

ER

Winter 2020 £Free

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

magazine

Adventurer arrives off the coast of Scotland in

World Record Attempt

Former soldier, bestselling author and extreme adventurer Jordan Wylie has finally arrived off the West Coast of Scotland on his latest charity expedition.

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Army Cadet Force

as an adult volunteer?

Forces Pension Society

As you head towards your exit date there is so much to do...

Top 100 Apprenticeship Employers in England

British Army, Navy and Royal Air Force in the **top ten** employers.



CAREER TRANSITION TIPS

Utilising all the support on offer from the CTP, doing thorough research and taking the right attitude to your job search is so important. **P34**

COMPETITION TIME WE NEED YOUR VOTES!

This pandemic has affected everybody, we would like you to vote on twitter your favourite charity to be given a cash doantion. **P44**

WHY AREN'T YOU STUDYING WITH THE OU?

Stuck in a rut, thinking about resettlement or just wanting to advance your career? The Open University could be just for you. **P56**

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 quote from one of our Members so you can make an informed decision about joining the Forces Pension Society



GUIDANCE WHEN YOU NEED IT MOST



“The information you have kindly given is much more than I was expecting and as always, you have taken my

questions and delivered

everything I needed to know, especially as this is such a financial minefield to people like myself. Joining the Forces Pension Society and dealing with such professional and knowledgeable people, has been the best thing I’ve done during my Resettlement, and after a 32-year military career, I am sincerely grateful to you for all your efforts on my behalf”.

FPS Member, Army

Join us. Job done.

Forces Pension Society

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Tel: 020 7820 9988 - email: memsec@forpen.co.uk - forcespensionsociety.org/join-now/



Captain Sir Tom Moore presented with first Veterans' Railcard

Military veterans of every generation can now benefit from cut-price rail travel. Transport Secretary Grant Shapps has announced, as he presented Captain Sir Tom Moore with the very first Veteran Railcard.

Aimed at supporting veterans' post-service, the newly unveiled Railcard will provide up to a third off all peak and off-peak fares, as well as discounted travel for adult companions and children. It forms part of the Government's commitment to make this country the best place to be a veteran, helping repay the debt we all owe to those who have served.

At his home in Bedfordshire Captain Tom Moore, who served in World War II and won the nation's hearts with his incredible fundraising efforts, was presented with the very first card.

The card pays tribute to the Royal Navy, RAF and Army, using the colours featured on the Veterans flag. An estimated 830,000 veterans, who are not eligible for existing railcards, will now be able to get up to a third off rail travel from 5 November 2020.

The new card will be on sale at an introductory price of just £21 until 31st March 2021.

Grant Shapps, Transport Secretary, said:

“We have an eternal debt of honour to those who have served our country, and this railcard is part of marking our gratitude. For veterans looking to re-enter the world of work and connect with friends and family, it will cut the cost of travel to open up new opportunities. Delivering this Manifesto promise will improve lives for veterans and their families across the United Kingdom.”

“I am also delighted to present Sir Captain Tom Moore with the very first railcard. Through his service and his inspirational fundraising, he has shown the selflessness and indomitable spirit of all those who have served.”

Captain Sir Tom Moore, Captain Tom Foundation, said:

“This is a wonderful occasion to accept the first Veterans rail card.”

“It is a rare opportunity to show thanks and gratitude to Veterans and this rail card is a necessary recognition and investment in Veterans, giving them the ability to re-connect and combat loneliness, something that we promote and support at The Captain Tom Foundation.”

The Rail Minister, Chris Heaton-Harris also visited the Building Heroes centre in Wandsworth, to meet with veterans undergoing a 6-week training course in building and construction.

Targeted at teaching veterans' new skills and tackling unemployment by delivering a seamless transition into a career in the construction industry, Mr Heaton Harris discussed how the railcard would support re-entering civilian life after service.

Minister for Defence People and Veterans Johnny Mercer said:

“Providing discounted rail travel is a fantastic way to underline the debt of gratitude we owe to those who have served.”

“For younger veterans, it will also help boost employment prospects,

allowing more flexibility in their travel to work or job interviews.”

Charles Byrne, Director General of The Royal British Legion said:

“Every day our Armed Forces community provide an incredible service in so many ways and it's right their unique contribution is recognised.”

“We welcome the introduction of measures such as the new Veterans Rail Card that will allow veterans and their families to enjoy discounted rail fares.”

“At a time when many veterans are facing significant financial hardship, we hope as many as possible will be able to enjoy the benefits this card will bring when travelling by train.”

Help for Heroes CEO, Melanie Waters said:

“We are pleased that the Government will make good on its promise to introduce a railcard for veterans and extend discounted train travel to former service personnel in England.”

“The pandemic is having a lasting impact on veterans and their families both financially and socially, and its introduction will come at a welcome time.”



- Captain Sir Tom Moore presented with the very first new Veterans' Railcard, as new design unveiled
- Former servicemen and women to receive up to a third off fares from Armistice Day, unlocking opportunities to re-enter work and connecting with loved ones
- Rail Minister hails selflessness and spirit of all veterans, as he visits former service personnel re-training to enter construction industry

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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)?

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

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

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The military charity that provides fully funded construction and engineering training for veterans, service leavers and their families, has now launched a veteran-only property maintenance company.

60 TAKE CONTROL OF YOUR FUTURE WITH THE UK'S NO1 VAN-BASED FRANCISE

Employers are keen to attract Police Force leavers into their companies as the key skills learnt during service can be used directly to grow their profits.

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CAPTAIN SIR TOM MOORE PRESENTED WITH FIRST VETERANS' RAILCARD

Military veterans of every generation can now benefit from cut-price rail travel, Transport Secretary Grant Shapps has announced, as he presented Captain Sir Tom Moore with the very first Veteran Railcard.



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WALKING WITH THE WOUNDED'S GRENADIER WALK OF OMAN TEAM GEARING UP FOR DEPARTURE

The Grenadier Walk of Oman will take five ex-military personnel and one member still currently serving to the hostile environment of the Omani desert.



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A 'GOLD' ARMED FORCES SERVICE IS

DELIVERED BY ONE OF THE UK'S TOP 200 LAW FIRMS

With a long and proud military association, Wilkin Chapman solicitors has been presented with a Gold award in recognition of a continued commitment to the Armed Forces community.



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EDITORIAL

EDITOR

E: editor@easyresettlement.co.uk

DESIGN & PUBLISHERS

DESIGNER

Rowena Wilson

E: rowenawilsondesign@gmail.com

PUBLISHER:

Easy Resettlement Ltd

ADVERTISING

SENIOR SALES EXECUTIVE

James Atkins

E: james@easyresettlement.co.uk

T: 01733 205 938

EXECUTIVES:

E: sarah@easyresettlement.co.uk

T: 01733 205 463

E: helen@easyresettlement.co.uk

T: 01733 205 463

ACCOUNTS

Ruth Fidler

E: ruth@easyresettlement.co.uk

PRINTING

MICROPRESS LTD

Reydon Business Park,

Fountain Way, Reydon,

Southwold, IP18 6SZ

SUBSCRIPTIONS

For queries regarding

your subscription to

Easy Resettlement

please contact:

E: subscribe@easyresettlement.co.uk

T: 01536 512 624

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Welcome...

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



We know this pandemic has affected everybody extremely hard in various ways, whether it be physically, mentally or financially. This is why we have run a little Twitter competition to raise awareness, as well as funds for the armed forces charities that have missed out on so many fund raising opportunities, yet their services are being required and called upon now more than ever.

We asked people to vote for their favourite charity and retweet for the chance of that charity receiving £250 from Easy Resettlement magazine. Although it is a small financial gesture, we hope the tweets helped raise awareness to their plight.

Also In this issue, we feature the usual employment and training opportunities, as well as information from the CTP Career Transition Partnership and their preferred suppliers which can be found towards the back of this issue near the information about elcas and the enhanced learning credits and entitlements.

Some excellent featured articles from CDP Chief of Defence People Lt Gen James Swift as well as information about the Top 100 Apprenticeship Employers in England, with the British Army being ranked first, the Royal Navy

in third and the Royal Air Force coming in tenth. So it is no surprise to learn that many companies are signing the armed forces covenant and recognising the very transferable skills service leavers and veterans can bring in to all types of businesses and companies.

Again we are pleased to feature another of the MODs Employer Recognition Scheme Gold award winners, Wilkin Chapman, who have achieved the award in recognition of their 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

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

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 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.



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FROM FORCES TO FRANCHISING, WITH CHIPS AWAY

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



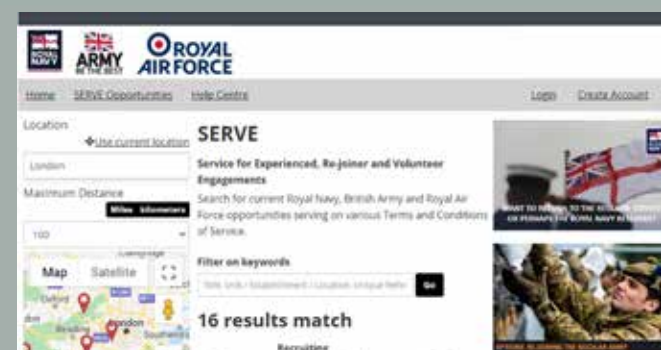
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GAP IN SUPPORT 'COULD SOON RESEMBLE CHASM' FOR SOME SERVICE LEAVERS, SAYS SSAFA CEO

An autumn report from SSAFA, the Armed Forces charity, launched to raise awareness of the charity's own Mentoring Service, graphically illustrates the level of misunderstanding about the ongoing needs of the ex-Forces when they leave the military.

CDP

As we approach the end of the year, I'm taking time to reflect on my time in post as Chief of Defence People (CDP).



MORE THAN ONE WAY TO SERVE

I know that there are many reasons why people choose to leave Regular service, and while some may be looking to leave the Armed Forces entirely, there are others who may be looking for different ways to serve. Those considering other roles within the military may want to join the Reserves, where their skills and experience are invaluable. This summer, we modernised the way Reservists, and those wishing to re-join, can find opportunities in the Armed Forces with the launch of the Service for Experienced, Re-joiner and Volunteer Engagements (SERVE).

SERVE is a free online service which advertises and alerts users to opportunities across the full range of Reserve commitment types, along with re-joiner and wider opportunities. Whether someone is looking for a role in the Royal Navy, the Army or the RAF, they're now all advertised in one place. These can be filtered by Service, location, branch, cap badge, rank, engagement type or length and specialism. This makes searching for the right role even easier.

Although SERVE has only been up and running for a few months, we can already see that its use is growing – with over 32,000 users since its launch. SERVE also offers a new way to stay connected with Defence. It signposts users to information and support services, such as Veterans' Gateway, the pensions calculator and 'Discover my Benefits'. We are working with several organisations inside and outside Defence to make it even more dynamic and personalised, and to introduce a way to notify registered users when we add new information that may be of interest.

Once signed up, users can register and add their skills and experience to find relevant roles. We're working on improvements and will be adding the option to apply directly through SERVE in the future. It's a great example of how digital technology is making it easier for people to find new opportunities that they may otherwise have missed out on, meaning we may not entirely lose the skills and experience of these leaving Regular service.

We have had to adapt quickly this year to overcome obstacles that very few could have anticipated, and yet the commitment and determination of our people has not wavered.

A NEW VETERANS RAILCARD

One area we are particularly focused on is the support we provide to our veterans. Service personnel often live and work all over the UK, moving regularly from posting to posting, which means they may find themselves hundreds of miles from family and friends once they've returned to civilian life. No one should be left at a disadvantage as a result of their time in the Armed Forces, which is why a new Veterans Railcard was launched in October this year. Anyone who has served at least one day in the UK Armed Forces is eligible, and it will save veterans one-third off most rail fares to help reconnect with loved ones and widen the opportunities for travel.

The Ministry of Defence worked closely with the Department for Transport and rail industry partners to make the application process as easy as possible. The new Veterans Railcard will be available for an introductory price of £21 for a 1-year Railcard or £61 for a 3-year Railcard, until 31st March

2021. It will offer the railcard holder and their companion a third off most rail fares and 60% off for up to four children aged 5-15 years. It's estimated that 830,000 veterans who previously were not eligible for other railcards can now benefit from discounted rail travel. Supporting veterans with more affordable travel across the UK is just one of many measures being implemented by the Government as part of its commitment to make the UK the best place to be a veteran anywhere in the world.



We have had to adapt quickly this year to overcome obstacles that very few could have anticipated, and yet the commitment and determination of our people has not wavered. We continue to make steady progress towards developing a workforce that is drawn from the society we represent, that reflects the demands of the modern world we operate in and maximises the use of talent across the military and civilian workforce.

TO NAME JUST A FEW

ACHIEVEMENTS OF 2020: we have seen the launch of a Wrap Around Childcare pilot; the roll out of a new mental health fitness tool – HeadFIT; the introduction of a new anti-bullying, harassment and discrimination helpline; the ongoing development of the 'Discover My Benefits' website; and the launch of two more pilot sites for the Future Accommodation Model. All of this while continuing to deliver tangible progress towards greater diversity and inclusion across Defence. These are just some of the policies, programmes, and initiatives that we have rolled out this year which demonstrate the breadth of our ongoing work to better support our people.

STEPPING UP SUPPORT FOR FAMILIES

We are also looking closely at how we can better support the partners and families of those serving. In July 2020 RAF High Wycombe and RAF Halton were announced as the first locations to pilot free Wraparound Childcare (WAC) for eligible Service personnel, with the second pilot launch planned for eligible Service personnel in Catterick and Plymouth from January 2021. This programme aims to help with before and after school care for children aged 4 to 11 years old and is in direct response to feedback provided by Service personnel.

More recently, in November this year we launched a new pilot aimed at providing career support to spouses and partners of members of the military. The new Partner Career Support Programme (PCSP), delivered by the Career Transition Partnership (CTP), offers bespoke advice from specially trained career coaches and expert guidance to partners of Service personnel on how to build a strong CV and identify their key strengths and skills in order to progress their careers. The pilot is underway with an initial 750 partners of Service personnel and will run for six months.

The programme has been designed to help people from a wide range of backgrounds, from the less experienced to those already working in highly skilled roles. Participants will receive tailored support to help them identify career opportunities and learn more about the skills they need to fulfil their career aspirations.

To make the sessions as accessible as possible they will take place entirely online, giving people the flexibility to work around their other commitments. Once registered, participants will be able to access a range of services and support. This includes bespoke career coaching and expert CV guidance; support from a personal assigned career consultant; a personal development plan to track their progress; access to online self-assessments; and videos and guides. In addition, the programme will also look to signpost additional support, resources and training to help with successful job hunting.

This follows the introduction of more flexible working options for Service personnel, and £200 million of new funding to modernise accommodation as part of the Government's ambition to continue to attract and retain the right people in the right jobs.



Providing better support for the families of those serving is just one of the ways in which Defence is working to become a more 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.

As this year draws to a close, I feel very proud of what the Defence People Team has achieved and have little doubt that our progress will only gain momentum as we hopefully return to some degree of normality in the year ahead. This is just the beginning of the work we will continue to deliver at pace into 2021 and beyond, and I look forward to sharing our ongoing progress and successes with you in the new year. I would like to express my personal gratitude to you all for your hard work during a difficult period, and wish you a very happy, safe and healthy festive period and New Year.



FORMER RAF ANALYST'S SUCCESSFUL LEGAL CAREER

After 12 successful years as a Data Analyst in the RAF, Roly Freeman saw a structural change within the organisation as an opportunity to begin a fresh career.

Whilst extremely happy with military life, he decided he could have an equally good future outside the Armed Forces and opted to take a law degree. He is now a Partner within Wilkin Chapman's specialist agriculture team and has not looked back.

"I was 28 at that time and saw it as a real opportunity to start again," recalled Roly.

Roly, like many former military personnel, recognised the vast array of skills he possessed that equipped him perfectly for a new career.

"All the skills that the military gives you are transferrable. My experience of the RAF is of an organisation that produces highly skilled and highly qualified individuals who are also extremely motivated," he said.

An experience whilst working in London did, however, open Roly's eyes to a reluctance amongst some organisations to employ former military personnel. Whilst waiting to go to University, Roly worked in the advertising industry for a firm that had been wary about recruiting him.

"There was definitely a slight nervousness, however they were thrilled when they realised they had employed a skilled, motivated person with the right qualities. In fact, after my appointment the firm began to specifically seek people from the military as employees and they have not been let down," added Roly.

With more than 400 employees, Wilkin Chapman prides itself upon its flexible workplace approach. It is committed to supporting former military personnel who now work with the firm, along with the partners, husbands and wives of those on active service, and Reservists who are employed.

Employee view:
"The firm has demonstrated a willingness and commitment to ensuring that I am provided with as much flexibility as possible. For example, my partner's relocation to the area was delayed for a variety of military reasons which meant that I had to amend my start date with the firm. As a Forces' friendly employer, the firm readily recognised my difficulties and was happy to push back my start date." The words of a Wilkin Chapman solicitor whose partner holds a Flight Lieutenant position within the RAF.

Employee view:
"As a Reservist, I appreciate the flexibility that my employer offers. Management are very keen to be as supportive as they can in terms of flexible working arrangements etc. The extra 10 days annual leave is of particular benefit as it lets me save my holiday for my family, which is important to allow me to balance my home life with work and reserve service." The words of a Wilkin Chapman employee.

