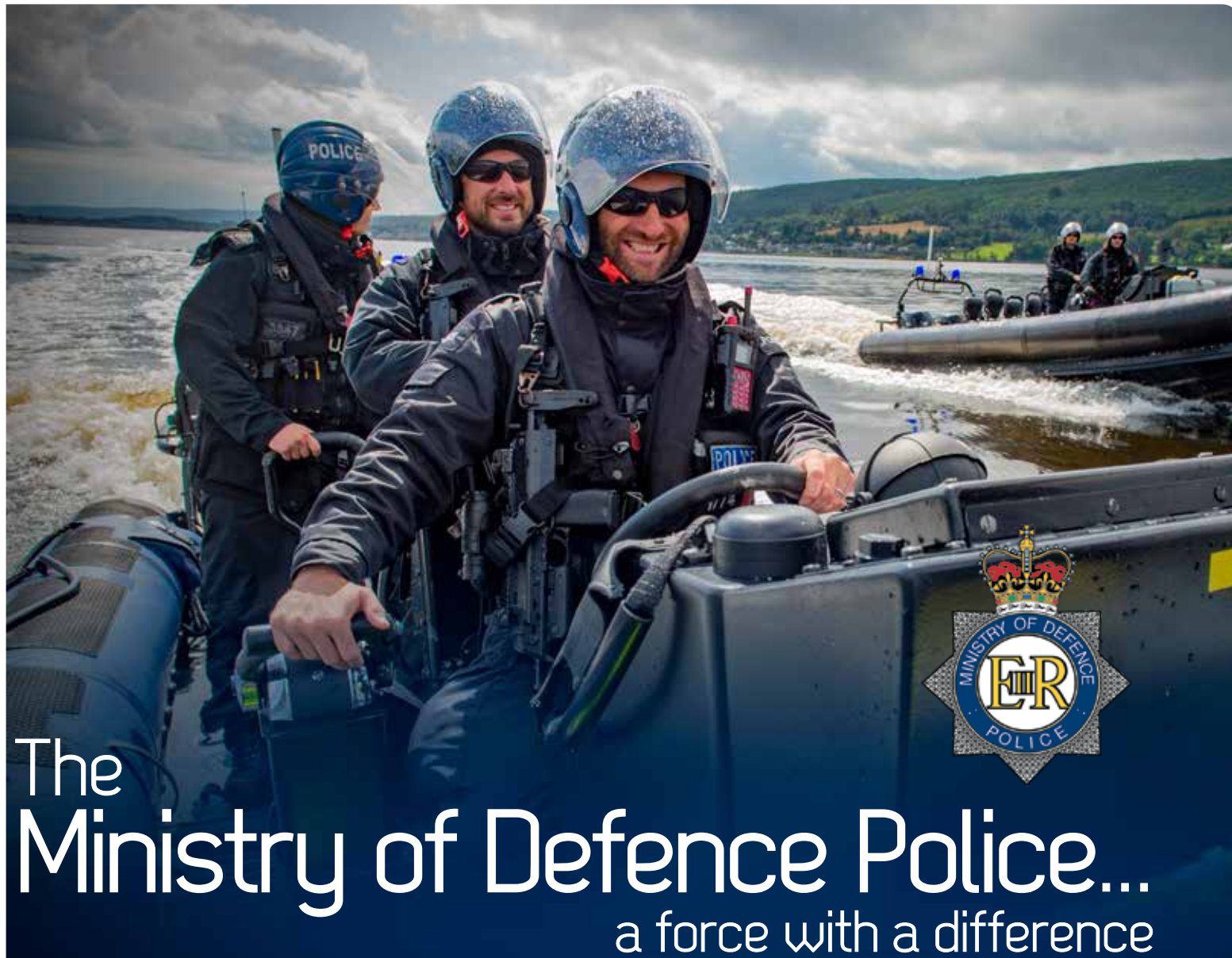
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Ministry  
of Defence  
Police







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

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



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

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

## WHO?

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

## WHERE?

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

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

## WHAT?

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

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

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

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



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

and UK national infrastructure sites, people and assets.

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

## HOW?

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

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

## Benefits

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

## Diversity and Inclusion

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

## VACANCIES

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

## WHY JOIN THE MDP? Training

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

## Salary

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

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

## APPLICATION PROCESS

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

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

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

## FURTHER INFORMATION

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







# 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 WORSSELL, 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**



# Resettlement

## how to take control



GUIDANCE WHEN YOU  
NEED IT MOST



In this article, Major General Neil Marshall, CEO of the Forces Pension Society has invited a number of his colleagues at the Society to contribute their own Resettlement experiences and pass on their tips.



Few challenges are more critical than those presented by transition to civilian life. It can be seen as daunting or it can be viewed as a real opportunity to start afresh and relish new experiences. Much depends on a positive mindset.

One thing is pretty certain though. Your Armed Forces Pension is likely to be the foundation for your future financial well-being. Understanding your pension entitlement will help you set your objectives and plan effectively for your and your family's security. That's why I advocate joining the Forces Pension Society as soon as you decide to enter Resettlement. There are so many choices to be made, ranging from finding out the best time to leave, through to calculating the pros and cons of commutation or inverse commutation. It's why our Pension Advisory Team deals with c15,000 enquiries from our Members every year. It's also why we are so committed to helping you navigate this complex process.

At the risk of repeating myself, Resettlement is not something that's done to you but something you undertake. It's a process you need to control. Seize it and exploit

every opportunity to educate, train and develop. And vitally, UNDERSTAND YOUR PENSION.

I've asked five of my colleagues at the Society to write briefly about their own experiences of Resettlement and pass on the key lessons they learned from it.

**Maj Gen Neil Marshall, CEO,  
Forces Pension Society**

**68, South Lambeth Road,  
Vauxhall, London SW8 1RL  
Tel: 020 7820 9988  
email: [memsec@forpen.co.uk](mailto:memsec@forpen.co.uk)  
[www.forcespensionsociety.org](http://www.forcespensionsociety.org)**

If you're not already a Member of the Forces Pension Society, we look forward to welcoming you to join the 60,000 or so existing Members who value the support we provide and who appreciate the fact that we give them – and the wider military community – a voice where it counts, on the representative bodies for Armed Forces and Public Sector Pensions.



**ANDY STRAW  
HEAD OF MEMBERSHIP**

"Deciding when to leave the Services is a personal choice. Mine came about after 34 years in the RN. After 3 years accompanied, my final posting, whilst professionally interesting, would be another 3 years' separation with no guarantee of further promotion at the end of it, so it was time to leave. Decision made, the local resettlement office becomes absolutely key. They are a mine of useful and important information regarding the process, finances, courses and training available.

During resettlement you can do just about anything – you just need a plan. The initial CTW and FAR briefings are critical. I have a property in Mallorca where I hope to spend my summers (too cold and rainy in winter!), so I took a month-long secondment with a builder working on a multi-million pound property in Lyme Regis. I also spent a week at University undertaking a professional proof-reading course as it's something I could do in retirement and from anywhere. I have already used this skill for the Forces Pension Society, proof-reading our magazine, Pennant.

Finally, the need to understand what full retirement is going to look like financially is also key. This includes the state pension. You need to be aware at what age you are going to receive it and how much it is: make sure you have contributed enough NI to achieve the maximum, as some of your service time may not count fully".



**CHARLOTTE COOPER  
PENSIONS ADVISER**

"After 2.5 years in the Royal Navy, I withdrew from Phase 2 training because I felt a career as a Warfare Officer wasn't suited to me. I had a very brief resettlement process, which included meeting with the Release Team and the Career Transition Partnership (CTP) representative. The CTP representative signed me up and gave me a short brief. I quickly completed my profile on their website and began searching through job boards. I also approached CTP and Officers' Association for help developing my CV.

At first, I focussed my job search on the CTP job board because I felt that companies that advertised on there would have a better understanding of the skills I had developed in the military. It was via CTP that I came across the job posting for the Forces Pension Society. My knowledge on Armed Forces pensions was limited to the short brief we were given during Phase 1 training, so I felt that the role would be beneficial for me and allow me to learn new information and skills.

I would advise anyone who is shortly leaving the services to make use of the help available on how to write your CV, where to research for jobs, and how to present your skills to potential employers. The CTP do a fantastic job of keeping in touch during the job search, and it was very reassuring knowing that there was someone I could go to for help if needed".



**PADDY BUTLER  
DEPUTY HEAD OF MEMBERSHIP/  
OFFICE MANAGER**

"I left the Army in April 2018 after 30 years' service. I knew I would have to have a job, not necessarily a second career, to tide me over until the big "R"; I felt I was too young to retire and wanted to add value to my next employer. This is my first job since leaving. I applied for four positions and was offered positions at three.

As a former clerk, I was well aware of my entitlements and engaged with the resettlement process as early as 2008. This was very helpful, opened networks to tap into and gave me accredited professional recognition for my skill set.

The activities that I initially undertook were the transferring of my leadership skills. Then I went for courses that appealed to my interests. I became a TEFL 120 English teacher, after teaching Czech Republic to Officer Cadets whilst on Loan Service. I also did Facilities Management, as a lot of military skills and experience transfer into this arena.

I was only 3 years into AFPS 15 and the online Pension Calculator was sufficient to calculate my entitlements. However, I did get the Forces Pension Society to perform an audit on my Award Letter post discharge. I was glad to see that all was in order.

The one piece of advice that I would give service personnel entering the resettlement phase of their service is to have a goal, evolve the plan to achieve that goal, and engage as early as possible".



**DAVID ROBERTS  
ROADSHOW MANAGER**

"I decided to leave the Army about six months before I 'did the deed' on JPA. It was a decision that had been germinating for a while based on my perception (rightly or wrongly) that leaving as a 48-year old former OF5, might make it a little easier to find suitable employment than as a 50+ year old former OF5. Beside which, after a fulfilling 29 years in the Army I felt that I was ready for a change. I had a basic knowledge of my resettlement entitlements before I left and had a good idea of my pension benefits from the MOD online calculator and Forces Pension Society.

My resettlement activities started in earnest seven months before my final day in the Army and were focussed in three areas; work experience with a security and construction logistics company; attendance at the Senior Officer Career Transition Workshop (which was excellent - I wish I'd completed it earlier); and the majority of time spent growing my civilian network, mostly via existing connections who had already left the Services. I never found networking in the Army natural or necessary, but I quickly learned it is essential in the civilian/commercial world. Indeed, it led directly to my first role as the Director Operations for a major private security company.

