

# ER

Spring 2021 **£Free**

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

# magazine

Are you  
thinking about  
the future?  
We are too

Atkins is working with  
the Armed Forces  
to solve complex  
challenges.

joboppo WE HAVE  
YOUR BACK

Kayam Iqbal founder  
of JobOppO and his  
team, disrupting and  
improving the military  
employment transition  
process. page 8



#### THE BEST TIME TO LEAVE

Mary Petley discusses pension  
related factors to consider, they are  
not the only ones as your personal  
circumstances may differ. **P12**

#### PROTECTING OTHERS A SAFE CAREER CHOICE

Protecting people from harm is  
the safety and health specialist's  
purpose, a career commonly  
pursued by ex-military. **P42**

#### 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. **P58**

#### THE ELC SCHEME

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



## McCloud Case Pension Ruling. How it could affect you in Resettlement.

**Join us. Job done.**

The McCloud case relates to an age discrimination ruling in 2019 against the Public Sector Pension Schemes introduced in 2015. Since then, the Government has been looking at two options for how to remedy the problem. That decision has now been made and it affects all personnel serving *both on or before 31st March 2012 and on or after 1st April 2015 (including service leavers)*. So there is a good chance it will affect your, and your family's future income.

In line with the solution for which the Forces Pension Society lobbied hard, "Deferred Choice Underpin" has been chosen. It means you can make an informed decision based on the actual pension benefits earned, calculated toward the end of your service.

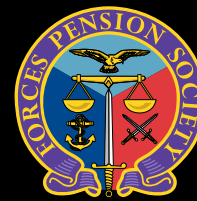
So if you have been in, or are approaching Resettlement in this period, you will need to know what action to take when you are contacted by the Ministry of Defence. As always, the Society will be on hand to advise and support our Members.

## IT PAYS TO UNDERSTAND YOUR PENSION

### Forces Pension Society

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

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



GUIDANCE WHEN  
YOU NEED IT MOST

FPS  
**75**

CHAMPIONING  
ARMED FORCES  
PENSIONS SINCE 1946

### Independent, not-for-profit

Independence is vital to our work, calling Governments to account whenever we spot injustice or unfairness in the system. This year we celebrate our 75th Anniversary of supporting the Armed Forces Community, championing their pensions.

We are funded entirely by subscriptions from our membership, now over 60,000 strong and growing. Any surplus helps fund our outreach programme of free-to-attend Roadshows and Webinars at bases throughout the country and overseas – and our attendance at CTP Employment Fairs.

### Visit: [forcespensionsociety.org/join-now/](http://forcespensionsociety.org/join-now/)

Annual membership for you and your spouse/partner is just £41. As a Member, you will have exclusive access to our Pension Advisory Team who can advise on the implications for you of the McCloud ruling. You'll also have exclusive access to Members' Webinars and our bi-annual e-newsletters and magazine, Pennant.

And you'll have access to our wide range of membership benefits from discounts on new cars and white goods to insurances, low-cost money transfers and a good deal more.



# ATKINS

Member of the SNC-Lavalin Group

## We are committed to supporting the Armed Forces, Reservists and Veterans

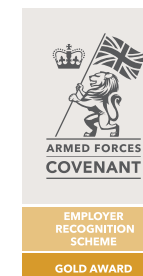
From high speed rail networks to nuclear plants, international airports to harbours, school campuses to apartments – we deliver exciting projects that vary greatly in size, scope and scale. We're proud to say that many of the talented people who make these projects happen are from the Armed Forces community. We currently have over 120 veterans and 50 reservists adding their talent to the mix.

We respect what matters to you and are here to support you – whether it's help adjusting to 'civvy street', freeing you up to do training, or providing opportunities for cadets and military spouses.

To find out what new opportunities await you with Atkins visit:

[atkinsglobal.com/armedforces](http://atkinsglobal.com/armedforces)

or contact [armedforces@atkinsglobal.com](mailto:armedforces@atkinsglobal.com)





# Contents...

## 18 MILITARY VETERAN CELEBRATES FORCES CARS DIRECT 20 YEARS

Leaving the Army 26 years ago, AAC soldier Steve Thornton dreamed that he would one day be the CEO of a thriving business that is not only a leader in its field, but actively supports his fellow military comrades and has saved them over £110 million in discounts since its launch in 2001!

## 32 MOBILITY EQUIPMENT TRAINING

Steve Whitmore started M.E.T.C Ltd working as a mobility engineer covering a large area of Devon and Cornwall. A variety of courses are available to learn new skills.

## 42 DALE'S STORY

Former Welsh Guardsman Dale struggled to find work after losing his leg in Afghanistan in 2009. Here ABF The Soldiers Charity help him to find work as a HGV driver.

## 56 ARMED FORCES DAY 2021 HOW TO SHOW YOUR SUPPORT AFTER AN UNPRECEDENTED YEAR

Armed Forces Day is a chance for the British public to show support for the men and women who make up the Armed Forces community: from currently serving troops to Service families, veterans and cadets.



# 44

## CELEBRATING THE SUCCESS OF SSAFAS ADOPTION SERVICE IN THE LGBTQ+ FORCES COMMUNITY

With LGBTQ+ Adoption and Fostering Week approaching in the first week of March, SSAFA, the Armed Forces charity celebrates success with finding caring military families of all backgrounds for children in need.

# 12

## THE BEST TIME TO LEAVE

We are often asked if there is a 'best time' to leave the Armed Forces.

Mary Petley of the Forces Pension Society sets out the key pension-related factors to consider.



# 40

## BECOME A HEALTH AND SAFETY ADVISOR

Health and safety advisers work to reduce accidents, injury and health problems in the workplace.



# 06

## ARE YOU THINKING ABOUT THE FUTURE? WE ARE TOO

Atkins is working with the Armed Forces to solve complex challenges.



## COVER IMAGE CREDITS

© JobOppo

## MAGAZINE IMAGE CREDITS

© Shutterstock.com,  
MOD Defence imagery  
unless otherwise stated.

## EDITORIAL

EDITOR

E: editor@easyresettlement.co.uk

## DESIGN & PUBLISHERS

DESIGNER

Rowena Wilson

E: rowenawilsondesign@gmail.com

PUBLISHER:

Easy Resettlement Ltd

## ADVERTISING

SENIOR SALES EXECUTIVE

James Atkins

E: james@easyresettlement.co.uk

T: 01733 205 938

EXECUTIVES:

E: sarah@easyresettlement.co.uk

T: 01733 205 463

E: helen@easyresettlement.co.uk

T: 01733 205 463

ACCOUNTS

Ruth Fidler

E: ruth@easyresettlement.co.uk

## PRINTING

MICROPRESS LTD

Reydon Business Park,

Fountain Way, Reydon,

Southwold, IP18 6SZ

## SUBSCRIPTIONS

For queries regarding

your subscription to

Easy Resettlement

please contact:

E: subscribe@easyresettlement.co.uk

## DISCLAIMER

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

# Welcome...

Welcome to the Spring 2021 issue of Easy Resettlement magazine...



community: from currently serving troops to Service families, veterans and cadets, the full article can be found on pages 56-57.

Finally we share information about the CTP as well as featuring a list of their preferred suppliers, which can be found towards the rear of the publication along with useful information about the enhanced learning credits scheme and how to apply for ELC funding.

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

You can subscribe for free to the magazine by visiting our website [www.easyresettlement.com](http://www.easyresettlement.com)

You may also wish to follow us on Twitter and join our Facebook or LinkedIn groups. These pages can be found from our website.

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

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

**KIND REGARDS  
THE EDITOR**



# Are you thinking about the future? We are too

Atkins is working with the Armed Forces to solve complex challenges.

**D**ave Clark, who leads the company's Aerospace and Defence businesses, explains why that relationship matters now, and why it will become even more important in the future.



**CASE STUDY**  
**Lindsey Hartley**  
11 Years in the Royal Air Force

I interviewed for a role in Atkins' after a recommendation from a friend who had joined the company a few years earlier. I was apprehensive about what life in the private sector would bring but was thrilled to discover a culture and a set of values that were so well aligned to what I was used to; one that has allowed me to thrive.

Atkins' strong roots in Defence mean that they recognise and value the unique skills that veterans bring to an organisation. The diversity of projects they are involved in provides a great level of variety, simplifying transition by allowing the scope to explore new areas of interest or develop new skills.



## ATKINS' SUPPORT FOR THE ARMED FORCES

We've been working with the people and organisations that protect our national interests since the Second World War. From the early days of providing specialist design and consultancy services, we've now grown to become one of the largest suppliers of project delivery, digital and engineering support to the UK Defence market.

We've worked closely with many Service personnel during that time, as well as with our

colleagues in government and industry. It makes sense for us to continue that relationship with veterans and reservists who are transitioning to a new career. That's because they bring fresh ideas, new ways of working and valuable experience to our team. That, in turn, enables us to provide a better service to our clients.

## WHAT IT MEANS FOR VETERANS AND RESERVISTS EMBARKING ON A NEW CAREER

Attracting and retaining talented people from diverse professional backgrounds is more important than ever, especially given the scale of challenges we face. For example, our team is involved in:

- Protecting vital data and systems from a range of emerging cyber security threats, as part of our support for the Ministry of Defence.

- Identifying improvements to the projects and programmes that help to maintain the UK's continuous at sea deterrent (CASD).
- Supporting the transition to a low carbon future through our work at the Hinkley Point C power station site in Somerset, which is the UK's largest infrastructure project.
- Helping to shape the Future of Flight. We're leading a consortium that's exploring how an air taxi service could benefit residents in the south-west of England. We'll then test the technology in live airspace.

Currently, we have more than 120 veterans and 50 reservists working across Atkins and they all make a valuable contribution to many of these projects.

## TRANSFERRABLE SKILLS AND EXPERIENCE

Often, we find people who transition from the military into the private sector have strong leadership and organisational skills, which they can draw on if they choose to further their career with us. Sometimes, they also have project, programme and change management experience, or technical and engineering expertise, which are all vital to the service we provide.

Fortunately, many of our veterans and reservists are good at overcoming challenges and enjoy solving problems because that's what we do day-to-day, regardless of the project we're working on. They also work well under pressure, which is important, because we operate in deadline-driven environments.

## OUR RESPONSE TO COVID-19

Many of our teams worked remotely before the COVID-19 pandemic, collaborating on large projects, so we had the infrastructure in place to continue to provide high-quality services to our clients even when our movements were constrained. Having said that, we realise that while some people thrive under the new technology-led arrangements, others prefer to engage with colleagues in person. As we move forward, we'll need to find ways to retain the flexibility we've developed, as well as provide more agile and adaptable workspaces.

## EXTRA SUPPORT FOR VETERANS AND RESERVISTS

We've been formally recognised for the support we offer to veterans and reservists who are transitioning to a new career, and to our Armed Forces employees. Last year, we re-validated our

Gold Award under the Ministry of Defence's Employer Recognition Scheme, which includes maintaining our commitment to the Armed Forces Covenant. In 2019, we also signed the Women in Defence Charter to help encourage more women to consider a career in the Defence sector, and the Women in Aviation & Aerospace Charter to help ensure more women working in those industries have the opportunities they need to succeed.

In addition, Partnering with the Armed Forces is our company-wide advocacy programme. Through that, we offer support and advice to colleagues, support established charities and engage with members of the wider Armed Forces community.

We also offer fixed-term contracts so spouses or partners can work with us for the duration of a military posting.

## ABOUT ATKINS

Atkins, a member of the SNC-Lavalin Group is one of the world's most respected design, engineering and project management consultancies. Together, SNC-Lavalin, a global fully integrated professional services and project management company, and Atkins help our clients plan, design and enable

major capital projects, and provide expert consultancy that covers the full lifecycle of projects. We are proud to have worked for over three decades with the UK MOD on some of the most critical systems and infrastructure projects, covering the maritime, land, air and cyber domains.



Signing of the Women in Defence Charter.



**CASE STUDY**  
**Alistair Roxburgh**  
31 years in the Royal Armoured Corps

I joined Atkins in 2012, after a very enjoyable career in the Royal Armoured Corps. I'd not thought too much about what I might do when I left the Army but felt that working in a wide variety of operational and technical roles would set me up for my second career. I picked up an MA in Defence Studies and the APMP qualification en route which helped my CV, attended the Career Transition Workshop and the Advanced Management Achievement Course at Manchester Business School.

As part of my role at Atkins, I'm now using my military experience to be our Armed Forces Champion leading our internal advocacy programme 'Partnering with the Armed Forces', maintaining the company's Gold Award in the MOD's Employer Recognition Scheme and managing our commitment to the Armed Forces Corporate Covenant.

## ABOUT DAVE

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

## WHAT WE OFFER VETERANS AND RESERVISTS

- Ongoing professional development opportunities.
- An active and supportive ex-Services, reservists and cadet officer community.
- An additional 10 days paid leave for reservists to undertake annual training.



Future of Flight, air taxis in the South-West.  
Image courtesy of Vertical Aerospace.

**ATKINS**

Member of the SNC-Lavalin Group

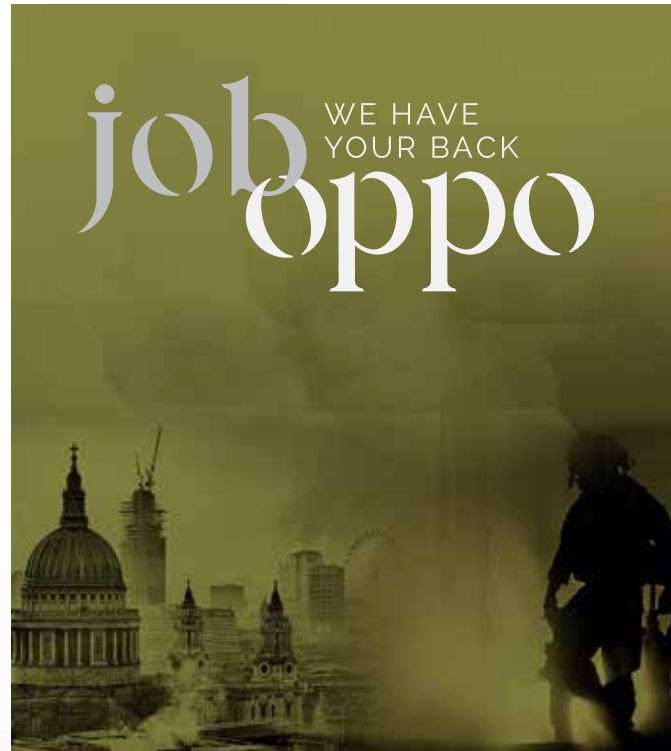
## GET IN TOUCH

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



## FIVE REASONS WHY YOU SHOULD SIGN UP TO JOBOppo TODAY

Thinking about leaving the Military, considering a career change or know someone transitioning who needs extra support? Repeat after us. JobOppO.



Navigating the Military to civilian transition can feel overwhelming at times. But, it shouldn't be. There's an exciting new chapter waiting to be written. A spectrum of opportunities where you can continue making a difference and adding real value. The trick is, you just need to know who to speak to and where to look.

Meet JobOppO – a new and innovative recruitment platform which caters exclusively to the Ex-Military community. It connects people like you to companies that are craving your unique skill set. Discover why you should join our growing community of like-minded service-leavers and veterans...

### OUR TEAM HAVE BEEN THERE TOO

We were founded by Ex-Military to serve Ex-Military. It's as simple as that. We have been in your shoes and have used our personal experiences to create JobOppO from the ground up.

Our Founder and former RAF Medic and Language Specialist, Kayam Iqbal, found the Military to civilian life transition "difficult". He says:

*"Unfortunately, the support wasn't there. I was one of quite a few who slipped through the net. I ended up selling scratch cards for Camelot. Never having a CV, that was the only employment I could get. It was heart-breaking. But, like most Military personnel, the resilience was there. I retrained in project management and climbed the corporate ladder under some of the biggest names [Tesco, BT, Marks & Spencers], eventually overseeing multi-million pound programmes."*

The driving force behind his new platform is to do better for the community. Not only is JobOppO a destination to find your next role, but the go-to place for support, guidance and encouragement

### WE ONLY WORK WITH EMPLOYERS THAT VALUE VETERANS

There are companies out there that see Military experience on a CV and are not sure what to do with that knowledge. They can't translate those years of service or Military-specific qualifications into tangible benefits for their business. Or they only want to hire veterans to meet a one-off initiative or quota. Well, we don't work with them. The companies we work with already 'get it' or are open to learning more from us. They understand, appreciate and

are keen to attract veterans to their workforce. Whether they've signed the Armed Forces Covenant, have been recognised by the Employer Recognition Scheme (ERS) or have a public open-door policy for veterans, we only partner with genuine supporters. We are very selective with who we bring on to our platform, so that our community can find the perfect match.