Reservists working with Wilkin Chapman are offered an additional five days paid leave and up to ten days unpaid. This also extends to employees who are Cadet Force Adult Volunteers.



A 'Gold' Armed Forces service is delivered by one of the UK's top 200 law firms

With a long and proud military association, Wilkin Chapman solicitors has been presented with a Gold award in recognition of a continued commitment to the Armed Forces community.

Receipt of the Defence Employer Recognition Scheme Gold Award, which encourages employers to support defence and inspire others to do the same, reflects the on-going



efforts of the firm to assist serving personnel, their families, Reservists, and veterans.

As the largest law firm across the Lincolnshire and East Yorkshire region, Wilkin Chapman sits at number 106 in The Lawyer's UK 200.

With a history dating back more than a century its Forces connections are strong. In 1998 it merged with the Lincoln firm of Gilbert Blades, whose founder of the same name was famed for his Court Martial work and his role in introducing procedural reforms. The knowledge that came with that acquisition remains with the firm today, as does the proximity of its offices to important military bases in Lincolnshire and East Yorkshire.

This significant expertise has resulted in the creation of a Military sector. With specialists across the firm's five offices, supported by the wider Wilkin Chapman team, this work has led to the growth of a national client base.

Importantly too there has been a real recognition of the many transferrable skills that service personnel possess and how such qualities are extremely valuable within the workplace. A perfect example, said Head of HR Julie Brearley, was a managerial support appointment two years ago.

"Interestingly, when the appointment was made what was first noticed was not the military past, but instead the qualities and skills that this individual had, which were perfect for this role. There is no doubting the ability of those who leave the Armed Forces often with large skills' sets that are of great value," said Julie.

These words were echoed by Armed Forces Sector head, James Marsden, who went on to talk about the specialist skills acquired within his team, which allowed it to offer a full range of support.

"Our exposure to military personnel has enabled us to hone our expertise in meeting the varied legal demands that are frequently thrown at members of the Armed Forces community. Very often those legal challenges are different to those experienced by civilians," said James.

"Whilst the Army Welfare Service provides superb assistance, as a first port of call for members of this community, we very much see ourselves as being an extension to the Army Welfare Service, providing specialist legal advice above and beyond that which is provided," added James.

James' work, and that of his colleagues, often focuses upon clients who have left, or are leaving, successful careers within the Armed Forces and have specific needs around pensions, the making of Wills and property transactions. To assist this passage into civilian life, the firm offers a discount to serving military personnel and members of the Armed Forces community, the latter by advertising through the Defence Discount Service.

For example, explained James, whilst those in the Armed Forces were entitled to free Wills, often personnel would find they did not meet their needs going forward:

"Those with a strong asset base need to focus upon a Will that suits them as an individual, and offers the correct level of protection for those assets.

While serving a purpose, Forces' Wills, using the MOD Form 106, are basic and can have a disastrous impact if completed with no legal guidance" he said.

"Another example is highlighted in the case study on this page, which shows how the breakdown of a marriage or partnership often results in the need for specific advice to ensure an Armed Forces Pension is protected," added James.

Reflecting on the Gold award received by Wilkin Chapman earlier this year, James said: "Receiving an Employer Recognition Scheme Gold Award is obviously a huge honour for the firm.

"But, in reality, what we are able to give back to the Armed Forces community is only a small token of appreciation for the sacrifices that are made by the members of our Armed Forces, past and present, and their families.

"We can only encourage more businesses across the country to show their support for employing ex-forces personnel as the benefits are countless."

As a member of Forces Law, in 2019 Wilkin Chapman provided more than 350 hours of free legal advice to the Armed Forces community nationwide. Its charitable work in this sphere is also extensive, and it offers a flexible approach to the employment of former services personnel or those who are married or partnered to members of the Armed Forces community.

"There is no doubt of our determination to continue this important work. 2020 has brought with it many different challenges which will no doubt extend into 2021 and beyond. Especially in such times, it is important that serving and former military personnel have the right advice and support as and when they need it," added James.

Echoing the words of James, Wilkin Chapman's Senior Partner Andrew Holt, said: "Within Lincolnshire and East Yorkshire there is a proud association with the regular Armed Forces Pension Schemes, 1975, 2005 and 2015 and the Reserve Forces Pension Scheme 2005, are such that we receive instructions from members of the Armed Forces community throughout England and Wales when they are facing the prospect of divorce.

"When you look at Lincoln alone, we have some of the most important RAF bases around us, many of them steeped in history. Many members of our teams have grown up in the region and as such understand that close association with the military and the importance of its work. We are here to support that community as much as we possibly can."



"WILKIN CHAPMAN GOT ME THROUGH A DIFFICULT TIME WITH THE BEST RESULTS."

As Head of the Military sector at Wilkin Chapman, James Marsden is a Partner within the Family team. Whilst based at the firm's East Yorkshire office, he acts for military personnel nationwide as a specialist in handling military divorce. Here, with the help of a case study involving an instruction he received by a Major in the Army, James highlights why engaging an expert in such matters is so important:

"A military divorce is no different to a civilian divorce in terms of practice and procedure. However, the intricacies of service life, and the complexities that arise as a result of the regular Armed Forces Pension Schemes, 1975, 2005 and 2015 and the Reserve Forces Pension Scheme 2005, are such that we receive instructions from members of the Armed Forces community throughout England and Wales when they are facing the prospect of divorce.

"I was approached by the client following his separation from his wife. Permanently based in the North East, he was serving in Hampshire with the matrimonial home in Oxfordshire. Whilst the client was away, he was happy to deal with the matter 'remotely' to secure our expertise.

"The client was naturally concerned about preserving his Armed Forces Pension particularly as he had given away a share during a previous divorce when we weren't acting for him.

"The wife was seeking a sizeable share of the pension, now my client's only income having retired during the proceedings. We skilfully navigated the case so the client could retain his pension, ensuring his valuable benefits were retained.

"Without our detailed knowledge of the Armed Forces Pension Scheme, and our ability to challenge Pension Actuaries on the intricacies of the scheme, the client could well have faced the very damaging prospect of having to share, once again, a sizeable proportion."

What James' client had to say: "As a member of the Armed Forces for more than 30 years I've always been 'on the go' with no permanent roots and so, whenever I needed legal support, I usually looked at what was locally available. When my marriage of 14 years ended, I found myself facing a difficult divorce, I knew it was essential for me to find the right legal representation owing to my Armed Forces Pension and my property portfolio.

"Wilkin Chapman was recommended to me for the firm's expertise in dealing with Armed Forces Pensions. I couldn't have made a better decision. The fact I was not local, and with the added complex nature of my divorce, my legal team needed a compassionate ear, outstanding distance communications and be highly experienced in legal matters of children, property, maintenance, and finances. Wilkin Chapman excelled in all of the above and really got me through a difficult time with the best results."

For further information, please contact James Marsden on 01482 398381, email james.marsden@wilkinchapman.co.uk or visit wilkinchapman.co.uk

wilkin chapman llp
solicitors

(L) Colonel Kate George MBE, British Army,
(R) Peter Mucklow, Education and Skills Funding Agency



The Top 100 Apprenticeship Employers in England

were announced by the National Apprenticeship Service, part of the Department for Education, in a broadcast event on 21 October

A number employers from your sector were included on the list.

Please see to the right a list of employers who featured, their position on the list and their location and postcode to support you contacting the employers if you wish to do so. Please also see below a news story, shared on GOV.UK that includes quotes from the Prime Minister, Apprenticeships and Skills Minister and the number one employer – the British Army.

TOP 100 APPRENTICESHIP EMPLOYERS ANNOUNCED

The Top 100 Apprenticeship Employers 2020 were revealed on Wednesday 21 October, with the British Army securing the number one slot as the best apprenticeship employer in the country.

Made up of employers from the public and private sector, and including industries such as engineering, banking, healthcare, retailing, local government, accountancy and employers from the charity sector, the Top 100 Apprenticeship Employers rankings celebrates 100 of the country's most outstanding apprenticeship employers.

The British Army achieved the top spot by helping over 8,000 apprentices gain new skills and progress in 2019-2020; with almost a fifth of its workforce currently completing apprenticeship programmes as part of their military training – in areas including engineering, telecommunications, logistics, construction, health and IT.

Apprenticeships and Skills Minister Gillian Keegan said:

A huge congratulations to all those businesses featured in the Top 100 Apprenticeship Employers rankings. It is fantastic to see the British Army recognised for its incredible support for apprentices and the apprenticeships programme.

Apprenticeships help business of all sizes to grow, and give people of all ages and backgrounds a chance to learn new skills and get ahead in their chosen career.

They will continue to play a vital role in delivering the skills individuals and the economy needs to thrive after coronavirus. I hope this initiative highlights the crucial role of apprenticeships in bringing in new talent & supporting our economic recovery, and encourages even more employers to get involved.

Prime Minister Boris Johnson said:

Now more than ever we should celebrate businesses who are driving our efforts to build a stronger, fairer, and more competitive economy.

High-quality apprenticeships give people from all backgrounds and ages a real choice in life, providing them with the skills employers value, which our economy needs, and which lead to better paid jobs.

These modern employers are at the heart of levelling up our workforce, and with the extra support we are providing will help the country build back better from coronavirus.

New in 2020, the rankings showcase the very best of England's large apprenticeship employers, with employers recognised for providing some of the most successful apprenticeship programmes over the previous 12 months. The list will help potential apprentices, parents and careers advisers to identify the best apprenticeship opportunities with the highest performing apprentice employers.

Over 400 applications were received, with the results announced at a special online event broadcast earlier today attended by organisations including Rochdale Borough Council, Hewlett Packard Enterprise, Pepsico and London Ambulance Service.

The new leader board of apprenticeship employers was independently developed, assessed and compiled in partnership with High Fliers Research.

THE TOP 10 APPRENTICESHIP EMPLOYERS FOR 2020 ARE:

1. British Army
2. HMRC
3. Royal Navy
4. BT
5. MTR Elizabeth Line
6. Mazars LLP
7. Optionis Group
8. Mitchells and Butlers
9. Greene King
10. Royal Air Force

Colonel Kate George MBE, Assistant Head Learning and Development, from the British Army said:

In the British Army, we view people as the Army, not in the Army, so we are passionate about our soldiers' professional development.

Our myriad apprenticeships play a critical part in developing the skills our soldiers need to succeed in their careers and on operations. The Army also benefits because our soldiers gain so much from the apprenticeship - not just in learning a new trade, but also in developing their own self confidence and leadership abilities.

Entering the Top 100 Awards provides an opportunity to reflect on our own apprenticeship achievements but also it gives employers the chance to celebrate the achievements of their staff and their apprentices, and the vital role we have as an employer in contributing to changing lives.

Peter Mucklow, Director, Apprenticeships, Education and Skills Funding Agency concluded:

During such a difficult year it is encouraging to see that apprenticeships continue to be critical to business performance and success.

Today's announcement shows that there are outstanding employers delivering apprenticeships across all sectors, and the Top 100 apprenticeship employer rankings rightly give recognition and thanks to those who have shown, and continue to show, huge commitment to apprenticeships.

I look forward to seeing how these 100 employers use their status to showcase the many benefits of apprenticeships, whilst encouraging other employers to consider recruiting an apprentice.

More information about the process can be found by visiting: www.topapprenticeshipemployers.co.uk.

If you are an employer and would like to find out more about the benefits of recruiting an apprentice, please visit: www.apprenticeships.gov.uk.

Ranking	Employer	Location	Postcode
1	British Army	South East	SP11 8HJ
3	Royal Navy	South East	PO13 1AS
10	Royal Air Force	South West	GL2 2AT

More information on the Top 100 can be found by visiting: www.topapprenticeshipemployers.co.uk

Adventurer arrives off the coast of Scotland in World Record Attempt

Former soldier, bestselling author and extreme adventurer Jordan Wylie has finally arrived off the West Coast of Scotland on his latest charity expedition.

The former soldier is currently attempting to be the first person in the world to Stand-up Paddleboard (SUP) around Great Britain.

Jordan who is also one of the stars of the Channel 4 award winning and BAFTA nominated TV shows *Hunted* and *Celebrity Hunted* has paddled over 1800 kilometres since he set off from Essex Marina at Wallasea Island over 100 days ago on the 26th July 2020.

Earlier this week Jordan arrived at the Mull of Kintyre and his heading up the West Coast of Scotland on his way to John O'Groats. Scotland is the 5th country Jordan has paddled to so far on his latest challenge he calls The Great British Paddle. He has experienced many setbacks

along the way with injury, Covid-19 restrictions, extreme weather and more but he remains positive and focused on the task in hand and says his driving force for keeping going is to keep a promise he made to children on the Horn

of Africa nearly two years ago. Jordan is hoping to raise £100,000 to complete the build of a school in Djibouti for children that have been displaced by conflict and war in neighbouring countries including Yemen and Somalia.

Jordan is supported by a team of experienced professionals on both land and at sea including project manager Alex Alley, adventure psychologist Paula Reid, PR manager Katie Brooks, social media manager Mia Mallison and a support boat skippered by Captain Max

Rivers and crewed by first mate Tori Wells and filmmaker Alfie Marsh.

Due to the current Covid-19 restrictions Jordan has his team have made the decision to live at sea on their support boat kindly provided by the Royal Logistics Corps. Unfortunately, at present they will not be coming on land accept to fuel up in predesignated harbours when required. They have carried out a full risk assessment and decided for the safety of themselves and the people of Scotland it would be best for them to remain at sea where possible.

This incredible British expedition has been kindly sponsored by Angel Call Handling, a local Andover based business along with Jordan's full time exclusive sponsors, Eton Harris and Chartercross Capital Management based in the UAE.

If you would like to support Jordan or follow his progress you can visit www.thegreatbritishpaddle.com or contact Katie Brooks directly at katie@thegreatbritishpaddle.com



WHAT'S BEEN THE BIGGEST CHALLENGE SO FAR DURING THIS EXPEDITION?

Every day brings different challenges both physically and mentally but I think crossing the Irish Sea the first time from South Wales was the toughest physical battle I've faced but mentally every day is a real challenge now as we are very much in unknown territory, no one has paddled the route I'm taking and especially not in the winter. I also miss my daughter every day which I find really tough. Covid-19 restrictions have caused us endless issues with trying to enter new countries and we have had to survive by staying out at sea of the mainland quite often which really takes its toll on moral but of course safety comes first both for us and the British public.

WHAT IS THE BIGGEST DISTANCE YOU HAVE PADDED IN A DAY?

The longest I've paddled in one hit was from Belfast, Northern Ireland across to the Mull of Kintyre in Scotland which was just under 80 kilometres. I set off paddling at 13:00 in the afternoon and arrived just after 06:00 the following morning, it was a tough night but very rewarding arriving back on the U.K. mainland.

HOW DOES THIS CHALLENGE COMPARE TO OTHER CHALLENGES YOU HAVE COMPLETED LIKE THE RUNNING DANGEROUSLY AND ROWING DANGEROUSLY EXPEDITIONS?

The Great British Paddle is by far the toughest challenge I've ever taken on simply because of how enduring it is. Most of my previous challenges

were over within a few days so to be still going after 4 months is incredible really. I would be lying if I said I'm still enjoying it but I'm determined to try and finish what I started and most importantly I want to finish raising the funds to build the school on the Horn of Africa and keep my promises to the children there.

DO YOU THINK THE SKILLS YOU LEARNT IN THE ARMY HELP YOU KEEP GOING?

Absolutely! I learnt from an early age as a soldier that if you want something bad enough then you have to be prepared to work for it and out in the hard yards. I was also fortunate enough to spend many months in cold, extreme and remote environments as a soldier around the world which of courses has prepared me well for what I'm experiencing right now of the West Coast of Scotland.

TELL US ABOUT THE CHARITY YOU ARE RAISING FUNDS FOR WITH YOUR LATEST CHALLENGE?

The Great British Paddle is raising funds for Frontline Children who focus on inspiring hope through education and sport. We are a very small charity made up of volunteers who want to make a difference to the lives of children affected by war and conflict around the world. As a former soldier, I have seen first-hand many times the devastation caused by war on children's lives and although I know we can't change the world, we can change the world for handful of children out there. If we can help those less fortunate in the world, then I believe we always should do.



Mobility Equipment Training

Steve Whitmore grew up the middle child of ten other siblings. At 16 he joined the Armed forces and served with the 5th Royal Inniskilling Dragon Guards now the RDG's. While in the army Steve trained as a Chieftain tank commander, Physical training Instructor, unarmed combat instructor and 12yrs as regimental Signals Instructor. He also ran cross country and skied for the regiment. He married his wife Zelda in 1979 and had two daughters Keeley and Emmy.

Steve left the army January 1989 after 14 years, leaving the army was tough, something they were not prepared for. It was so different from their force's family. At the beginning still being in the mind set of a soldier it was difficult for Steve to insert himself into civilian life, laughing he says that he still can not leave the house without a shave and polishing his boots. Employment was a challenge, he found it hard to find something that taxed his brain gave satisfaction while using the skills he had learnt while serving. He had various jobs and ended up working for the RAC on their sales team where he fast became top salesman nationally and held the title over several years.

Steve's wife became ill, looking for mobility equipment became an expensive minefield and it soon became clear to Steve that there was a real need for a good affordable mobility service and immersed himself into research. He trained himself in every aspect, took courses and what started as a side-line in his garage grew by word of mouth and soon became his full-time job, while undertaking further training with Terrys lifts, Pride mobility, Brooks stairlifts, Arjo Huntly hoists, Etac floor lifts and Electric mobility (all certificates displayed in training school).