My top tip: once you've taken the decision to leave don't look back or have regrets; look forward, be positive and relish the fresh opportunities".



**MATTHEW LOWE  
CHIEF OF STAFF**

"There are 3 things to think about: finance, family, and fulfillment.

Find out what your pension is worth by writing to Veterans UK and joining the Forces Pension Society. I used the Armed Forces Calculator annually. An opportunity for redundancy came up at OF6/50, so I did the Manchester Business School course with one of my ELCs. I didn't get selected so served on until 56.

In my last year one child was in full time employment, one was in the last year at University, and my wife had a job close to our own home: so where to settle was easy.

My second go at resettlement was better structured. I was notified by JPA of my entitlement, had an IERO interview, did the senior officer transition workshop, the financial aspects of resettlement briefing, and the IoD Certificate in Company Direction, which was brilliant. I reached out to a number of people who had left and they all helped with advice.

Initially I set up my own consultancy, which was tax efficient, but consultancy can be a transactional existence. I missed the focus of doing something I believed in and sharing that experience with others. So when the opportunity to join the Forces Pension Society arose I researched it thoroughly and worked my connections effectively.

If I had to condense that? Start early, do the maths, listen to friends, and figure out the balance between finance, family, and fulfillment".



# Why aren't you studying with the OU?

Stuck in a rut, thinking about resettlement or just wanting to advance your career?

**1**,500 service personnel and their dependents are taking advantage of more than 200 qualifications and over 400 courses by studying with The Open University (OU) - what's stopping you?

## I DON'T HAVE THE TIME TO STUDY

Serving your country doesn't stop you from expanding your horizons. Our flexible distance-style learning means that you can study whenever, wherever and however you like.

- Use your laptop, tablet and smartphone to access all of your learning material on the go - regardless of where you're stationed;
- Adapt your study schedule around your existing commitments, shifts and postings to learn at a pace that suits you; and
- Put your downtime to good use with practical, interactive and engaging learning content.

*"Studying with the OU was flexible, manageable and interesting, exactly what I was looking for."*  
Flight Lt James Coulman

Discover how you can benefit from the OU's flexible learning styles.

## I CAN'T AFFORD A QUALIFICATION

The cost of enhancing your education shouldn't be prohibitive - especially not for service personnel. That's why you can take advantage of:

- The MOD's Enhanced Learning Credits (ELC) to contribute towards your personal and career development - you've earned them, use them;
- The OU's flexible payment options, financial support packages and bursaries - making education affordable; and

- A wide range of certified qualifications that enhance your earning potential, delivering you return on investment.

See what financial support you can access.

## I HAVE NO PREVIOUS QUALIFICATIONS

You don't need any previous qualifications or ranking to study with the OU - you just need life experience, and something tells us you have a lot of it.

- Build upon your existing skills and talents to help achieve your future goals - whether that's lifelong learning, career enhancement or resettlement;
- Learn practical and transferable skills from industry experts and world leaders - increasing your performance and fueling your potential.

*"The OU deserves huge credit for enabling me to do this. I doubt there is another institution anywhere that would have taken me from seven O-levels to LSE in five years whilst I was holding down a busy job stretching across the globe."*  
**Mike Niblett**

Take a look at our full range of courses and qualifications.

## I'VE NEVER WRITTEN AN ESSAY IN MY LIFE

We don't care. With more than 50 years' of teaching experience, we know how adults learn, and we know how to get the best from you - regardless of how good you think you are at studying.

- Your personal tutor will give you all of the academic guidance and feedback you need to get you back into study and achieving results;
- Our dedicated student support service is always on hand for professional advice on everything from learning methods and career guidance to module choices and IT support; and
- The worldwide OU student community provides support, networks and advice from people just like you.

## I'M NOT AN ACADEMIC

You don't have to study the history of art unless you want to. With more than 200 different qualifications to choose from, we're here to help improve your skills, develop your knowledge and prepare you for a career in or out of the armed forces.

- Learn practical skills and applicable knowledge from industry-experienced tutors;
- Stretch yourself to achieve more, with an inspiring, challenging and rewarding educational experience; and
- Connect with other learners from different industries, backgrounds and networks - you never know where it will lead you.

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

**Andy Murray**

Find a course that interests you.

## I DON'T KNOW WHO TO STUDY WITH

There are many distance education providers out there - but very few who have been doing it for as long or as well as we have. Take advantage of our 50 years' experience, expert tutors and company partnerships for:

**Resettlement** - get ready to beat the competition and enter a rewarding career with a well-respected qualification.

**Career advancement** - prepare your knowledge and qualifications for your next position in the forces with our range of fully accredited courses.

**Personal development** - keep your mind active, knowledge up-to-date and interests interesting with our short courses, CPD workshops and postgraduate courses.

**Dependents** - take advantage of the same choice of courses, flexibility and expert teachers to enhance your own career and personal development.

Find out what it's like to study with us.

Study with someone who's been doing it longer and better than anyone else. Study with the OU.

Visit [www.openuniversity.co.uk/easyresettlement](http://www.openuniversity.co.uk/easyresettlement) for more information.





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.

*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.*

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."

by helping ex-service people 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 Madhlom, 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]



## 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

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 Madhlom (Senior Lecturer in the Law School) underneath the Boer War Memorial in Bristol [©Bhagesh Sachania]





# THE PARTNER CAREER SUPPORT PROGRAMME

The CTP are delighted to announce the launch of our brand-new Partner Career Support Programme – providing exemplary **career support to spouses and partners of members of the UK Armed Forces**.

Whether you're already in employment, have been out of work for some time, or are based overseas and are looking to understand your suitability for a UK based role, **we're here to help you find a future career** that suits your individual needs and experience. Better yet, the programme will be **entirely accessible online**, meaning you can begin planning for your dream future career, from anywhere in the world, at a time and pace that suits you.

## WHAT WILL I HAVE ACCESS TO?

- Bespoke career coaching and expert CV Guidance
- Support from your own assigned career consultant
- Personal development plan to keep track of progress
- Access to online self-assessments, videos and guides
- A wide range of online resources and industry insights
- Signposting of additional supporting and training
- Access to single Service welfare services
- Resources provided by DWP

## NEXT STEPS

If your partner has been in Service for at least four years and hasn't submitted a notice of termination, or isn't less than two years from ending their military engagement, we'd love to hear from you - registration is open from 1st October.

Find out more at [ctp.org.uk/partner-programme](http://ctp.org.uk/partner-programme)

# CTP Success Story

## Supporting Matthew Littlejohns on his resettlement journey

### BACKGROUND

After over six years with the British Army, Matthew achieved the rank of Sapper. When asked about his Service, he notes the friendships and lasting bonds he created with his colleagues and peers as one of the best parts of his experience. He also mentions how much he loved travelling the world.

*"I initially joined the Army to travel and I saw places that I would never have dreamed possible!"*

However, after suffering an injury, Matthew decided his priorities had changed, and so it was time for a new journey.

### RESETTLEMENT

When beginning his resettlement journey with the CTP, Matthew was mostly worried about how to create a compelling CV. He'd heard lots of contrasting stories about what made a good CV and didn't know where to start. And so he decided to attend a CTP 3-day Career Transition Workshop (CTW).

*"The CV elements through the workshop were extremely useful. I underestimated the importance and power of a CV, and these sessions helped open my eyes."*

During the CTW, Matthew got to meet his Career Consultant. He says that the initial meeting and continued assistance provided by his Consultant was and is still very assuring – helping him feel more confident in his ability to succeed in civilian life.

*"Initially when I put my CV out there I wasn't getting invited to interviews and started to panic. I got in touch with my Career Consultant who responded quickly and asked for my CV and cover letter. She provided amazing support in helping me translate my military jargon into language civilian employers would understand, and explained how to target my CV to the job specs much better. After her help, I immediately began receiving lots of invites to interviews."*

Along with the CTW, Matthew also undertook an Institution of Occupational Safety and Health (IOSH) Health & Safety training course. Being an electrician in the Army meant he was already qualified, but wanted to top-up his qualifications with a CTP Inspection and Testing Level 3 course.

He also made use of the CTP's online resource MyPlan. He used it to cement what he'd learned during

the CTW, as well as gain a better understanding of exactly what he wanted from his next job and what he offered a potential employer.

Finally, Matthew attended a CTP Employment Fair. He found it a great environment to network with potentially employers, and became a member of the Institute of Electrical Engineers (IET) after meeting them at the Fair.

### OUTCOME

Following his journey with the CTP, and with the support of his Career Consultant, Matthew landed a job as an Electrician for Gwendraeth Electrical Services.

*"It's because of my Career Consultant that I'm working for the company I am now."*

His career as a civilian has already provided Matthew with plenty of learning and development opportunities. He explains how he started off with the 'Rewire Team', then moved to the 'Maintenance and Repair Team'; dealing with emergencies such as national flooding; and now he works in the Inspection and Testing Team.

Matthew cites his versatility, team-work skills

and resourcefulness – all of which he developed during his time in the Army – as qualities that he has used to ensure success in civilian life.

Ultimately, the skills he'd already developed while in Service and the support and assistance provided by the CTP, helped Matthew enjoy an obstacle-free transition into civilian life. While it did feel daunting to begin with, he's now gained fantastic experience in a range of business areas, and is using his transferrable skills on a daily basis.

### ADVICE

Lastly, Matthew offered fellow Service leavers some advice about resettling:

*"Engage with the CTP staff, make the most of the resources and opportunities they provide, and begin networking with potential employers before the situation becomes critical. Preparation and being proactive is key. Don't bury your head in the sand but instead, identify and undertake courses that will add further strings to your bow"*



**DEVELOP  
YOUR  
CONFIDENCE  
AND  
FEEL  
PREPARED**

**ACCESS THE TOOLS AT  
[CTP.ORG.UK/MY-PLAN](http://CTP.ORG.UK/MY-PLAN)**

## RightJob

Develop your RightJob profile, at a time when it's never been more crucial. We match roles to you on four key points: availability date, skills, industry, and location. Is your profile up-to-date?



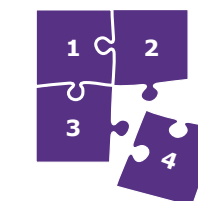
### BETTER YOUR CHANCES

Get the most relevant jobs by completing your skills, qualifications, licenses, desired industries and location information.



### WATCH OUR VIDEO TIPS

Learn more about searching, applying for jobs, saving searches, and using your Job Basket.