Globally-renowned brands including retailer Iceland, soft drinks producer BritVic and fast food giant KFC, were among the first to list a vast array of their opportunities to our closed community. Spanning 27 sectors (and counting!), roles range from entry-level up to senior management.



Helen Tindle, HR Director at Iceland, says:

*"We encourage our colleagues to bring their personalities to work with them. And we find that Ex-Military people are really comfortable and confident in doing that and they bring a great work ethic."*

*"We want to be absolutely crystal clear that we are open to anybody and that we open our arms wide to welcome Ex-Military personnel into our business."*

When you apply for a role with JobOppO, you can feel confident and reassured knowing that there is a like-minded employer on the other side of every application form.

### YOUR SKILLS ARE IN HIGHER DEMAND THAN EVER BEFORE

The whole world feels like it has been turned upside down over the past year. There's been uncertainty, unrest and more mentions of the word 'unprecedented' than we'd care to count.

If the pandemic has left you feeling hesitant about taking the steps towards civilian life, then rest-assured that your transferable skills are in higher demand because of Covid.

Employers have switched their focus from checkboxes to life skills. Keeping a business going during a pandemic (and beyond!) means hiring a certain calibre of a person – someone who is highly-adaptable, resilient and level-headed. And if that doesn't sum up the attributes of every service-leaver or veteran, then we don't know what does!

Louise Pugsley, former RAF paramedic, signed up to JobOppO a few months ago. After serving for 12 years and working as part of the Medical Emergency Response Team (MERT) in Afghanistan back in 2011, she's looking for a new role to complement her current lifestyle. She says:

*"In job interviews when I'm asked to give an example of a difficult or stressful situation I say, there is no bigger stress than being on the back of a helicopter, flying over a desert to reach someone on the front line who needs their leg putting back together."*

During her Military transition, she felt the workshops on offer didn't help guide her to her next role.

"I didn't even bother to attend. It was pretty basic, all they did was a brief CV check and made you sign up to things like LinkedIn and other platforms. But, I had already done all that, so it wasn't useful to me."

*"I would definitely recommend JobOppO as there aren't any job engines out there purely for veterans."*

### DISCOVER A MEANINGFUL CIVVY JOB, NOT 'ANY OLD' JOB

We're not saying there aren't other ways of finding your feet in the civilian workplace. It's easy to sign up to all the job boards, chat to the never-ending conveyor belt of recruiters and make connections over LinkedIn. But, are you looking for the right role? Are you highlighting your best attributes?

Our newly-appointed Director of Veteran Engagement and Development and former Infantry Officer, Garrath Williams, says:

"I'm a long-term advocate of the merits of hiring veterans and helping people unearth those transferable skills from both ends of the spectrum – the veteran and the employer."

*With an extensive Military background spanning 17 years, he says: "It's also important we help those individuals find meaningful and sustainable employment that benefits them and their employers. Absolutely the job, not a job."*

We offer support and development opportunities to our community, so you can have an open and honest conversation about your background and how to best represent your skills to employers.

We give back to the community. We are not all talk. We take action and continually give back. 10% of our revenue goes to our chosen charity partner



FOUNDATION  
CHANGING PERCEPTIONS

The Oppo Foundation supports the Ex-Military community in all aspects of civilian life, from housing to health and wellbeing. The funding they receive goes towards life-changing projects and research into supporting the Military transition.

By signing up to JobOppO, the ripple effect continues to support future generations of service-leavers and the wider community.

**Signing up to JobOppO is free and super easy. Visit: [www.joboppo.co.uk](http://www.joboppo.co.uk) to find out more.**

### HOW TO GET STARTED

**Step 1:** Visit [www.joboppo.co.uk](http://www.joboppo.co.uk) or head to the back page of the magazine to scan the QR code

**Step 2:** Complete our form and upload your ID documents  
**Step 3:** Once your account is verified you can search for jobs and apply directly. Simple!

### MEET THE TEAM



Kayam Iqbal, Founder  
"We built JobOppO as a platform to serve you. Use it!"



James Roberts, Director  
"This year we've got bigger and better plans to continue spreading the word."



Chris Morris, Sales & Operations Director  
"Times are changing now more so than ever before thanks to Brexit, IR35 and a global pandemic. A Military background is an area of real interest for civilian employers."



Garrath Williams, Director of Veteran Engagement and Development  
"I can help you understand and identify your unique skills, knowledge and attitude that you can bring to a civilian employer."





### MILITARY TO CONSTRUCTION HOME FROM HOME

BuildForce have a successful track record in transitioning our Service Leavers and Veterans into professional careers in construction including Site Manager Site Supervisor, Engineers, Logisticians, Project Managers, Designers, Risk Advisors, Health & Safety Managers, Quality Compliance Managers and Quantity Surveyors to name a few.

We cover trade roles and plant operators, throughout the UK. We also have experts supporting those becoming self-employed and those setting up their own companies.

We cover construction, homebuilding, infrastructure, logistics, utilities, security, engineering and facilities management. Our sustainable vision centres around long-term careers which are both challenging and rewarding.

Register at:  
[info@buildforce.org.uk](mailto:info@buildforce.org.uk)

### BUILDFORCE ARE HERE TO HELP

BuildForce is a Community Interest Company, set up and run by the construction industry. We are dedicated to improving skills and diversity in industry by recruiting from the incredible talent of our Service Leavers and Veterans in the Royal Air Force, British Army, Royal Navy and Royal Marines. Our services focus on making industry more accessible with transparency on careers available.



# 10 years

## what a journey!

BuildForce celebrate 10 years of successfully transitioning Service Leavers and Veterans into construction.

With a buzz around BuildForce and it being one of the most recommended programmes amongst Service Leavers looking to get into construction, we take a closer look at their achievements and what has made them so special.

**Richard Castell, Operational Relationship Manager, Amey and BuildForce Champion**



"It quickly became apparent that the decision by Amey in late 2019 to support the BuildForce programme and become an alliance partner was a good one. Our sector needs talented motivated and reliable staff and those with a service background invariably fit the bill. BuildForce takes a professional, systematic approach to supporting veterans, service leavers, service spouses and reservists. It works. In the 14 months since our initial involvement we now have a network of 26 mentors across the business and a team of senior recruiters who now understand the broader transferable skills of service personnel and can advise on opportunities within the business. This has resulted in many BuildForce referrals now being employed within Amey and, without exception, they are performing well. We look forward to continued engagement confident that in doing so we will continue to gain much benefit."



**Dewet Du Plessis, RM Cpl, placed as Assistant Logistics Manager with HS2 JV EKFB**



"BuildForce has opened the door to not just one or two areas of the construction industry, but enlightened me to opportunities and a potential new career avenue that I never would have thought of. From the start of the journey at the initial Armed Forces Insight Day, where meeting and informally talking to a wide range of industry professionals, to the mentoring programme offered by BuildForce and visiting my mentor at the place of work and getting a "real life view" of the industry, has been a fully supported experience by the BuildForce Team. The support and advice on CV work and interview prep has been invaluable and unquestionably has helped me to secure my current role as an Assistant Logistics Manager with EKFB JV. BuildForce is a truly fantastic organisation with the most enthusiastic team that always seem to find time to lend advice or make introductions for ex-forces into the building industry."



BuildForce was formed in 2011 and launched a pilot programme involving 6 major construction organisations. With the pilot being a huge success, we roll forward 10 years with construction organisations and the wider built environment up and down the country signed up to their alliance; hundreds of industry mentors now trained and practising with even more Service Leavers and Veterans in long-term careers in the construction industry. It is fair to say that BuildForce have earned their stripes.

The role played by BuildForce is especially important given that The Royal Institute of Chartered Surveyors (RICS) claims the shortfall in the number of skilled construction workers in the UK is currently at its highest point since 2007. The industry clearly needs to attract a fresh, dynamic and engaged workforce to keep up with demand. BuildForce aim to present the reality of the construction industry as one that is accessible to all ranks – from private through to brigadier – and offers genuine potential for career progression. Having a framework that engages with and understands the individual's needs and capabilities is what underpins the successful achievements of BuildForce.



### HIGHLIGHTS

**• Signing the Armed Forces Covenant in 2019 and achieving silver in 2020**  
Caroline Logan BuildForce Programme Director: "I am delighted to be signing The Armed Forces Covenant on behalf of BuildForce. I have enjoyed supporting our ex-military candidates into an industry which is often over-looked; helping them to realise their true potential and transferable skills has been the highlight of my career and being instrumental in their next chapter has been a great honour."

**• Industry Insight Days running across the country**  
A Service Leaver commented: "My BuildForce experience has been a success and especially through the insight days. In my case with Faithful & Gould picking up on my CV and short conversations that ultimately led to interviews and a role. For me, this is just one of several indications of the construction industry being open to recognising potential in Ex-Service personnel and their skills."

**• UCEM Learning Modules go live**  
UCEM Principal, Ashley Wheaton, commented: "I am delighted that we are taking the lead in providing online learning modules for Veterans about the construction industry. BuildForce does such great work in plotting career paths for service leavers within the construction industry and I am glad that we can add our name to the list of industry partners the programme works with to support both personnel and the industry."



### • Partnership with HS2

In January 2021, HS2 confirmed the appointment of BuildForce as their military Job Brokerage Partner. Brigadier (Retired) Mike Hickson OBE, HS2 Ltd.'s Programme Integration Office (PIO) Director said: "I'm really pleased to see this initiative launched and delighted that HS2 is involving BuildForce as its military job brokerage partner. Together with its wide network of referral organisations, BuildForce will give sight of opportunities to the wider armed forces community and, by giving access to veterans, build on the successes already achieved in supporting individuals into civilian employment with our contractors delivering the HS2 programme. This is a first for a large UK infrastructure project and it really demonstrates how HS2 and its supply chain is providing opportunities to communities up and down the line of route."

Caroline Logan, BuildForce Programme Director added: "I am absolutely delighted to cement our ongoing relationship with HS2 and its construction partners, recognising the great work we are already doing in this space; connecting our military personnel to sustainable employment across the project from logistics to project management to plant operators, to mention just a few roles we have successfully placed over the years. We are looking forward to working with HS2's wider supply chain; building on our Mentor network and Work Placement programme, creating more opportunities for our candidates and a wealth of talent for HS2."



**"WHAT AN ACHIEVEMENT" ANGELA FORBES, CHIEF EXEC**  
"As a collective we formed in 2011, with a shared vision of what could be possible. By 2012 our pilot was launched, and in some respects, it only feels like yesterday. Here we are in 2021, just as focused and determined to support those who have served our country. We have certainly made headway and are making huge strides to improve access to the construction industry, in both raising the profile of our ex-Services personnel and in supporting them secure long-term careers. We are certainly up for the challenge and our future is already looking bright with recent announcements like our appointment as military employment broker on HS2."

So in ten years, what are my highlights? I love people; I love talking to people; I love hearing their story and I absolutely love seeing them progress. That, without doubt is my highlight. My maternal Grandfather was a Marine in World War II and my paternal Grandfather was a construction director, so creating BuildForce was destined to happen I suppose. Personally, as a Glasgow girl standing in the Houses of Parliament and the Tower of London, at our BuildForce launch events was pretty good. Getting the Royal Seal of Approval with funding from The Royal Foundation was quite special. Holding my baby whilst I signed the contract for our Veteran programme in 2019 was quite special, it happened at home on our dining room table (with our builders working on the other side of the partition).

What comes flooding back is how I felt through it all. The feeling of joy at every step forward, every triumph for our military guys and girls. Even the worry. Are we doing all we can? How can we be better? I treasure every text and every thank you email from our Service Leavers and Veterans. We are still growing and have more major achievements in the pipeline. I suppose this is only the beginning."



### NEW NORMAL

During this current tumultuous period, all aspects of our personal and work lives have changed. The coronavirus pandemic is having widespread implications for business continuity across the entire economy, and all industries and market sectors are adapting to a very different operational landscape. The construction industry is no exception, although it has been one of the first sectors to return to work and the government has stated that it will be identifying public sector projects that could be brought forward or accelerated.

This suggests that there will be many opportunities for ex-service personnel and we have ramped up our online support and social media presence. In addition, we are also hosting fortnightly discipline career chats with our alliance partners sharing their transitions and a 'day in the life of' followed by a Q&A led by the Angela Forbes.

Visit our events page  
[www.buildforce.org.uk/events](http://www.buildforce.org.uk/events) to view 2021 schedule of events

Our main focus has been our mental health offering. At the start of lockdown we converted our face-to-face programmes to be online, including our stress management course. Bernie Graham, BuildForce psychologist commented "We've seen a steady attendance rate throughout lockdown with similar themes arising on each course. Many of our Service Leavers and Veterans are anxious about their future, worried for their family and are struggling to cope with isolation. The course focuses on identifying triggers which will affect their mental health and we provide coping mechanisms and signposting to further support. I am also available for confidential 1-2-1 sessions."

**BUILD FORCE**  
MILITARY SKILLS - CONSTRUCTION CAREERS

### CONTACT DETAILS

[buildforce.org.uk](http://buildforce.org.uk)  
[info@buildforce.org.uk](mailto:info@buildforce.org.uk)  
BuildForce Programme | LinkedIn  
BuildForce | Facebook  
BuildForce (@build\_force) / Twitter



# The best time to leave

We are often asked if there is a 'best time' to leave the Armed Forces.



**The answer is 'yes' and, in this article, Mary Petley of the Forces Pension Society sets out the key pension-related factors to consider – they are not the only ones as your own personal circumstances may override them.**



Public Sector schemes have been working on how to right the wrong the court identified in the rules governing the transfer to 2015 pension schemes. The Treasury has recently announced that serving Armed Forces personnel will be able to make a decision on their pension entitlements for the remedy period (1 Apr 15–31 Mar 22) towards the end of their service, with the information required to make the decision available to them. As it is not a given that everyone who was transferred to AFPS 15 will want to return to their 'old' scheme, the following article touches on combined benefits. Those of you who were NOT transferred to AFPS 15 under the transitional rules might wish to take a look at the AFPS 15 points below as you might find them attractive enough for you to consider transferring to that scheme voluntarily.

First, what is payable when? This is important to know so that you do not miss out.

## AFPS 75

This scheme offers an Immediate Pension (IP) for those who meet the criteria below. Those who leave before IP with more than 2 years' Reckonable Service (RS) will receive a preserved pension to be claimed at age 60 for pensions earned up to and including 5 April 2006 and age 65 for the balance:

**Officers** who give 16 years' RS from age 21 qualify for an IP.

Those who leave before having given 9 or more years' RS qualify for the tax-free Resettlement Grant (RG) worth £16,272.

**Other Ranks** who give 22 years' RS from age 18 qualify for an IP. If they leave before IP but having given 12 or more years' RS, they qualify for the tax-free RG worth £11,121.

## AFPS 05

Those who serve to age 55 receive a pension straightaway. Pensions for those who leave with more than 2 years' RS but before age 55 are preserved until age 65. Those who leave before age 55 and have given at least 18 years' service and are at least aged 40 (the 18/40 Point) qualify for Early Departure Payment (EDP) Scheme benefits. Those leaving with more than more than 12 years' service but before the 18/40 point qualify for the tax-free AFPS 05 RG worth £11,423.

## AFPS 15

Those serving to age 60 are entitled to their pension straightaway. Pensions for those who leave before age 60 are deferred until their State Pension Age (SPA). Those who leave Regular service before age 60 having given at least 20 years' service and are at least age 40 (the 20/40 Point) qualify for AFPS 15 EDP benefits. AFPS 15 also features an RG for Regulars who leave before the 20/40 Point but have given at least 12 years' service of £11,423. Those who were transferred to AFPS 15 have protected rights to the RG of their 'old' scheme.

**Transferees** must bear in mind that they need to take into account

benefits payable by both their 'old' scheme and AFPS 15. For example, an OR who was an AFPS 75 member who is considering leaving at the 20/40 Point, should ask him or herself about whether it is wise to miss out on the AFPS 75 IP which would be payable just two years later.

## WHAT ELSE IS THERE TO CONSIDER?

**AFPS 75** pensions are calculated on the basis of rank for pension, length of RS and the Pension Code in force when the member leaves. The Pension Code is revised each time there is a pay rise so it might be worth delaying your discharge until after 1 April? Let's say the 2022 pay rise is 2%, someone leaving on 1 April 2022 would get a pension 2% higher than someone who left on 31 March 2022. What a difference a day can make!