In 2016 they moved from the Midlands to Plymouth as one of their granddaughters became ill, so they moved to support their daughter and son in law. They navigated this move within six weeks renting out their house in Coventry and renting one in Saltash. Now Steve had a business in Coventry and had to start over again in Devon and Cornwall, it was hard work and he spent allot of time driving up and down the motorway until he had trained an engineer to take over from him. He soon had the new business up and running.

Over the years Steve had trained several people in the mobility business



which he enjoyed, and this gave him the opportunity to use his teaching skills. With all the knowledge and experience he had gained he wanted to be able to pass this on, he started to research and realised that his training, structure, commercial knowledge and good engineering practice would save his students at least 3yrs in staring up their own business. His blueprint and training course would be a fast track through the mobility industry and into a new life and career for those who would train with him. They took over new premises and while still working as a mobility engineer covering a large area of Devon and Cornwall Steve set about starting up his training school.

M.E.T.C Ltd Mobility Engineer Training Centre Ltd was born. M.E.T.C's motto is "Hands on Training" Steve says "we need our student to learn by doing and not sitting in a class room, this is the best way to learn". We have trained students who have gone on to open their own business or found employment within the mobility sector. We have employed several of our students and will be looking to employ more staff in the future.

M.E.T.C is a family run business, and they strive to support their students transition into civvy street understanding this process having gone through this themselves. Steve told us that students have informed them through their feedback that although their courses are quite intensive, they are really enjoyable. All student will be presented with

a CPT approved certificate on passing each course taken.

We hold 6 different courses at the present running from 1-5 days according to the course taken these include Fault finding, service and repair of mobility scooters, stairlifts (includes fitting of stairlift) ceiling and car hoist, Loler and Pat testing and a surveying course. We also hold a course covering all the courses mentioned over a 14-day period.

RECOMMENDATION FROM ME TO YOU

Purchasing repairable scooters and stairlifts, reconditioning them and selling them for a profit, this could be a lucrative business on its own.

Example of earnings/profit for a week

- Sell one scooter £175
- Service 5 scooters £350
- Change batteries on 2 scooters £100
- Do 3 contract jobs £140

Total profit for that week £765 (x48 weeks £36,720pa)

The example above is an average quiet week.

- Stairlifts 1 month's profit
- Sell 3 reconditioned straight stairlifts £1800
- Sell 1 new stairlift £800
- Repair 4 stairlifts £280
- Service 4 stairlifts £280
- Change batteries 1 stairlift £75

Total profit for that month £3235 (x 11 = £35,585pa) Combine both stairlifts and scooters, the sky's the limit.



HERE ARE A FEW COMMENTS RECEIVED FROM STUDENTS, COURSE FEEDBACK FORMS

"I have learnt a lot on the course, Stephens method of teaching is exceptionally good. He gets across all the information in a way that is easy to understand and the demonstrations were informative. I now feel confident servicing and maintaining Scooters in my own business"

GH. July 2019
New start up business

"Thank you for the course it has been brilliant"

Cm Sept 2019 Westcountry mobility supplier

"I am a fully qualified mechanic and I was surprised by how much I learnt and the food was excellent."

PS April 19 Now runs his own Mobility company

"I am an ex- Army D and M instructor; I have also run First Aid courses. I have learnt a lot about the mobility scooters and different teaching methods. Overall an excellent course."

IB Nov 2018
Owner Business

"Most realistic course I have ever attended, very welcoming and making sure I understood without patronising, encouraged team- work and spirit. thank you"

K.F FEB 2020
works Shop mobility

"An excellent course well exceeded my expectations. Thank you for an excellent course"

PF July 2020
Mobile mobility maintenance

"A very comprehensive course, which is geared to the candidate's level, plenty of interaction, Steve has the ability to explain principles in many ways and invites questions at any time. Steve also instils 15 years + of his experiences in the practicalities of running your own business. The course is a good mix of theory, demonstration, and plenty of hands on."

S.W July 2020
Now employed within trade

There are 80,000 mobility scooters sold per year, which is increasing by 10% per annum, there are 300,000 – 350,000 mobility scooters in use in the UK, that is 1 in every 185 people that use a scooter. (Rica 2014).

Acorn stairlifts sell over 1 million pounds worth of stairlifts per week, 59.2 million per year, which equates to 65,555 units/stairlifts sold.

Brooks which is Acorn trade, sell 7.2 million per year or 8,000 units/stairlifts per year. (Acorn 2018)

There are at least 7 more stairlift manufacturers in the UK, Stannah, Handicare, Minivator, Bruno, Thyssen, Companion, Freelift.

Below are few ideas of how you could use your knowledge when completing courses designed and run by M.E.T.C.Ltd.

- Part time along with existing job.
- Online shop/ eBay, Preloved, Amazon, Gumtree.
- Work from home.
- Lock up unit
- Open a shop
- Work for another company, self-employed or employed
- Contract through other companies
- Offering your services to rental companies.
- Agent/ Engineer for mobility shops in your area

Examples of the type of work you could be carrying out and charges involved.

- This will give you an idea of what can be earned, with the right amount of time and effort.
- Any call out in a weekday during working hours £70, weekends or out of hours £95
- Purely a guide line, different area's charge a little more or a little less.
- Scooter or stairlift repairs, carried out at the customers home £70 plus parts.
- Servicing £70
- Servicing and battery change vary, Stairlift £210, average scooter between £140 to £400 (profit £100+£70 for the service)
- Service and repair £140 plus parts.
- Battery change stairlift £120
- Scooter battery change, average profit £70- £90

When at a customers home, they may want you to look at another piece of equipment, such as a wheelchair or walker, charge accordingly, sometimes it's nice to do it for free, this can increase the clients confidence and is great for continued support of your business and for recommends.



METC

Mobility Equipment Training Centre Ltd.

M.E.T.C. LTD PRICE LIST

A deposit of 20% is required on booking any of our courses and all courses must be paid for within 14 days of your course start date.

Course Title	Time period	Price of course	VAT	Total price (Inclusive of vat)	Deposit
Stairlift	5 Days	£1200	£240	£1440	£288
Scooter	4 Days	£ 895	£179	£1074	£214
Car & ceiling hoist	2 Days	£495	£99	£594	£119
Surveying	2 Days	£495	£99	£594	£119
Loler & pat testing	1 Days	£150	£30	£180	£36
All above courses (Taken over 3 weeks)	3 Weeks Excluding weekends	£3,253	£650.60	£3903	£708

Course dates (up to and including May) that M.E.T.C will be holding throughout 2021

Date	January	February	March	April	May
1					
2					
3					
4					scooter
5					scooter
6				scooter	scooter
7				scooter	scooter
8		scooter	scooter	scooter	
9		scooter	scooter	scooter	
10		scooter	scooter		stairlift
11	scooter	scooter	scooter		stairlift
12	scooter	loler/pat	loler/pat	stairlift	stairlift
31	scooter			stairlift	stairlift
14	scooter			stairlift	stairlift
15	loler/pat	stairlift	stairlift	stairlift	
16		stairlift	stairlift	stairlift	
17		stairlift	stairlift		car hoist
18	stairlift	stairlift	stairlift		ceilinghoist
19	stairlift	stairlift	stairlift	car hoist	surveying
20	stairlift			ceiling hoist	surveying
21	stairlift			surveying	loler/pat
22	stairlift	car hoist	car hoist	surveying	
23		ceiling hoist	ceiling hoist	loler/pat	
24		surveying	surveying		
25	car hoist	surveying	surveying		
26	ceiling hoist				
27	surveying				
28	surveying				

Mobility Equipment Training Centre

MOBILITY SCOOTER & STAIRLIFT REPAIR AND INSTALLATION COURSES MOBILITY EQUIPMENT TRAINING CENTRE

With the shortage of engineers, there has never been a better time to become a mobility equipment engineer, the market for mobility equipment is huge and expanding vastly.

Our ex service engineer instructors will train you to a remarkably high standard, to prepare you for employment or to run your own lucrative business in the mobility service sector.

Our mainly hands on courses cover:

1. Mobility scooter, powerchair and smaller equipment sales, service, fault finding and repair.
2. Stairlift, installation, sales, service, fault finding and repair.
3. Car hoist, ceiling hoist, sales, service, fault finding and repair.
4. Electrical PAT testing and lift inspection LOLER
5. Lift surveying, (through the floor lifts, wheelchair and curved stairlifts).

All the above as a package can be completed within 14 working days.

**For this unique opportunity,
please do not hesitate to contact one of our friendly staff.**

M.E.T.C. Ltd
Unit 1 147 Elliott Road
Plymouth
PL4 0QS



What's in it for you?

Technical back up only a phone call away

Service manual for each subject taken

Fasttrack training saving you between 3 and 5 years

Business advice and tips

Supplier information provided.



MGA TRAINING LIMITED

Developing people. Delivering results.



Established In 2008 by Stephen Tarry and Ian Mcgarvie, both of whom are ex-military, MGA Training are an accredited CPCS training centre who produce the highest of qualities of training, all situated around the Lifting Industry. Completing your CPCS training with MGA will ensure that you gain a nationwide recognised qualification to get you into work.

The CPCS courses we deliver at our training centre are:

- **CPCS Slinger Signaller**
- **CPCS Lifting Supervisor**
- **CPCS Appointed Person**
- **CPCS Mini Crane**
- **CPCS Mobile Crane.**

Funding for all the above course can be attained through the Career Transition Partnership. The Appointed Person (QUA919 Level 5) and Lifting Supervisor (QUB919 Level 4) NVQ can be funded through ELCAS. Course durations vary depending on which course you are wanting to attend.

They range from 4 days, through to 10 days. We have had many ex-military through the doors over the years, all of different backgrounds and regiments. Many of them were not aware of the funding that is available for them to gain the qualifications they want. Due to this we have been doing our research and came across CTP and ELCAS.

Boysnope Wharf, Eccles,
Manchester, M30 7RH
www.mgatrainingltd.co.uk

Tel : 0161 707 9865
Email: kelly@mgatraining.co.uk/
steve@mgatraining.co.uk

www.mobilityequipmenttraining.co.uk
courses@mobilityequipmenttraining.co.uk
0800 285 1956 07974377582 01752 663908

GOV.UK Register of training organisations. UK Register of learning providers number 10082735



MGA Training

When it comes to wanting high quality CPCS training then you need look no further than MGA Training LTD.

MILITARY

Here at MGA Training we are delighted to be a specialist provider of 'training for safer lifting operations' approved by ELCAS & CTP and we would be happy to help you with your Resettlement Training and access to Interview Opportunities within the lifting and crane hire industry.

We have the experience and the accreditations to guide you through the whole process.

Exceeding Expectations

- We are approved by Enhanced Learning Credits (ELCAS) and you can use your ELCAS funding with us.
- For more information on the ELCAS process you can visit the website here www.enhancedlearningcredits.com
- You can use your Resettlement Funding with us.
- We are approved by the Career transition Partnership (CTP).
- We are a CPCS & NOCN CSkills Awards Accredited Test Centre for Training & NVQs.
- You will have the opportunity to gain a nationally recognised accreditation through the Construction Plant Competence Scheme (CPCS), allowing you to work on any Contractors group



MGA Training is an Enhanced Learning Credits (ELCAS) approved Training centre for the following courses:

- NOCN_Cskills Awards Level 5 NVQ Diploma in Controlling Lifting Operations - Planning Lifts (Construction) – QUA919
- NOCN_Cskills Awards Level 4 NVQ Diploma in Controlling Lifting Operations - Supervising Lifts (Construction) – QUB919

The Slinger Signaller and Mobile Crane Operator categories do not come under the ELCAS funding as they are a level 2 Diploma. However, you can use Resettlement Grants and Standard Learning Credits for the CPCS Slinger Signaller & CPCS Mobile Crane operator categories.

RECOMMENDATION

"I served in the 2nd Battalion the Duke of Lancasters regiment for 8 years. I was unfortunately medically discharged from the army on the 1st of March 2017. I had wanted to operate mobile cranes for a living for a while, so I spoke to a friend of mine who I had served with who happened to have completed his training also with MGA Training. I called up and booked the course in, I paid for this myself. Once I had done my Mobile Crane, I decided I wanted to go all the way, so I completed 3 separate qualifications with MGA Training. They also helped me obtain a job at the end of my training. I was taught by Ian and Steve. Steve is also ex army as were a few of the operators that I've met along the way, this really helped me settle and adjust into my new career"

James Kirner



"I served in the 2nd Battalion the Duke of Lancasters regiment for 9 years. I gained 4 different lifting qualifications through MGA. The instructors are great and happy to help you out with extra time if you are struggling with any areas. I started off working for a mobile crane company based in Manchester, which MGA Training helped me get. Now I'm a self employed heavy lift supervisor within the wind industry working off shore for different company's around the world. Steve was ex-army and he makes you feel right at home as it can be a scary experience leaving the army, its nice knowing you have likeminded people teaching you"

Ant Robson



WHAT IS CPCS? DO I NEED IT?

CPCS stands for the Construction Plant Competence Scheme- a card scheme designed to prove the skills of plant operatives. It is now run by NOCN but it was previously run by CITB (Construction Industry Training Board). It was launched by CITB in 2003 at the request of employers, to help them comply with regulations and requirements, and aims to apply common standards for all plant operators.

Each card provides identification and recognises the competence and qualifications of the individual holder. The scheme maintains health, safety and environmental standards through a programme of testing to prove workers comply with minimum standards. Please click for more information on NOCN

Over 150,000 people carry a CPCS card and it is the most widely recognised as the preferred card to comply with codes of practice for competence and certification. It is required to operate on most types of plant on UK Contractors Group (UKCG) sites throughout the UK.

Card Checker is now available at: www.nocnjobcards.org/card-checker



WHAT IS AN NVQ?

National Vocational Qualifications are competence based and are achieved in the workplace. They demonstrate your ability at work by recognising the skills, knowledge, ability, training and experience required to perform a job safely and in an effective and efficient manner.

All vocational qualifications are now grouped together in different levels on the Qualification and Credit Framework (QCF) The educational framework is designed to make vocational qualifications easier to understand and simpler to use. It has been developed to work more closely with employers to make qualifications more relevant to what learners need to succeed in their chosen profession.

The QCF provides a framework for learners to progress. There are varying levels ranging from Entry to Level 8. Credits are allocated based on the amount of learning required to complete the qualification. This also defines the qualification size, award, certificate or diploma.

NVQ assessment recognises your performance at work with a nationally recognised qualification. All skills are assessed through work-



based evidence and because there are no exams or tests certification is based on evidence of your skills.

SLINGER SIGNALLER (4-DAY NOVICE COURSE) CPCS CATEGORY CODE A40

Title: CPCS Slinger/Signaller (A40)
Duration: Four (4) consecutive days including CPCS Theory and Practical test.
Cost: POA (Includes training, technical tests and card fees) – Discounts available for multiple candidates.

Target Delegate

This course is aimed at inexperienced operatives who are required to undertake slinger and signalling for the movement of loads using lifting equipment. Candidates may be new to the role or they may have limited experience and no formal training.

Course Aim and Contents

The aim of this course is to provide candidates with practical and theoretical knowledge for them to undertake the role of the Slinger/ Signaller. Following successful completion of the course, candidates will be able to select the correct lifting accessories, attach them to the loads safely and guide the load using the appropriate hand signals.

CRANE SUPERVISOR (4 DAY NOVICE COURSE) CPCS CATEGORY CODE A62

Title: CPCS Crane Supervisor (A62)
Duration: Four (4) consecutive days, including CPCS Theory and Practical test.
Cost: POA (Includes training, technical tests and card fees), Discounts available for multiple candidates.

Target Delegates

This course is aimed at anyone who is required to supervise safe systems of work using lifting equipment. It is recommended that prior to attending this course, individuals should have some experience of working with lifting equipment, especially mobile cranes.

Course Aim and Contents

The aim of the course is to provide candidates with underpinning knowledge for them to understand the role and responsibility of the Crane Supervisor. Following successful completion of the course, candidates will be able to understand and follow safe systems of work for lifting operations, including writing risk assessments and method statements.

APPOINTED PERSON (5 DAY NOVICE) CPCS CATEGORY CODE A61

Duration: Five (5) consecutive days including 1-day CPCS Theory and Practical Test.
Cost: POA (Includes training, technical tests and card fees), Discounts available for multiple candidates.

Target Delegates

In response to our clients' needs this extended course is aimed at anyone who is required to plan safe systems of work using lifting equipment with no or very little experience of planning lifting operations using mobile cranes. This gives additional training as preparation for the Technical test on day five of the course.

Course Aim and Contents

The aim of this course is to provide candidates with underpinning knowledge for them to understand the role and responsibility of the Appointed Person. Following successful completion of the course, candidates will be able to prepare and implement safe systems of work for lifting operation including writing risk assessments and method statements.

CERTIFICATION

Successful candidates will be awarded a red CPCS trained operator card endorsed with the category that they have just completed. This card can only be issued if the candidate has an in date health and safety test which co insides with which course they have passed before undertaking the CPCS technical test. For enquiries on changing your card from red to blue, please call **0161 707 9865**.