### FOUR STEPS TO YOUR NEW CV

Use the CTP CV Builder to write your fit-for-purpose CV.





# Resettlement Support from CTP



## Enhanced Resettlement Provision from CTP

### INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS

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

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

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

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

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

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

### WHERE DO I START WITH RESETTLEMENT?

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

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

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

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

### WHAT SUPPORT AM I ENTITLED TO?

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



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

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

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

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



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

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

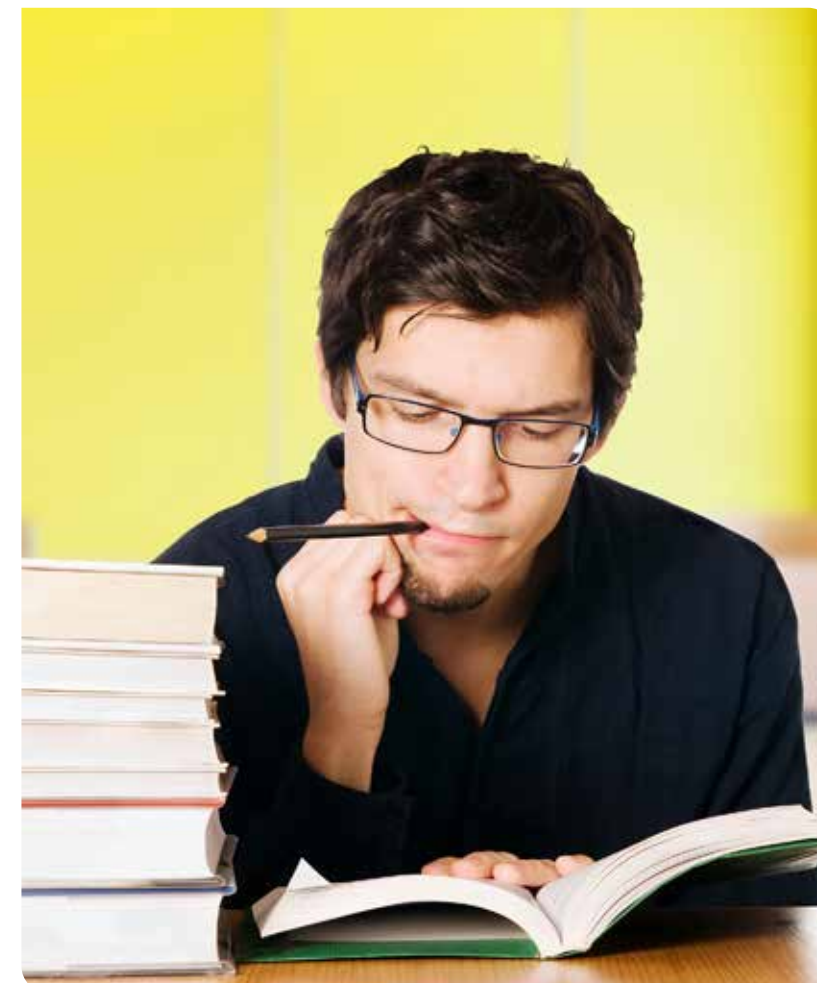
### \*Wounded, Injured and Sick Service Personnel

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

### HOW CAN CTP HELP ME?

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

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



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

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

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

### TRANSITION

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

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

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

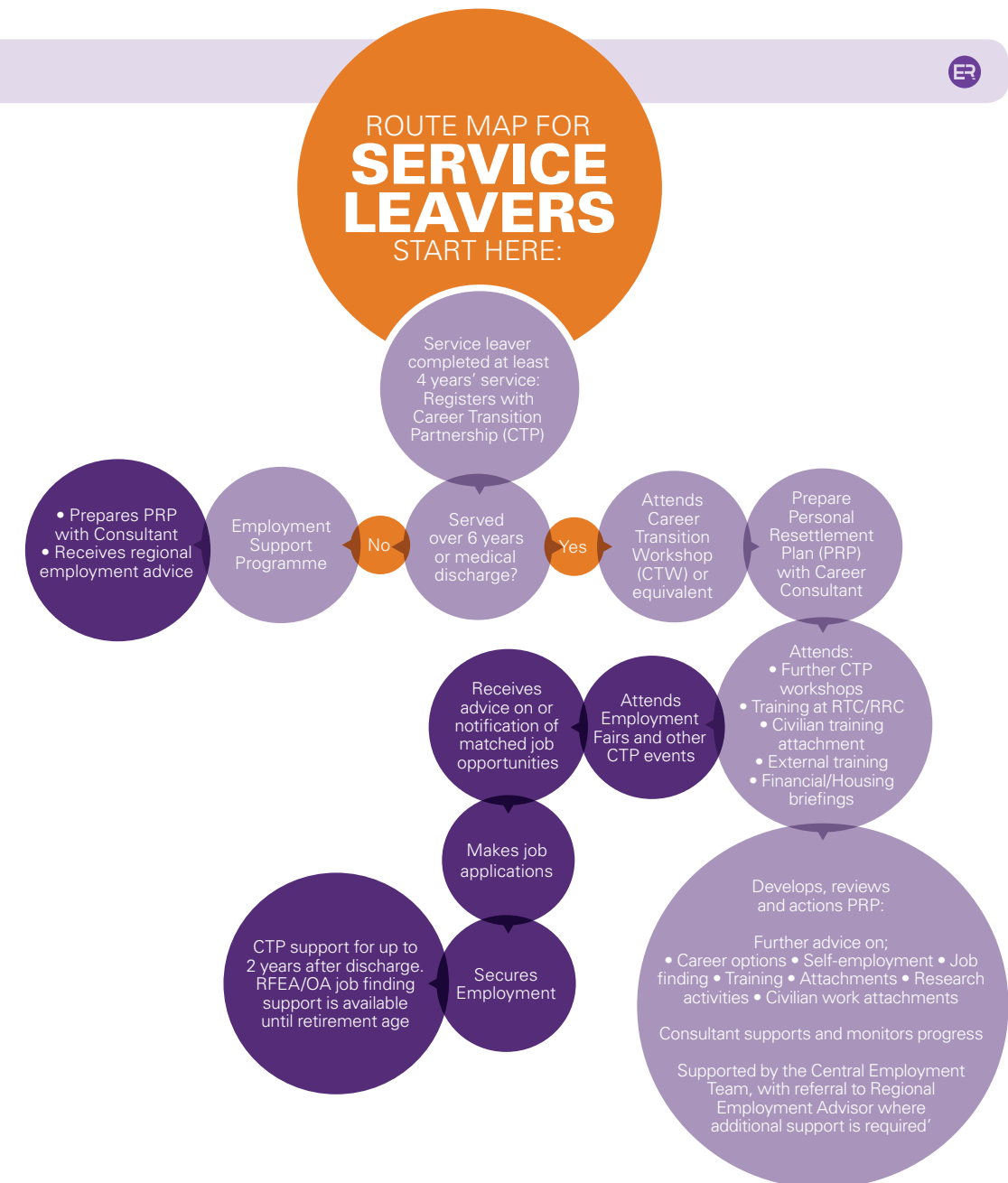
Online Support - myPlan, the personalised area of the CTP website, enables Service leavers to manage their own resettlement and offers career assessment activities, video library, Interview Simulator, Plotr career matching game, Personal Resettlement Plan, resettlement tracker and checklists.

### TRAINING

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

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

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



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

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

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

### EMPLOYMENT

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

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

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

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

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

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

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

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



Tel: 01270 219 760

www.cercoit.co.uk



## Transitioning HM Forces into a new career



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

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

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

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

**Jordan, HM Forces**



www.cercoit.co.uk

Tel: 01270 219 760



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Coppicemere Drive  
Crewe, CW1 6GU

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info@cercoit.co.uk

Tel: 01270 219760

## Cerco offer **FREE** practical IT training

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

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

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

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

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



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





# Welcome to The Tec Train

The Tec Train delivers high quality training within the IT industry including: Fast Track Courses, Cyber Security Courses & Certified Courses. We are a technical services business offering a wide range of training courses to highly motivated people looking to advance their careers through personal development. The Tec

Train prides itself in bringing the right people to the IT industry. We assess applicants at all stages to make sure that they are suited to the industry. We offer a range of courses from a fast track entry level IT Field Engineer to Cyber Security, from Health

and Safety in the Workplace to Manual Handling. We pride ourselves on providing the highest quality training at our training centres and we are continually looking to expand our range of courses.

## OUR CANDIDATES

At the core of The Tec Train, we believe in offering Ex-Forces a path to start their journey in the I.T. Industry. Our candidates come from differing backgrounds, but they all have the one thing in common; the love of I.T. A significant number of our successful candidates have a background in the Armed Forces. We are committed to supporting all Veterans whether you are an early leaver, reservist or have been medically discharged. If you have served, we know you will be smartly presented and highly committed.

Service leaders have the diverse and relevant experience and excellent personal qualities our customers are looking for. You have been tested in highly demanding and pressurised situations and are used to getting things done quickly and accurately is always a priority. Candidates from HM Forces are self-disciplined, motivated problem solvers who pick up new skills and adapt to new circumstances with ease. You could prove to be our ideal candidate, particularly for clients that have sensitive or confidential projects.

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

## Courses

### FAST TRACK - IT

**Duration: 5 days**  
**Location: Crewe Training Centre or Uxbridge Training Centre**

We provide a one-week training course for people who are looking to get into IT, or as a refresher for those who are looking to get back into the IT industry. Our course is held in a classroom-based environment with access to trainers who are readily available to help the students.

We make the course as 'hands on' as possible where each student has their own desktop PC. We limit the number on each course to a maximum of 12 students at our Crewe Training Centre and a maximum of 8 students at our Uxbridge Training Centre to ensure you get the most out of the course. Not only will you learn about IT, ranging from hardware, operating system installation and configuration, to networking and fault-finding but also what it is like being a Field Service Engineer, and how to deal with customers. The Fast Track will give you a great start on your journey to progress onto our Cyber Security course.