For **AFPS 05** members who are approaching age 55, there is the question of whether to leave with a pension straightaway or leave a little earlier and receive EDP benefits for 10 years, followed by the AFPS 05 preserved pension at age 65. Why might you want to consider this? Well, if you leave with an EDP you receive a lower taxable annual income for 10 years BUT you will get two tax-free lump sums each worth three times the pension you have earned – one on discharge and the other when you draw the pension. This is particularly advantageous to members with Pension Sharing Orders (PSOs) as, whilst the pension itself is calculated taking the PSO into account, the EDP is calculated as if no PSO existed... and, no, it does not affect the "ex's" entitlement!



Finally, you need to think about Pension Increases (PIs). Armed Forces pensions, once awarded, are adjusted in April each year by CPI and this constitutes the PI. The first PI is paid on a sliding scale depending upon when in the year (which runs from 1 April–31 March) you leave. The earlier you leave in that period the more of the increase you will receive in the following April. Put very simply, those leaving in the first few weeks of April will get the full PI the following April, those leaving in October will receive about half of the PI the following April and those who leave in the last couple of weeks of March will get no increase in the following April. The full increase is paid in subsequent years. This applies whether the pension is paid immediately or not. The proportion of the first PI you receive can make a big difference to your cumulative pension if CPI is high in the year you retire.



This is quite a lot to juggle with and, if you are a Member of the Forces Pension Society, the Pension Advisory Team is there to help at [pensionenquiries@forpen.co.uk](mailto:pensionenquiries@forpen.co.uk) If you are not a Member but would like to know more about us, visit [www.forcespensionsociety.org](http://www.forcespensionsociety.org)



# Are you ready to take the leap?

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

Accustomed to the way of life in the Army, leaving the familiar often comes with a large sense of the unknown; however, The Development Initiative Ltd (TDI) assists in making the transition to civilian life an easier process. The company has a rich history of providing opportunities to former Army personnel in search of a new career path. Below, we chat to ex-serviceman, Nick Orr, who made the decision to leave the Army and pursue a career in the mine action industry.

Nick is currently a Project Manager for TDI, joining the company in late 2020. Qualified as a Royal Engineer, he began his career in the Army as a Sapper Combat Engineer and after twenty-three years, finished as a Regimental Sergeant Major (RSM) and a High Threat Improvised Explosive Device Disposal (IEDD) Operator. He has spent many years of his life deployed outside of the United Kingdom, serving in Her Majesty's Armed Forces and as a contractor. When he is not deployed, Nick lives in Castleford, West Yorkshire with his wife and three children.



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

I was offered a Commission in the Army and the opportunity to to serve as a Captain. However, knowing my limitations and having sat as a Senior Soldier in an operationally demanding bomb disposal unit, I knew the position was not for me. The Army had changed over the years and I was looking for a new challenge; one that would be a lateral move yet engaging at every level.

When I left the Army in the summer of 2018, my first position was as an IEDD Operator in Iraq. I loved it however, it quickly became mundane. When the opportunity to progress to Project Manager with TDI presented itself, it was a natural transition for me. I enjoy the responsibility that comes with this role. There is not much that I have not already seen when I served as a Sergeant Major and if there is something new to me, I have the ability to roll with the punches as they say. I am very lucky; TDI was a great move for me.

## HOW LONG HAD YOU WORKED IN THE MINE ACTION INDUSTRY BEFORE JOINING TDI?

It has been just over two years since I left the Army, progressing from an IEDD Operator to Team Leader. I then transitioned to a Senior Technical Advisor in the Mosul Area. Most of my military career was spent either conducting or teaching bomb disposal techniques. When the opportunity with TDI came up, there was no looking back!

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

My role as the Project Manager is to ensure that the team is prepared to meet all of the tasks as stated in our contract. My team



and I provide IEDD support and training. As a Sergeant Major in the Army, I had a very similar role. The only real difference I would say is that in my current role, I now have a budget to plan around.

## WHAT ATTRACTED YOU TO THIS ROLE WITH TDI?

I have great freedom of manoeuvre in this role as Project Manager. When I joined TDI, I was told to run with this contract so I love that it is my trainset. For me personally, I try to lead by example for my team. I have not asked anything of my colleagues that I have not done myself in my career. I work with a like-minded team from all over the world who are mostly ex-soldiers or police, however, each of us have our own story.

## YOU SAID THAT YOU WORK WITH PERSONNEL FROM ALL OVER THE WORLD. WHERE ARE SOME OF YOUR COLLEAGUES FROM?

Our team is made up of a few nationalities – personnel from the United Kingdom, Canada, Ukraine, Lebanon, Zimbabwe

quite a shock to the system. For the rest of us, it is just affection. Everybody on the team, from IEDD Operators to Driver Assistants and Medics, has earned their spurs in combat by fighting a determined enemy. I have found that it gives you a very different perspective of life, almost like a brotherhood.

## YOU HAVE OBVIOUSLY MET MANY DIFFERENT PEOPLE SINCE JOINING TDI. IN REGARDS TO YOUR ROLE, IS THE TRAINING CAPACITY DIFFICULT?

I have met so many people since joining TDI. There are qualifications that I have never heard of and opportunities for everybody. Personally, my greatest challenge in this role is the multitude of languages that I have to overcome. I was proficient in Arabic last year and now I am learning French like I am 12 again!

For seven years of my career, I instructed in the Army on three separate occasions. However in this role, I find that I have to down my teaching and not be too hasty with the students. Not all of them are soldiers so they respond differently to instruction. Keeping this in mind, my team and I have a different approach for every situation. What we teach does not change, as the subject matter has remained the same for the last 30 years. The technology supporting

it improves; however, the lexicon becomes more complex. Once the students understand the principles and philosophies underpinning bomb disposal, it is simple.

## YOU HAVE BEEN DOING THIS LINE OF WORK FOR QUITE SOME TIME SO HOW DO YOU DEAL WITH THE DANGER ELEMENT OF YOUR JOB ON A DAY-TO-DAY BASIS. WHAT WOULD YOU SAY? IS THE GREATEST RISK/ DANGER, IS IT SOMETHING OTHER THAN IEDS?

Whilst managing this project, I am not always out in the field with my team; however, I trust each team member and their judgement. By getting to know each of my colleagues and conducting weekly internal quality assessments, I know their limitations and their strengths. Other than the obvious IED attacks that could take place, one of my biggest risks is simply presentational. When things go wrong in the IED world, the situation can escalate quickly. The first report is the one that everybody believes and will be on a newspaper within several hours. This kind of negativity is something I aim to protect my team and TDI from. The only way to do this is through consistent training to a set standard that supports what TDI does.

## HOW DO YOU KEEP IN TOUCH WITH THOSE AT HOME? WHAT ARE THE CHALLENGES OF KEEPING IN TOUCH?

I remember writing Bluey's to my wife twenty years ago. The mail would take 3 weeks. Things have definitely come a long way since then!

The connectivity on my project is as good as at home in the United Kingdom so generally, I use whatever app my daughter tells me to. My youngest child is ten and I have missed a lot of him growing up however, I get to see him online every day, which helps us both. Funny how with such technology I only get a call when they want a new computer game or a new set of makeup!

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

For me, it is the trust that TDI put in me to run the current project that I am on. I love that we make a difference in somebody's life every day.

## WHAT WOULD YOU SAY TO SOMEONE CONSIDERING JOINING TDI FOLLOWING A CAREER IN THE ARMY?

Go for it! Yes, there are many companies in this industry that will snap up the talent that leaves the Army, however, look at the



whole package being offered. Take into consideration the insurance should you require it and look at the competency of the security that is provided for you whilst working. For me, I weigh those three pillars up when I look at a new job contract. This is my fifth contract since leaving the Army in 2018 and TDI are easily the most employee centric company that I have worked with. I can see myself here until I finish contracting!

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



Since 2005, TDI has 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](mailto:info@thedevelopmentinitiative.com) | [twitter/TDI18](https://twitter.com/TDI18) | [www.thedevelopmentinitiative.com/job-opportunities/](http://www.thedevelopmentinitiative.com/job-opportunities/)







# Connecting Service Leavers With Civilian Careers

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

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

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

**Morson Technical Services**, Building 700, AHDSU, Wattisham Flying Station, Ipswich, Suffolk, IP7 7RA | **+44 (0)1449 728952**

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



**FORCES**  
**CarsDirect**  
IF YOU SERVE YOU SAVE

## Celebrating 20 Years of Service to our Military Community

Allied to a 5-Star service, Forces Cars Direct offer a specialist new car service for all serving Armed Forces personnel and veterans and are committed to listening to your needs and sourcing the right car for you.

£

### Save money

Our customers save an average of £4,500.



### Part exchange welcome

All vehicles are accepted.



### Covid-safe nationwide delivery

Your new car can be delivered direct to your door.



### Audi A4 Saloon

35 Tfsi Sport 4dr

**FCD Price: £23,476.50**

**SAVE: £9,033.50**



### Peugeot 208

1.2 Puretech 100 Allure 5dr

**FCD Price: £16,516.80**

**SAVE: £3,238.20**



### Nissan Qashqai

1.3 DIG-T N-connecta 5dr [Glass Roof]

**FCD Price: £18,925.05**

**SAVE: £6,499.95**



### Volkswagen Golf

2.0 TSI GTI 5dr

**FCD Price: £28,483.60**

**SAVE: £4,976.40**



### Toyota RAV4

2.5 VVT-I Hybrid Excel 5dr CVT 2WD

**FCD Price: £32,073.32**

**SAVE: £3,301.68**

**Over £110 million saved for our customers since 2001!**



Call us on:

**01522 814 010**

Or visit: [www.forcescarsdirect.com](http://www.forcescarsdirect.com)



Images for illustration only. Prices and details correct at time of print. Prices for standard model only and do not include any optional extras, please ask for additional options and for your bespoke quote. Discounts vary between makes and models. Forces Cars Direct Limited T/A Motor Source Group is authorised and regulated by the Financial Conduct Authority (672273). We act as a credit broker not a lender. We can introduce you to a limited number of lenders who may be able to offer you finance facilities for your purchase. We will only introduce you to these lenders.



# Military veteran celebrates Forces Cars Direct 20 years

On leaving the Army 26 years ago, AAC soldier Steve Thornton could only have dreamed that he would one day be the CEO of a thriving business that is not only a leader in its field, but actively supports his fellow military comrades and has saved them over £110 million in discounts since its launch in 2001!



**Q**uite the achievement, right? We spoke to the military veteran and his team to find out more about his background and how it feels to celebrate 20 years of Forces Cars Direct.

## MILITARY LIFE

Coming from a military family, where both his parents served in the Armed Forces, Steve always knew that he wanted to serve. Like many young men aspiring to join, Steve wanted to become a pilot, but suffering with colour-blindness he knew this was not an option. Undeterred, the young 21-year-old went to his local careers office to discuss his options and soon after found himself in training and joined the Army Air Corps.

During the early 1990s, Airtrooper Thornton served with 4 Regt AAC, 669 Sqn and completed postings in Germany and Canada, as well as serving

a tour of Operation Granby during the first Gulf War.

In a chilling account of his time in the Gulf War, Steve explained the noise of the MLRS and Howitzers during one particular night convoy:

*"I was lucky to be selected for one of the advanced parties, we landed in 30 degree heat Saudi Arabia having left a very snowy Detmold in Germany, which was an interesting start to the tour in itself. One evening I remember particularly; it was pitch black, visibility was nothing, only the convoy light in front of us, and then suddenly we just heard the rumbling of MLRS and howitzers. All firing on both sides of us, all going up into the sky. Only when daylight came could we see the reality of what had happened that night, the image of which I think will stay with me. Fortunately all of our unit made it safely and I returned home at the end of the war."*



## LIFE AFTER THE ARMY

2021 not only marks 30 years since the Gulf War, it also marks 20 years in business for Steve and his company, Forces Cars Direct.

On leaving the Army in 1995, Steve remained in Germany and fell into car sales working for a local firm. He quickly realised much more could be done to aid current service personnel with their new car needs in terms of both service and the discount levels; and although Steve had little business experience at that time he was again undeterred, and returned to the UK, setting up Forces Cars Direct with his former boss (also a veteran).

Steve began the operation as a "one-man-startup" working with new car manufacturers to pioneer a discount programme not just for eligible tax-free personnel stationed overseas, but in the UK too. Steve handled all enquiries, sales, organising the deliveries and everything that goes into running a business and has successfully grown the company over its two decades and now employs an additional 18 staff.

*"Leaving the comfort of the military can be a scary prospect" reflected Steve. "I don't recall having the support network around me that I see today within the military network, but what I did have was a can do, positive attitude, and a business mentor, which when paired together I was confident that we could launch a successful business and make a real difference."*

*I think the fact that I have a military background, and that so many of our team do too, means something to our customers, we understand the military way of life and the quirks that it entails; we hold ourselves to a higher standard of service and commitment too, which means it's more than just a job to us, we genuinely want the best for our customers and will always hold them at our heart."*

Steve and the Forces Cars Direct team have paved the way with their new car rewards programme and launched sister brand, Motor Source Group, to extend its service to members of the NHS, Police, Prison, Fire and Rescue Services and also Teachers, and have to date delivered over 25,000 cars to eligible customers and saved them an incredible £110 million in combined savings!

## OVER £110 MILLION SAVED FOR ELIGIBLE CUSTOMERS

And it's not just the savings that the company's many customers appreciate as demonstrated from these comments:

*"Not only did they save me 30% on two cars, the after care and efficiency was utterly outstanding"*



*"Outstanding service from sales to delivery. Even during lockdown I was kept up to date. As a veteran I really appreciate the excellent service provided."*

*"FCD make the process of buying a car effortless. The fact they do this and save you a considerable amount of money as well is remarkable."*

These statements are just a handful of the company's glowing customer reviews on the independent review site – TrustPilot. The Forces Cars Direct team pride themselves on a genuine service, with honest, impartial advice, and no pressure sales – something not associated with car sales all too often. Steve explains why this ethos is so important to him and the team:

*"Forces Cars Direct was born out of a feeling of being let down elsewhere, I had not long returned from the Gulf, served my country, and not that I wanted any special treatment perse, but I felt so undervalued that I just knew something better could be done. Many of our staff have either served in the military themselves, or have familial links, so there is a real personal connection to what we do."*

*I am so proud of the service we offer and the ability to help and support such a hardworking community in the Armed Forces and Emergency Services will always drive us to do more."*



*FCD make the process of buying a car effortless. The fact they do this and save you a considerable amount of money as well is remarkable*

## HONOURS

Forces Cars Direct has become a real champion for our military community; speaking whenever possible about life after the military, encouraging service leavers and also employment in civilian life, and continuing to give back through charity donations, supporting individual endeavours. The company's achievements have been recognised with many accomplishments, including Silver award in the Armed Forces Covenant Employer Recognition Scheme, consecutive nominations in the British Ex-Forces in Business Awards, and also

being awarded Veteran Business of the Year in the English Veterans in Business Awards.

Throughout the last 20 years, the UK car industry has seen many challenges with recession, emissions scandals and shifts in fuels and technologies, Brexit uncertainties, and of course the last 12 months with the Covid-19 pandemic. Forces Cars Direct have not been immune to these downturns but with a customer focussed ethos and ability to adapt and look for solutions, the company is hopeful of a brighter 2021 and beyond.





# 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 dependants 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.

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

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

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

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





# Army Cadet Force

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

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

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

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

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

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

Philip's ACF training and experience has also benefitted his career prospects - helping him to secure job interviews and giving him practical examples of coaching and mentoring skills to talk about with recruiters. He is

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

## HELPING YOUNG PEOPLE TO DEVELOP

However the best and most unique part about being in the ACF, according to Philip, is seeing how the cadets benefit: "As a volunteer it has given me immense pride watching the cadets achieve and overcome some of their own problems. The cadets always surprise me with their effort, commitment and spirit and the best thing is that I get to be part of it. There is a real sense of family, friendship, equality and inclusion within the Army Cadets."

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



## COMBINING WORK, ARMY CADETS AND THE ARMY RESERVE

As well as being a Signalling Systems Trainer for London Underground Kate Dunscombe also finds time to be an Army Reservist and a Company Sergeant Major with the ACF.

Kate loved being an Army cadet so much that she, and a number of her friends, went on to join the ACF as volunteer instructors. When another ex-cadet who had joined the Army Reserve came along to help at an ACF camp Kate was persuaded to become a Reservist as well.