CONTACT DETAILS

Boysnape Wharf, Eccles, Manchester, M30 7RH
www.mgatrainingltd.co.uk
Tel : **0161 707 9865**
Email: kelly@mgatraining.co.uk/
steve@mgatraining.co.uk

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

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 «



Join us, we are a...

#ForceWithADifference

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

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

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

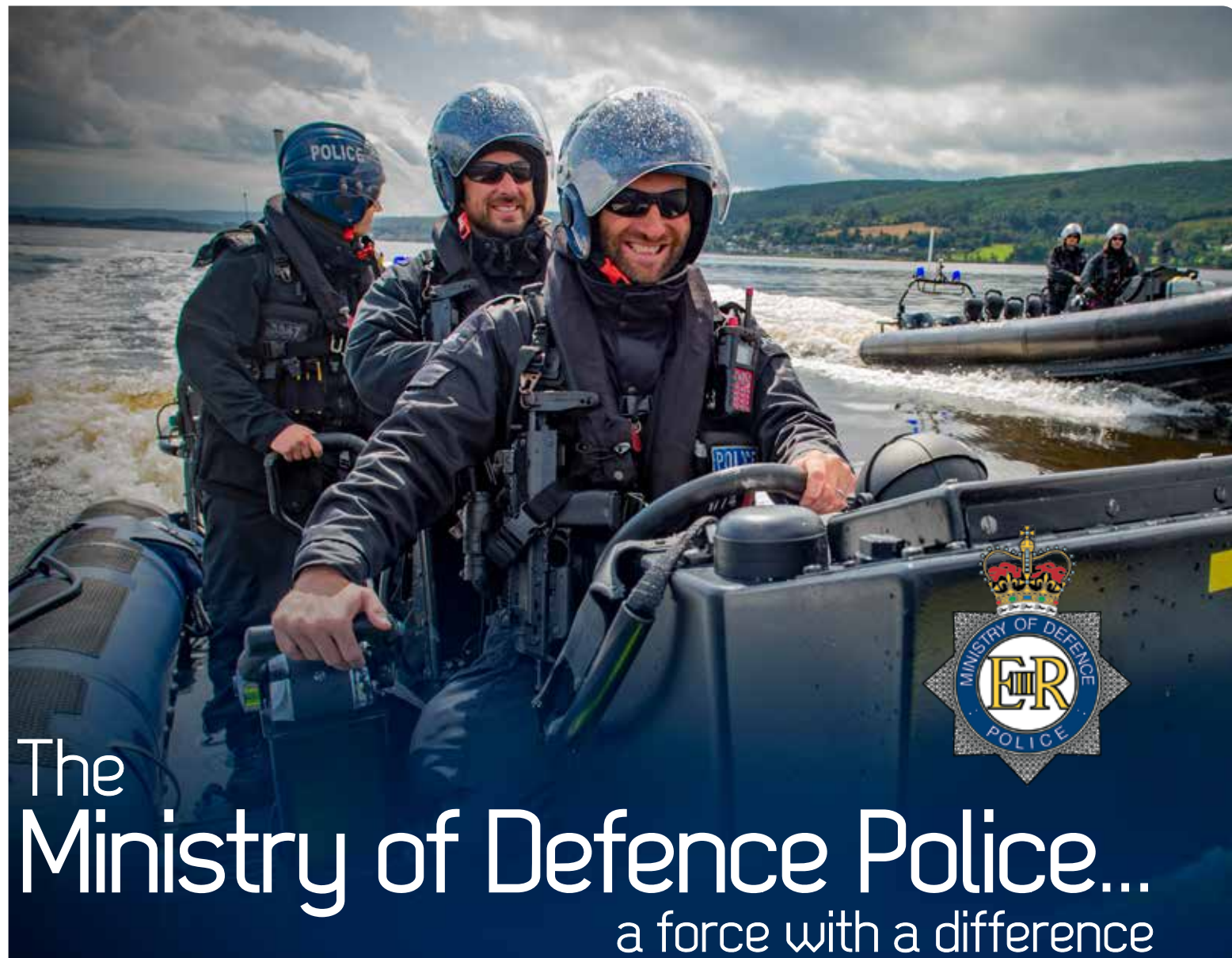
If you would like to speak to someone about joining the MDP, please 'contact us' via our website.

Interested? Find out more: www.mod.police.uk



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)?



The 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:

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)
- Membership and representation on the British Association of

VACANCIES

The MDP run recruitment campaigns for vacancies throughout the UK. For details on current or upcoming vacancies visit 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

- Up-to-date information on starting pay and pay scales is available at www.mod.police.uk
- Increases in pay are reviewed annually and linked to performance
- Locational allowances payable at specific sites

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

- Once you have submitted your application, your eligibility will be reviewed against the Force's sift criteria. Full details on eligibility requirements are available at www.mod.police.uk
- If you are successful at the sift stage you will progress to the assessment stage. 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.

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



Forces Pension Society

As you head towards your exit date there is so much to do...

As part of the discharge process you will be required to complete an AFPS Pens Form 1 either electronically on JPA or in hardcopy as part of your Leaver's Pack. It is a lengthy form which many people fill in without truly appreciating its importance.

Part A of the form is all about you, why you are leaving and your contact details after your discharge. So that is the easy bit!

Part B is really just an instruction panel.

If you are leaving before your Immediate Pension (IP) Point (AFPS 75), your Early Departure Payment (EDP) Point or age 55 (AFPS 05)/60 (AFPS 15), you tick the first box and go straight to Part L. Some people worry that, by doing this, they could miss out on

their Resettlement Grant (RG) but they can relax. If an Officer who was an AFPS 75 member has more than 9 years' reckonable service (RS) after the age of 21 but less than the 16 years that would entitle him to an IP, the RG is paid automatically. The same is true for AFPS 75 Other Ranks who give more than 12 years' RS after age 18 and leave before their 22 year point, and any AFPS 05 or AFPS 15 member who gives more than 12 years' service and leaves before their EDP point. The only exception (for all) is that, if the individual leaves with other terminal benefits (so, an invaliding pension or a Tier 1 lump sum for example), there is no entitlement to the RG. A final word for those of you leaving with benefits to claim at a later date – don't forget to claim them! If you do not claim, they will not be paid automatically. You claim by submitting an AFPS Form 8 about 3 months before the date that the pension is payable.

If you are entitled to receive your pension or EDP straight away, you simply indicate which scheme or schemes these benefits flow from and complete the Parts indicated alongside your indication. The question about 'Aggregated Benefits' is relevant to those who have had more than one period of Regular service and have joined their periods of service in order that they count as one for pension purposes. If you have more than one period of service, and want to join them together, you need to do so before your discharge.

So far so good.

Part C and D are about commuting AFPS 75 pensions. In AFPS 75, commutation means that you give up some of your pension to buy a second lump sum. Resettlement Commutation (RC) means that the reduction lasts until age 55. Life Commutation (LC), which is only available to those in pensionable service on or before 1 April 1978, means that the pension is reduced for life. As LC is only available to a few, this article concentrates on RC.

The largest lump sum you can generate by RC is the difference between the lump sum for your

rank and length of service and the lump sum for someone of your rank who has served a full career (37 years from age 18 for an Other Rank and 34 years from age 21 for an Officer). You do not have to take the maximum. You can ask for a proportion of it. The lump sum you get is tax-free but it is not free of charge as the repayments include interest and insurance. This is NOT payment protection insurance – it is straight forward life insurance to cover the payments due up until age 55. You will pay back more than the lump sum you have generated but, as the repayments are taken from your pension before tax, it is often an attractive proposition.

Here we inject a word of caution. If you are considering accepting a Full Time Reserve Service post, remember that your pension may be abated and you need to ensure that you have enough pension remaining in payment to pay back the monthly sums required. If there is not enough pension remaining, the repayments come from pay after tax and that removes the tax advantage of commuting.

Part E is aimed at AFPS 05 members and asks about inverse commutation, nomination and allocation. Inverse commutation means that you give up some (in multiples of £100) or all of your tax-free pension lump sum in order to improve your taxable pension – but will you live long enough to break even? Allocation means that you give up some of your pension during your lifetime in order that, after your death, a dependant can receive a pension for the rest of their life. Part F covers inverse commutation to improve a dependant's pension. In both cases, what if they die first? Your pension will not be restored! If you are considering these options we strongly advise that you have a chat with a financial advisor.

Nomination allows you to make your wishes known about who should receive any pension lump sums due in the event of your death. If you do nominate, remember to keep your nomination up to date or a sizeable lump sum could end up with the wrong person!

Part G is for AFPS 15 members and covers inverse commutation of EDP lump sum, allocation, nomination and the timing of your pension. In respect of the first three topics, our advice is the same as for Parts E (above). Regarding the timing of the pension, remember, if you take the pension before the normal age at which pension is due, it will be paid at a reduced rate – before deciding, ask Veterans UK exactly what the reduction would be.

Part H gives the opportunity to opt to give up some of the AFPS 15 pension to generate a tax-free lump sum. This option can only be exercised if you are leaving service at a point at which your pension is payable (so, with an invaliding pension, at the scheme's normal pension age of 60 or from age 55 with actuarial reductions). If you are not in this position just tick "no" and move on to Part I. For those eligible, the rule of thumb is that £1 surrendered generates £12 tax-free, with the maximum lump sum available being worth 25% of the value of the pension

pot. This is not a straight 25% of the pension quoted and, if you are a Forces Pension Society Member, we can work out the exact figure for you. If your pension is not due now, you will be asked the same question on the AFPS Form 8 when the time comes to claim.

Part I is all about how you intend to use your pension lump sum. Basically, HMRC rules places limits on how much of the lump sum may be reinvested into a further pension plan. Many of you will want to just enjoy the money – so you tick 'No' against the first question and move on to Part J. If you are thinking of reinvesting the lump sum, read Part I carefully and answer questions (ii) and (iii). Remember, if your pension is not due now, you will be asked this question again when you claim your pension.

Part J asks for information about pensions which may be in payment from other sources or due from other sources in the future. For most of us the answer will be 'No' but Veterans UK are obliged to ask and it is a

question they will ask again when you come to claim your pension(s). This is all to do with HMRC's Life-Time Allowance (LTA) and the questions are aimed at establishing whether your total pension savings breach the LTA. When you get your pension documentation detailing your actual award, it will show the percentage of the LTA that you have used up by earning your Service pension. It is a good idea to keep the document somewhere safe because, when you come to claim any other occupational pension earned after your discharge, your new scheme administrators will want to know the 'LTA %' you have used by earning your Armed Forces pension – and it is nice to be prepared. Those with large pensions may have applied for Protection Certificates so that they are not heavily penalised by changes to the LTA. We anticipate that this will be relevant to very few Easy Resettlement readers but, if it applies to you, you must notify Veterans UK of this at this point.

Part K requires you to give your bank or building society details.

The term 'Roll number' relates to building society accounts only so, if your payments are going into a bank account, ignore that line of the form. Do remember that payments are made using BACS, and BACS is compatible with cheque accounts but not deposit accounts.

Part L is the Data Protection statement and, having read it, it simply remains for you to sign the declaration at Part M and submit the form to Veterans UK. And, as they say, that's all there is to it!

Finally, just a few words about 'McCloud'. You will have heard about the work that all the Public Sector pension schemes are doing to remedy the discrimination that the Courts found in the transitional arrangements when the 2015 schemes were introduced (AFPS 15 in your case). The consultation process ran from July to the middle of October, this was to determine when members would make their choice (either immediately or deferred to the point of retirement) and the results of this are expected to be announced in December/January. However, implementation is unlikely to be in place before the end of the remedy period (April 2022).

If you are leaving before the final agreed remedy is announced, the only thing you can do is complete the Pens Form 1 in the light of your current position. Once the way ahead is established, MOD will get in touch with people who have left, setting out the options open to them and the timeframes for response. Please do not worry that, having completed the Pens Form 1 in good faith before the announcement of the remedy, you will be disadvantaged by having committed yourself to the current AFPS 75/AFPS 15 or AFPS 05/AFPS 15 arrangement.

If you are a Member of the Forces Pension Society and you have questions on this or any other pension issue, email us at pensionenquiries@forpen.co.uk

If you are not a Member but would like to know more about us, please visit www.forcespensionsociety.org



GUIDANCE WHEN YOU NEED IT MOST



In this article Mary Petley of the Forces Pension Society walks you through the form in order that, when you complete the form, your intentions are clear and considered, and your understanding of what you are signing up to is sound.

Cradle to Cyber

Cyber security is an issue, with organisations and individuals trying to access sensitive data each and every day. The cyber security industry needs more professionals to help secure users from attacks.

What is "Cradle to Cyber"?

A training programme created by Cerco Trainers and ITonlinelearning to take you from novice to expert in cyber security. An industry which is under populated with professionals. An industry which is waiting to take you on your new career.

The Problem...

Even a cursory glance through the UK Governments report "Cyber security skills in the UK labour market 2020" indicates the huge need for cyber security specialists in the UK and this shortfall is common across the globe.

Organisations large and small across all industry sectors as well as individuals, are at risk from cyber-attack. These attacks can come from state sponsored organs all the way down to a teenage "nerd" in their parent's basement. Drivers for this type of behaviour are equally diverse, from political and social manipulation to simple criminal greed. The disruption being caused by Covid-19 just adds to problem with a very large number of workers needing remote access to sensitive information over the internet.

So, it is a huge sector, which is not going away anytime soon, with a massive shortfall in experienced staff. A few training courses and a high paying job in Cyber Security awaits!

Of course, nothing is ever simple. There are a plethora of courses and providers in the training space, offering a range of qualifications, many backed by vendors and accreditation organisations. It is a real alphabet soup of acronym! And of course, after all your hard work in passing your theory exams, the first thing an interviewer will ask about is about your industry experience!

To bridge this gap Cerco Trainers and ITonlinelearning have consulted with DWP Manchester to develop the "Cradle to Cyber" programme.

The aim of this cradle to cyber programme is to:

1. Help individuals gain new skills and qualifications
2. Turn the candidates into in-demand IT Professionals
3. Provide each individual with career skills
4. Help bridge a growing Cyber Security Skills gap
5. Grow the pool of Cyber Security professionals
6. Grow the pool of Cyber Security professionals that are security cleared
7. Place the qualified learner in a contract / permanent job in IT

In Partnership with
ITonlinelearning

ITonline
Learning

Who are ITonlinelearning?

For over 10 years, ITonlinelearning has been providing professional certification courses to aspiring and seasoned professionals to help them develop their careers.

Our goal is to deliver career and course advice to ensure that you are studying for certifications that are relevant and will boost both your career prospects and long term income.

Why is the ITonlinelearning and Cerco Trainers association a good solution?

ITonlinelearning has been working closely with Cerco Trainers for over four years. During this period, ITonlinelearning has trained IT staff and then handed them over to Cerco Trainers who have placed them in the many contracts and permanent roles they have, to provide IT services in organisations and companies across the UK.

ITonlinelearning is a training company established in 2009 that specialises in IT and Project Management training. In addition to being a CompTIA partner, they are an authorised training centre for EC-Council, APMG, PeopleSoft and the BCS (British Computer Society). Cerco Trainers was launched in 1989 and is a technical services business and provider of highly skilled IT professionals to industry leaders including BT, Fujitsu, Computacenter, NCR, The Home Office, The MOD, HP amongst others.

Cerco nurtures and provides practical training and on the job training to candidates to ensure they meet the high expectations of its clients nationwide.

Complete the "Cradle to Cyber" study package and learner journey in 7 steps:

This solution provides different success levels. Although we have 7 steps for the full programme. A learner is successfully working in IT after step 2. If a learner leaves the programme after step 3, the objective of providing them with skills, a qualification and career skills has been met. What has not been met is simply taking their skills and qualifications to a higher level. It is at the higher level where there is a growing skills gap in the UK and that is why we will want to encourage each learner to grow with us and stay on the programme. The more they study, the more they will earn and the more employable they will be.

Are you ready for the "Cradle to Cyber" journey?

Underpinning this programme is the desire to help suitable candidates achieve their goal of working in cyber security in a realistic and structured way, leading to meaningful careers.

For more information on the 7 step Cradle to Cyber programme visit www.itonlinelearning.com.



www.itonlinelearning.com / Tel: 01795 436969
Email: enquiries@itonlinelearning.com
(please quote CIT2020)



Sava

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

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

WHAT IS A RESIDENTIAL SURVEYOR?

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

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

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

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

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

Residential surveying could be the career for you if:

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

HOW CAN I BECOME A RESIDENTIAL SURVEYOR?

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

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

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

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

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

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



WHAT WILL I STUDY?

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

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

contract law, negligence and occupier's liability are looked at in this module.

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

WHAT DO THE SAVA GRADUATES SAY?

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

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

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

My favourite part of the job is meeting people, whether it is

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

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

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

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

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

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

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

HOW DO I FIND OUT MORE?

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

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

Part-time training to become a professional Residential Surveyor

The Sava Diploma in Residential Surveying and Valuation

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

01908 442244 | hello@sava.co.uk | www.sava.co.uk/resettlement/

Sava
MAKING BUILDINGS BETTER



Resettlement Support from CTP



Enhanced Resettlement Provision from CTP

INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS

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

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

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

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

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

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

WHERE DO I START WITH RESETTLEMENT?

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

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

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

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

WHAT SUPPORT AM I ENTITLED TO?

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



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

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

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

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



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

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

*Wounded, Injured and Sick Service Personnel

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

HOW CAN CTP HELP ME?