### COURSE CONTENTS

- Health and Safety
- Electrostatic Discharge
- PC Hardware Connections
- PC Data storage
- PC Memory
- How to strip down a PC
- Thin Clients
- The ROM BIOS & CMOS set-up
- Scripted install of a Windows 10 image
- WDS Install of Windows 10
- Windows 10 Configuration
- Command Line
- Putty/Hyper Terminal
- Servers

### Network Basics

- Network Media
- Network Topology
- Network Standards
- Hubs, Switches and Routers
- Network access methods

### Windows Networking

- Network configuration
- Joining Windows domains
- Wireless networking, installation and configuration

### TCP/IP Networking

- Name resolution
- IP Address resolution
- Routing
- DHCP
- TCP/IP Configuration

- and Troubleshooting
- Logical fault finding/trouble shooting
- Laser Printing
- Printer Installation in Windows
- EPOS Awareness
- Customer Care
- How to be a good Engineer (following processes, timekeeping etc)

Upon successful completion of the course, candidates may have the possibility of contracting or permanent work as an IT Field Engineer.



The digital age we are living in has seen Cybercrime rise exponentially with over 20 million reported cases worldwide every single day. There has been a 30% increase in the employment sector making Cyber Security the most sought-after talent in 2020. Globally there is a need to protect our networks and data so there will always be a need for these skills. The increased requirement for Cyber Security Specialists means that there is a great earning potential for Entry Level Pen Tester.

## CYBER SECURITY

**Duration: 4 Days**

**Location: Crewe Training Centre Or Uxbridge Training Centre**

## COURSE FORMAT

The training will start with a recap of knowledge the candidates are expected to have in order to contextualise elements of the course. This will include a good balance of practical activity, covering theory and legal elements to ensure that the correct methodology for a penetration test is undertaken each time.

To maintain flexibility, the course is broken down into modules that can be moved around to take into account the potential for mixed abilities in the classroom.

## ASSESSMENT

You will be assessed throughout the course through interactive activities and verbal feedback. Any areas for further development are discussed with the candidates at the earliest opportunity. On the assessment module, candidates will complete a practical scenario followed by the requirement to write a written report of findings. This will be scored and discussed with the candidate so that they are aware of their areas for further development. The skills gained from undertaking the course should allow the candidate to sit an external certified exam.

## COURSE CONTENTS

### Penetration Testing

#### Methodology

- The purpose of a penetration test
- Scoping the test
- Authority to test (customer, suppliers)
- Compliance requirements (if any)

### Legal framework

- Relevant legislation (these will be amended accordingly post Brexit)
- Computer Misuse Act 1990
- Communications Act 2003
- General Data Protection Regulation 2016
- Official Secrets Act 1989

### Networking and enumeration fundamentals

- Network architecture types
- Common protocols and services
- Network fingerprinting
- Identification and exploitation of services

### Exploitation

- Common vulnerabilities
- Bug bounties
- CVE
- Responsible disclosure

### Cryptography

- Common cryptography methods
- Deprecated but often used cryptography methods

### Wireless

- Wireless networking protocols
- Packet sniffing
- Packet injection
- Key cracking

### Social Engineering

- Common social engineering/fraud attack vectors
- Reconnaissance
- Execution
- Education / Awareness

### Website applications

- Common scripting languages
- OWASP Top 10
- APIs
- Assessment tools

### Mobile applications

- Android, iOS environments
- Common vulnerabilities
- Security assessment basics

### Reporting of findings

- Structuring a penetration test report
- Articulating technical findings in non technical language
- Proposed remediation
- Scoring of risk against the CIA model

### Continued Professional Development (CPD)

- Low to no cost options
- Recommended reading
- Premium options

Upon successful completion of the course, candidates may have the possibility of contracting or permanent work as an Entry Level Penetration Tester.



For the latest information please visit [www.tec-train.co.uk](http://www.tec-train.co.uk).  
Tel: 01270 212951  
Email: [enquiries@tec-train.co.uk](mailto:enquiries@tec-train.co.uk)



# The Tec Train

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

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

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

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

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

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

### Other courses we provide:

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

### COURSES COMING SOON:

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

INTERESTED?  
THEN CONTACT US TODAY...

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# Project Firefly

From Regular RN to the Maritime Reserves(MR)

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

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

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

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

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

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

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

## PROJECT FIREFLY

### From Regular To Maritime Reserves

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



#### Job Opportunities

There are a wide range of specialisations available.

#### Commitment

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

#### Benefits Include

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

#### Who is eligible?

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



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

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





## "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.
- 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 private security contractor (PSC) and tactical shooter 9mm/5.56mm/7.62mm weapons proficiency 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.



<https://www.facebook.com/UCPGroup>

YouTube UCP GROUP CHANNEL

contact@ucpgroup.co.uk

08001961644 or +441474823032

07966176129 or 00447966176129

www.ucp-group.com

07966176129





## Dependable, Exceptional and Trusted

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

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

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

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

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

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

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

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

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

### ABOUT THESE POSITIONS

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

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

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



# PULLEYN

*Transporting the extraordinary every day*



## DRIVERS REQUIRED

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

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



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

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

# PULLEYN



# Courses using your Enhanced Learning Credits (ELCAS)

The Enhanced Learning Credits scheme (ELCAS), has been created by the Ministry of Defence (MoD), to promote lifelong learning for both ex and currently serving members of the UK's armed forces.

**T**he ELCAS learning credits are available to develop the skills and knowledge of Military personnel looking to advance their position in the forces or for those leaving to make the transition into civilian life and begin a new career.

At DLC Training we work tirelessly to support Members of our Armed forces by choosing the right course for them. From the first call and throughout their learning, our course advisors are on hand to offer expert guidance and support. In fact, we are very proud to have a number of ex-military personnel on our team, making sure you are in safe hands.

For those taking their first steps into life after the Armed Forces, choosing the right career path can be a challenge. With so many Industries and job roles, deciding where you want to work and what you want to do can seem confusing. For some, mapping their Military skills and experience with their new role is the obvious choice. After all, the Armed Forces are renowned for the training programmes they offer and the specialist skills they teach. For others, it's a great opportunity to move away from their military career and make a fresh start.

Often, Serving personnel begin to utilise their ELCAS credits

while still on active duty. For many working away from home or in remote locations means there is plenty of 'down time' they can spend working on their studies. Planning ahead for Civilian life presents the perfect opportunity to choose and study the right qualifications needed to move in to their preferred role upon leaving the forces.

Whether you are still serving, have made the decision to retire from the Military or have already left the armed forces, the team at DLC Training can support you with choosing the right Professional Qualification for you.

The distance learning courses available can be studied from any location, teaching you skills and knowledge that can be used in any industry or sector.

Take a look at the fantastic range of training available with ELCAS credits:

- Supply Chain
- Supply Chain Management
- Management
- Logistics and Transport
- Purchasing and Procurement
- Import and Export
- Quality Management
- Warehousing and Warehouse Management
- Ports and Shipping

## DISTANCE LEARNING MADE EASY

DLC Training is the UK's leading distance learning provider. We are renowned for our unrivalled support packages, our industry expertise and our dedication to helping each and every learner achieve their professional development aims.

Our distance learning courses are designed to support Professionals with their Individual development goals and career ambitions. Providing opportunities for personal growth, through our range of bespoke qualifications.

We're partnered with the leading names in professional training, which guarantees every student and sponsor a first-class distance learning experience. The quality of the teaching, materials and mentor support we provide is unrivalled.

Wherever you are in the world you can achieve an internationally recognised qualification from renowned awarding bodies such as CIPS, CILT, ILM, CMI, IoSCM, AAT and CIPD.

With online courses in Leadership and Management from prominent Institutes; CMI, ILM and IoSCM

we can support Individuals or teams from their first step into management through to Strategic Director and Business Owners. Our range of professional management courses provide the latest training techniques to help our students excel at every stage of their Career.

For Procurement Professionals we work with renowned experts CIPS and IoSCM to provide an industry leading distance learning package, to equip our students with the knowledge and skills required to succeed and progress in the workplace. IoSCM students can utilise recognised Post nominals to demonstrate their Professional progress, while CIPS students can ultimately achieve MCIPS status once they have completed their studies.

Logistics and Transport professionals looking to gain an internationally recognised qualification can study with one of the leading Institutes IoSCM to gain a greater understanding of their sector. From those stepping into the industry for the first time, to a logistics

coordinator's looking to develop their career through to a Transport Manager's with years of experience, who wants to certify their skills, we have a great selection of quality courses to match your experience and requirements. With options to study specific Logistics courses, generalised supply chain courses or Transport courses, students can tailor their Qualifications to match their individual development aims.

IoSCM are the leading Institutes for Operations Professionals looking to develop their skills and knowledge or progress within their chosen industry. We have courses to assist individuals working at every level of the career spectrum, from Operators to Strategic Operations Directors. Certifying your existing skills or studying an internationally recognised qualification to gain greater understanding and knowledge is a great way to demonstrate your abilities and progress your career.

Supply Chain Management includes a vast array of business operations, that's why leading Supply

Chain Institute, IoSCM, provide training and development courses to support individuals working in the varying functions of the Supply Chain. IoSCM provide training in Supply Chain, Purchasing, Warehousing, Imports and Exports, Manufacturing, Ports and Shipping, Management and Quality Management as well as a vast array of units to ensure they can develop the skills of knowledge of any individual working across the supply chain, from entry level to Strategic Managers. Delivering internationally recognised, industry leading qualifications. IoSCM students receive Professional Post Nominal's, recognised globally in the Supply Chain, to certify their skills and experience and understanding during their training and upon completion of their studies.

We know that the success of DLC Training is underpinned by the success of our students. With a 98% pass rate and a 2 year guarantee with every distance learning course, we're confident in our ability to secure your future.



## LEAVE AN ENQUIRY

If you would like further information on any of our courses – get in touch! Our skilled specialists are available to answer your queries on:  
 Freephone: **0800 012 6770**  
 Email: **info@dlctraining.co.uk**





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

#### SPECIAL HOUSING NEEDS

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



One of our Special Needs beneficiaries

# Haig Housing Trust

## Housing the ex-service community

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

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

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

#### GENERAL NEEDS HOUSING

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



Ashted Paul's Place

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

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

#### APPLYING FOR HOUSING

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

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



Kulbir Thapa House

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

#### LATEST DEVELOPMENT

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

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

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

#### TRANSITIONAL HOUSING

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

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

#### THE TRUST, ITS PEOPLE AND SUPPORTERS

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

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



#### CONTACT US

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

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

Telephone: **020 8685 5777**

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

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

Charity Registration Number: **1125556**

Scotland Charity Number: **SCO40058**

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





# Alcoholics Anonymous

## National Helpline 0800 917 7650

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

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

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

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

For information:  
P.O. Box 1, 10 Toft Green, York. YO1 7NJ  
Tel: 01904 644 026

 **Alcoholics Anonymous**  
OUR PRIMARY PURPOSE IS TO SOBER OURSELVES AND HELP OTHERS TO ACHIEVE SOBRIETY

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

THE ONLY REQUIREMENT IS A DESIRE TO STOP DRINKING

# 0800 917 7650

GO ONLINE AT: [alcoholics-anonymous.org.uk](http://alcoholics-anonymous.org.uk)

# 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



# Introducing F4H

Formed in 2008, F4H works with individuals from all ranks of the army, RAF and Royal Navy.