"Having been in the Army Reserve and the ACF for a while I can see that the two roles complement each other," says Kate, who is now a Company Sergeant Major with Beds & Herts ACF. "The leadership and management are similar and the values and standards are the same. There are also skills and training that you can take from one role to the other, such as skill at arms and range qualifications and people management skills."

## DEVELOPING YOUR SKILLS

Kate has found that her ACF skills and training, particularly in supervising people and in having the confidence to command and lead groups of people, has been very helpful in her day job.

"At London Underground I'm responsible for training their future signal engineers: the staff members and apprentices who will be responsible for everything from the control logistics, software and hardware to operating equipment on the signals and points. As an ACF instructor you gradually build up your confidence as a leader and trainer. You also develop the skills and patience to work with young people, something that's been very useful in my work with apprentices."

Having risen through the volunteer ranks to become a Company Sergeant Major, Kate is responsible for helping to mentor younger adult instructors as well as organising activities for groups of cadets. "Recently I took a group of cadets on a battlefield tour to Ypres, she says. "The cadets had the chance to take part in a ceremony of remembrance at the Menin Gate. They loved it and they learnt so much."

## SUPPORTING THE NEXT GENERATION

For Kate, inspiring her cadets to become ACF leaders and to get on in life is one of the best rewards in being an ACF volunteer.

"I've had quite a few cadets who've gone on to become volunteers. Some are now Detachment Commanders and it's great to see them embracing the



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

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

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



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



# THERE'S MORE TO LIFE AS A CADET LEADER



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

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

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



## Join our #ForceWithADifference

We deliver unique specialist policing, to protect the nation's defences and national infrastructure.

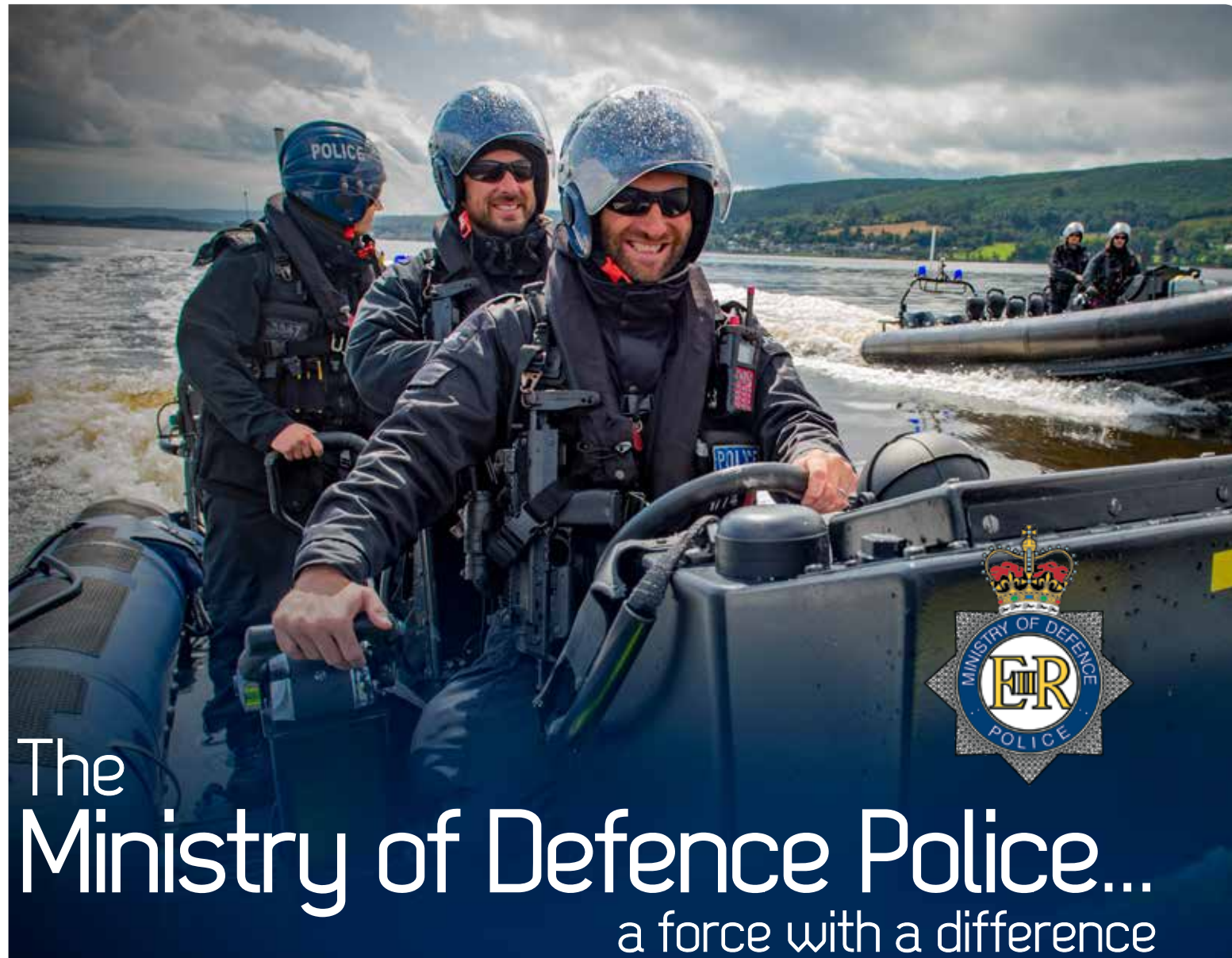
People join us from all walks of life, bringing with them different skills, abilities and experiences. With firearms training from the outset of your career and lots of opportunities to further develop in a range of specialist roles, the Ministry of Defence Police could offer you far more than you may first imagine.

Interested? Visit: [www.mod.police.uk](https://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)?



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

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

## WHO?

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

## WHERE?

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

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

## WHAT?

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

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

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

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



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

and UK national infrastructure sites, people and assets.

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

## HOW?

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

## 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](http://www.mod.police.uk)

## WHY JOIN THE MDP?

### Training

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

### Salary

- Up-to-date information on starting pay and pay scales is available at [www.mod.police.uk](http://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](http://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](http://www.mod.police.uk)





# 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](http://www.itonlinelearning.com).



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





**Free instructor  
led, practical  
classroom  
course**

# Cerco offer **FREE** practical IT training

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

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

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

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

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

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



**'Trained  
and trusted  
resources'**

**From a unique  
IT solutions  
provider**

**UK wide  
presence**

**info@cercoit.  
co.uk**

**Call us on  
01270 219760**

**CERCO IT LTD**

Cerco House  
Southmere Court  
Coppicemere Drive  
Crewe, CW1 6GU

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

Tel: 01270 219760



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.



**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



# 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



## 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.



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 Equipment Training Centre Ltd was born. M.E.T.C's moto 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.



**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	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	May	June	July	Aug	Sept	Oct
1						
2				scooter		
3				scooter		
4	scooter			scooter		scooter
5	scooter		scooter	scooter		scooter
6	scooter		scooter		scooter	scooter
7	scooter	scooter	scooter		scooter	scooter
8		scooter	scooter		scooter	
9		scooter		stairlift	scooter	
10	stairlift	scooter		stairlift		
11	stairlift			stairlift		stairlift
12	stairlift		stairlift	stairlift		stairlift
13	stairlift		stairlift	stairlift	stairlift	stairlift
14	stairlift	stairlift	stairlift		stairlift	stairlift
15		stairlift	stairlift		stairlift	stairlift
16		stairlift	stairlift	car hoist	stairlift	
17	car hoist	stairlift		ceiling hoist	stairlift	
18	ceiling hoist	stairlift		surveying		car hoist
19	surveying		car hoist	surveying		car hoist
20	surveying		ceiling hoist	loler/pat	car hoist	surveying
21	loler/pat	car hoist	surveying		car hoist	surveying
22		ceiling hoist	surveying		surveying	loler/pat
23		surveying	loler/pat	scooter	surveying	
24		surveying		scooter	loler/pat	
25		loler/pat		scooter		scooter
26			scooter	scooter		scooter
27			scooter		scooter	scooter
28			scooter		scooter	scooter
29			scooter		scooter	
30					scooter	





## Enhanced Resettlement Provision from CTP

### INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS

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

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

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

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

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

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

### WHERE DO I START WITH RESETTLEMENT?

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

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

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

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

### WHAT SUPPORT AM I ENTITLED TO?

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



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

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

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

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

# Resettlement Support from CTP



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

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

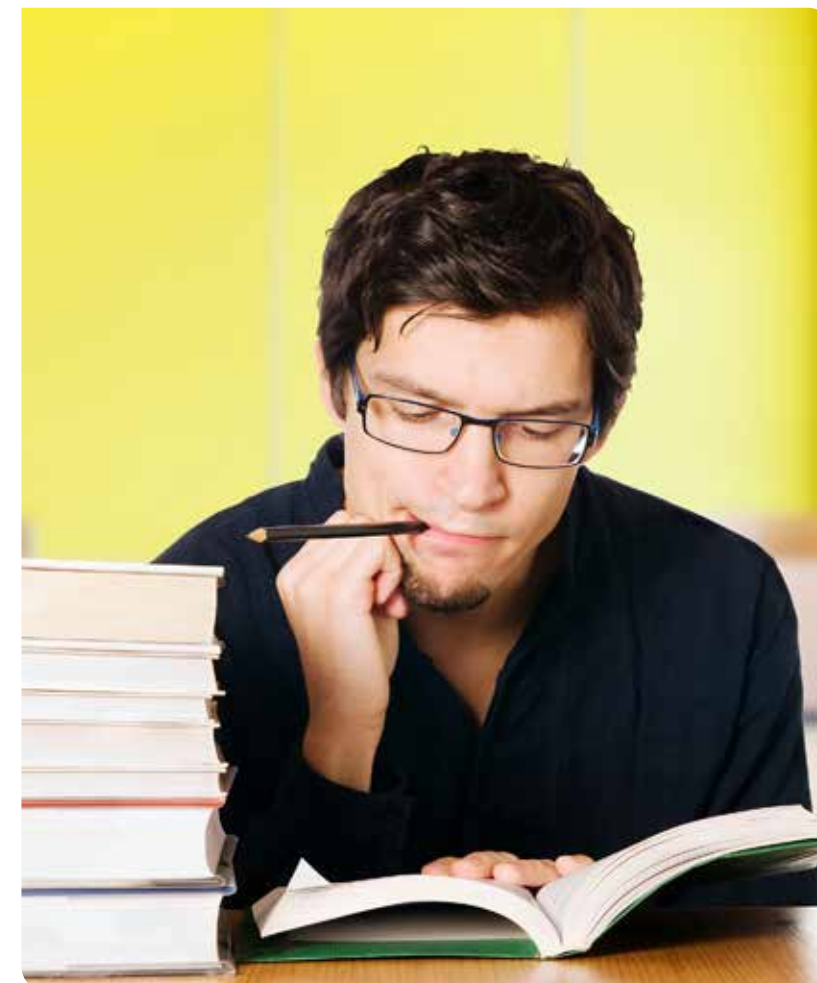
### \*Wounded, Injured and Sick Service Personnel

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

### HOW CAN CTP HELP ME?

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

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



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

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

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

### TRANSITION

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

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

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

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

### TRAINING

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

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

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



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

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

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

### EMPLOYMENT

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

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

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

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

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

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

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

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



# THE PARTNER CAREER SUPPORT PROGRAMME

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

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

## WHAT WILL I HAVE ACCESS TO?

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

## NEXT STEPS

If your partner has been in regular, FTRS, or MPGS Service for at least four years and is still in Service on 1st April 2021, we'd love to hear from you.

You can apply using the link below. **The closing date for applications is 31st March.**

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

## The Partner Career Support Programme

The Career Transition Partnership are delivering their Partner Career Support Programme to help partners of Armed Forces personnel.

With the application window extended until 31st March 2021, and a wider eligibility, there are still places remaining, and time to apply.

Whether you're already in employment, have been out of work for some time, or are based overseas and are looking to understand your suitability for a UK based role, the CTP are here to help you find a future career that suits your individual needs and experience.

Head over to their website to find out more and apply for your place at [https://bit.ly/CTP\\_PCSP](https://bit.ly/CTP_PCSP)

Resettlement can be a time of transition for the whole family and we are excited to offer support to Partners who may be looking to develop in their current career or change career paths entirely. Once your partner registers for the programme, they'll have access to a wide range of bespoke support encompassing:

- Career coaching delivered by our career consultants – helping them identify suitable career opportunities.
- Support from personal career consultant – helping to develop a Personal Career Plan looking at short, medium and long term goals.
- Access to self-assessments – enabling them to identify strengths and areas of development.
- myCareerPath – an online platform with access to hundreds of e-learning materials and job finding tools.
- Expert guidance on how to build a powerful and impactful CV – including advice on how to frame a gap in employment, or how to showcase skills if they have moved roles frequently due to postings.
- Signposting of excellent employment support and training opportunities provided by trusted organisations – meaning you never miss an opportunity.

### INTERVIEW SIMULATOR



Discover what questions are asked by employers and the reasons they ask them. The tool includes 100 thought-provoking questions across 8 categories.

Take mock interviews to see how your responses compare against video advice from employers. Choose between selecting your own questions or having them randomly selected for you.



### CAREER PULSE

How employable do you think you are? Take your **Career Pulse** self-assessment to get your score.



TAKE YOUR CAREER PULSE NOW

### JOIN OUR PCSP FACEBOOK COMMUNITY



Join our PCSP Facebook group, where you can chat to other Partners on the programme for support, feedback, and sharing ideas, in what will ultimately become **your own community** for developing and understanding your own career paths or readiness for employment.

[facebook.com/groups/pcspmembers](https://facebook.com/groups/pcspmembers)

### THE PARTNER CAREER SUPPORT PROGRAMME

APPLICATION WINDOW EXTENDED TO 31ST MARCH 2021

Are you a spouse or partner of a serving member of the regular UK Armed Forces or FTRS/MPGS?

Our virtual programme will offer you support from an experienced career consultant and a wealth of online learning, activities and tools to support you in realising your career aspirations.

Don't miss this fantastic opportunity, apply now.

[ctp.org.uk/partner-programme](https://ctp.org.uk/partner-programme)  
#CTPpartnersupport

CHECK ELIGIBILITY AND APPLY





Scott Mathie



# Protecting others a safe career choice

Protecting people from harm is the safety and health specialist's purpose.



From large infrastructure projects and deep sea mining to crowd control and fire safety, it's a role that has become absolutely integral to business and wider society. And it's a career commonly pursued by ex-military.

We interviewed two veterans, former Company Sergeant Major and Warrant Officer Jimmy Quinn who served with the Scots Guards and Royal Electrical and Mechanical Engineers and ex-RAF Regiment gunner Scott Mathie, who chose two different routes into safety following careers in the armed forces.

Jimmy is now President of the Institution of Occupational Safety and Health (IOSH), the largest professional body for safety and health practitioners, and senior health and safety manager at global construction company Multiplex.

Scott divides his time between being a firefighter and Managing Director of his own training and consultancy firm in Leicester, 1st Choice Safety, which is a forces friendly employer and signatory of the Armed Forces Covenant.

## WHAT PROMPTED YOU TO BEGIN A CAREER IN SAFETY?

**Jimmy:** I didn't understand what health and safety was as a soldier but I knew people who did it. Because I had spent some of my career as an instructor, and had the presentation skills, I wanted to put them to good use. I remember attending a health and safety course and sitting there, thinking, 'I could do just as good a job as this instructor.' I thought I could teach these courses.

Someone heard me talking about a course I had delivered on a conference call and said, 'you should do this, teach the good word of health and safety'. That someone was Simon Donnelly, who is a veteran and an IOSH fellow and has mentored me since the beginning of my health and safety career.

**Scott:** The firefighting was always something I wanted to do. And it was the discipline of these two uniform services, the RAF and the fire service, and the thought processes that lent themselves to safety.

It is about the risk to benefit. If you were engaging the enemy, you would risk assess. Is this a risk worth taking? This mindset lends itself to firefighting, do you go into that burn-ing building? And so it is with the field of safety and health. The part of safety I specialise in, fire safety, benefits from my background in both the military and the fire service.