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

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



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

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

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

TRANSITION

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

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

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

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

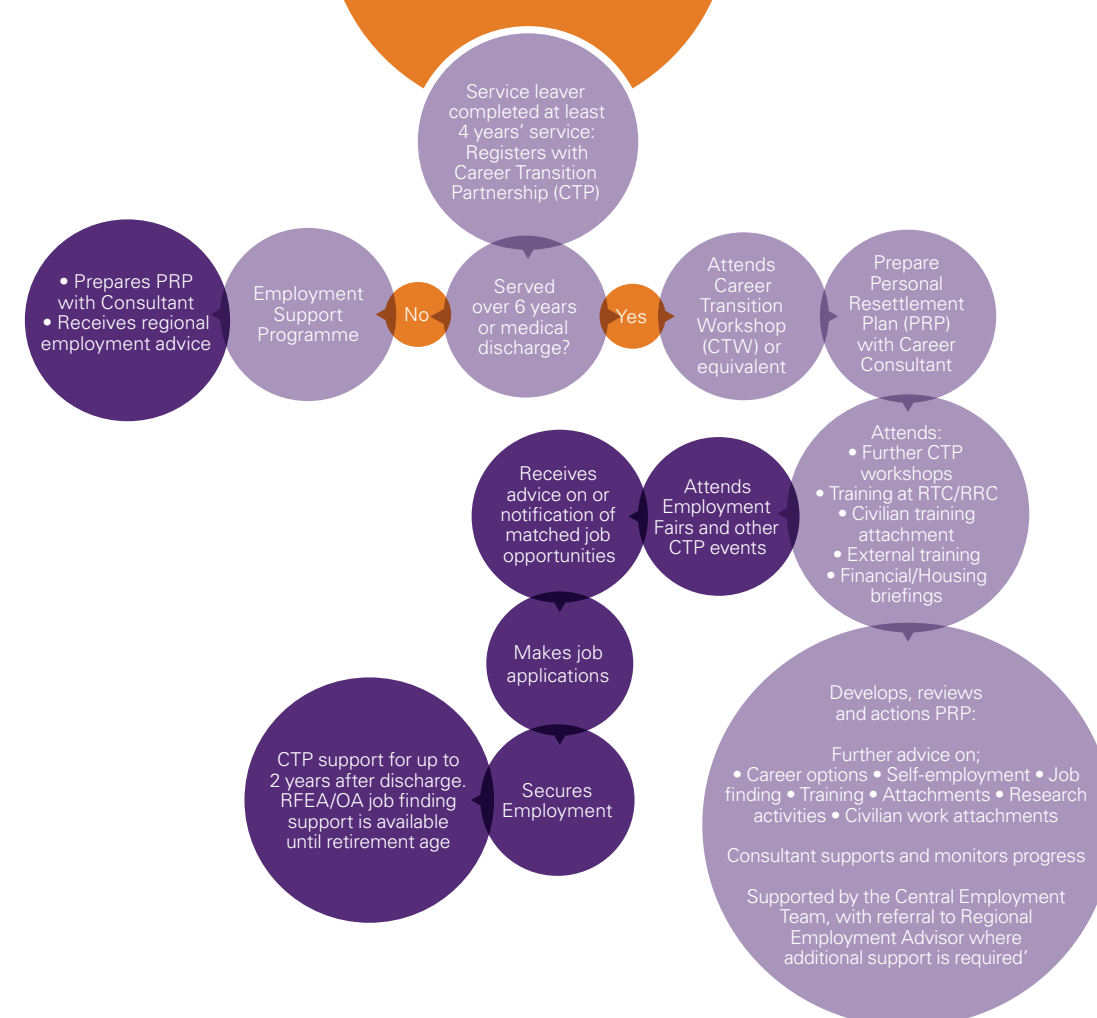
TRAINING

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

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

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

ROUTE MAP FOR SERVICE LEAVERS START HERE:



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

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

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

EMPLOYMENT

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

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

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

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

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

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

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

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

Career Transition tips

There has never been a time when utilising all the support on offer from the CTP, doing thorough research and taking the right attitude to your job search has been more important.

Our team of Career Consultants have created a fantastic new series of top tips to help you navigate your transition from the military to Civilian Street, which will be shared in instalments over the next few months.

This issue, we're exploring some tips on approaching a career change:

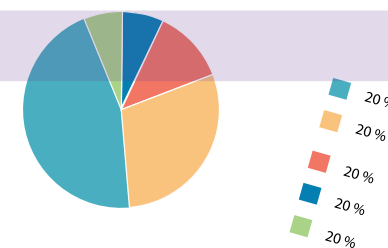
What's the best way to approach a change of career?

- Identify your transferable skills, interests and qualifications – you'll be amazed at just how many different careers you're suitable for. A really useful way to do this is with your Career Consultant, who can guide you through this and develop your Personal Resettlement Plan to keep you on track throughout your transition.
- Talk to people in different roles and sectors to get an insight into what industries and roles might interest you, and how you should go about accessing them. A great way to start networking is through our Virtual Employment Events

(VEE), social media webinars and range of other virtual events that we run every month.

- Complete some online activities in myPlan and the National Career Services skills health checks, to give you some ideas of where to take your skills next. This is great for knowing where your strengths currently lie, and what steps you can take to develop any new skills you might need in your future career choice.
- Look at what you would like to do rather than what you have to do. A career change should always be approached with a positive mind-set, enabling you to confidently network with people and write an impactful CV and covering letters. It is especially important during interview, where aptitude and attitude, combined with positive body language could go a long way to impressing the interviewer.

So, by approaching your career change with positivity, preparation and hard work, you'll increase your chances of a successful transition.



CTP Success Story

Supporting Michael Savage on his resettlement journey.



BACKGROUND

Michael Savage left the Army as a Defence Advanced Search Advisor in 2020 after serving for 14 years. After taking stock of his career, Michael decided that it was time to embark on a new journey, and decided to engage in resettlement support with the Career Transition Partnership (CTP).

"I enjoyed travelling around the world and visiting places I would never have seen, as well as the camaraderie with my colleagues."

However, after 14 years in the Army I felt I'd come to a crossroads; either commit to full engagement or change my career. Ultimately, I felt my skills could be put to better use outside of the military, and so decided it was time for me to make the change back to civilian life."

RESETTLEMENT

Once registered with the CTP, Michael attended a 3-day Career Transition Workshop (CTW), as well as a CTP Employment Fair:

"I found the CV workshop element of the CTW most helpful as it enabled me to draft an impactful CV that was ready to be sent to employers."

I also attended a CTP Employment Fair where I was able to see the different opportunities available to me. At this event, I met people linked with the CTP who passed my CV on to the ULC Robotics, where I now work."

Michael also undertook a PRINCE 2 training course, as well as a Civilian Work Attachment (CWA), both of which worked to make him more attractive to employers and helped him gain a better understanding of what would be expected of him in civilian working life:

"I did a week CWA at Balfour Beatty, shadowing a Site Supervisor. It allowed me to see the day-to-day running

of a site and helped me understand some of the issues a supervisor had to deal with."

SUCCESSFUL OUTCOME

Michael is now a Field Supervisor for ULC Robotics. While he was able to quickly settle into his new role because of his previous experience, Michael did face some challenges:

"The qualifications I gained during my military career are hugely beneficial to my role - helping me understand the electrical aspects of our systems; however it was tough adjusting to the pace of civilian work – it's much faster than in the military!"

ADVICE

And as his closing words of advice to fellow Service leavers, Michael goes on to say:

"To anyone who is leaving or looking to leave the military, make sure you're leaving for the right reasons. Also, never undersell yourself; ex-military personnel offer a wide range of transferable skills that fit perfectly into a civilian job."



If you'd like to hear our top tips on finding a job, you'll find them in next issue's article!



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.
Tel: 01270 212951
Email: enquiries@tec-train.co.uk



The training arm of Cerco IT

The Tec Train

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



FREE 5 DAY I.T. VOCATIONAL TRAINING COURSE

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

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

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

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

Other courses we provide:

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

COURSES COMING SOON:

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

INTERESTED?
THEN CONTACT US TODAY...

www.tec-train.co.uk
Email: enquiries@tec-train.co.uk



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led, practical
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Cerco House
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www.cercoit.co.uk
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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.



Below, they discuss their recent transition from the British Army to now working for TDI.

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

James: The military provided me with some brilliant experiences, qualifications and opportunities over a period of fourteen years. I decided that I wanted to pursue a leadership position in the mine action industry. The driving force behind my decision was that I wanted to have a more active and direct role in making positive changes to the lives of those struggling in areas of conflict around the world.

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

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

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

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

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

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

James: My role with TDI is to create and deliver a bespoke

training package. As ongoing mentoring is required, I have the responsibility to ensure that all of the necessary operational and managerial structures are developed and in place so that the capability is both effective and sustainable.

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

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

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

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

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

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

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

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

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

Sean: James, John and myself are all British. We often associate with South Africans and Kenyans in our accommodation. When



we begin our training packages, we will be working with a large number of local nationals.

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

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

HOW HAS YOUR LIFE CHANGED SINCE JOINING TDI?

James: I needed a new project; one that would test me and

something that I felt was for a worthy cause. My role with TDI ticks all of these boxes. All in all, I am getting personal and professional fulfilment.

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

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

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

James: We are well catered for at our accommodation so our evening

routine and entertainment tends to consist of going to the gym, running/walking along the beach, or setting up the projector and screen for a movie night. Alternatively, relaxing in our rooms for those who prefer time to themselves.

John: I enjoy watching Netflix, however, we do have quiz nights and often play cards. It depends on how you feel, sometimes you prefer to retire to your room at the end of the day.

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

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

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

Sean: I feel that my biggest reward is yet to come. When the first successful operation has been completed, I will feel

a great sense of pride for the training and mentoring that we would have provided.

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

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

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

James: It is a 'no-brainer'!

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

Is it time for a change?

To leave the Army or pursue a new exciting career in austere environments?
"I opted for the change and have never regretted the decision since."

Sean Caven, Search Mentor

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

utilise the skill sets that you have learnt in the Army whilst having an active and direct role in making a positive impact to those affected by unexploded ordnance (UXO). James Wright, Project Manager and Senior Mentor/Trainer, and Search Mentors John Gordan and Sean Caven joined TDI in early 2020, making up this three-person team on their project. Collectively, they have fifty years of military experience, each with their own unique qualifications.



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

Apply now and join TDI.

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

Contact us on:

info@thedevelopmentinitiative.com | [twitter/TDI18](https://twitter.com/TDI18) | www.thedevelopmentinitiative.com/job-opportunities/



Gap in support 'could soon resemble chasm' for some service leavers, says SSAFA CEO

An autumn report from SSAFA, the Armed Forces charity, launched to raise awareness of the charity's own Mentoring Service, graphically illustrates the level of misunderstanding about the ongoing needs of the ex-Forces when they leave the military.



This is being exacerbated by COVID-19 as SSAFA statistics also show an alarming increase in the number of people coming forward needing help with their transition back to civilian life – estimated to be double that of 2019 by the end of this year.

Last year, SSAFA received a total of 303 referrals or requests for support from their Mentoring Service. By 15 October 2020 (the time this report went to print), the charity had received 400 referrals or requests.

SSAFA's CEO, Sir Andrew Gregory, said: "While most servicemen and women thrive when they leave the Armed Forces, a percentage have always found the transition difficult. Despite having expanded in recent times, the mentoring capacity that SSAFA provides could be tested; numbers approaching the charity have grown significantly this year, especially as a result of the impact of COVID-19."

"To present the stark reality, by the end of 2020 the number of people to have sought support from this specialist service will be more than double the number in 2019. That is a single year, but what worries me, and the charity more, is that the impact of this pandemic is likely to be felt for years to come. It is vital that the work of our Mentoring Service is known to anyone in need of our help, particularly given the consequences of the pandemic; SSAFA can provide assistance now and will continue to do so into the future."

Transition impacts every individual differently, no matter how strong and resilient they are.

"They may not be as visible as my physical injuries, but the scars of transitioning out of the Armed Forces run deep and demand long-term support", said Cassidy Little, a former Royal Marine Medic who lost his leg to an IED blast in Afghanistan in 2011. Additionally, a lack of understanding and the continued misrepresentation of the Forces in the public eye is also cited as a reason for the environment facing service leavers being a challenge. More than four out of every five people (82 per cent) have never heard of the Armed Forces Covenant – and shockingly nearly one in 10 (9 per cent) of 16 – 24 year olds believe the Armed Forces Covenant is either an Eighties action film starring Dolph Lundgren or a new video game set to be released this Christmas.

However, while a lack of understanding and misperceptions are rife, support for the Armed Forces community from the general population is still strong. The survey, carried out among more than 2,000 adults between 30 September and 2 October 2020, asked if the Government could be doing more to support our Armed Forces community during this tough economic period, two thirds (67%) said yes.

Those transitioning out of the Armed Forces can access support from the Ministry of Defence for a period of two years after they leave. Some service leavers do not realise the value of accessing this support until it is too late. SSAFA's mentoring service is there to catch and help those who need help, to stop them falling through the gap.

- SSAFA predicts number of ex-Forces needing their support to increase by 100% by end of 2020, as those asking for help already more than last year
- 67% of the general public polled say UK Government must do more to support service leavers during pandemic
- 82% polled have never even heard of the Armed Forces Covenant – demonstrating a lack of awareness of existing support
- One in 10 (9 per cent) of 16 – 24 year olds believe the Armed Forces Covenant is either an Eighties action film starring Dolph Lundgren or a new video game set to be released this Christmas.

To find out more about SSAFA's Mentoring Service or if you, or anyone you know, is in need of SSAFA's support with leaving the military, please visit - ssafa.org.uk/mentoring

To donate to SSAFA: ssafa.org.uk/donate

ssafa | the
Armed Forces
charity



CASE STUDY

Name: Michelle Hodgson
Age: 33
Location: Shropshire
Length of Service: 13 years
Rank: Corporal
Left the Army: 2018
Current Position: Product Support Technician

Following in my father's footsteps, I joined the British Army when I was 18 years old. I knew it would be tough, but the experiences and friends I have made along the way gave me a life so different from anything I could have imagined growing up.

I joined the Royal Electrical and Mechanical Engineers (REME) as a Vehicle Mechanic A (Heavy Armour) where I saw numerous deployments around the world for training, adventure and wartime operations.

RBSL felt like the best fit for me after leaving the Forces. The vehicles

are military based which made my technical transition a smooth one and they have lots of ex-service personnel who give it a real feel of home from home. Their reputation within the industry was impressive and the dedication to protecting and supporting the troops was something that I couldn't ignore.

Whilst here, I have been involved in a range of tasks, from new trials and testing and teaching apprentices, to regimental visits as part of the Boxer delivery team.

They also offer great benefits like continued education and the ability to use your ELC in conjunction with company packages. This means I will be completing my Higher National Certificate in Mechanical Engineering and will further that to Higher National Diploma with the full support of the company. They also encourage membership to Engineering bodies and will pay for your annual subscription.

Manufacturing the new Boxer will keep our troops safe whilst on operations, and I can continue to move forward on my own career path.



Rheinmetall BAE Systems Land (RBSL) is a defence engineering company headquartered in Telford, Shropshire. The company designs, manufactures and supports military vehicles used by the British Army and international customers.

RBSL has a strong heritage - you may recognise vehicles the company has manufactured and supports to this day

including Challenger 2, Titan, Trojan, Warrior, Terrier, CVR(T) Bulldog and Panther.

Phil Simon, Operations Director at RBSL, said: "Many of our employees are veterans and reservists who have served alongside the vehicles and systems they support in RBSL. These are highly-valued members of our team giving us direct insight to user experience and requirements, with many having regular touchpoints back into the MoD and British Army as part of their day-to-day work."

"We actively recruit from the Armed Forces community through

specialist agencies and have made further commitments by signing the Armed Forces Covenant, the Women in Defence Charter, and by choosing to support SSAFA as our charity partner."

RBSL is bringing new skills and technologies into the business through a recently secured contract to manufacture over 260 Boxer 8x8 armoured vehicles for the British Army. This will create and sustain over 200 skilled jobs in and around Telford – roles that are very suited to veterans with their relevant transferable skills and knowledge.



Competition Time

This pandemic has affected everybody across the world in one way or another.

We have selected various forces charities, here is a brief outline of who they are and what they do.



THE ABF SOLDIERS CHARITY

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

What we do

We are a grant-making charity, supporting 70,000 people in around 60 countries each year. We do this by awarding grants to individuals and families, and providing essential funding to around 90 charities and organisations that support the Army family. When we hear of a person or family in need, we aim to respond within 48 hours.

Our vision

All soldiers, veterans and their immediate families should have the opportunity to avoid hardship and enjoy independence and dignity.

What we fund

The overall scale, breadth and range of our support is vast. We help very young serving families cope with a sudden bereavement or traumatic loss. We provide wide-ranging support to wounded soldiers, many of whom will need increasing financial assistance for decades to come. We provide help with housing, education and training for employment for soldiers and veterans of all ages. We are there for older veterans and their widows or widowers when they find themselves lonely or isolated.



ALABARÉ

Alabaré are a charity supporting vulnerable, homeless and marginalised people. We help them transform their lives, providing accommodation and helping them gain the skills, confidence, and opportunities to live a fulfilled life.