Some do not see a future for themselves after the military. All are examples of individual men and women who have made sacrifices and an enormous contribution to their Country.

Once a military career has ended, a minority of our servicemen and women struggle to re-adjust to life as a civilian, the consequence of which can lead to lack of direction and poor choices. For some this might

manifest itself as simple anxiety and nervousness about their future. However, for a few it may be the start of a downwards spiral, beginning with a loss of identity and purpose that leads to a way of life that progresses to disillusionment, uncertainty and/or loneliness. Homelessness, self-harming and depression may follow, with dependency and crime thereafter. Prison may then beckon and ultimately – for a small number – suicide might be considered. Our delegates may find themselves anywhere on this spectrum.

We offer a positive approach and work with the individual's personal circumstances to help shape their future. Our residential courses encourage those attending to reflect and learn from their past, drawing from its strengths. We help individuals to understand their current circumstances and, importantly, we offer motivation and

support to plan for a new future. Re-adjustment is not easy and our aim is to create a positive and aspirational approach. We work with individuals to help them recognise, identify and address their post-military needs.

We strive to develop the ability of serving and retired members of the Armed Forces of all ranks and status – and their spouses/partners – to manage the dramatic change in cultures when resuming civilian life in such a way that they are better able to identify, and help meet, their needs and to participate fully in society.

## THE CHARITY'S OFFICIAL TITLE IS REMOUNT T/A FUTURE FOR HEROES LTD.

Our residential course encourages participants to consider their future and realise their worth to potential employers. It offers the chance for delegates to look at options that can be adopted to effect

change and become at ease with their life. We look at mechanisms for coping with stress as well as the cause, symptoms and effects it brings. We work to strengthen perceived or real weaknesses and to encourage awareness of talent, alongside better understanding of the skills and qualities gained during an individual's military career. Adjustment for some feels like an impossible mountain to climb and our courses are aimed at reflection, realisation and action towards a new life as a civilian.

Delegates have the option to be supported by mentors who attend the same course who, if wanted, remain available for up to 12 months: we hope to develop life changes that can take time to complete. At the end of the course with F4H, if desired, delegates will have completed a personal development plan with their mentor.

The Defence Recovery Capability sanctions serving wounded, injured and sick in resettlement attending our course whilst on duty. We are registered with Cobseo and the Institute of Leadership and Management has accredited our course.

## WE VALUE YOUR SUPPORT

Due to the generosity of our benefactors and sponsors, we can offer support to soldiers, sailors and airmen who may need help in navigating a successful journey into civilian life. Over the years, not only financial and moral support has been provided, but advice and guidance as well. Our supporters are many, comprising both large and small organisations as well as individuals – all have kindly given so much to help men and women who have needed assistance.

Our charity has a core of excellent individuals who between them provide the training, the mentoring, the administration behind the scenes and the

constant development of the charity to meet the ever-changing demands. Without them nothing would be achieved.

Our success cannot be maintained without financial support. Like all things in life there is a cost: putting one person through a 4-day residential course is expensive but the reward of seeing the change in that individual is immeasurable. Someone with low self-esteem and lacking direction can, over just four days, begin the journey to increased confidence, become more engaged in their wider community (that so often can result in employment, training), or 'just' be in a better place.

## TESTIMONIAL OF SAMANTHA

I genuinely find it hard to describe in words the impact that the F4H course had on me personally. I would challenge anybody to take part on the course, fully invest themselves in the process throughout the 4 day period and not come away without any element of self learning or personal development.

I attended the course following 18 months of depression, work place bullying and harassment, poor duty of care within the work environment and long term family issues which impacted significantly on my self confidence, self esteem and self belief. The course setting, fellow attendees and supportive, insightful staff all ensured that the environment was safe and enabled me to be as open as I wanted to be about my personal difficulties without feeling judged or belittled.

For those individuals who do not benefit as much from outwardly expressing thoughts, feelings and emotions like I did, there is the opportunity to learn and explore things through outdoor physical activities which are set to your own individual pace without any pressure to take part if you do not wish.

The early morning energisers, either walking or canoeing on the lake are idyllic and a perfect opportunity to enforce any learning, just have a laugh with colleagues, personal reflection time (of which there is plenty throughout the course) or time to just have fun and forget about any troubles of the past or that remain at home.

I personally used this time to formulate a plan on how I would approach things differently on my return home based on the things I had learned on the course.

I attended the course 2 months ago and there has not been a day that has passed where I have not thought about my time on F4H.

Whether that be the people that I met (some of whom I will remain in contact with), the activities completed or simply just remembering the beautiful setting and scenery.

Primarily, however, I remind myself every day that I cannot change the past but I can learn from it and use that to live in the present and plan for the future. This simple mantra helps me to get through the challenges that I am still facing and has effectively helped me to refocus my priorities in life.

If you are in any doubt about applying for the course, then what do you have to lose?

I would be happy to volunteer my time to help on this course such is the value I place on what it is achieving.

For our current supporters and benefactors, Thank You.



## CONTACT INFO

**Tel:** Enquires/Course Booking  
01452 505 686/j.paton@f4h.org.uk  
Administration/Outreach  
07702 596 226/  
k.hartley@f4h.org.uk

## Address:

To ensure correct receipt of correspondence, all letters MUST be addressed clearly to:  
C/O The Accountant  
RHQ RTR  
Stanley Barracks  
Bovington  
Dorset  
BH20 6JB

## Email:

CEO: ceo@f4h.org.uk



# Boost for service personnel and their families as Priory Group signs Armed Forces Covenant

The Priory Group has announced that it has signed the Armed Forces Covenant, demonstrating its commitment to support veterans, reservists and their families currently in employment - and to encourage those who serve, or have served, to join the Priory Group team.

**T**he Armed Forces Covenant is a voluntary pledge that aims to ensure all members of the Armed Forces community, past or present, are treated with respect and fairness by the communities, businesses, and people they courageously volunteered to serve.

The Priory Group, a major UK employer with a workforce of more than 20,000, pledges to support employees who continue to serve as a member of a Reserve Force, and to encourage employment of veterans of all ages by offering flexibility with granting leave and accommodating training/deployment.

Karen Langton, Group Human Resources Director of the Priory

Group, said signing the covenant was about "recognising the value of serving personnel, reservists, veterans and military families".

She said Priory Group was "honoured to celebrate the Armed Forces community", and it "looks forward to building on this commitment over the coming years".

The suggestion that the organisation sign the covenant came from Louise Watts, who is the Director of Human Resources for Education & Children's Services and Central Services. She explained that she is passionate about the project as "a forces daughter and wife of a retired Army Major". That background meant she was keen to support the armed forces community and utilise the "transferable skills of our veterans".

**Fay Cambridge RMN, Ward manager on a locked rehabilitation unit**

**Fay says:** "I was a pads brat! My dad was in the Durham Light Infantry and when they disbanded he was in the Royal Pay Corps. I always watched my dad on parade and my dream was to be like him. I joined at 18.5 years old.

Since leaving the armed forces I have worked in few jobs for the first few years finding it hard to settle, it didn't help working with some people who didn't have the same outlook to get the job done to a high degree and feeling I was stagnating in a job where there was no changes or progression.

I started working within the mental health services, where the management and staff strive for excellence of care for our patients. Finally finding an area where there is scope for promotion, training, working as a team as well as autonomy, where everyone is focused on helping others. I felt like I was giving back! Now I felt settled to make more changes and did my psychology degree and mental health nurse training.

I find the support network within the mental health services staff and finding friends with a nearest for humour helped me settle more. As well as focusing on others needs for their recovery.

It took me a few years before wanting and feeling ready to talk about the army, and wanting to mix with people from the armed forces. I don't know why but it didn't feel right. One day I did, with living with my husband at the time with PTSD, dealing with his mental health, I realised after many years I needed to spend time with people who would understand and not judge outside of work, I had the support at work.

When I happened to talk to someone in a shop who was a veteran and talked about the breakfast club and that they were starting up some 5 years ago, I took the step and met up with the rowdy, welcoming mixed bag of soon to be friends. Since then I haven't looked back.

My links I use within civ div are the local breakfast group, which has been recognised in supporting veterans (AFVBC armed forces and veterans breakfast clubs). We often go on camping weekends (some to corps weekends) nights out, and meet weekly. Often for breakfast

or the local military remembrance pub- which lays on cuppas and charity events. The club for areas can usually be found with the name of the town and afvbc on Facebook. Within the group we have differing skills, as well as supporting others who can't get about as much, which can be their link to veterans the banter and life outside.

I am also on many military sites which do PTSD work, housing, advise and just general banter, with many laughs thrown in.

Such as female veteran sites, veterans network, fest sites, British tri service networks, armed forces family sites, pad brat sites, British legion sites, helping homeless veterans UK, form up band of brothers-no one gets left alone, charity rallies for armed forces, British army friends, Army mates where are they now, British forces past and present, veterans honoured, military banter sites, my regimental corps sites, BAOR sites.

I also have links with armed forces charities within the UK who help veterans from other countries.

I also volunteer with SSAFA 1 hour a week, supporting VWS-wounded injured and sick, who have left the forces when they haven't been ready for leaving the forces. Encouraging them to apply for jobs, do CV's, getting them to be involved within civilian life and getting to know the networks available for them.

My managers within the Priory have been supportive over the last few years, with numerous things that have happened with my husband, having their insight into PTSD and support whilst still working full time and studying further."

**Sam Reen, SSGT Sam Reen FSA; says:**

"Following a very adventurous and successful 21 years as a Military Accountant with the Army, I was heading into my last year of service and trying to decide what resettlement course I needed to embark on to help with the transition in to civilian street, and the start of a very different adventure.

My last 8 years of service I was deployed with the Royal Army Medical Corps Field Hospitals and Field Ambulance traveling all over the world. My discharge drawing closer I saw an advert for the Admissions Manager at

Priory Woking, the advert gave all the criteria needed for the role, I starting looking at my transferable skills and decided that this job had everything that I was looking for.