## HOW, IF AT ALL, DID A CAREER IN THE MILITARY PREPARE YOU FOR A CAREER IN SAFETY AND HEALTH?

**Scott:** To put it simply, it's just the discipline needed for both careers. It's pointless putting something in place with safety if nothing gets followed through. Don't just say you're going to do it, you prepare and then you follow through as planned. Yes, you need to be someone who can handle the unexpected, but also someone who gets the value of planning well, and then being able to deliver.

**Jimmy:** It gives you a good understanding of hazards. Once you get to a certain rank, you tend to be more removed in peacetime from the action. You're not constantly in



Jimmy Quinn at IOSH Council



Scott Mathie

the field using all the tactical skills. In a senior management career in the army, you have to undergo health and safety training. As a Company Quartermaster Sergeant, I was re-quired to attend a course, and that allowed me as to transfer to a Level 3 qualification in OHS. I then had an understanding of the practicalities of what safety and health management systems were.

In the late '80s and early '90s, there was more of an emphasis on health and safety in the military. The Health and Safety at Work Act started to come through and influence how we worked. Today, the army is looking to employ 75 health and safety advisors in the garrisons, and I would imagine other armed forces will replicate this going forward.

## FURTHER TO THAT, WHAT TRANSFERRABLE SKILLS ARE THERE BETWEEN THE ARMED FORCES, OR YOUR PARTICULAR ROLE IN THE MILITARY, AND SAFETY AND HEALTH PRACTITIONER OR TRAINER?

**Jimmy:** You're people facing. You're able to interact. You have loads of soft skills, including communications and working part of a team. Safety, like the military, is about recognising hazards and being able to make decisions. It's about the ability to see the value of training and to create team working. You have to have the skills to assimilate into a team.

**Scott:** It's about the organisational skills and the discipline. It's about teamwork and camaraderie. In our line of work as safety trainers, we try not to come across as generalists. I need to be able to work with other safety experts who have their own specialisms, such as mental health or safety in construction. My current role is about building a team of specialists who can work together, and this has a lot of similarities with my RAF work.

## WHAT WERE THE MAIN CHALLENGES YOU FACED IN MAKING THE CAREER TRANSITION?

**Scott:** One of the biggest challenges for me was imposter syndrome. A lot of people in the military come out and don't think they can do anything else. You spend 25 years being a trained soldier with a skillset that you think is quite specific. You don't realise you have these transferrable skills that can help you to be successful outside the bubble of the military. You have a lot more to offer than you appreciate. It's important not to forget that.

**Jimmy:** I only knew one language, the army language. I expected things to be done right now and very competently. I expected that I was working with people as professional, or more professional than me. Everyone would be thinking the same. You are, to a degree, institutionalised in the army and trained to think as one.

I had to create a new ideology in civvy street, because I had been in the army from the age of 17 to 42 and I knew nothing else. I had to do an apprenticeship as a civilian. It was very challenging mentally and emotionally. I cut myself off. But then I joined IOSH networks and found other ex-military. I embraced that and found my way a bit. If I hadn't have reached out, I would have become a lost.

## WHAT ADVICE WOULD YOU GIVE TO SOMEONE LOOKING TO MAKE THE TRANSITION FROM THE MILITARY TO CIVVY STREET?

**Jimmy:** If you're coming to the end of your full career, plan two to three years ahead. Reach out to veterans through the veterans network. Talk about what you feel you would like to do, and then start creating a plan up to the last day of service.

You need to look at utilising your resettlement grants properly. In this day and age, if you want to get into health and safety look at online courses. And use your resettlement leave perhaps to attach to local authorities or companies that would like your assistance as an ambitious, new health and safety advisor. Really think about the skills you've got from the armed forces, and try to use that trade as well.

**Scott:** One of the big things I would say is do your future planning while you're still in the military. I didn't make use of the courses. Get your head into planning before you leave and what's available to you after your leave. Use your resettlement grants and make sure you take all the advice available on matters such as housing.

You come out of this protective bubble when you leave the military. I left home and went straight into the military, so I never had that life experience of being a civilian who had to find somewhere to live, find a dentist and a doctor etc. So think this sort of thing through in good time to be prepared for when you do leave.

## SCOTT, HOW DOES IT FEEL, SETTING UP YOUR OWN SUCCESSFUL SAFETY TRAINING COMPANY?

**Scott:** I spent the first few years of thinking I don't know what I'm doing. Can I do this? I've not come from industry. These are the challenges. It's just getting over those mental hurdles that you put there yourself. I don't come from industry so I've never had to look at budgets and financial planning.

But in reality, I've taken quite a lot of comfort from working with other ex-military people who have been doing it longer than I have. There's quite a good community of safety people who have come from the military. To anyone in the military looking for their next career, safety is an exciting career, it can be very diverse. And it's a future-

## FACTFILE

There's a range of health and safety training courses and qualifications to choose from, and the right option will depend on the business and sector you're working in.

High-risk industries will require more specific and advanced training to prepare workers for managing the hazards. However, there are various courses to kick-start your career in health and safety. IOSH Working Safely or Nebosh Safety Simplified cover the basics of workplace health and safety, such as identifying risks in the workplace and advice on how to manage them.

For those who are looking to progress further, the next step up is to take a level 3 (or equivalent) qualification, such as IOSH's Certificate in Safety and Health for Business or the Nebosh national general certificate in occupational health and safety. Completing these qualifications will also give the delegate the chance to apply for IOSH membership.



proof career. We will always go forward with health and safety.

## JIMMY, TELL US ABOUT BECOMING IOSH PRESIDENT. HOW ARE YOU USING THE POSITION?

**Jimmy:** It's a great honour, to become President of this leading body in health and safety. I want to use the position to increase the awareness of veterans in health and safety and to increase the awareness of veterans as a whole, including the mental health issues.

I've set up working groups within IOSH's Council to create the detail surrounding these two issues, and we're looking at creating an IOSH LinkedIn Group for veterans, which I hope your readers would join if interested in a safety career. This is a pre-cursor to building more networking opportunities in health and safety for former military.

I also want to promote the younger safety and health professionals coming through, who see health and safety as a first career rather than second.

For more information about IOSH membership, training and the role of the safety and health professional, visit [www.iosh.com](http://www.iosh.com)

You can find out more about why 1st Choice Safety signed the Armed Forces Covenant at [www.1stsc.co.uk/blog](http://www.1stsc.co.uk/blog)



# Become a Health and safety adviser

Health and safety advisers work to reduce accidents, injury and health problems in the workplace.

## HOW TO BECOME A HEALTH AND SAFETY ADVISER

You can get into this job through:

- a university course
- an apprenticeship
- training through a professional body

## SKILLS AND KNOWLEDGE

### You'll need:

- to be thorough and pay attention to detail
- the ability to use your initiative
- the ability to work well with others
- persistence and determination
- legal knowledge including court procedures and government regulations
- knowledge of English language
- knowledge of teaching and the ability to design courses
- maths knowledge
- to be able to use a computer and the main software packages competently

## WHAT YOU'LL DO

### Day-to-day tasks

- Your day-to-day tasks may include:
- developing safety policies and procedures
  - advising and training staff on health and safety practices
  - making regular inspections
  - doing risk assessments
  - investigating and recording accidents in the workplace
  - working with relevant inspectors and trade unions

## APPRENTICESHIP

You can do an advanced apprenticeship as a safety, health and environment technician. You can also complete an environmental health practitioner degree apprenticeship, if you're going to work mainly in environmental safety.

### Entry requirements

You'll usually need:

- 5 GCSEs at grades 9 to 4 (A\* to C), or equivalent, including English and maths, for an advanced apprenticeship
- 4 or 5 GCSEs at grades 9 to 4 (A\* to C) and A levels, or equivalent, for a higher or degree apprenticeship

## WORKING ENVIRONMENT

- You could work in an office, on a construction site or in an NHS or private hospital.
- Your working environment may be outdoors some of the time.
- You may need to wear safety clothing and use safety equipment.

## MORE INFORMATION

### Professional and industry bodies

The Occupational Safety and Health Consultants Register has a list of professional bodies offering membership options. [www.oshcr.org/about/#ProfessionalBodies](http://www.oshcr.org/about/#ProfessionalBodies)

Careers in health and safety from the Royal Society for the Prevention of Accidents ([www.rosipa.com/occupational-safety/advice/career](http://www.rosipa.com/occupational-safety/advice/career)) and Occupational Safety and Health Consultants Register ([www.oshcr.org/help/knowledge-base/become-a-health-safety-consultant](http://www.oshcr.org/help/knowledge-base/become-a-health-safety-consultant)).

## CASE STUDY

### A forces friendly employer

Businesses, charities, and public sector organisations of all sizes who wish to support the armed forces community can sign the Armed Forces Covenant. You make your own promises on how you will demonstrate your support.

Scott Mathie and 1st Choice Safety have signed the Covenant and are currently supporting ex-RAF Regiment gunner Stephen Peake, 46, as he looks to embark on a career in safety.

Steve is using his Enhanced Learning Credits (ELC) grants to invest in online courses with Nebosh, including the national general certificate in occupational safety and health, which is a route to membership of the Institution of Occupational Safety and Health (IOSH).

*"My long-term plan is to become an IOSH member," said Steve. "I think I'll make a success of being a safety trainer. I quite like talking. I like standing up and speaking in front of people."*

*"I am in the process of applying for and paying for courses to get me started. Scott has guided me quite well. I think sometimes we think we're still in the military. We know our word is our bond and we are fairly reliable with each other. He's been a good role model, someone I can sound off to. We bounce off each other."*

To find out more about the Armed Forces Covenant, visit [www.armedforcescovenant.gov.uk](http://www.armedforcescovenant.gov.uk)

ABF

THE SOLDIERS'

CHARITY

The Army's National Charity

# FOR SOLDIERS FOR VETERANS FOR FAMILIES FOR LIFE

As the Army's national charity, we're here for the Army family when you need us.

In a typical year, we help 70,000 people by awarding grants to individuals and 89 other charities and organisations. Our support is here at the start of your career and continues for life - long after service has ended.

SUPPORTING

70,000

INDIVIDUALS &amp;

89

ORGANISATIONS

SEARCH **ABF THE SOLDIERS' CHARITY** TO FIND OUT MORE

SUPPORT US

AND YOU SUPPORT  
THE WHOLE ARMY FAMILY

ABF The Soldiers' Charity is a registered charity in England and Wales (1146420) & Scotland (SC039189). Registered as a company limited by guarantee in England & Wales (07974609). Registered Office: Mountbarrow House, 12 Elizabeth Street, London, SW1W 9RB.





Former Welsh Guardsman Dale struggled to find work after losing his leg in Afghanistan in 2009. Now, with a little help from ABF The Soldiers' Charity and our partner, The Poppy Factory, he is back on the road as an HGV driver in South Wales.

**D**ale served for nine years as a Guardsman in the Welsh Guards. He says: "Growing up, I always loved cars so after school I went to college to study mechanics. I joined in 2003 at the age of 16 and was deployed to Iraq, Belize and Bosnia." Then, in 2009, Dale was seriously injured in Afghanistan when the vehicle he was travelling in went over an improvised explosive device. He says: "I was up top as a Gunner and was blown out of the vehicle. My only memory is from the day before, playing volleyball in the base. However, one of the boys captured the whole thing on a camera mounted to his helmet. It's very strange to watch the video because the first five minutes of the

footage is just the dust clearing." Dale suffered severe head injuries, broke his spine in three places and had his left leg amputated. He says: "I had rehabilitation for two and a half years at Headley Court and was finally discharged in 2013. It was a very difficult time but the thought of my partner, who is now my wife, and children kept me going. I have a strong mind and eventually decided that I had to get on with things. I came to realise that I was lucky to be alive – but I had absolutely no idea what to do with my life after I had been discharged." In the years after his discharge, Dale struggled to find work. He reflects: "I was a mess, some days I wouldn't even leave my room. My mum was in my ear telling me

to look for a job, but I didn't know where to go. I just stayed inside."

It was around this time that Dale received support from The Poppy Factory, one of 89 charities funded by ABF The Soldiers' Charity. Dale explains: "I started talking to Natalie, the Employment Consultant for South West Wales. I had been a mechanic before joining the Army and had thought about doing that again, but being under a vehicle all day wouldn't have been good for my back. So I thought about driving. I'm obsessed with cars anyway, so getting a job driving a Heavy Goods Vehicle (HGV) seemed to make sense. They're all automatic these days, so my injury wouldn't affect being able to drive."

At this stage, ABF The Soldiers' Charity stepped in with a grant to ensure Dale was able to get the training and qualifications he needed to start his new life as an HGV driver. Dale says: "I got my Category C licence through the Army, but lost it after sustaining my head injury so I had to pass that again. The training was great; I did four days of driving and on the fifth day I took my test. I passed with flying colours – it was a really great feeling!"

Natalie says: "When Dale was referred to me, I worked with ABF The Soldiers' Charity to make sure he got the qualifications he needed to drive an HGV. He was buzzing and motivated to get back to work, so I started talking to local employers."

Natalie introduced Dale to Jeff, a Transport Manager at John Raymond Transport Ltd (part of the Nolan Group), who she had met at a local jobs fair. Dale says: "We went to visit the company site for a tour and to find out more about employment opportunities." Dale was delighted to be offered a job.

Jeff, Dale's Manager, said: "Dale has that disciplined military mindset and he's very adaptable. He comes here in the morning, picks up a set of keys, and he's out of the door getting on with it. If I had another Dale apply for a job tomorrow, I wouldn't hesitate."

Dale has been on the road for a year and a half now, mainly transporting goods across the Midlands for supermarkets. "It's been good for me mentally; it's given me something to do and got me out of the house. It's also cleared my head and meant that I've not been worrying about silly things."



The Army's National Charity

ABF The Soldiers' Charity is the national charity of the British Army, here for soldiers, veterans and their families for life. In a typical year, we help around 70,000 people by awarding grants to individuals and 89 other charities and organisations. Our support is here for soldiers at the start of their careers and continues for life – long after service has ended. Support us and you support the whole Army family.

# Dale's Story







# Celebrating the success of SSAFA's Adoption Service in the LGBTQ+ Forces community

With LGBTQ+ Adoption and Fostering Week approaching in the first week of March, SSAFA, the Armed Forces charity celebrates success with finding caring military families of all backgrounds for children in need.

Following on from an Outstanding result given by Ofsted at the end of 2019 and specific praise given to the support available for same-sex adopting couples, the SSAFA team adapted swiftly to new, creative ways of working in 2020. Their efforts ensured that the needs of vulnerable children continued to be met – and new family units were forged.

The 2019 Ofsted report stated:

"The agency is inclusive and, in the past two years, has increased its same sex couple recruitment to 45 per cent of all recruited families. The leaders and managers promote equality and diversity".

The SSAFA adoption service has worked hard to change misconceptions of not only military families, but also LGBTQ+ adopters. Research commissioned by SSAFA in 2019 showed that just over 3 in 10 Brits would describe a military

parent as 'regimented' or 'strict', whilst a shocking 1 in 12 Brits think that being a transgender couple would disqualify you from adoption.

The Ofsted report reiterated the drive to change these misconceptions, "The agency has consistently raised the profile of military families and works hard to break down myths and stereotypes associated with these families"

Even now, there are 37 households being supported by

this service as they go through the adoption process with SSAFA. Last year alone, nine households were approved to take their next steps with adoption – and over half of these approved households were same-sex couples, demonstrating SSAFA's ongoing commitment to inclusivity. In addition, nine children from difficult and traumatic backgrounds were secured loving families in 2020 as a result of the SSAFA Adoption Service

Over the past four years, SSAFA has seen a huge increase in same-sex adoptions, and has approved 11 such households. 13 children have been successfully placed with these families so far.

Ashley Oldroyd-Clarke and his partner, Keiren, adopted their five-year-old son through SSAFA's Adoption Service. Serving in the RAF, Ashley had been unsure whether his military background would be understood by Local Authority Adoption Service.

Turning to a specialist agency was a natural next step for Ashley and Keiren:

"Once we spoke to SSAFA, everything started to fall into place. It meant so much to be welcomed

as a loving potential family for a child in need, instead of seeing circumstances as barriers. People often forget that family life in the military is an exciting and nurturing environment – living behind the wire doesn't make a family any less caring. It took SSAFA's expertise to help us find the final piece of our family puzzle and we have never looked back!"

Jill Farrelly, Head of SSAFA's Adoption Service, said:

"SSAFA is incredibly proud to be successfully supporting any members of the LGBTQ+ Forces community looking to create a loving home for children in need. It has been a privilege to witness new families coming together – and to know that we have helped to facilitate this positive outcome for vulnerable children and their adopters."