The Alabaré Story

Alabaré was founded in 1991 by Rev John Proctor and his wife Alicia after they befriended and offered a home to a series of people in crisis. They soon realised that the need was far greater than they alone could meet. In partnership with a Christian community, they founded a new charity, Alabaré and following a year of fundraising, our first home, Barnabas House, was opened.

30 years later, Alabaré now offers support to thousands of people in need through its homes and services across England and Wales.



ARMY FAMILIES FEDERATION

Army Families Federation (AFF) is the independent voice of Army families and works hard to improve the quality of life for Army families around the world – on any aspect that is affected by the Army lifestyle.

AFF is independent of the Army and offers confidential advice. We will deal with your enquiry without revealing your identity.

AFF is often pivotal in achieving improvements for Army families such as changes to Government and military policy and changes to how things are provided for families. AFF does not do this by itself; our role is to highlight problems to the chain of command or service providers, and to work with them and other agencies to improve the support they provide to Service families.

AFF also provides a signposting service to help you find the right person to speak to, as well as providing useful information for Army families through its website and magazine.



BLESMA

Blesma Since 1932 we have been the only national Service charity that supports limbless veterans for the duration of their lives, offering financial and emotional support to them and their families.

Since WW1 we have worked tirelessly to guarantee that our limbless veterans are not failed, forgotten or left to fend for themselves.



BLIND VETERANS UK

Blind Veterans UK helps ex-Service men and women of every generation rebuild their lives after sight loss. Since 1915 we have provided rehabilitation, training, practical advice and emotional support to tens of thousands of blind veterans.

It's a sad fact that many of the blind veterans we support suffer from social isolation.

It happens as we get older and our families leave us, and partners pass away. For people with sight loss, that isolation is all the more painful to bear.

It's not just about losing other people though, it's also about being isolated inside yourself when you are unable to carry out tasks such as going to the shops or even pick up a phone to speak to a friendly voice. For those who cannot see, it often leads to losing your self-belief, and – even worse – your sense of belonging.

That is why we need your support now.



COBSEO

Cobseo, as the Confederation of Service Charities, provides a single point of contact for interaction with Government, including local government and the Devolved Administrations; with the Royal Household; with the Private Sector; and, of course, with other members of the Armed Forces Community. This allows Cobseo Members to interact with all interested parties and especially to cooperate and collaborate with others in order to provide the best possible level of support to beneficiaries.

The stated objectives of Cobseo are to represent, promote, and further the interests of the Armed Forces Community by:

- Exchanging and coordinating information internally.
- Identifying issues of common concern and coordinating any necessary and appropriate action.
- Acting as a point of contact for external agencies to the Members of Cobseo.
- Representing and supporting the needs and opinions of its Member organisations, individually and collectively at central and local government levels and with other national and international agencies.



COMBAT STRESS

Combat Stress are the UK's leading charity for veterans' mental health. For over a century, we've helped former servicemen and women with mental health problems such as post-traumatic stress disorder (PTSD), anxiety and depression.

Today we provide specialist treatment and support for veterans from every service and conflict, focusing on those with complex mental health issues.

The work we do is life-changing and often lifesaving. No one else does what we do.

Our unique services

During the COVID-19 pandemic, the need for our specialist services remains critical.

Although our clinical staff are unable to meet veterans in person, we have adapted and enhanced our phone and digital services to provide 1-1 therapy sessions, introduced a range of online resources on our website and offered access to our online peer support community.

Please be aware that while we are taking new referrals in Scotland and Northern Ireland, after a temporary pause while we reconfigured, we are beginning to take on small numbers of new referrals in England and Wales until we are able to take more.



CONTINUED >>

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FIMT FORCES IN MIND TRUST

FiMT Forces In Mind Trust was founded in November 2011 by a £35 million endowment from the Big Lottery Fund (now The National Lottery Community Fund). As a member of Cobseo – the Confederation of Service Charities and a permanent member of its Executive Committee, the Trust works within the military charities sector, and much more widely, to support the United Kingdom's Armed Forces Community.

The engine of the Trust is the Programmes Committee, which drives an annual award programme to a variety of organizations in accordance with the Grants and Commissioning Plan. The Plan comprises a coherent set of seven Programmes, each with desired beneficiary outcomes and guiding priorities derived from a robust theory of change model, and encompassing an influence and exploitation plan.

The Trust is unique within this sector, and in 2018 launched its 'Third Age' strategic approach, which puts measurable impact at its core.



HAIG HOUSING TRUST

Haig Housing Trust, known as Haig Housing, was formed in 2008 as a 'sister' charity to Douglas Haig Memorial Homes (Haig Homes). The two Trusts were amalgamated on 1st October 2013.

The object of Haig Housing is to provide housing assistance to ex-Service people and/or their dependants. Currently this object is achieved by letting general needs homes at affordable rents to the ex-Service community, and providing tailored housing solutions to suit the individual needs of severely wounded and disabled Veterans. Haig Housing also offers a wide range of housing advice to the Service community and is the Strategic Housing Partner of Help for Heroes.

The Trust has over 1,500 properties throughout the UK which are a mix of family-sized houses, flats, maisonettes and bungalows, built mostly in the 1930s, 1950s and 1990s. The properties are generally on small, well-managed estates ranging in size from six houses up to the largest estate in Morden of over 270 homes. These are located in over 50 different local authorities.



HELP FOR HEROES

Help for Heroes believes those who serve our country deserve support when they're wounded.

Every day, men and women have to leave their career in the Armed Forces as a result of physical or psychological wounds; their lives changed forever.

The Charity helps them, and those still serving, to recover and get on with their lives by providing physical, psychological, financial and welfare support for as long as they need it. It also supports their families, because they too can be affected by their loved one's wounds.

Help for Heroes receives almost no funding from the Government, which means it relies on the spirit and generosity of the great British public, its partners and volunteers to keep going. It has already supported more than 25,000 people and won't stop until every wounded veteran gets the support they deserve.



HELP 4 HOMELESS VETS

Help 4 Homeless Vets is a charity based in South Yorkshire and most of our work is here in the North of England. When possible, we will attempt to assist veterans elsewhere too, but they should also seek advice through the Veterans Gateway on alternative support groups in other areas that may be better placed with local networks to assist them.

We support former members of HM FORCES (VETERANS) facing homelessness.

The charity is a member of Cobseo, a signatory to the Corporate Covenant and a member of the Community Covenant Veterans Support Groups in Barnsley and Doncaster. Our annual reports and accounts are available to view on the Charity Commission and Companies House Web sites.

Our unique selling point is that we are small enough to react quickly; if we can help someone who contacts us it happens fast, if we are unable to help directly we will always refer enquirers to another organisation usually through the VETERANS GATEWAY who may be able to provide assistance.



HIRE A HERO

Hire A Hero is a charity that supports service leavers through the transition into civilian life. We work in partnership with public, private and third sector organisations to provide a network of support and to signpost service leavers to the most appropriate resources as required. Hire A Hero supports Service Leavers and Veterans to make the successful transition into civilian life.

Why?

- Because on leaving the armed services;
- 91% of the public believe those who have served have been mentally, emotionally or physically damaged;
- 92% of Service Leavers leave in good health;
- 48% of Early Service Leavers are unemployed six months after leaving;
- 58% of service personnel believe that most employers don't understand them and won't give them a chance;
- Only 8% of Service leavers are medically discharged.

A network of like-minded businesses and partner organisations who want to make a positive difference to those who have served.



NATIONAL MILITARY WORKING DOGS MEMORIAL CHARITY

National Military Working Dogs Memorial charity, otherwise known as NMWDM (UK), was established in 2017 with the sole purpose to establish a memorial to commemorate the Military Working Dogs who bravely served their country in both World Wars and subsequent conflicts as in Bosnia Afghanistan and Iraq. This memorial will be a public monument situated in North Wales (central location for the whole of the UK and Ireland) and will be open all hours. The land has been donated to the charity.



NOT FORGOTTEN ASSOCIATION

Through social activities and challenge holidays, The Not Forgotten combats isolation and loneliness amongst the Armed Forces community.

We support any serving man or woman who is wounded, injured or sick and any veteran with a disability, illness or infirmity; whatever the cause and whenever it arose. Any serving or former member of The Royal Navy, The Royal Marines, The British Army, The Royal Air Force and The Merchant Navy, both Regular and Reserve Forces, may be eligible for our help.

Our motto 'From Comradeship To Challenge' illustrates the variety and breadth of the support we offer. Some of our activities provide a physical challenge and the opportunity to develop self-confidence, others are of a more social nature aimed at fostering camaraderie and friendship; many offer both challenge and comradeship. Each of our events and activities is intended to restore confidence, enhance wellbeing, boost morale and improve the chances of the service man or woman and their family enjoying a normal, if not better, life.



PROJECT NOVA

Project Nova Supports veterans who have been arrested or are at risk of arrest. Operating in five areas of the UK: The East of England, North West, North East, Devon and Cornwall and South Yorkshire and Humberside.

Project Nova supports vulnerable veterans and veterans who have been arrested and enter Police Custody. Veterans may also be referred by specialist Police teams, or other statutory organisations, because they are at risk of arrest. As of 2019 it also supports Merchant Navy who have worked with HM Forces on Operational deployment.

Launched on 1st July 2014, it is delivered as a partnership between RFEA and Walking With The Wounded (WWTW). Project Nova currently operates in the East of England; the North East; the North West, Devon and Cornwall and South Yorkshire and Humberside.

Project Nova is operated by staff with a blend of experience from the armed forces, Criminal Justice System and charities.

Vote on Twitter  @EasyResetMag



RAF BENEVOLENT FUND

Since our foundation in 1919, the RAF Benevolent Fund has been there, through thick and thin, supporting the RAF Family. We are an independent charity and receive no regular Government funding. We rely entirely on your support to continue our work.

Our principal activities are the following:

- To provide assistance to the RAF Family, when they are in need.
- To maintain and preserve the RAF Memorial in London on behalf of the nation.
- To support the morale and wellbeing of the serving RAF.
- To be responsible for the Bomber Command Memorial in central London.

We provide a spectrum of services that range from our Airplay programme supporting children growing up on RAF stations, to relationship counselling for RAF couples and respite breaks for RAF families and veterans.

We also support members of the Air Cadet Organisation (ACO) (including members of the Combined Cadet Force RAF component) if they are injured whilst on duty.



RFEA REGULAR FORCES EMPLOYMENT AGENCY

One Million Working Age Veterans. We provide employability and employment support to working age veterans in the UK. Current estimates are that one million working age veterans live in the UK. We know that unemployment rates for working age veterans are higher than for civilians.

We support veterans through life including those who have served for a short time and are in the 18-24 year old age range, through to older veterans. The over 50's are increasingly recognised as facing greater challenges in finding employment.



ROYAL BRITISH LEGION

Royal British Legion is at the heart of a national network that supports our Armed Forces community.

We are here through thick and thin – ensuring their unique contribution is never forgotten. We have been here since 1921 and we'll be here as long as they need us.

We are the country's largest Armed Forces charity, with 235,000 members, 110,000 volunteers and a network of partners and charities; helping us give support wherever and whenever it's needed. We provide lifelong support to serving and ex-serving personnel and their families.

Our support starts after one day of service and continues through life, long after service is over.

From providing expert advice and guidance, to recovery and rehabilitation, through to transitioning to civilian life – we can be by their side every step of the way. And it's not just members of the Armed Forces but their families too.

If there is ever a reason we can't help, our vast network will mean that we know someone who can.



SSAFA

SSAFA provides lifelong support to serving and ex-serving personnel and their families.

Our support starts after one day of service and continues through life, long after service is over. From providing expert advice and guidance, to recovery and rehabilitation, through to transitioning to civilian life – we can be by their side every step of the way. And it's not just members of the Armed Forces but their families too.

If there is ever a reason we can't help, our vast network will mean that we know someone who can.



STOLL

Some Veterans struggle to adapt to civilian life when they leave the Armed Forces. At Stoll we support the most vulnerable Veterans by assessing an individual's needs and then arranging appropriate support. This can include a new affordable home to rent, developing people's skills to enable a Veteran to get a job and supporting people's health needs. Once a Veteran is living independently, on firm foundations, we support them as they move on from Stoll and always encourage this where possible. A home with Stoll We provide over 250 Stoll affordable homes for vulnerable Veterans to rent. We currently operate four schemes in West London and we are building 34 new homes in the garrison town of Aldershot.



THE VETERANS CHARITY

The Veterans Charity was founded in March 2008 to support UK Veterans of all generations. We provide fast, direct support to Veterans facing hardship and distress.

We supply essential items including food shopping, clothing, household goods like kitchenware and appliances as well as furniture and even mobile phones to aid vital communication.

Since 2011, we have provided essential items to more than 1000 Veterans and given guidance and advice to many more.



VETERANS' GATEWAY

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

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

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

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

Who is part of Veterans' Gateway?

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



WALKING WITH THE WOUNDED

Established in 2010, Walking With The Wounded, a military charity for ex-military in the UK, supports a pathway for disadvantaged veterans to re-integrate back into society and sustain their independence. At the heart of this journey is employment.

We recognise the inherent skills of our armed service personnel and want to complement these qualities, as well as provide support to transfer their skills into the civilian workplace. We offer assistance through our programmes to those vulnerable veterans who have been physically, mentally or socially disadvantaged by their service and assist them in sustaining their independence through new sustainable careers outside of the military. This includes providing support to homeless veterans and veterans in the Criminal Justice System, areas which are too often ignored.

The outcome? Sustainable employment, and independence for them and their families.

We know there are many other great forces charities, that work tirelessly to support their service personnel and families that need them, however we wanted to get this up and running which is why we selected some of those that we have previously worked with.

Because our magazines can be a great platform for charities to share their efforts in the form of overviews of the help they provide and case studies from people they have assisted, we are offering a 50% discount from our advertising rates, as well as giving FREE editorial to to highlight their efforts. Please get in touch by email to James@easyresettlement.co.uk or call on 01945 450297.

An already ambitious trek across the Arabian desert will be made even tougher as the team pull a custom-built cart weighing in excess of 100kg with the supplies they will need for the 21-day expedition, testing the teams willpower and teamwork.

Starting on the 18th February and ending on the 9th March, the team, all of whom suffer physical or psychological injuries from their time in Service, will trek between 20 km to 22 km per day. Temperatures will reach 95°F and around 550,000 steps will be taken across the Omani desert.

Ed Parker, CEO of WWTW said: "The expedition is not going to be easy but the strength, courage and resolve of the team taking part has and continues to be an inspiration. Each of them faces their own challenges, and have been physically, mentally, or socially disadvantaged since serving, however, together they will cross the Omani desert. Since Walking With The Wounded was founded 10 years ago, we have taken teams of ex-servicemen and women to the North Pole, South Pole, Everest and across Britain and the USA. The Grenadier Walk of Oman marks our 6th international expedition and another fantastic opportunity to showcase the grit, determination, and resilience of those who served. We are excited to be working together with our incredible expedition Partners as we raise awareness and highlight why we need to support our ex-servicemen and women as they transition from the Armed Forces into civilian life."

The expedition has been enabled by the backing of INEOS Automotive, whose Grenadier 4x4, due for release in late 2021, stands for the spirit of guts, grit and good humour embodied by the team. Other partners supporting the charity and sponsoring the expedition include Global Energy Drink Brand Monster Energy, Satellite Communications Specialists Avanti Communications, British Outdoor Clothing Brand Craghoppers, leading wealth and asset manager Shard Capital and the Invictus Games Foundation.

The Grenadier Walk of Oman is supported by The Duke of Sussex in his role as the official Expedition Patron, along with support from the Royal Office of HM Sultan Haitham bin Tariq and in partnership with the Omani armed forces.

Walking with The Wounded's Grenadier Walk of Oman team gearing up for departure

The Grenadier Walk of Oman will take five ex-military personnel and one member still currently serving to the hostile environment of the Omani desert.



Each of them faces their own challenges, and have been physically, mentally, or socially disadvantaged since serving, however, together they will cross the Omani desert.



Follow their journey:
www.walkofoman.co.uk



Military charity

Walking With The Wounded

launch new north east regional service hub to support ex-military

Walking With The Wounded (WWTW), a leading military charity has expanded its national reach with the launch of the new North East Regional Service Hub, in partnership with MySpace Housing Solutions. Following the success of Walking With The Wounded's first Regional Service Hub in the North West of England, the Charity's North East Service, launched in 2019, continues to grow and expand. Walking With The Wounded North East will continue their work at Gateshead Civic Centre but will now also work from the new Regional Service Hub, based in North Shields, in partnership with MySpace Housing Solutions.

Ed Parker, WWTW CEO, said, "The new hub will provide vital services to the ex-military community in the North East, with the WWTW team providing mental health and employment support and MySpace focusing on housing support for those who need it the most. WWTW has been operational in the North East since 2019 and the new Service Hub will provide a permanent base for the team. It is a fantastic achievement and demonstrates that we are still here to support those who serve."

The development of the Hub started in March 2020. MySpace Housing Solutions operate a veterans' supported accommodation service at the Walker Building in North Tyneside. The organisation will provide veteran housing and WWTW will provide access to welfare and employability support to ex-military, empowering them to regain their independence, thrive and contribute in our communities.

WWTW North East Regional Operations Manager, Tommy Watson, commented, "The launch of the new North East Service Hub is a fantastic development for WWTW and it builds on our strong relationships with organisations like the Armed Forces Outreach Service (AFOS) and the regional councils. The new Hub will enable us to reach more veterans in the North East of England, work more closely alongside other organisations supporting those who served and allow us to help veterans reintegrate into their communities."