After the first interview, the Hospital Director assured me that my military qualification would be transferable, and following my second interview, I was offered the Admissions Manager role, and my new career pathway began in October 2005. Over the next 3 years, my military qualification help develop the role and opened up many more opportunities within the Priory and saw me seconded to the IT team to help with the roll out of a new computer system and promoted to the Senior Management team.

My next career pathway saw me move to a Regional Administration Manager Role, traveling around all the Priory hospitals training new IT systems, auditing, and helping with operational processes. After 2 years, I landed my dream role as the Administrations Operations Manager at Roehampton, where I met and worked with some amazing clinical and administration staff who over the next 6 years helped me grow and develop as part of the Senior Management Team. 2016 saw many changes in Priory and this gave me the opportunity to join the Administration Support Team helping with the implementation of new systems across all Priory sites, a job that has kept me busy for the last 3 years and a role that is both challenging and rewarding every day."

**Rebecca Taylor, Head of Group Projects says:**

"My story is not about being a serving member of the armed forces but one directly affected by supporting a serving member. At 20 years old I was lucky enough to marry an Infantry Officer which resulted in us moving 18 times in 20 years. This included moves from Devon to Aldershot to Northern Germany to Paris and on it went.

Throughout this adventure I was able to maintain a job although my CV did look frightening to any potential employer with such regular changes. I will be eternally grateful to those civilian organisations that gave me the chance of an interview. This not only allowed me to develop my career but reduced my career sacrifice.

To meet rising living costs it is usual now for both parties to be able to contribute financially and it is extremely difficult when half the partnership moves every 18/24 months. Joining Priory was the first time I saw myself staying somewhere long term and with the variety and geographic spread along with an attitude to accommodate their staff feel secure and confident that this is possible.

Having worked directly for the military previously I found the

- Covenant aims to remove some of the work disadvantages suffered by armed forces personnel and their families
- Priory Group to help provide job opportunities to those who need to move around the UK as a result of their partner's military postings
- Guarantees interviews, and other measures, for service personnel moving into civilian life and wanting to find work with the Priory Group
- Priory Group "honoured to celebrate the Armed Forces community"

main challenges were in managing response expectations – the military tend to be more direct with their requests and are less tolerant of delays or excuses, in turn your own expectations are high. A civilian environment tends to be more 'gentle' which meant I had to adapt my approach when setting targets for responses and engaging with colleagues."

**Richard Jasper 64 years young Armed Forces (Army) for 20 years and 2 years Junior Service reaching the rank of Sergeant in Logistics Richard says:**

"I left the Forces on the Option for Change (redundancy) and joined the NHS Logistics as a Storeman. I then left after 8 years and moved on to GV Technologies as a Schools ICT technician in roles with ICT Support and as a Special Needs/ICT Technician both jobs terminated on redundancy.

I joined the Priory IT Department Bristol as a Helpdesk Assistant in 2013 after 2 years of being unemployed. Priory provided a lot of support to get me back up to speed after the unemployment and has provided a good stable platform much like I found within the Armed Forces - to such an extent that I was happy to recommend Priory to my Son Liam as a great place to start his IT career. Liam joined the Priory IT Department as Junior Helpdesk Analyst a few years ago and is now a Helpdesk Analyst.

So as I advance to August 2021 and retirement I know that I will be working in a Company that provides me with much the same support that I received in my years in the Armed Forces."



## New Regional Employer Engagement Director for East Midlands RFCA

Major Bruce Spencer has joined the East Midlands Reserve Forces and Cadets Association (RFCA) as Regional Employer Engagement Director, taking over the post from the recently retired John Wilson, who was in post for over 20 years.

**B**ruce joins East Midlands RFCA with a wealth of experience in the military, serving as both Regular and Reserve Army officer. Bruce was educated in Cambridge and commissioned into the Worcester and Sherwood Foresters as an officer. He then spent 38 years travelling the world, through 30 different countries. His various roles included a spell as the Military Attaché in Kathmandu, and running the Reserves Mobilisation centre in Nottingham.

In 2014 Bruce joined 162 Regiment Royal Logistic Corps and has spent the last 6 years engaged with employers, local government, youth and veterans organisations promoting the Armed Forces and Cadets.

"I am looking forward to my role as the REED. Having deployed on many operations worldwide,

I know the broad range of skills and benefits that Reservists bring to the Armed Forces. Equally, the Cadets from all three Services and the adults (Cadet Force Adult Volunteers) that lead them, are professional and caring people who help Cadets achieve their full potential. Both these areas are supported by partners who unstintingly enable this great work to be done," said Bruce.

The Employer Engagement team establish enduring relationships with employers and their organisations in order to raise awareness of the Reserve Forces and to encourage employers to support Defence personnel. They provide information, advice and guidance on all aspects of employing Reservists. The team also promote the Armed Forces Covenant and the Employer Recognition Scheme Awards.



## Veterans celebrate civilian career successes thanks to RFEA's Ex-Forces Programme

Thousands of veterans are celebrating securing meaningful employment in civilian roles, thanks to the Ex-Forces Programme, delivered by RFEA - The Forces Employment Charity.

**T**he unique Ex-Forces Programme is available to all service leavers, reservists and veterans, irrespective of circumstances, rank, length of service or reason for leaving and offers regionally based, comprehensive career advice and job opportunities.

The programme has recently received a significant boost from ABF The Soldiers' Charity, of £267,000, which will enable RFEA to continue its ongoing support to the veteran community, which last year helped 19,758 ex-Military personnel.

Alistair Halliday, RFEA's Chief Executive, adds:

*"The Ex-Forces Programme is there for all veterans and reservists who need help to find work once they have left the Armed Forces. This means that later in life, if veterans face redundancy, underemployment, or difficulties fitting into a new work culture, we can help them. Serving in the Armed Forces means shorter relevant industry experience and less understanding*

*and practice at the recruitment process than the civilians veterans are competing with for jobs. Our programme provides an essential safety net beyond transition from the Armed Forces and we are so grateful to ABF The Soldiers' Charity for the continued support we have received to enable RFEA to carry out this essential work."*

Brigadier (Ret'd) Robin Bacon, Chief of Staff, ABF The Soldiers' Charity adds:

*"Meaningful employment plays a major role in ensuring veterans and their immediate families can live a life of independence and dignity and we see RFEA's Ex-Forces Programme as playing a vital part in helping them achieve that. We are delighted to be able to contribute to such a worthwhile initiative that reaches so many."*



Mark Lightowler, a former Army Captain, secured a lucrative Operations Manager role after seeking help from RFEA. He says:

*"From the very first call I had from RFEA it was so very refreshing to hear and to speak to someone who spoke 'the language' and understood the needs and challenges of veterans looking for work in a civilian world. My Advisor is a very personable individual who offered sound advice, however, by far the most important attribute that RFEA demonstrated was taking the time to care, to really care."*

*"My Advisor phoned and/or emailed regularly with updates, details of employment seminars or with inspiring, uplifting and very welcome words of encouragement. He helped by giving some guidance*

*on my CV construction so that it delivered the desired impact and tone with potential employers, by forwarding me job opportunities that were geared towards my skills and qualifications and by helping me identify employers that had signed the Armed Forces Covenant and were, therefore, more open to receiving applications from ex-Forces."*

*"Prior to starting my new job I had been off work for 6 months following a serious motorcycling accident. This meant that I was facing some financial difficulties and I don't mind admitting my mental health was also taking a knock. When I received my job offer these difficulties melted away in an instant. It was a big relief not only for me but also my wife and family too. Not only had my new job given me the opportunity to feel a sense of worth again, but the social interaction I now have with my peers and subordinates alike means that I look forward going into work daily. Furthermore, I enjoy the fact that I am making a positive difference both in terms of work and in the lives of those that work for me. It's a great feeling."*

*"I whole heartedly and unequivocally recommend the services of RFEA to all veterans looking for meaningful work and to employers who seek to enhance their workforce by recruiting some of the very best, loyal and trustworthy people our society has to offer - our veterans."*



www.easyresettlement.com

# 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.

The Army's National Charity  
**75** TH ANNIVERSARY  
1944-2019



*When I heard about the job with TDI, I knew I had to jump at the opportunity.*

Sarah Winder,  
Kennel Master/Trainer



# What is your next move after leaving the Army?

At some point in your military career, you may be faced with the opportunity of change or continue serving in the Army.

Leaving the Army may be unnerving but it will be equally exciting. The Development Initiative Ltd (TDI) has a rich history of providing a range of opportunities to former Army personnel in search of a new career path. With TDI, you can utilise the skill sets that you have learnt in the Army whilst having an active and direct role in making a positive impact to those affected by unexploded ordnance (UXO).

Sarah Winder recently joined TDI as a Kennel Master/Trainer after leaving the Army earlier this year. Below she discusses her transition from working with detection dogs in the Army to working with them in the mine action industry.

## TELL US A BIT ABOUT YOURSELF

I am Sarah and I grew up in Lancaster, England. I studied a diploma in Animal Management. Following my studies, I joined the Army as a Dog Trainer. During my career in the Royal Army Veterinary Corps, I served in three operational tours and completed courses in patrol dog handling, high assurance search and arms explosive dog handling.

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

When I left the Army, I actually was not looking for a job in this sector however, when I was told about the opportunity with TDI, I knew I had to jump at it.

## YOU RECENTLY JOINED TDI, HAVE YOU SETTLED IN WITH THE COMPANY WELL?

When I arrived on my project at the beginning of August, I had to quarantine first. However, now that I am out of quarantine, I am getting to know the other Handlers and the dogs we work with and settling in well so far.

## HAVE YOUR COLLEAGUES HELPED YOU SETTLE INTO THE COMPANY? IS THERE A FAMILIAR CAMARADERIE BETWEEN YOU AND YOUR COLLEAGUES, PERHAPS AMONG THE EX-ARMY PERSONNEL?

Since joining TDI, all of the staff have been very helpful in any way that they can. There is definitely a good camaraderie within our camp; we all look after each other and get along well. There is a lot of banter amongst the ex-military personnel, which you will often find in the Army.

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

I am a Kennel Master/Trainer for TDI. This is a key role in the explosive detection dog industry. I maintain and improve the standards of the explosive detection dog handlers in my team, and their assigned dogs, whilst ensuring their wellbeing. I correspond with management on a daily basis with reports on the welfare of the detection dog teams and statistics of our allocated locations.

## HAS YOUR LIFE CHANGED MUCH SINCE JOINING TDI?

Although I have not been with the company for very long, not a great deal has changed just yet despite the fact that I am working abroad.