"Too often we have heard misconceptions about adoption in the Forces, and adoption in the LGBTQ+ community – so we are delighted to be helping to break down these barriers of understanding. We are committed to delivering an inclusive service

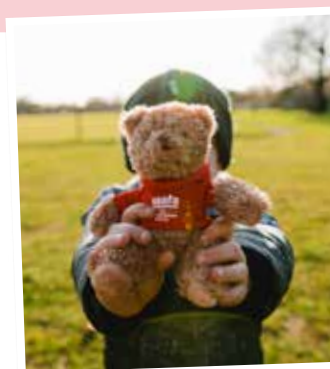
and I am incredibly proud of the whole SSAFA team for their personal dedication to this being achieved."

SSAFA has been a registered independent adoption agency since 2000 and was developed to counteract the difficulties faced by some serving personnel looking to adopt. While many members of the Armed Forces can adopt via their Local Authority, some adoption agencies do not accept applications from serving personnel due to misconceptions about the military lifestyle. SSAFA is the expert in military adoption and understands the complex demands of military life. SSAFA has worked successfully with individuals and couples from all service backgrounds to create loving families.

If you are, or someone you know is, currently serving and would like to adopt, please encourage them to get in touch with SSAFA, the Armed Forces charity.

To find out more, visit [ssafa.org.uk/adoption](https://ssafa.org.uk/adoption)

**ssafa** the Armed Forces charity



## BOEING'S COMMITMENT TO VETERAN SUPPORT

Boeing is proud to support SSAFA, the UK's oldest, National tri-service military charity, in its work to restore independence and dignity to service men and women, veterans and their families. In particular, the Boeing Crisis Fund at SSAFA means that no Forces leaver and their family should feel alone during difficult times.

Boeing's partnership with the UK began just before the Second World War and that commitment to the UK Armed Forces carries right through to today. They are proud to be holders of a Gold Award with the Armed Forces Employer Recognition Scheme and active supporters of the Armed Forces Covenant.

The Boeing UK Reserves and Veterans Organisation (BRAVO) is a community of Boeing employees, which aims to connect veterans,

reserves, and colleagues across the UK. A Buddy Scheme supports new hires in their move into the corporate environment. Anyone can join the team and get involved with its activities, volunteering, and events through the year.

The key focus for BRAVO is giving Boeing corporate knowledge on military matters, offering mentoring and guidance in the early years of new hires from a service background and help managers understand and work with their ex-Forces colleagues. The network currently has more than 200 members across the UK and, for many of Boeing's ex-service personnel and current reservists, it has been a lifeline in their transition into the business world. It is important for them to know that support is available from people with similar backgrounds and history and with an understanding of some of the challenges faced when leaving the armed forces.

Through the Career Transition Partnership (CTP), Boeing encourages its people to share their transition experience with those approaching the end of military service.



## CASE STUDY

**Name:** Simon Henly  
**Location:** Bristol  
**Length of Service:** 9 Years  
**Rank:** Junior Technician  
**Left the RAF:** 2001  
**Current Position:** IT Design Authority

Inspired by my Grandfather's recollections of his time with Bomber Command during World War Two, I joined the RAF as a Telecommunications Technician based at RAF Brize Norton.

My career took my all over the world, playing a part in security and peacekeeping missions. I was able to meet people and see places that many civilians don't

get the opportunity to experience. These opportunities opened my eyes to the world and changed me permanently for the better.

The skills I learned in the RAF readily transferred to civilian life, even if the technologies were totally different. Prior to Boeing, I spent time working at Nortel, followed by 16 years supporting emergency service 999 control room call-taking and radio communication systems across the UK and Ireland.

However, it was after joining Boeing that I realised the huge support for ex-Forces within the company. This was a marked contrast to a previous employer, despite there being a large contingent of ex-Army, Navy and RAF engineers on the workforce.





# 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.



This may be from being directly infected with COVID-19 which has caused physical illness but we must not forget the mental health issues related to the stress and isolation which has been enforced to help slow and control this global pandemic.

In addition, there have been massive financial implications, not only for the government who have set up loans and grants to help support businesses to continue to operate, but also the furlough scheme where employers and employees are having to adapt to different working conditions and uncertainties regarding their long term employment.

One sector that has suffered massively is the Third Sector, Charities. Since lockdown, in March 2020, we know that so many fund raising events have been postponed or even cancelled, which has left enormous shortfalls in what would be their normal revenue streams, in the form of donations, contributions and various fund raising events. Despite these massive shortfalls, all these charities are supporting more people than ever, which is why we wanted to give a little something back.

We have been running a social media charity campaign asking people to vote for their favourite forces charity and sharing, commenting, and Retweeting for more votes.

The charity with the most votes will receive a donation of £250, and another £50 will be given to one person who voted for that charity. This initiative is only a small monetary donation from Easy Resettlement Magazine, but we feel it will bring these charities to the forefront of peoples minds, hopefully reminding everyone of the hard work they do and the support that they give.

## 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 >>



Vote on Twitter @EasyResetMag



#### 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**.





# Alcoholics Anonymous

## National Helpline 0800 917 7650

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

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

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

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

For information:

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

Tel: 01904 644 026

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

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

THE ONLY REQUIREMENT IS A DESIRE TO STOP DRINKING

# 0800 917 7650

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

## Drinking on the Job...

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

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

Do you want help with a drinking problem?

If alcohol is costing you more than money, then call us today in complete confidence on 0800 9177 650, or email us at

[help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)

*"My 10 year old daughter succumbed to cancer....my drinking rocketed...I learnt to use drink to numb the pain. Then followed a dark period in my life...extended periods of diagnosed depression and marriage break up.*

*I finally admitted to occupational health that I needed help – the response was supportive and nothing like I expected I was offered a place in re-hab, and introduced to Alcoholics Anonymous.*

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

Former Detective Inspector

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

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

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

Former Inspector

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

Former Superintendent



# New chairman for Veterans Housing Scotland



**G**roup Captain Robert Kemp CBE QVRM AE DL has been appointed Chairman of Veterans Housing Scotland with effect from 1st March. He succeeds Lieutenant Colonel Richard Callander LVO OBE TD who retires following ten years as Chairman.

Established in 1915, formerly Scottish Veterans Garden City Association, Edinburgh-based Veterans Housing Scotland aims to provide affordable rented housing for military veterans in Scotland who are disabled.

To recognise the sacrifices made, and to honour the concept of those disabled in service of their nation coming back to a country fit for heroes, it was agreed that a scheme based on the Garden City concept be created. This would give those who had been injured hope of a secure home in a safe community.

Group Captain Kemp has wide experience of working with forces' charities including as Director Scotland RAF Benevolent Fund; Trustee Erskine Hospital and as a member of the Scottish Government's Panel for the Commemorations of World War One.

He has worked with Veterans Housing Scotland for around 15 years and is looking forward to the opportunity of developing the 'Community within a Community' ethos. He said: 'Today in Scotland, around 3% of all those assessed as homeless by local authorities are military veterans. The vast majority of those transitioning from military service do so without the need for further support however for some there will always be a need for ongoing assistance. By providing a safe and secure home in a supportive community we are helping our veterans take the first steps to building a strong future for themselves and their families.'

'Covid-19 has presented a new challenge for everyone, particularly charities like our own. As we look ahead to life post-restrictions the needs of our veteran community will always be at the forefront of our work in becoming Scotland's leading provider of homes for veterans who are disabled.'

Today, Veterans Housing Scotland owns and manages more than 650 properties around Scotland housing over 1000 veterans and their families and is proud to have HM The Queen as Patron.



**VETERANS HOUSING SCOTLAND**  
Building Lives • Building Communities

For further information on Veterans Housing Scotland visit [www.vhscot.org.uk](http://www.vhscot.org.uk)

## “COMBAT STRESS SAVED MY LIFE.”

Our specialist work is life-changing and often life-saving.

Many veterans hit rock bottom before seeking our help.

They rely on Combat Stress and we rely on people like you. Any donation you can make, large or small, would be extremely welcome to help veterans with mental health issues.

01372 587 151

[fundraising@combatstress.org.uk](mailto:fundraising@combatstress.org.uk)

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



Combat Stress, Company Registered in England & Wales No 256353. Charity Registration No 206002 (SC038828 in Scotland). 21JH016

**COMBAT STRESS**  
FOR VETERANS' MENTAL HEALTH



“I had to relive it, every day and every night. Luckily for me, Combat Stress was there to help.”

Iraq war veteran Richard



Easy  
Resettlement  
Magazine

Subscribe for  
**FREE**

Online at

[www.easyresettlement.com](http://www.easyresettlement.com)

for latest news, training and employment opportunities



Available every Spring, Summer, Autumn and Winter



# Armed Forces Day 2021

## How to show your support after an unprecedented year

Armed Forces Day is a chance for the British public to show support for the men and women who make up the Armed Forces community: from currently serving troops to Service families, veterans and cadets.



During the unprecedented events of the past year, the Armed Forces have been steadfast in their support to the NHS and local authorities to battle the Covid-19 pandemic.

From helping to build vaccine sites, to supporting community testing and providing clinical support to the NHS, the Armed Forces are working tirelessly across the UK in the national effort to beat the virus.

The Armed Forces have also continued to deploy on operations at home and abroad, from supporting civilian agencies in Kent to alleviate border crossing congestion over Christmas, to deploying on training, peacekeeping and counter-terror missions across the world.

**T**his Armed Forces Day, on Saturday 26 June, it is important now more than ever that we come together to recognise their efforts and show our appreciation for all the work they do.

### AN UNPRECEDENTED YEAR FOR THE ARMED FORCES

Throughout the pandemic, the Armed Forces have supported a range of MACA requests. These are Military to Civil Authorities taskings – usually used as support to flooding or natural disasters – where the specialist expertise and equipment of the military is utilised to support governments and civil bodies. During the pandemic, this has ranged from driving Ambulances in Wales, to airlifting medical supplies around the Highlands, to building NHS Nightingale hospitals, and even administering vaccines.

Lance Corporal Dikendra Limbu, a Gurkha soldier deployed on COVID-19 testing in Kent in January 2021, said *"The kind words and general appreciation shown by the general public acted as a catalyst boosting the team's morale. We are able to test up to 800 individuals per day. The whole process is conducted whilst implementing rigid force health protection protocols to ensure the safety of both our workforce and the general public."*

The Armed Forces' support over Christmas in testing hauliers trying to cross into Europe was essential for keeping motorways running.

Personnel from 36 Engineer Regiment, who had been testing hauliers at the border to Dover, were overwhelmed with donations for the HGV drivers, including 1,000 sausage rolls and 1,000 pies from one company. Members of 36 Engineer Regiment, the Salvation Army and others, re-distributed food packages, which reached families, the homeless and Foodbanks. Even overripe fruit and vegetables were put to use, taken to zoos for monkey and animal enclosures.

The work of Armed Forces doctors and nurses has been instrumental in supporting the NHS. Corporal Pen Carless graduated as an Army Nurse after four years as an RAF medic, and her first deployment was in a COVID-19 ward in Royal Hospital Chelsea with ex-servicemen and women. Her second has been deploying in hospitals and administering COVID-19 vaccines alongside NHS staff.

Reservists and Regulars alike have found themselves deployed across the UK and beyond to support the government's response to COVID-19. As well as trained medics, there are a huge cast of trades and skills being utilised for MACA projects. These include logistical planners supporting councils rolling out testing programmes, drivers, engineers and musicians who have been deployed to support testing sites, and many more.

One of the winning achievements was the inception of the Mobile Testing Unit at the start of April 2020 which was the idea to set up testing sites in carparks using outfitted vans to allow people to drive through

without putting employees or each other at risk. This idea came straight from the military (516 Specialist Team Royal Engineers – part of 66 Works Group Royal Engineers) and was rolled out across the country, making mass-testing much safer and easier.

The Armed Forces have also been supporting the transport of supplies, including tests, PPE and vaccines, to our overseas territories, including the Caribbean, Ascension Islands and Falkland Islands. They also supported the repatriation flights at the start of the pandemic by bringing British citizens home from across the world where they were stranded.

Some individuals have stepped up to work above and beyond. Warrant Officer Scott 'Barney' Barnett, who works at Royal Naval Air Station Culdrose, had an interest in 3D-printing. He challenged himself to make 10,000 face visors to donate to the NHS, which he achieved and exceeded. His 13-year old daughter stitched over 100 fabric masks to donate.

Corporal Pardeep Kaur ran a full marathon within her 6-metre patio over two days to help raise money for the NHS East Ambulance Service and raised £1320. Meanwhile, Sergeant Shiv Chand organised online events for faith communities, for example Diwali and Raksha Bandhan, to maintain community and solidarity for faith groups.

Surgeon Lieutenant Commander Mike Hill has been shielding, but wanting to help, volunteered for the LGBT foundation. He says *"COVID-19 has disproportionately impacted many minority communities including the LGBT+ community. We have set up rainbow buddies, a befriending service to tackle isolation and loneliness, particularly for those who are having to shield isolate."* As chair of the Navy Compass LGBTQ+ Network, he has *"been reaching out to our LGBT+ Service community; providing support through talking therapy, online social activities to address isolation and providing advice on maintaining mental and physical well-being."*

This Armed Forces Day join the nation in coming together to celebrate and show our appreciation for all the work that the Armed Forces do.

Find out more information about Armed Forces Day on the official site – [www.armedforcesday.org.uk](http://www.armedforcesday.org.uk)



### SHOW YOUR SUPPORT

Although Armed Forces Day events may still be affected by the Covid-19 pandemic, there are still ways to show your support this year. The Armed Forces Day website has many ideas for how to show your support, including ideas for virtual events taking place online rather than at a physical location.

If Covid-19 restrictions limit your plans, why not consider using video conferencing or live social media functions to arrange the following:

- Arrange for a member of the Armed Forces or a Veteran to speak in a question & answer session to find out more about their experiences.

- Invite attendees to join together to take part in an Armed Forces Day themed quiz, game of bingo or even a bake off!
- Invite a historian from your local museum to speak about the history of the Armed Forces in your area or see if they offer virtual tours.
- Coordinate with your community online to arrange a virtual 'tea party' complete with a suggested music playlist, recipes for baking some traditional treats and online tutorial videos for learning a new dance routine, such as a waltz or a jive!
- Arrange a virtual watch party for your community to watch a military themed film or military-history documentary online at the same time.
- Challenge your online community to take part in a 'Build your own' competition, using materials from around your home - for instance, build your own Spitfire, Tank or Air Raid Shelter!



For even more alternative event ideas, head to the Armed Forces Day website at [www.ArmedForcesDay.org.uk](http://www.ArmedForcesDay.org.uk) where you can also find out more about locally organised events.

If you are hoping to organise an event, either a virtual or physical event, funding is still available. You can apply for funding and find out more information here [www.armedforcesday.org.uk/get-involved/organise-your-own-event/apply-for-funding](http://www.armedforcesday.org.uk/get-involved/organise-your-own-event/apply-for-funding).

Follow our Facebook [www.facebook.com/armedforcesday](https://www.facebook.com/armedforcesday) and Twitter [www.twitter.com/armedforcesday?lang=en](https://www.twitter.com/armedforcesday?lang=en) for all of the latest news and inspiration and ideas to show your support for the Armed Forces this year.







## "Realistic training makes for the best operatives"

UCP Group employs your already gained military skills to make you the best Domestic UK Bodyguard/Close Protection Operator and Overseas Armed Private Security Contractor.

When it comes to Close Protection you need look no further than UCP. UCP UK instruct, train and operate at the highest industry standard.

Training with UCP means you will finish the course with the correct qualifications to guide you into work.

For instance:

- Working as a Close Protection Operative Level 3 HABC leading to the application of the SIA licence.
- B6 Armoured Vehicle Award
- IED Awareness Award – Terrorism Awareness Award
- PSC (Private Security Contractor) Award
- HEP (Hostile Environment Close Protection) Award

The UCP 21 Day Training Course is ELCAS claimable. Training is delivered in London/Kent area with Accommodation free of charge for Former British Military.

*Bolt on the 7 day private security contractor (PSC) and tactical shooter 9mm/5.56mm/7.62mm weapons proficiency for only £1000 training and join us in Sardinia for some of the very best Firearms Training you will ever receive.*

### UCP DEVELOP THE BEST TRAINING ENVIRONMENTS FOR THEIR LEARNERS

**UCP UK deliver residential courses only and specialise in Close protection, making our instructors and training conditions the very best in the UK.**

**UCP Bodyguard Academy** has 8 bed accommodation, operational Planning classrooms, CQB Centre, 5 Acre HECPO training area, Gym, Unarmed Combat training room and Vehicle training area.