MySpace Regional Manager for Cumbria and the North East, Vanessa Dixon added, "MySpace are delighted to be working in partnership with WWTW to develop a Veterans Support Hub as part of our accommodation project. MySpace aims to support independence and inspire growth and by utilising the Hub and the specialist support services on offer there, our tenants will be able to access information, support and guidance whilst at the same time being able to be involved to design and coproduce the services being offered."

In order to create a joint working environment, WWTW have received support from a number of organisations including, Armed Forces Covenant Fund Trust, Ground Control, Fortem, North East Business Systems, Bell Group and White Knight Maintenance.



For more information about the Charity, visit: www.walkingwiththewounded.org.uk



National Helpline 0800 917 7650

www.alcoholics-anonymous.org.uk

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

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

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

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

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

"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

 **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

Building Heroes really sent me in the right direction to my perfect career. My eyes were opened to a whole new career path and without the course I would not be in the position I am today.

Ellis Jewell, Building Heroes graduate, 2020



CASE STUDY

Plymouth graduate Zoe on how Building Heroes gave her a second chance. "You don't realise that you've been in this protected bubble, it's so easy to feel lost. When I left the Army, I was in that difficult transition phase, with no idea of what I wanted to do next. Before I joined the Armed Forces, I tried to get an apprenticeship in construction, but there just wasn't an opportunity for me. Building Heroes has given me a second chance. It's the best course I could have gone on. They didn't just teach us the hands-on skills we needed, in just a few weeks they changed how we all felt. I feel confident with everything I've learnt, so much so that I'm going to work on my own house. I got to meet Steve from Steve Hoskin Construction Ltd on the course, sent them my CV, went to a couple of interviews, and got the job offer I wanted - it was amazing! The course helped me find exactly what I wanted to do and gave me the introduction I needed. I enjoyed everything we learnt throughout the course, but the health and safety side became the one thing that I really wanted to do. So, I'm really excited to be starting my career as a Health and Safety Advisor."



Transfer your military skills into construction with Building Heroes

The military charity that provides fully funded construction and engineering training for veterans, service leavers and their families, has now launched a veteran-only property maintenance company.



If you're considering a career in construction, then military charity Building Heroes provides the perfect starting point. Established in 2014, the organisation now delivers its training programme at 12 centres across the country and recently celebrated its 1000th graduate. Aiming to tackle unemployment amongst those who have kept us safe by offering them a seamless transition to a new career in construction, Building Heroes currently provides 5-week Construction Skills and Engineering Operations courses that can easily be fitted in to your resettlement timetable. The construction course offers a grounding in bricklaying, plastering, plumbing, painting and decorating, tiling and carpentry/joinery, while the engineering course includes using abrasive wheels, hand tools and power tools, hand fitting techniques, forming and assembling pipework systems and general fabrication and welding. All courses include a formal qualification as well as Health & Safety training and the chance to earn your CSCS card, a must for working on construction sites. Service leavers, veterans and all the forces family are welcome to apply, and all courses are at no-cost to the learner.

EMPLOYMENT SUPPORT

Following the course, the organisation will look to support graduates into employment, self-employment or further training within the industry, through its network of national and regional employers, which include industry giants Wates, Barratt Homes, Eurovia, Vistry Group, Engie, Bouygues and VolkerWessels. Everyone on the course is supported by an RWPO (Recruitment, Welfare & Progression Officer). The officer acts as the main point of contact for learners, offering welfare support for the duration of the course and up to six months after the course, plus assisting in finding suitable onward career pathways. The choice of careers available is vast. While many graduates have set up as self-employed maintenance operatives, or started property development businesses, others have secured jobs as Trainee Site Managers, School Caretakers, Mechanical Testing Engineers, Building Managers, Trainee Carpenters, Highways Maintenance Operatives, Yard Managers,

Labourers, Gas Engineers, Health and Safety Officers and so on.

The team behind Building Heroes has a plethora of experience and talent within the construction industry, interspersed with personnel familiar with education development, recruitment, mental health support, employability skills and, of course, the military and resettlement phase. They include Chief Executive, Brendan Williams, who was born into a long line of specialist Master Bricklayers and who helped start the charity in 2014. Alongside Brendan, you will find employees such as Employer Engagement Officer Simone Halliwell, who has vast experience of military relocation having married into the armed forces, alongside having a son who now serves in the Royal Navy, and RWPO John Simpson who has served a combined total of 35 years in the military and the Home Office.

BUILDING HEROES PROPERTY SERVICES

When you graduate from the Building Heroes Education Foundation you will have the opportunity to apply to join Building Heroes Property Services, a veteran-only Property Maintenance company. This initiative has been set up to provide a direct progression pathway for Building Heroes graduates (alongside other skilled veterans working in the industry, such as Electricians and Gas Engineers) into the property maintenance industry, linking a community of local military tradespeople with customers looking for home improvements and other maintenance services. Building Heroes Property Services was launched in Colchester and Portsmouth in November, two forces-friendly cities with high concentrations of Building Heroes graduates, with plans to expand nationally throughout 2021.



CASE STUDY

Ross Ardley on how he's building his own business, and joining Property Services!

Brendan Williams explains why ex-forces provide such a good fit for the construction industry. "They're always on time, they never let you down and they work in teams very easily. They bring reliability, resilience, problem solving and a desire to work, they're not shirkers, they're workers. Creating new opportunities for veterans is really important, and my experience is that they're great staff. I tend to tell the employers we work with, 'Don't hire one, hire a few. If you hire a few they'll improve the productivity of your organisation dramatically.'"

FURTHER EXPANSION

Alongside the Property Services company, the Building Heroes Education Foundation also has plans to expand its offer next year with new training centres in the West Midlands and South Wales, and the introduction of 'pop-up' centres. Following a partnership with Sherford Skills Centre in Plymouth - where Building Heroes trainees were taught on the site of a huge housing development, thereby providing excellent links to local job opportunities - the charity plans to set up more 'pop-up' training sites linked directly to large-scale, long-term builds across the UK. It is also looking to diversify its training offer to cover key construction disciplines such as Introduction to the Built Environment and Groundworks and Civils. The charity's Chief Operating Officer Karen Jefford told us: "The building industry is such a great route for service leavers. They bring a great number of transferable skills, and as an essential service, it's one industry that hasn't stopped during the current crisis. With Boris Johnson's Build Back Better initiative, it's a fantastic industry that continues to grow, and we aim to grow with it."



CASE STUDY

Our graduate Dean Horton on how our Construction Skills course helped him find employment. "Since the course, I applied for a job as a Trainee Assistant Site Manager with Barratt Developments and I was successful. I have utilised so many skills from the course. I am able to manage and communicate effectively with the trades on site because of the insight the course gave me; having a basic knowledge of what the trades do and how they do it has given me a lot of credibility. I enjoy the working environment, which is very similar to the military environment. I enrolled on the course with a plan to be self-employed as a handyman, however, the course gave me such a fantastic insight into the construction industry and opened my eyes to other opportunities. I am eternally grateful for the experience and how it has led me to where I am now. The Building Heroes course has, without doubt, contributed to me being successfully employed in the construction industry and in a job that has excellent prospects."

**BUILDING
HEROES**

APPLY

You can apply for a course at www.buildingheroes.org.uk or book a Building Hero to do some work around your property at property.services.buildingheroes.org.uk. Building Heroes is a registered charity and as a result anyone can help the initiative by donating. Donations can be made via its website.

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 qualification 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 for more information.



The British Franchise Association

You may be considering joining a franchise as your next career move, which is great. The British Franchise Association are on hand to help you prepare to ask the right questions and make the right choice for you.

WHAT IS FRANCHISING?

Business format franchising is the granting of a license by one person (the franchisor) to another (the franchisee), which entitles the franchisee to trade under the trade mark/trade name of the franchisor. This agreement also allows franchisees to make use of a comprehensive training package, consisting of all of the necessary information to enable a previously untrained person to establish a business using the brands format with continued support from the franchisor.

WHO ARE THE BRITISH FRANCHISE ASSOCIATION?

The British Franchise Association (bfa) was established in 1977 and is the only voluntary self-accrediting body for the UK franchise sector. Its aim is to promote ethical franchising practice in the UK and help the industry develop credibility, influence and favourable circumstance for growth. It does this with a self-regulatory, standards based approach to membership of the association. In addition the bfa works to increase the awareness of ethical franchising by communicating with government, academia, the media and the UK public on what constitutes franchising best practice.

WHAT CONSTITUTES A 'GOOD' FRANCHISE?

Simply put, a 'good' franchise will protect the interests of their franchisees whilst supplying the agreed training and ongoing support for any franchisee trading under their proven business model. As franchising in the UK is unregulated, there are franchises around that fall short of any or all of these characteristics and this is why it is important for you to do your research before handing over any money or signing a legally binding contract.

All members of the bfa have undergone and passed the bfa's rigorous accreditation process. These brands then agree to abide by the bfa's rules of membership and periodic reaccreditation of their brand as standard. To complete this accreditation process, the bfa's accreditation team review the brands promotional materials, check they can evidence their financial projections, survey the franchisee network and check the franchise agreement with a bfa accredited legal advisor. This detailed process is designed to filter out the brands who do not meet the bfa's standards. As a result, brands do not always pass their accreditation the first time. The bfa then provide feedback on what changes or improvements need to be made

WHAT CHECKS SHOULD I MAKE BEFORE I JOIN A FRANCHISE?

What checks shouldn't you make should be the question! As mentioned before, prospective franchisees invest time and money into building a business under an already established brand; therefore it is important that they are comfortable that the brand is worthy of that commitment.

Check them out online: The World Wide Web is incredibly powerful tool to utilise when finding out more about a brand's reputation. With social media and customer reviews so easily accessible you are able to not only see whether a brand has developed a negative reputation for their franchise operation, but also whether their network of franchisees are helping to build a positive brand image through their customer service – after all who wants to join an operation with a network of franchisees that are damaging the brands reputation?

That being said, do bear in mind that there are always two sides to the story. Do bring any concerns raised during online research to the franchisors attention. They may have a good explanation for what you found or alternatively,

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

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

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



www.easymresettlement.com



they could convince you that their brand is not where you want to place your trust and funds.

Ask them detailed questions:

To name a few: how long did the business operate before they franchised? How long have they been franchising? How many franchisees are currently operating? Have many franchises failed whilst trading under the brand? These can feel like tough questions to ask, however, it is incredibly important that you ask them. Firstly, you can find out a lot about a franchisor from how

transparent and forthcoming they are when answering these questions. Secondly, a 'good' franchisor will be selective about who they introduce into their network, being prepared with sensible and detailed questions proves commitment to the franchisor.

For more questions to ask a franchisor during your initial meetings, visit the bfa website and read 50 questions to ask a franchisor:
www.thebfa.org/join-a-franchise

Speak to existing franchisees:

This is a crucial step to check what training and ongoing support is

WHAT ARE THE BENEFITS OF JOINING A FRANCHISE?

There is no guarantee of success no matter what type of business you are starting. However, business churn rates in franchising are low at just 4.6%1, 1.6% of which accounts for retirement. Franchising has proven itself to be a fantastic route to self-employment and business ownership, with 44,2001 businesses in the UK owned by franchisees. More than half of these franchisees are reporting that their businesses are achieving an annual turnover of over £250,0001. Besides the financial rewards, franchised businesses are also creating jobs for their local communities, with 621,0001 people employed in franchising.

A great feature of franchising is that franchisees often do not need previous experience in the sector they are joining, this is because the franchisor will provide comprehensive training and ongoing support to help

the franchisee build and grow their business. The flexibility of franchising is allowing a variety of motivated individuals the opportunity to own their own business, including mothers who are returning to work. The plethora of franchise opportunities available cover a variety of sectors and models. As a result, franchisees are able to decide whether they would like a business that requires a larger time commitment in exchange for greater financial rewards and opportunity for business growth, or whether they would like a more flexible business that fits around their family commitments whilst still providing a fulfilling career.

The biggest benefit of all is that the business model has been proven. This means that the franchisor has traded under their model to test the model and calculate their financial projections. As a result, the franchisor will have learned from mistakes made in their own business, this

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



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



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.

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.

SOME OF OUR FRANCHISEES TELL US WHY THEY WOULD RECOMMEND AUTOSMART...



"I'd never sold before, so it's been a big learning curve. Running your own business means that you are sales person, financial controller, logistics manager, IT consultant and purchasing manager – all rolled into one!"

"After passing the 2 year mark, I had paid off my bank funding and had taken on my brother as a sales assistant, freeing me up more time to focus on the things that mattered the most – visiting existing customers and prospecting for new business."

"The last few years have been incredibly hard work, but very rewarding. The thing I love most about being an Autosmart franchisee is having the continued backup and support from both head office and fellow franchisees. Running your own business is daunting and comes with risk but with the support infrastructure from a world-class system and a team of experts available to help you at every stage from business start up to product knowledge, opting for a franchise is a much safer bet".

Steve Beaumont
Derby Dales



"Right from the start it seemed a safe choice, which is important when you have a family to think of. It's a tried and tested formula, with over 40 years of experience. From day one, the training and support are fantastic – even franchisees with no previous sales experience learn how to succeed, thanks to on-going field training. I trebled my sales in less than 2 years and am still growing."

"15 years have passed since I started my franchise. I am as sure as ever I made the right choice with Autosmart. Despite 3 downturns in the economy, recession, banking crisis, oil price slumps, our business has continued to grow."

Frank Sutherland
Aberdeen

Take Control of your future with the UK's No.1 van-based franchise

Employers are keen to attract Police Force 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? 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.

WELCOME TO OUR COMMUNITY

WHERE WE'RE ALSO PROUD TO KEEP THE STREETS CLEAN

CALL THE FRANCHISING TEAM ON 01543 482 926

TO FIND OUT HOW WE CAN HELP YOU SECURE YOUR FUTURE WITH OUR AWARD-WINNING FRANCHISE MODEL



From Forces to Franchising with ChipsAway

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

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

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

The franchise package not only includes unrivalled, comprehensive

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

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

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

ANDY DARBY

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

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

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

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

STEVEN DANIEL

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



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

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

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

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

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



PAUL FABIAN

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

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

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

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

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

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

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

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

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

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

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

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



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

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CTP Preferred Suppliers



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Agriculture, Fishing, Forestry	Sawpod Ltd	thedarbyshires@yahoo.co.uk	5 Sarson Close, Ampert, Andover, Hampshire, SP11 8AB	
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Building, Construction	Training and Safety Consultants Ltd	david.foster@tsumnersmith.co.uk	T Sumner Smith Suite 13-16, 1st Floor Barton Arcade, Deansgate, Manchester, M3 2BH	

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Building, Construction				
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Building/ Construction	Fullagar Construction Skills Centre	info@constructionskillscentre.co.uk	Unit 14, Lea Green Business Park Euro Link, St Helens, Merseyside, WA9 4TR	
Catering, Hospitality	SMARTT North East Ltd	barry.joyce@smartt.me.uk	4 Ettrick Terrace, South Craghead, Stanley, Durham, DH9 6BG	
Construction, Plant	Qualified Contractors Ltd	ian@qualifiedcontractors.co.uk	Unit 19, Shedfield Equestrian Centre, Shedfield, hampshire, SO32 2HN	
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Engineering - Electrical	Basingstoke College of Technology	michael.dillon@bcot.ac.uk	Worting Road, Basingstoke, Hampshire, RG21 8TN	
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Management	Inspired2Be. Ltd	info@inspired2be.com	41 Jaguar Drive, Lincoln, LN6 9SF	
Management	IPSO Facto Training Solutions Ltd	tim@ipsufacto.uk.com	Forum 3, Parkway, Solent Business Park, Southampton, Hants, PO15 7FJ	
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Management, Project Management	Bristol Management Centre (BMC)	dean.taylor@imd-group.co.uk	Armada House, Telephone Avenue, Bristol, BS1 4BQ	
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Transport	Wiltshire Transport Training & Development Ltd	enquiries@wttl.co.uk	Hopton Estate, London Road, Devizes, SN10 2RP	
Transport	Anderby Driving Centre Ltd	info@anderbydrivingcentre.co.uk	110 Cromwell Road, Grimsby, DN31 2DF	
Transport	Transport Training Academy Ltd	d.coupe@ttacademy.com	Academy House, 255 Gloucester Street, Atherton, M46 0JD	
Transport	RT Training Solutions Ltd	richard.willsher@rttsolutions.co.uk	91 Dales Road, Ipswich, Suffolk, IP1 4JR	
Transport	Tyneside Training Services Ltd	Nicola@tynesidetrainingservices.co.uk	Airport Industrial Estate, Beaminster Way East, Kingston Park, Newcastle Upon Tyne, NE3 2ER	
Transport	2 Start Ltd	daisy@2start-training.com	Unit 4 , Shawcross Ind Est, Ackworth Road, Hilesea, Portsmouth PO3 5HU	
Transport	Melmerby Training Services Ltd	info@melmerbytraining.co.uk	Barker Business Park, Melmerby, Ripon, North Yorkshire, HG4 5NB	
Transport	Port Training Services	colin.bassam@porttrainingservices.co.uk	South Harbour, Port of Blyth, Northumberland, NE2 3PB	
Transport	Mantra Learning Limited	richard.w@mantralearning.co.uk	Greengate, Middleton, Manchester, M24 1RU	
Transport	McPherson Ltd	training@mcpherson.ltd.uk	Moycroft Road, Elgin, Moray, IV30 1XZ	