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

My role with the Army and TDI are similar to a degree. In the Army, I would take and oversee dog-training sessions to ensure that they maintained an acceptable standard. In my role with TDI, I do the same training sessions to ensure the dogs are completing what is required of them.

## HOW DO YOU DEAL WITH THE DANGER ELEMENT OF YOUR JOB ON A DAY-TO-DAY BASIS? WHAT WOULD YOU SAY IS THE GREATEST RISK IN YOUR ROLE?

As a contractor away from home in hostile countries, we always anticipate the possibility of attacks. The greatest risk would be to lose one of our teams in an attack. Of utmost importance in my role is to ensure that my teams are operating at a high safety standard in order to reduce the possibility of an incident occurring.

## HOW DO YOU KEEP IN TOUCH WITH YOUR FAMILY AND FRIENDS AT HOME?

I usually keep in touch with my family and friends every day using WhatsApp and social media. The internet connection in our camp is good so when I am not chatting with friends and family, I watch movies and TV shows in my free time.

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

For me, the greatest reward working for TDI has been working abroad and meeting people from all around the world.

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

I have not been here long but for the short time that I have worked for TDI, I have been well looked after and made to feel very welcome. I am looking forward to my future with TDI and can already see that it will be a good company to work for.

TDI aims to make the unnerving transition from military to corporate life a success for all who join us. There are career options outside of the Army and TDI provides the tools for you to branch into something new. To find out more, please contact us on [info@thedevelopmentinitiative.com](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-ltd).



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

## Interested?

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

Contact us at:

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





# 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

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)



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

## ARE THERE ANY DISADVANTAGES TO JOINING A FRANCHISE?

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

## 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

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



# Ministry of Defence awards Cranfield University with a Gold Employer Recognition for supporting the Armed Forces community

Cranfield University has been granted a Gold Employer Recognition award by the Ministry of Defence.

The Employer Recognition Scheme (ERS) was launched in 2014 to recognise and reward UK employers that support veterans, military spouses and cadet instructors, as well as reservists. It recognises organisations that pledge, demonstrate or advocate support to the Armed Forces community, and share the values defined in the Armed Forces Covenant.

Professor Sir Peter Gregson, Vice-Chancellor of Cranfield University, commented: "Cranfield University has a proud tradition of supporting our Armed Forces and we have many reservists and former military personnel among our staff. It is crucial that we actively demonstrate support

and flexibility to those making an invaluable contribution to our nation's defence and security."

Gold award-holders demonstrate their support by employing staff from the defence community, actively communicating and projecting a positive image of defence to their partners and supply chain. Employees who volunteer for the Armed Forces are given the flexibility needed to plan and fulfil their annual training and mobilisation commitments.

Jon Stewart, Cranfield University's Head of HR Operations, said: "Cranfield University is a world leader for defence and security education, so we are delighted to be recognised with this gold award. Our HR policies ensure we offer flexibility to current and former military staff and their families, and we greatly value the skills and hard work our Armed Forces' colleagues bring to our University."

Johnny Mercer, Minister for Defence People and Veterans said: "The breadth and diversity of the winners this year shows how business support for the Armed Forces continues to grow no matter the sector, company size

or location. I am grateful for the positive attitude and flexible policies these organisations have adapted towards the defence community, which is testament to the fantastic contribution our serving personnel, veterans and their families can make to any organisation."

The University originally pledged its support to the Armed Forces scheme in December 2016, achieving Silver Employer Recognition in 2017 and re-signing the Armed Forces Covenant in February 2020. Cranfield University also recently recognised the achievements of forces veteran Captain Tom Moore with an honorary degree.

## OUR MISSION

We are creating leaders in technology and management, unlocking the potential of people and organisations by partnering with business and governments to deliver transformational research, postgraduate education and professional development.

## CREATING LEADERS IN TECHNOLOGY AND MANAGEMENT

Cranfield's distinctive expertise is in our deep understanding of technology and management

and how these work together to benefit the world.

Our education portfolio is renowned for its relevance to business and industry. We are the largest UK provider of master's-level graduates in engineering and offer a flagship MBA, extensive world-class customised executive education and professional development programmes. Our work informs government policy and leads the way in producing cutting edge new technologies and products in partnership with industry.

The research and consultancy we carry out for industry, government and business provides our students with a real-world learning environment, allowing them to develop as professionals and then transfer their knowledge to the global economy. This has always been the 'Cranfield way' but it has never been more important than in today's world.



# Continuing to serve



Former Military Resettlement of the Year Winner continues reaping the rewards.

Steve Gaskell successfully transitioned from the services to civvy street through franchising; he has been a franchise partner with ActionCOACH, the world's number one business coaching franchise, for seven years.

The 52-year-old left his army career hoping to spend more quality time with his family. Joining the army in 1985; 22 years later he was Regimental Sergeant Major of the Princess of Wales's Royal Regiment, ending his career as a commissioned captain. Before leaving the army Steve carried

out 18 months of extensive research into what to do and kept coming back to ActionCOACH.

"I left in August 2013 and began training with ActionCOACH in September. I had done some really cool courses in the military - attempting SAS selection was by far the hardest, most challenging and best. ActionCOACH training came a close second - it was life changing!"

Steve firmly believes that ex-military personnel are highly qualified for life outside the services, "I bring all my military experience to my business and all former service people have transferable skills. From logistics to human resources, systemisation to team building, equality and diversity to health and safety. It is these skills combined with the ActionCOACH system that has allowed me to deliver my services, daily, to my growing client base."

As COVID-19 hit the UK, Steve continued to serve his community. His ability to remain calm in a pressured situation was a lifeline for his clients, and others, who took part in the hours of gifted coaching session he offered.

"In times like these we need to take action. Before lockdown, I began crisis planning with business owners, followed by 90-day planning, a daily kick-start Zoom call and a WhatsApp support group. With 130 people initially registered to take part, the advice shared between us was just what was needed to keep morale up. All my clients have avoided redundancies; some have had to recruit because of record growth. To be able to help secure the jobs and economic security of staff and their families was yet another reward from the years of abundance I've experienced as an Action Coach"



## CONTACT DETAILS

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Phone: 01284 701 648



# The Massage Company

Mark Coldham and his wife, Rachel, were in the army together where they served as Royal Artillery Officers.

After leaving in 2011, Mark worked in a number of Project Management roles. Rachel left the service in 2013 and worked extensively in programme management for high-level financial services.

Both were keen to start their own business seeing it as the natural next step. They were interested in the Health & Wellbeing sector, recognising it as an industry with great potential. Neither had worked in the sector before, but their time in the army gave them an appreciation for the importance of different types of physical therapy, both in treating injury and trauma, and in maintaining a healthy lifestyle.

They had not considered franchising as an option until they saw an advert placed by The Massage Company looking for potential franchisees; they saw it as a way to launch their own careers on the springboard of an established business model and brand.

Mark says: "I felt it was a brand that I could absolutely get behind and believe in, as I think it genuinely does a lot of good for people."

At their Discovery Day in Camberley they learnt more about the industry and how a franchise worked. Being among the first to consider joining the franchise, they wanted to make sure they were

aware of every possible problem or pitfall they might come across. "Every question that we asked had a far more thorough answer than we were expecting, and this was a key factor in us deciding to join then."

They later spent time doing their research and due diligence before signing up and starting their training. Mark found the support and training to be excellent, particularly enjoying time at the Camberley centre where he was involved in every aspect of the business. "The support has been excellent, they've been with me every step of the way, supporting me through all of my questions, from the little, everyday things, to 'What the heck do I do now?!?' moments!" Fortunately, there were not too many of those! Mark and Rachel went to successfully launch their centre in April 2019.

Asked if he would recommend a TMC franchise to others, Mark told us: "To the right person, I would absolutely, whole-heartedly recommend joining the franchise. If you are someone who really wants to be involved in every aspect of the franchise and wants a product and brand they can passionately believe in, then this is absolutely the franchise for you. I love it!"



#### CONTACT DETAILS

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Elliot Walker via: [elliott@messagecompany.co.uk](mailto:elliott@messagecompany.co.uk)



# Greensleeves

Greensleeves franchisees come from all walks of life before they join one of the longest established and largest lawn treatment providers nationwide.

In 2019, Greg, the Greensleeves franchisee for East Riding, decided it was time to take a positive new step in his career, after spending just under 10 years in the Royal Air Force. He had developed many key transferable skills from his RAF career which have proven invaluable as a Greensleeves franchise owner and manager.

One of the main perks has been the opportunity to spend more time with family and friends, which was one of the toughest parts about being in the military.

Greg says he has benefited greatly from being his own boss; as a young, ambitious, business owner, he enjoys knowing that the harder he works, the more he can earn. He also has a great deal of flexible working and continues to grow customer numbers and turnover. In his first year, he increased customer numbers by 50% and turnover by nearly 40%. "It has been so satisfying to see my hard work pay off."

He adds that: "I really enjoy the variety of work that the Greensleeves franchise offers; I have an excellent balance between different roles of my

job. Apart from working in the office, I work outdoors, treating customer's lawns, using specialist machines and products which is really satisfying. I enjoy interacting with customers in person and over the phone. Other rewarding tasks include effectively using IT systems to manage customer queries; planning daily routes/lawn work; and managing finances at a customer and business level. It has also been important to establish a good social media presence and determine effective marketing tools."

Greensleeves provide a network of support for franchisees to grow their business and gain advice on how to handle difficult situations. Greg ends by saying: "Being within the Greensleeves organisation of 95+ franchises, with the assistance from head office, has been extremely helpful. Greensleeves have an excellent business model that is so easy to implement."

"I am in no doubt that this career move has changed my life for the better!"

Could you be Greensleeves' next 'Greg'? Contact them today and find out...



#### CONTACT DETAILS

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Schedule a call: <https://bit.ly/3871teU>



# From logistics to 'Kleaning'

Logistics is something that the Forces and Civvy Street have in common and for 8 years, from 2009 to 2017, Etienne Du Toit was a franchisee with a well known logistics company.



Etienne considers himself to be an experienced and highly effective Managing Director with a proven record of invigorating and developing the business in the transport and logistics sector.

He says: "I like to think that I am a confident and inspiring leader, who quickly gains trust and earns respect, to transform cultures and motivate others to achieve outstanding performance. I am skilled in managing complex business and technical integration projects, delivering on time and budget, and to specification."