The 21 day CPO Course is delivered every month of the year with a maximum of 8 students per month on a 1st come 1st serve basis.

### OUR GOAL OUR PLAN

UCP train no more than 100 former British Soldiers per annum.

There is a fine balance for training providers to run a successful business or operate a cattle market strategy... UCP policy is to train only 100 former British military Soldiers per year

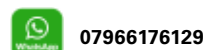
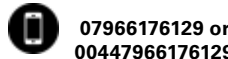
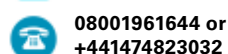
to gain their operating licences and gain employment with the many contracting companies in the UK and overseas.

**It's all about the training and subsequent employment we know that,** and that's why UCP work with Worldwide Security Operatives "Specialist Recruitment company" making sure the 100 British Military Candidates that come through our Academy each year reach their potential employment goals.

All former British Military candidates return to our academy after the 1st year of training to complete their Continuing Professional Development (CPD) another must for any industry employer. ●



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





# The British Franchise Association

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

## WHAT IS FRANCHISING?

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

## WHO ARE THE BRITISH FRANCHISE ASSOCIATION?

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

## WHAT CONSTITUTES A 'GOOD' FRANCHISE?

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

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

## WHAT CHECKS SHOULD I MAKE BEFORE I JOIN A FRANCHISE?

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

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

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

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

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

You can view a full list of bfa members on the bfa website here:  
[www.thebfa.org/members](http://www.thebfa.org/members)



[www.easyresettlement.com](http://www.easyresettlement.com)



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

## Ask them detailed questions:

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

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

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

## Speak to existing franchisees:

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

## WHAT ARE THE BENEFITS OF JOINING A FRANCHISE?

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

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

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

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

received once the franchise agreement has been signed. Don't be fooled into only speaking to the franchisors favourites, they should be willing to allow you to choose from a list of their franchisees which you would like to speak to. You may wish to ask to choose from lists of their top performers, average performers and under performers to determine how they support received is adapted to the requirements of their franchisee.

**Request evidence of financial projections:** It is inevitable that a brand will indicate to you how much money you can expect to make whilst trading under their model and brand. Before you trust these projections, request to see evidence that these have previously been met.

At this stage it is fairly common for a franchisor to ask for a refundable deposit before they reveal their financials to a prospect. This must be refundable and is usually refundable less any reasonable expenses. Reasonable expenses are genuine costs such as, paying a surveyor to scope out locations in your local territory, not administration charges

for answering your questions. This refundable deposit will be returned to you if you decide the proposition is not for you. If you decide to proceed to invest in the franchise, this will usually be deducted from the franchise fee you pay at the start.  
**Get the franchise agreement checked:** The bfa can't stress enough how important it is not to skip this step. This legally binding document will form the basis of your business relationship for the duration of the contract. A single document that details both the franchisor and franchisee responsibilities, as well as what protections are in place to prevent you from being terminated from the network without cause.

For a full list of bfa accredited solicitors who specialise in franchising, visit the bfa website: [www.thebfa.org/members](http://www.thebfa.org/members)



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

## ARE THERE ANY DISADVANTAGES TO JOINING A FRANCHISE?

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

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

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

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





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.

**L**eadership, 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



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

# TAKE COMMAND OF YOUR CAREER

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

**What's stopping you?**



**TAKE CONTROL  
OF YOUR CAREER:**

**[OPENUNIVERSITY.CO.UK/EASYRESETTLEMENT](http://OPENUNIVERSITY.CO.UK/EASYRESETTLEMENT)**




**The Open  
University**



# CTP Preferred Suppliers



INDUSTRY SECTOR	COMPANY NAME	E-MAIL	ADDRESS	TELEPHONE NUMBER
	Club Managers Association of Europe (CMAE)	debbie.goddard@cmaeurope.org	1b Bagshaw Close, Ryton on Dunsmore, Warwickshire, CV8 3EX	
Accounting, Auditing, Tax/Actuarial, Legal	Larus Consulting Ltd	enquiries@larusconsulting.com	The Counting House, 9 High Street, Tring, Hertfordshire, HP23 5TE	
Advertising/Marketing /Public Relations, Sport/Leisure  <b>FIRST POINT PHOTOGRAPHY LTD</b> Telephone: <b>01202 419808</b> Email: <b>paul@firstpointphotography.co.uk</b> 1064 Christchurch Road, Bournemouth, BH7 6DS  The UK's Leading Vocational Photography Training for Weddings, Portraits and Newborn Photography. City&Guilds Assured Courses, all students on short courses receive City&Guilds Assured Certificates. CEO of First Point Photography Paul Brook studied at the prestigious Arts Institute, Bournemouth, and Sinar in Switzerland. As well as a degree in photography Paul also has his professional qualifying examination (PQE) from The British Institute of Professional Photographers (BIPP). Paul opened the studio in 1995 and built the business up to be a successful high street studio, establishing his style as a contemporary portrait and wedding photographer as well as in advertising and editorial. In 2002 the studio expanded and started photography seminars. The seminars were aimed at the keen amateur looking to develop their hobby into a full/part time business. Over the past 6 years the demand for the seminars has expanded dramatically, resulting in the opening of the photography school to run alongside the successful commercial studio.				
Agriculture, Fishing, Forestry	TKF Training	jonny.ripley@tkftraining.co.uk	Cross Gate Rd, Scholes, Holmfirth, HD9 1SL	
Agriculture, Fishing, Forestry	Cornwall College	polly.pairmanphillips@bicton.ac.uk	Cornwall College, St Austell, John Keay House, Tregonnisey Road, St Austell, Cornwall, PL25 4DJ	
Agriculture, Fishing, Forestry	Sawpod Ltd	thedarbyshires@yahoo.co.uk	5 Sarson Close, Ampert, Andover, Hampshire, SP11 8AB	
Agriculture, Fishing, Forestry	Plumpton College	michelle.connors@plumpton.ac.uk	Ditchling Road, Plumpton, East Sussex, BN8 3AE	
Agriculture, Fishing, Forestry, H&S	Allarb Ltd	allarb@btinternet.com	5 Leicester Way, Eaglescliffe, Stockton-on-tees, TS16 OLP	
Aviation	Flight Deck Wingman	andrew@flightdeckwingman.com	3 Farnham Park, Upper South View, Farnham, Surrey, GU9 7GJ	
Aviation	Resource Training	Adrian.Bates@ResourceGroup.co.uk	Beacon House, William Brown Close, Llantarnam Park, Cwmbran, Gwent, NP44 3AB	
Aviation	The Aerial Academy (Drone Training Ltd)	office@dronetraining.co.uk	Place Farm, Drayton, Norwich, NR8 6HD	
Aviation	Kittyhawk Drones LLP	richard.hull@kittyhawkdrones.co.uk	Unit 2B, The Vo-Tec Centre, Hambridge Lane, Newbury, Berkshire, RG14 5TN	
Aviation  <b>AIRLINEPREP LTD</b> Telephone: <b>01293 804767</b> Email: <b>ben@airlineprep.co.uk</b> The Beehive, City Place, Gatwick Airport, RH6 0PA  Welcome to AirlinePrep, the leading airline pilot interview and assessment training provider in Europe. AirlinePrep was established to expose and train current and future airline pilots in the varied and challenging recruitment methods that airlines and training providers use to assess and recruit their pilots, created in 2010 and run by two UK based airline pilots. Our team has grown considerably and contains current airline Captains and First Officers, all flying for major UK based airlines as well as airline HR recruiters. If you are a current military pilot due to leave the armed services with the aim of joining an airline, then our military pilot group airline assessment preparation course is for you! Our team of instructors include pilots who flew fast jet, multi and rotary in the armed forces and now fly for the airlines, as well as recruiting for some of those airlines!				

Aviation, Engineering	Bond Air Services	eclark@bondairservices.com	Gloucestershire Airport, Staverton, Cheltenham, Gloucestershire, GL51 6UE	
Aviation, Engineering	Air Service Training	peter.farrow.perth@uhi.ac.uk	Perth College, Braham Building, Crieff Road, Perth, PH1 2 NZ	
Building, Construction	CISTC	info@cistc.co.uk	Rose Court, Rye Common Lane, Crondall, Surrey, GU10 5DD	
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	
Building, Construction  <b>PGL TRAINING</b> Telephone: <b>01392 537543</b> Email: <b>katrina.tapp@pgltraining.com</b> St Loyes Foundation, Topsham Road, Exeter, EX2 6EP  PGL Training is a professional training company offering a comprehensive range of courses. All of our lecturers are extensively trained and have experience from site so you know you are receiving the best possible teaching when you come to PGL. We offer Forces Resettlement Training courses and have a wealth of experience of training MOD personnel, we provide a broad range of armed forces resettlement training courses within the construction area. If you are leaving (or have already left) the Army, Navy or Air Force and are planning to retrain in an exciting new career within the construction industry, then our Forces Resettlement courses will provide a solid foundation from which you can develop your new career.				
Building, Construction	BAM Construction Training	matt@bamct.co.uk	Unit 4, Warren Farm, Forrest Road, Wokingham, Berkshire, RG40 5QY	
Building, Construction	Sibbald Ltd	scott.mcgill@sibbaldtraining.com	Shona's Way, Sibbald Park, Blackridge,, West Lothian, EH48 3BN	
Building, Construction	The National Demolition Training Group	hello@ndtg.training	Resurgam House, Paradise Industrial Estate, Hemel Hempstead, HP2 4TF	
Building, Construction	Mike Watts Fine Woodworking Courses	info@mikewattswoodworking.co.uk	Park House, Lower Park Road, Braunton, Devon, EX33 2HJ	
Building, Construction	Trade Ability	janicesanders@trade-ability.co.uk	76 Main Street, Balderton, Newark, NG24 3NP	
Building, Construction	Venezia Stucco Ltd T/A Goldtrowel	d.woolley@goldtrowel.co.uk	Asheton Farm, Tysea Hill, Stapleford Abbots, Essex, RM14 1JU	
Building, Construction	Trades Training School Ltd	info@tradetraining.co.uk	Block 3, Unit 2, Peffermil Ind Estate, Edinburgh, EH16 5UY	
Building, Construction  <b>MGA TRAINING LTD</b> Telephone: <b>0161 707 9865</b> Email: <b>info@mgatraining.co.uk</b> Boysnope Wharf, Liverpool Road, Eccles, Greater Manchester, M30 7RH  When it comes to wanting high quality CPCS training then you need look no further than MGA Training LTD. 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.				
Building, Construction	Keith Cook Training Limited	george.walton@kcts.me.uk	Springfield Farm, Charley Road, Oaks in Charnwood, Nr Loughborough, Leicestershire, LE12 9YA	



Building, Construction



**TRAIN4ALL LTD**  
Telephone: **01458 274043**  
Email: **rachel.allen@train4all.co.uk**  
Units 1-4 Jubilee Park, Badgers Cross Lane, Somerton, Somerset, TA11 7JF

Train4All is based in South Somerset, and we offer training programmes aimed specifically at those currently serving in the armed forces, those looking to resettlement and those that have already entered civilian life. We have also been awarded the Bronze Armed Forces Covenant for our commitment to providing training and employment to Armed Forces men and women and their families. Train4All are an ELCAS approved (provider number 6472) and preferred provider for the Careers Transition Partnership. You are able to use your Standard Learning Credits (SLC), Enhanced Learning Credits (ELC) and Individual Resettlement Training Cost (IRTC) to fund your training. We are also a Building Heroes partner and can offer Property Maintenance funded courses to those who are in their last 3 months of service or have recently left and are seeking employment. Courses are available in Somerton and in Sherford near Plymouth.

Building, Construction	TQ Education & Training Ltd	forcesttraining@pearson.com	Old Farm Buildings, Lower Hockenden Lane, Swanley, Kent, BR8 7QW	
Building, Construction	Kentec Training Ltd	jadie.booker@kentectraining.co.uk	Unit 2/3 Riverdale Estate, Vale Road, Tonbridge, Kent, TN9 1SS	
Building, Construction, Engineering	Chameleon School of Construction Ltd	angelica@chameleonschoolofconstruction.co.uk	4a Boardman Road, Swadlincote, South Derbyshire, DE11 9DL	
Building, Construction, Engineering	XI Training	barry@xitraining.co.uk	The South Building, Keer Bridge Depot, Scotland Road, Carnforth, Lancashire, LA5 9RQ	
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	
Construction/ Health, Safety & Risk Management	PLT Training Ltd	paul.gough@plttraining.co.uk	Unit 3, Fallings Park Industrial Estate, Park Lane, Wolverhampton, West Midlands, WV10 9QB	
Education/Training	Academy Online Learning Ltd	enquiries@academyonlinelearning.com	13th Floor, City Tower, Piccadilly Plaza, Manchester, M1 4BT	

Education/Training



**CNET TRAINING LTD**  
Telephone: **+44 (0)1284 767100**  
Email: **ejessup@cnet-training.com**  
Website: **www.cnet-training.com/resettlement**

Since 1996, CNet Training has educated thousands of Service Leavers, providing them with the skills, hands-on experience, and sought-after qualifications to enter the lucrative network cable and data centre sectors. Today, CNet is the only industry dedicated education provider in the world to provide both internationally recognised qualifications and official certifications. With an entire framework of education programs spanning the digital infrastructure industry for all levels of experience, CNet's most popular resettlement program is the Certified Network Cable Installation (CNCI®), a 20-day program, incorporating a 10-day work placement, the CNCI® is for those wishing to demonstrate the highest levels of knowledge, skills and expertise in network infrastructure. Contact CNet's resettlement team to chat about the best program for you.

Education/Training	Hammond Park Learning and Development	hammondparkld@aol.co.uk	Coinscliffe, Shaws Lane, Hexham, Northumberland, NE46 3AP	
Education/Training	Lewis School of English	richenda@lewis-school.co.uk	33 Palmerstn Road, Southampton, SO14 1LL	
Education/Training	Ainscough training Services Ltd	richardcrayston@ainscoughtraining.co.uk	Unit V Excel House, Churchill Road Leyland Business Park, Centurian Way, Leyland, PR25 3GR	
Education/Training	NUCO Training Ltd	enquiries@nucotraining.com	Endeavour House, Central Treviscoe, St Austell, Cornwall, PL25 7QP	