Transport	Concept Transport Consultants Ltd	dave@roadtransportconsultant.co.uk	Unit 1B, Peamore Truck Centre, Exeter, EX2 9SL	
Transport	Driver Hire Group Services Ltd	oxford@driverhire.co.uk	Head Office, Driver Hire Group Serices Ltd, Bradford Business Park, Kingsgate, Bradford, BD1 4SJ	
Transport	Wallace School of Transport Ltd	info@wallaceschool.co.uk	8 Steele Road, Park Royal, London, NW10 7AR	
Transport	Teaching Driving Limited	gemma.mcardle@learnerdriving.com	LDC House, Stuart Road, Pontefract, West Yorkshire, WF8 4PQ	
Transport	Needham Logistic Training Ltd	aidy@needlogisticstraining.co.uk	Suite 10, Stowmarket Business Centre, Ernest Nunn Road, Stowmarket, Suffolk, IP14 2AH	
Transport	Ritchies Training Centre Ltd	aileen@ritchiestraining.co.uk	Hobden Street, Glasgow, G21 4AQ	
Transport, Logistics	BLT Logistics Services LTD	jeff@bltlogistics.co.uk	Newark Beacon, Cafferata Way, Newark, Nottinghamshire, NG24 2TN	
Transport, Logistics	Jack Richards & Sons Ltd	hmafjobs@jackrichards.co.uk	2 Garrood Drive, Industrial Estate, Fakenham, Norfolk, NR21 8NN	
Transport, Logistics	GTG Training Ltd	Heather.McNeill@gtg.co.uk	1330 South Street, Glasgow, Head office in Edinburgh, EH11 4EW	
Transport, Logistics	The Institute of Export & International Trade	Training@export.org.uk	Export House, Minerva Business Park, Lynch Wood, Peterborough, Cambridgeshire, PE2 6FT	
Transport, Logistics, Distribution	Denby Transport Ltd	terry.rose@denbytransport.co.uk	73 Sadler Road, Lincoln, LN6 3JR	
Utilities (Commercial)	Business Edge Ltd	info@businessedgeltd.co.uk	6 Dagoon House, Hussar Court, Westside View, Waterlooville, Hampshire, PO7 7SF	



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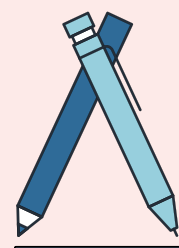
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The MoD Enhanced Learning Credits Scheme

The MOD's Enhanced Learning Credits Scheme (ELC) promotes lifelong learning amongst members of the Armed Forces.

The scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years. You are reminded that ELC funding is only available for pursuit of higher level learning i.e. for courses that result in a nationally recognised qualification at Level three or above on the National Qualifications Framework (NQF) (England, Northern Ireland and Wales), a Level six or above on the Scottish Credit and Qualifications Framework (SCQF) or, if pursued overseas, an approved international equivalent qualification with an approved learning provider.



Getting Started: How does it work?

1. There are several stages to the ELC process. Full information is set out in Joint Service Publications (JSP) 822.
2. First you must have already been registered to become a Scheme Member and have accrued a sufficient amount of service before you can submit a claim. If you are still serving speak to your local Education Staff as they will be able to check your entitlement for you. If you have left the forces contact ELCAS as they can make the appropriate checks.
3. Have a look at Service Personnel Claiming ELC or Service Leaver Claiming ELC respectively as these pages will tell you how to make your claim.
4. Finally you must complete your Course Evaluation via the Member's Area. Please note that further claims cannot be processed until the evaluation has been completed.



Before making an application, Service Leavers are advised to first check the national position on existing support with the relevant national education authority (e.g. in England BIS or SFA). There may already be existing 'free' provision by another route e.g. those aged 25 years or under are already entitled to a first level 3 in England; free entitlement for all who fulfil the residency requirements on degree/HND level courses in Scotland; Welsh residents also attract some support for FE and HE provision. It makes sense for SL to explore alternative routes before considering support and access through the ELC 'top up' scheme, but there are safety measures in place to prevent any possibility of double funding.

CLAIMANTS PLEASE NOTE: YOU ARE REQUIRED TO SUBMIT A CLAIM FOR EACH ACADEMIC YEAR OF THE COURSE. ONLY ONE YEAR OF STUDY SHOULD BE ENTERED ONTO EACH CLAIM FORM.

BACKGROUND

The Publicly Funded Further Education/Higher Education scheme provides Service Leavers and Service Personnel in their qualifying resettlement phase with access to a first full Level three (GCE A level or vocational equivalent), or a first higher education qualification (a foundation degree or a first undergraduate degree or equivalent) free from tuition fees. If a Service Personnel has obtained 120 credits this would result in a Higher Education qualification and makes them not applicable for this scheme. MOD and the relevant national education authority in England, Scotland, Wales and Northern Ireland pay for the tuition fees in full rather than the individual making a contribution towards the cost.

Claim Process to be Followed by Learners and Learning Providers

ONE. Learner identifies course of learning in liaison with Approved Learning Provider

TWO. Learner completes ELC Claim Form (form ELC 005.01)

THREE. Learner submits Claim Form (form ELC 005.01) to commanding Officer and Education Staff for approval

FOUR. Claim Form sent to ELCAS for processing or Authorised Education Officer processes claim online

FIVE. ELCAS checks eligibility of Learner to claim an ELC via ELCAS database or education Officer checks via online system

SIX. ELCAS or Education Officer process and approve Claim and sends Learner a CLAIM AUTHORISATION NOTE (CAN form ELC 005.02)

SEVEN. Learner books course of learning with the Learner Provider, pays 20% personal contribution/deposit and passes the CAN (form ELC 005.02) to the Learning Provider as authority to proceed

EIGHT. Learning Provider sends invoice addressed to Director General Financial Management Shared Service Centre to ELCAS (after course start date)

NINE. Within 15 working days of receiving an invoice ELCAS checks invoice against approved Claim record and passes to relevant MoD Budget Manager. The Budget Manager authorises the data and then passes on to the Director General Financial Management Shared Service Centre for Payment.

TEN. MoD Director General Financial Management Shared Service Centre makes payment to Learning Provider and issues a remittance. (Please note that once DGFM SSC received payment instruction it may take 30 days for payment to be made).

FURTHER INFORMATION

If claim is rejected in step three (return to step one) or five (return to step three).

Invoices for unauthorised claims and/or missing the required information returned to the learning provider.



Claiming

Before being eligible to make an ELC claim, individual scheme members must have completed not less than six years eligible service (lower tier). If you have completed four years qualifying service prior to 1st April 2017, please read JSP 822. The lower tier of funding is up to £1,000 per claim instalment and the higher tier (eight years service) is up to £2,000 per claim instalment. Only service accumulated since 1st April 2000, may be counted as eligible service for the purpose of the ELC Scheme.

You are entitled to make three ELC claims in total. You can only make one claim per financial year (1 April – 31 March), however if you have served between 6 and 8 years you are eligible to aggregate all three claims together. As the expiration date of your claims is dependent upon many factors please read JSP 822. If you are claiming in the last year of scheme eligibility, study must commence before scheme expiry date.

If you are in your qualifying resettlement phase you may be eligible to claim under the Joint Funding Initiative (PF FE/ HE Scheme). For the full details and to check the eligibility rules, please view the Serving Personnel/Claiming Publicly Funded FE/HE page. ●

Claiming ELC Funding

You are required to read this page if you are in service or ex-service and are looking at claiming on the ELC Scheme.

Before registering for any learning activity serving personnel must get authorisation from their line manager and Education Staff to ensure that their chosen course meets the MOD requirements for ELC funding. Ex-Service personnel must get authorisation from their Single Service Representative.



ONE.

You fully must research both the Provider that you choose and the course that you wish to study.

TOP TIP: Please note that providers may move on and off the approved list and so it is advisable to check your provider is approved before you undertake any claim.

TWO.

ELC funding is only available for courses that result in a Nationally Recognised Qualification at level three or above on the National Qualification Framework or level six or above on the Scottish Credit and Qualifications Framework. Just because an organisation is listed as an Approved Provider does not mean that all of their courses are of the required level.

TOP TIP: The course must be listed as an approved course (on the ELCAS website) for your chosen Learning Provider. You can verify this information by viewing the Searching for a Learning Provider page.



20%



SIX.

You must make a personal contribution of at least 20% from your own resources towards the total course cost. You will also be responsible for any costs associated with food, accommodation, course books, material, travel and subsistence. **BE AWARE:** MOD rules strictly forbid the acceptance of inducements or incentives from providers including subsidies, free accommodation, travel and equipment. Learners who breach these rules risk forfeiting their ELC membership.

SEVEN.

If you are making a second or third claim you must first ensure that you have completed the Evaluation Form via the Member's Area for all previous ELC funded courses. You must also provide documentary evidence to demonstrate that you have completed previous courses to your Education Staff. **TOP TIP:** MOD and ELCAS rely on accurate completion of evaluation forms to help us assess Learning Provider performance. Please help your fellow claimants to access the best possible learning provision by providing timely and accurate evaluation feedback.



THREE.

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

FOUR.

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



FIVE.

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



EIGHT.

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



NINE.

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



TEN.

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

Eligible Service Personnel

PROCEDURE FOR ELIGIBLE SERVICE PERSONNEL

Please note that the following information must be submitted to your Education Staff (in paper or electronic format) a minimum of 25 working days prior to your course start date/registration date:

- Fully completed claim form.
- Full information about the course that you wish to undertake and include details of your registration date where applicable.
- On receipt of your Claim Authorisation Note (CAN), you must present it to your chosen Learning Provider before the course is due to start.



Choosing Your Learning Provider

A key stage of making a claim is choosing a suitable learning activity and Provider.

Your chosen organisation must be an ELC Approved Provider. For claims including an element of PF FEHE funding your chosen organisation must also be a PF FEHE approved provider. Use only the comprehensive list of Approved Providers available via the search engine by visiting www.enhancedlearningcredits.com/learning-provider/provider-search

The easiest way to identify a suitable provider is to use the search filters

available. Using these results you can then either refine your search to take into account other factors or you can explore the individual provider websites through the links provided. This search engine facility also allows searches for PF FEHE approved providers, Approved Learning Providers by name, The Geographic Area, Course Title, and/or Delivery Method. Please note that when searching for Learning Providers offering distance learning you should not search by geographic location. ●

Points to note when booking your course

If you are not happy that your chosen Learning Provider is following the ELC scheme policies, please detail your complaint in writing via your Education Staff or Single Service Representative.

Please note that although the Learning Provider as an organisation may be Approved you must still ensure that the specific course has been approved by MoD. Only MoD approved courses will appear on the Provider's course listing on the ELCAS website Learning Provider Search Engine.



Single Service Representatives

AMENDING, CANCELLING & REINSTATING A CLAIM

All Learners wishing to withdraw from their chosen learning activity should contact their designated Education Staff. Learners are reminded that re-instatement of an ELC instalment is only permitted for those who have to withdraw from a course of study because of operational or compassionate circumstances. Further details can be found in JSP 822.

Individuals who give up a course through lack of commitment will not be considered for reinstatement of an ELC

instalment. This also applies if they withdraw because the course did not meet their expectations.

Scheme members who request a reinstatement under such circumstances risk forfeiting their ELC instalment and membership eligibility of the ELC scheme.

If ELCAS has already generated a payment file for the learning activity then the Learner should follow the Single Service reinstatement procedure NOT the cancellation procedure. Outlines of these procedures along with the necessary forms are available through the links from this section of the magazine. ●

LEARNERS WISHING TO AMEND THEIR CLAIM DETAILS SHOULD FOLLOW THE GUIDANCE BELOW

CHANGE OF DETAILS	PROCESS TO FOLLOW
Change of course start date (up to three months)	Amendment
Change of course start date (greater than three months)	Cancellation/Reinstatement
Change of course end date	Ed Staff/Line Manager to agree. ELCAS do not need to be informed
Change of course costs (total, ELC grant or contribution value)	Amendment
Change of course costs from lower tier to higher tier (claim form signed prior to claimant becoming eligible at higher tier rate)	Cancellation
Addition or Deletion of a module from an overall course (only to be permitted where resultant course still fulfils eligibility criteria)	Amendment
Change of course	Cancellation/Reinstatement
Change of Provider	Cancellation/Reinstatement
Change of course code	Amendment

N.B All amendments must be received by ELCAS in writing (email, fax or letter) from a member of Education Staff who is authorised to sign off claims.

Changes

to Enhanced Learning Credits and Further Education and Higher Education Schemes

Since 01 April 2016 the Enhanced Learning Credits (ELC) and Further Education and Higher Education schemes have changed, including the introduction of auto-enrolment of all current Service Personnel. The MoD promotes lifelong learning among members of the Armed Forces, and this is encouraged through the Learning Credit schemes. The aim of the changes to the schemes are to make ELC easier to use and more accessible to all current Service Personnel (through auto-enrolment); and to enable them to make use of ELC to enhance personal and professional qualifications in a more flexible way, both while serving and to aid career transition from the Service. Under the ELC and FEHE schemes

qualifying Service Personnel (SP) and Service Leavers (SL) receive financial help with the cost of learning. ELC allows a single payment in each of a maximum of three separate financial years; or now a single, aggregated lower tier payment. The FEHE scheme provides full tuition fees for eligible SL undertaking their first further or higher level qualification. The level of funding will remain the same, with an ELC lower tier of up to 3 payments of up to £1000 in 3 separate financial years and a higher tier of up to 3 payments of up to £2000 in 3 separate financial years. SP and SL are eligible for up to 3 payments. FEHE will continue to pay in full for a first qualification from Level 3 (2 x A Levels or equivalent) up to undergraduate degree level. ●

The key changes to the schemes are as follows:

- All Service Personnel (SP) currently in service will be auto-enrolled to be eligible for both Schemes, as will future SP on completion of Phase 1 training
- A new ELC payment has been created: an aggregated lower tier payment, a single payment of up to £3000 for those with 6 or more years of qualifying service completed on or after 1 Apr 16, which will count as all 3 payments.
- The qualifying service required for lower tier payments and FEHE will increase from 4 to 6 years from 1 Apr 2017. SP who have already accumulated 4 years qualifying service before 1 Apr 2017 will keep their entitlement to use lower tier payments and FEHE.
- Post service access to ELC and FEHE, for all those leaving on or after 1 Apr 2016, will be reduced to 5 years.
- Those who left between 1 Apr 11 and 31 Mar 16 (both dates inclusive) will have until 31 Mar 21 to use ELC or FEHE – 5 years from now. Anyone who left before 01 April 2011 will retain 10 years of post-service access.

Single Service Representatives (SSR) Contact Details

If you are out of the services please ensure you send your claim form and required documents to your Single Service Representative and not ELCAS. You can view their details by visiting the Service Leaver Claiming ELC page.

ELCAS CONTACT DETAILS

ELCAS
Basepoint Business Centres
Tewkesbury Business Park
Oakfield Close
Tewkesbury
Gloucestershire
GL20 8SD

Tel: UK: 0845 3005179
Overseas: 0044 191 442 8196
Lines open 09:00 – 17:00
Monday to Friday
excluding bank holidays
Email: elcas@m-assessment.com



CONTACT US

Service Representative (SSR) if you have been unable to find the answer to your query on the website and the FAQs page, contact:

ELC MANAGER

Mailpoint 3.3
Leach Building, Whale Island
HMS Excellent
Portsmouth
PO2 8BY

Tel: 02392 625954
Email: NAVYTRGHQ-
EL3RRESETSO3C@mod.uk

ARMY

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

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

ROYAL AIR FORCE

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

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

Eligibility Rules

IN ORDER TO TAKE ADVANTAGE OF THE SUPPORT CLAIMANTS MUST:

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

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

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

QUALIFICATION LEVEL

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

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

CLAIMING

- Firstly read the Joint Service Publication (JSP) 822 and ensure you meet the eligibility criteria.
- Complete the PF FE/HE claim form (paper/electronic) and submit it to your Education Staff a minimum of 25 working days prior to your course start date/registration date.
- Check the ELCAS website of approved PF FE/HE providers – Publicly Funded FE/HE providers for the purpose of this support will be highlighted and ensure the chosen course is designated for student support.
- Provide evidence of your last day of Service which can be one of the following: - copy of your discharge document, copy of P45 terminating employment, document stamped by regiment confirming leaving date.
- Provide a copy of a utility bill

showing your home address.

- Submit full information about the course that you wish to undertake and include details of your registration date where applicable.
- If wishing to use a new provider ensure they will be eligible to participate in this scheme (they must deliver Publicly Funded FE/HE) and ask them to apply for approved provider status as per the information on the Learning Provider page of the ELC website.
- As with the current ELC scheme – try not to leave everything to the last minute. Allow time for any new providers to be accepted onto the scheme. This can be a lengthy process. Once accepted you can submit your application.
- Remember! If you are submitting your second or third claim, you must complete your previous claim evaluation form online via accessing your Member's Area.

If you have any questions with regards to the above, then please discuss with your Single Service Representative.

Submit all necessary documentation to your Single Service Representative (address details above).

RAF Personnel can request a copy of their discharge document from the RAF Disclosures team at www.raf.mod.uk/links/contacts.cfm.

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





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