"When I discovered The Kleaning Company I was looking for a business to develop and lead to profitability."

When asked why he chose The Kleaning Company franchise over an employed career he said: "Having run a successful logistics franchise business before an employed career was the last thing on my mind. When I found The Kleaning Company I felt that the experience I have gained in operational management, business development, strategic thinking, and project management would be a 'perfect fit' for this franchise model."

Etienne was one of the two new franchisees to join The Kleaning Company over lockdown and both franchise recruits got off to a flying start securing business worth over £100,000 in just two months.

The reopening of non-essential retail outlets means there has been a steep rise in demand for welfare cleaners and our sanitising deep cleaning. TKC currently have daily welfare cleaners in Bristol, Birmingham, London, Southend and Brighton and their trained sanitising operatives are carrying out fortnightly deep cleans to sites across London, Bristol and Manchester.

The Kleaning Company is seeking a limited number of motivated people with the energy and ambition to run and build their own business across the UK. They will provide you with all the training you'll need with your key requirements being the ability to motivate and create a strong, loyal client base working as a team.

If you're excellent at providing customer service and building relationships with a wide variety of people, then you could be just the person they're looking for.



# From serving his country to serving his community

Silviu Pop made the move from serving his country to serving his community when, along with his sister Cristina he founded SylvianCare the domiciliary care provider.

During his military career, where he was an RGN Sgt. within the Medical Corp, Silviu saw active service in Iraq as part of a Special Ops. Rescue Team, operating in the Bagdad Green Zone, as well as at Camps Miltica, Victory, Balad and Talil. Training and supporting both medical and non medical staff in rescue and medical support were first signs that, caring for others was going to play a major part in his life once his military career ended.



"Like lots of ex military people I did a lot of different jobs when I left the army. I always had it in the back of my mind to own my own business" said Silviu. "I also knew that because of my nursing background, I wanted a business that provided a worthwhile service to my local community."

"As well as doing something worthwhile, I knew that I needed to find a business model that had a long term growing demand for the service provide. Domiciliary Care fulfilled all my criteria and along with my sister Cristina, whose background is in Social Work, we started SylvianCare in Reading. As a care provider, we support individuals in our local community by providing care in their own homes. Our clients range from individuals who may simply need help with shopping or housework through to those who need 24 hour live in care. SylvianCare has grown to be a multi-million pound business that I am proud of."

"If I can do it, then with our support, I'm convinced that you could too. That's why we decided to offer others the opportunity to become a SylvianCare Franchisee. You do not need a medical background to own a domiciliary care business as we will train you in all aspects of the operation"



**SylvianCare™**

If you want find out more about what could be your next 'worthwhile career' then visit their website at [www.sylviancarefranchising.co.uk](http://www.sylviancarefranchising.co.uk)  
E-mail: [bill.hendrie@thefranchisingcentre.uk](mailto:bill.hendrie@thefranchisingcentre.uk)  
Schedule a call: <http://bit.ly/2yFqCkG>





We encourage people to spend time researching the franchise opportunity well. We will meet with you face to face for a Discovery Day, where we will walk you through the business plan and answer all your questions. From here, we ask you to spend lots of time out with franchisees, experiencing typical working days, so that you can be sure it is the right next step for you and your investment. Call us on **01543 481616** to get the ball rolling and request an information pack.

## Command your own business like you command your platoon

Become a business owner with the UK's No. 1 van-based franchise.

**E**mployers are keen to attract Armed Forces leavers into their companies as the key skills learnt during service can be used directly to grow their profits. Leadership, discipline, time management, and excellent communication and people skills are all second nature to you but are highly sought after by companies to give them the competitive edge. Have you considered using these skills to run your own business? Where you call the shots and you reap the rewards of your own hard work and well-honed military experience? Where the profits stay with you?

You might consider running your own business a big leap into the unknown, we understand that, but being a franchise owner with the UK's No.1 van-based franchise, Autosmart is an excellent halfway house. You will have the freedom and flexibility that self-employment

brings and benefit from the back up and support of our major global system and our 40 years' experience in helping business owners run profitable, sustainable and recession-proof businesses.

Autosmart is a British manufacturer and the UK's leading supplier of professional vehicle and hygiene cleaning products to the trade. We have been franchising for over 40 years, which makes us one of the most long-standing franchisors in the UK. Our franchise network is very well established too, with 120 franchisees covering their own exclusive territories from John O'Groats to Lands End. These days, a franchise re-sale with Autosmart is a rare opportunity, as our business partners stay with us a long time, with 50% of our network staying with us for over 10 years and 75% for over 5 years.

Unlike many other franchisors, Autosmart does not charge management fees or royalties, all your profits belong to you.

### **AUTOSMART FRANCHISEES OPERATE FROM PURPOSE BUILT MOBILE SHOWROOMS.**

They provide a range of over 300 professional cleaning products to businesses that use them to keep their premises, vehicle fleets, staff and customers safe and clean. The market place is vast and includes car dealerships, ambulance services, haulage & transportation, vehicle rental companies, body shops, agricultural dealers, coach and bus operators, plant hire and construction and food processors. All of these businesses rely on our products, benefit from savings by buying in bulk and consider us a trusted supplier and partner. We are proud that these customers rate us **'Five Star - Excellent'** by Trustpilot.

Franchisees who join our network today, take the reins on an established business with a repeat-round of customers, which provide them with an income from day one. They typically grow their turnover by a **massive 33%** in the first year alone, proving the vast scope for growth and expansion with our franchise opportunities. Clearly, any business that has a cleaning need is a potential customer.

Autosmart franchisees are at the centre of a support infrastructure which is in place to help them succeed. They are allocated their own business coach and receive shoulder-to-shoulder coaching. There is also a National Account service, with a team that works with the franchisee to secure large accounts in their local area. Alongside this sits in-depth and ongoing product training, provided both 1-2-1 and via the latest digital tools. We do not look for people with sales or sector experience, just a will to win attitude, determination, good planning and organisation and an enjoyment of meeting new people every day.

Our franchisees operate within their own exclusive territories and visit their customer base regularly, **which provides them with a regular monthly income.** In a world of online ordering that lacks human interaction Autosmart are known for our personal focus on our customers. Customers are visited by an absolute expert who can show them how to make our concentrated cleaning products last longer with a unique cost control system. This resonates more than ever with businesses who are looking to keep their costs down. Simply put, Autosmart franchisees are friendly local business owners, on hand to provide quality cleaning products, cost saving systems and world-class expertise.



## Case studies



### **RICHARD BOSTOCK, AUTOSMART FRANCHISEE NEWCASTLE**

**What was your background in the Armed Forces?**  
I had a 15 year career in the British Army and reached the rank of Staff Sergeant. This has seen me undertake a number of interesting and confidential roles in a variety of disciplines throughout the UK and the rest of the world.

**What interested you about the Autosmart franchise?**  
I knew that I wanted to transfer my skills into running my own business and was interested in franchising as a safer way of being self-employed. Autosmart are market leaders in their field, their name and products are widely recognized

and I am passionate about anything to do with cars, so it totally fit the bill for me.

### **What transferrable skills gained in the Armed Forces do you utilise in your role as Autosmart franchisee?**

My previous military experience of providing a high standard of work to time critical deadlines; direct interaction with people from all walks of life and developing techniques and strategies to build rapport are all indispensable skills for my Autosmart business.

### **What do you enjoy the most about running your own Autosmart franchise?**

There is already great awareness of the Autosmart brand in the North East. I took on a really well established business, but what I really enjoy is the challenge of converting new customers to the Autosmart product range and watching them become avid fans. Personally, the biggest plus is that I am home every night and get to spend lots of time with my family, which wasn't always possible with military life.



### **JOHN NICKELS, AUTOSMART FRANCHISEE, PLYMOUTH**

### **What was your background in the Armed Forces?**

I spent 8 years in the British Army as a medic and from here I completed a commando course to gain green beret in the 29 Commando Regiment Royal Artillery in Plymouth.

### **What interested you about the Autosmart franchise?**

I didn't become an Autosmart franchisee straight from the Army; I had a successful plumbing business for 12 years, but the success came at a cost of my work/life balance, which I was hoping to improve when leaving the Army. One of my friends had his own Autosmart franchise and I could see that he earned a good living; that the company

was reputable and there was a business for sale on my doorstep.

### **What transferrable skills gained in the Armed Forces do you utilise in your role as Autosmart franchisee?**

My previous careers, especially in the forces have given me the organisation and discipline necessary to grow the business within sensible working hours. It's a steep learning curve running your own business and my previous experience of remaining calm and focussed under pressure has certainly helped.

### **What do you enjoy the most about running your own Autosmart franchise?**

I love building relationships with my customers and driving a constant business growth. I have a secure income and the bonus is I am in control of the financial rewards.

The Autosmart franchise is a great business, as secure as any job I can think of, employed or self-employed. If you have the ability to get along with people from all walks of life; have a positive attitude and a good work ethic, I would definitely recommend becoming an Autosmart franchisee.

## WE'RE A FORCE TO BE RECKONED WITH

**SET YOUR SIGHTS ON BEING A BUSINESS OWNER WITH US**

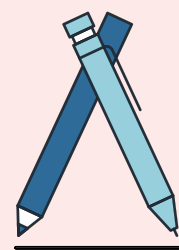
**CALL THE FRANCHISING TEAM ON 01543 482 926**  
TO FIND OUT HOW WE CAN HELP YOU SECURE YOUR FUTURE WITH OUR AWARD-WINNING FRANCHISE



# 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%

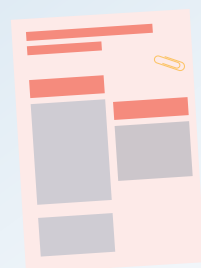


### SIX.

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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### 1. REGISTER

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Royal Air Force  
Benevolent Fund

## COVID-19: WE ARE HERE TO HELP

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

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



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

The RAF Benevolent Fund is a registered charity in England and Wales (1081009) and Scotland (SC036109).



# DURING THESE UNCERTAIN TIMES, WE ARE STILL HERE AND READY TO HELP

**The world around you may be changing but we haven't. Forcesline is still open and here to support you. Health, family, loneliness, debt or addiction problems - don't keep quiet, talk to us.**

Forcesline, a free, independent helpline, outside the chain of command for the Armed Forces and their families.

**0800 731 4880**

Open weekdays, 09:00 to 17:30

Or get in touch online at

**[ssafa.org.uk/forcesline](https://ssafa.org.uk/forcesline)**



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