Education/Training	Train2Train	katereadman@train2train.org	Office 22-23, The Rear Walled Garden, The Nostell Estate, Nostell, Wakefield, West Yorkshire, WF4 1AB	
Engineering - Domestic	GTEC Training Ltd	jemma@gtectraining.co.uk	GTEC house, Upper Wensleydale Business Park, Hawes, North Yorkshire, DL8 3UZ	
Engineering - Domestic	HAL Training Services Ltd	info@hal-training.co.uk	Unit 29 J3 Business Park, Balby Carr Bank, Doncaster, DN4 8DE	
Engineering - Domestic	Steve Willis Training Ltd	info@stevewillis.com	Unit 7 Murrills Estate, East Street, Portchester, Hampshire, PO16 9RD	
Engineering - Domestic	Dundee College	a.mckay@dundeecollege.ac.uk	Kingsway Campus, Old Glamis Road, Dundee, DD3 8LE	
Engineering - Electrical	Builder Training Centres Limited	sally@thebtc.co.uk	Station Buildings, Waddon Station, Epsom Road, Croydon, Surrey, CR0 4UP	
Engineering - Electrical	Equinox training Solutions Ltd	mick@equinoxac.co.uk	Darwin house, Corby Gate Business Park, Priors Haw Road, Corby, Northants, NN17 5JG	
Engineering - Electrical	Basingstoke College of Technology	michael.dillon@bcot.ac.uk	Worting Road, Basingstoke, Hampshire, RG21 8TN	
Engineering - Electrical	Trade Skills 4U Ltd	christos.panayiotou@tradeskills4u.co.uk	Mitre Court, Flemming Way, Crawley, West Sussex, RH10 9JY	
Engineering - Electrical	Universal Skills Centre	l.young@universalskillsgroup.co.uk	Units 41-43 Monckton Road Industry Estate, Denby Dale Road, Wakefield, West Yorkshire, WF2 7AL	
Engineering - Electronics	Blackburn College	vets@blackburn.ac.uk	Vocational Education Training Programme, Saturn Centre, Challenge Way, Blackburn, Lancs, BB1 5QB	
Engineering - Other	Akona Ltd	info@akona.biz	Railway Engineering, Training Centre, Runcorn, Cheshire, WA7 1QF	
Engineering - Security	KeyTek Locksmith Training Academy	academy@keytek.co.uk	Keytek House, Unit 7 Acorn Business Park, Ling Road, Poole, Dorset, BH12 4NZ	
Engineering - Utilities	Gastec Training & Assessment Centres Ltd	maria@gastectraining.co.uk	6 Newmarket Court, Kingston, Milton Keynes, Bucks, MK10 0AQ	
Engineering, Domestic	Anglia Heating Training Limited	ahtnorfolk@gmail.com	407 Coppersmith Way, Wymondham, Norfolk, NR18 0WY	
Engineering, Domestic	Polar Pumps Ltd	vanessa@polarpumps.com	Brunel Ind Estate, Blyth Road, Harworth, Doncaster, Yorkshire, BN11 8QA	
Engineering, Domestic	Mobility Equipment Training Centre Ltd	courses@mobilityequipmenttraining.co.uk	Unit 1, 147 Elliott Road, Plymouth, Devon, PL4 0QS	
Engineering, Health Safety and Risk Management	Better Risk Ltd.	richard@betterrisk.co.uk	2 Farrows Barn, Lidsey road, Chichester, PO20 3SU	
Engineering, Utilities	Lomax Training Services Ltd	enquiries@lomaxtraining.co.uk	Old Gas Depot, Howdon Lane, Wallsend, Tyne and Wear, NE28 0BD	
Facilities Management	FM Tutor & Associates Ltd	jane@fmtutor.co.uk	Larch House Parklands Business Park, Forest Road, Denmead, Waterlooville, Hampshire, PO7 6XP	
Facilities Management	Quadrilect Ltd	rochelle@quadrilect.co.uk	3rd Floor, 2 burgon St, London, WC1V 5DR	
Facilities Management	PIP Professional Training & Services	neil@piptfw.co.uk	288 Becontree Avenue, Dagenham, Essex, RM8 2TR	
Health, Safety & Risk Management	Xtreme Emergency Training Ltd	info@xetfirstaid.com	105 Royal Artillery Regimental Head Quarters, 301 Colinton Road, Edinburgh, EH13 0LA	
Health, Safety & Risk Management	Collingwood Services Ltd	admin@collingwoodservices.co.uk	Suite 6b Unit 3, Minton House, Minton Distribution Park, London Road, Amesbury, SP4 7RT	



Health, Safety & Risk Management	Apt Health & Safety Training Solutions Ltd	brian.wilson@apthealthandsafety.co.uk	Lakeview, Festival Park, Hanley, Stoke-on-Trent, Staffordshire, ST1 5BJ	
Health, Safety & Risk Management	New Leaf Life Design	mandy@newleaf.uk.com	Creative Industries Centre, Dennet House, Middle Street, Taunton, Somerset, TA1 1SH	
Health, Safety & Risk Management	Dorset Health and Safety Limited	info@dorsethealthandsafety.com	The Portway Centre, 1 Old Sarum Park, Old Sarum, Salisbury, Wiltshire, SP4 6EB	
Health, Safety & Risk Management	TMS Insight (Global) Limited	sales@tmsinsight.co.uk	Waiting Court, Orbital Plaza, Cannock, Staffordshire, WS11 0EL	
Health, Safety and Risk Management	Oak Tree Management & Training Ltd	steve@oaktree-training.co.uk	Park Farm Business Centre, Fornham Street, Bury St Edmunds, Suffolk, IP28 6TS	
Health, Safety and Risk Management	Fife College	gford@carnegiebusiness.com	Carnegie Conference Centre, Halbeath, Dunfermline, Fife, KY11 8DY	
Health, Safety and Risk Management	SSG Training and Consultancy Limited	denise.maclean@ssg.co.uk	Valley House, Valley Road, Plympton, Plymouth, Devon	
Health, Safety and Risk Management	OMS	allison.peasgood@oms.uk.com	1 Dromintee Rd, Bardon Hill, Coalville, Leicestershire, LE67 1TX	
Health, Safety and Risk Management	DEWJU Ltd Tradings as Professional Medical Training PROMET	dferriday@promet.org.uk	Avenholme, Munderfield, Bromyard, HR7 4JX	
Health, Safety and Risk Management	Wiltshire College Salisbury	resettlement@wiltshire.ac.uk	Southampton Road, Salisbury, Wiltshire, SP1 2LW	
Health, Safety and Risk Management	CCAS Limited	bwolstenholme@ccas-ltd.com	77-79 Grimwade Street, Ipswich, Suffolk, IP4 1LN	
Health, Safety and Risk Management	ACT Associates Ltd	actsales@actassociates.co.uk	Victoria House, 32 Lower High Street, Stourbridge, West Midlands, DY8 1TA	
Health, Safety and Risk Management	Aid Training & Operations Ltd	info@aid-training.co.uk	Crusader House, Centurion Way, Crusader Park, Warminster, Wiltshire, BA12 8BT	
Health, Safety and Risk Management	Lighthouse Safety Training	andrew@lighthousesafety.co.uk	18 Ivy Street, Rainham, Kent, ME8 8BE	
Health, Safety and Risk Management	BV Associates Limited	dean@bvassociates.co.uk	Fennels Lodge, Loudwater, Buckinghamshire, HP11 1JT	
<p>Health, Safety and Risk Management</p>  <p><b>F1 TRAINING SERVICES UK LTD</b>            Tel: <b>01382 60 40 60</b>            E-mail: <b>amanda@f1train.co.uk</b>            Unit 15, Peddie Street, Dundee, DD1 5LB</p> <p>F1 Training Services (UK) Ltd has been delivering high quality training courses across the UK for the last 20 years. We are an experienced, leading professional training company based in Scotland, with offices and training suites in Aberdeen, Dundee &amp; Glasgow we are delivering training courses on a daily basis to a large varied sector of the working community, and to those looking for a career change or indeed looking to update skills for getting back in to work. With our team of satellite instructors we are delivering courses nationwide, giving our customers all across the UK the benefits of our long term experience.</p> <p>Our courses are delivered using a variety of training methods, aids and materials, ensuring that we cater to all types of learners. Where reasonably practicable we can adapt to suit almost any type of learner requirements. We aim to ensure our customers receive the best experience when training with us.</p>				
Health, Safety and Risk Management	CCS Training Ltd	Trevormiller@ccstraining.ltd.uk	Newcastle Business Village, 33 Bellingham Drive, Benton, NE12 9SZ	
Health, Safety and Risk Management	Maritime and Engineering College North West	m.williamson@mecnw.co.uk	Monks ferry, Birkenhead, Cheshire, CH41 5LH	

Human Resources	Chrysos HR Solutions Ltd	julie@chrysos.org.uk	Room LN1 Armstrong House, First Avenue, Robin Hood Airport, Doncaster, DN9 3GA	
IT	Bluescreen IT	sales@bluescreenit.co.uk	Plymouth Science Park, 1 Research Way, Plymouth, PL^ 8BT	
IT	QA Limited	james.tubb@qa.com	Rath House, 55-65 Uxbridge Road, Slough, SL1 1SG	
Legal	Excel Civil Enforcement Ltd	david.grimes@excelenforcement.co.uk	Marine House, 2 Marine Road, Colwyn Bay, LL29 8PH	
Logistics & Distribution	LGS Transport Services Ltd	info@lgstraining.co.uk	7a, Kings Street, Frome, Somerset, BA11 1BH	
Logistics/ Distribution	NIRTC Ltd	steven@nirtc.com	12 Leadhill View, Belfast, BT6 9PZ	
Management	RHG Consult Ltd	lee@rhgconsult.co.uk	Harborough Innovation Centre, Wellington Way, Market Harborough, LE16 7WB	
Management	Grwp Llandrillo Menai	busnes@gllm.ac.uk	Llandudno Road, Rhos on Sea, Colwyn Bay, LL28 4HZ	
Management	Alliance Manchester Business School	lea.reilly@mbs.ac.uk	The University of Manchester, Booth St West, Manchester, M15 6PB	
<p>Management and Coaching</p>  <p><b>INSPIRED2LEARN (I2L LTD)</b>            Tel: <b>01380 609313</b>            E-mail: <b>enquiries@inspired2learn.co.uk</b>            25 Davies Drive, Devizes, Wiltshire, SN10 2RJ</p> <p>With over 20 years' experience in training and development across a wide range of business sectors and organisations of all sizes, we can help you achieve CMI and ILM professional qualifications to help with your career transition. We are ELCAS approved and military personnel choose to work with us to achieve:</p> <ul style="list-style-type: none"> <li>• CMI Management and Leadership qualifications at levels 3-7 inclusive</li> <li>• ILM Coaching, Supervision and Mentoring qualifications at levels 3, 5 and 7</li> </ul> <p>Depending on both the programme you choose and your own particular needs, our blended delivery approach includes is highly flexible including options for face-to-face courses, on-line courses and webinars, distance learning, and personal tutorial support, with a wealth of online learning resources at your disposal.</p>				
Management	Future for Heroes	g.brown@f4h.org.uk	St James House, 285 Barton Street, Tredworth, Gloucester, GL1 4JE	
Management	Advanced Management Skills Ltd	laura@amskills.com	4 Onslow Gardens, Muswell Hill, London, N10 3JU	
Management	Inspired2Be. Ltd	info@inspired2be.com	41 Jaguar Drive, Lincoln, LN6 9SF	
Management	IPSO Facto Training Solutions Ltd	tim@ipsofacto.uk.com	Forum 3, Parkway, Solent Business Park, Southampton, Hants, PO15 7FJ	
Management	Capable People Training & Consultancy Ltd	info@capablepeople.co.uk	The old Brewery, Castle Eden, County Durham, TS27 4SU	



Management, Project Management	Bristol Management Centre (BMC)	dean.taylor@imd-group.co.uk	Armada House, Telephone Avenue, Bristol, BS1 4BQ	
<div>Management, Project Management, Education/Training</div> <div></div> <div><b>EXPLOSIVE LEARNING SOLUTIONS</b> Tel: <b>01235 861 805</b> E-mail: <b>tkavanagh@explosivelearningsolutions.com</b> 4 the Terraces, Library Avenue, Harwell Science &amp; Innovation Campus, Oxfordshire, OX11 0SG</div> <div>Founded in 2005, Explosive Learning Solutions is a learning and development consultancy with a strong heritage in organisational needs analysis and learning design. With comprehensive experience in identifying the requirements and designing bespoke learning and development solutions across a range of disciplines, our consultants hold the necessary academic qualifications at masters degree level in their specialist subject area.</div> <div>Our expertise range from:</div> <div>Needs analysis (organisational oriented) Leadership and management Training and development (systems approach to training methodology applied) Learning technology Education Coaching and mentoring Human resource development Weapons, ordnance, munitions and explosives (WOME)</div> <div>Our philosophy drives original and challenging solutions to empower people, our aim is to inspire and enthuse. Through working as a partnership, understanding and meeting the client's needs is our primary driver.</div>				
Management, Senior Executive	Edinburgh Napier University	r.bain@napier.ac.uk	Craiglockhart Campus, Edinburgh, EH14 1DJ	
Manufacturing	Darlington College of Technology	enquire@darlington.ac.uk	Central Park, Houghton Road, Darlington, County Durham, DL1 1DR	
Marine	The Bristol Maritime Academy	sarah@bristolmaritime.co.uk	Underfall, Cumberland Road, Bristol, BS1 6SG	
Marine	Red One Ltd	mctraining@dsfire.gov.uk	Headquarters, The Knowle Clyst, St George, Exeter, EX3 0NW	
Marine, Oil, Gas & Offshore, Engineering, Building & Construction	Blackpool and the Fylde College	blearning@blackpool.ac.uk	Fleetwood Nautical Campus, Broadwater, Fleetwood, Lancashire, FY7 8JZ	
Medical	First Line Response	enquiries@firstlineresponse.co.uk	G1 Arena Business Centre, Holyrood Close, Poole, Dorset, BH17 7FP	
Oil and Gas, Offshore	Petrofac Training Services	Laurence.milne@petrofac.com	Bridge View, 1 North Esplanade, West Aberdeen, AB11 5QF	
Oil and Gas, Offshore	Total Access Ltd	alexandrar@totalaccess.co.uk	Unit 5, Raleigh Hall Industrial estate, Eccleshall, Staffordshire, ST21 6JL	
Oil and Gas, Offshore	Humberside Offshore Training Association	bookings@hota.org	Sutton Fields Industrial Estate, Malmo Road, Hull, HU7 0YF	
Oil and Gas, Offshore	Falck Safety Services	ks@uk.falcksafety.com	Haverton Hill Industrial Estate, Billingham, Teesside, TS23 1PZ	
Project Management	Quanta Training Ltd	Amanda.taylor@quanta.co.uk	8-10 The Moors, Worcester, Worcestershire, WR1 3EE	
Public Sector/ Government	University of Bedfordshire Higher Education Corporation	liz.turner@beds.ac.uk	Park Square, Luton, LU1 3JU	
Rail	Scot-Train	enquiries@scot-train.com	270 Petershill Road, Glasgow, G21 4AY	
Security	Tavcom Trg Ltd	kevin@tavcom.com	Unit 10 Claylands Business Park, Claylands Road, Bishops Waltham, Southampton, Hampshire, SO32 1BH	
Security	The Surveillance Group Ltd	rachel@thesurveillancegroup.com	Suite 2, Brook Court, Whittington Hall, Worcester, WR5 2RX	

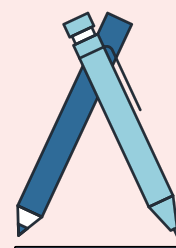
Security	Wagtail UK Ltd	info@wagtailuk.com	Mostyn Hall, Mostyn Estate, Holywell, Flintshire, CH8 9HN	
Security	Blueprint Training Solutions	elaine.connelly@blueprint-training.org	The Bond, Building 9, Breadalbane Street, Edinburgh, EH6 5JJ	
Security	Argus Europe Ltd	arguseurope@msn.com	The old Brewery, Castle Eden, County Durham, TS27 4SD	
Security	Perseus Risk Management Limited	steve.l@perseusrisk.com	Toft House, Toft Lane, Dunchurch, Warwickshire, CV226NR	
Security	ISS Training Limited	info@intelsecurity.co.uk	1 Riverside Cottages, Nidd Walk, Pateley Bridge, Harrogate, North Yorkshire, HG3 5NA	
Security	3RG Ltd	training@3rg.co.uk	19 The Glenmore Centre, Fancy Road, Poole, Dorset, BH12 4FB	
Security	Blue Mountain Security Solutions Ltd	z.woodruff@bluemountaingroup.co.uk	Brodle Farm, Llangain, Carmarthen, SA33 5AN	
Security	Finchale Group	mark.steed@finchalegroup.co.uk	Richard Annand VC House, Unit 18, Mandale Park, Belmont Industrial Estate, Durham, DH1 1TH	
Security	Control Risks Group Limited	training@controlrisks.com	Cottons Centre, Cottons Lane, London, SE1 2QG	
Security	Ambrey Risk Ltd	steve.hobden@ambreyrisk.com	The Dairy, Ladyridge Barns, Brockhampton, Hereford, HR1 4SE	
Security, Education/ Training	Elite Academy of Security training	bob.betts@elite-securitytraining.co.uk	Wades Court, Bank Street, Norwich, NR2 4TD	
Security, Law Enforcement	Endeavour (UK) Ltd	c.lucasjones@endeavouruk.com	236, Dorset House, Duke Street, Chelmsford, Essex, CM1 1TB	
Security, Logistics	Eventure security and logistics Ltd.	office@eventuresecurityandlogistics.com	Unit 10, Nestfield Industrial Estste, Darlington, Durham, DL1 2NW	
Security, Risk Management	Greymen Security Solutions Ltd	info@greymen.co.uk	The Turbine Business Centre, Coach Close, Worksop, Nottinghamshire, S81 8AP	
Security, Risk Management	G4S Risk Consulting Ltd	specialist.training@rm.G4s.com	Specialist Training, Penyard House, Weston Under Penyard, Hereford, HR9 7YH	
Sports, Leisure	Premier Training International Ltd	nasmcst@premierglobal.co.uk	Dryden House, St Johns Street, Huntingdon, PE29 3NU	
Sports, Leisure	Ocean Turtle Diving Limited	enquiries@oceanurttlediving.com	Unit 16 Hassocks Wood, Stroudley Road, Basingstoke, Hants, SO24 9JS	
Sports, Leisure	Golf Club Managers' Association	gavin@gcma.org.uk	Bristol & Clifton Golf Club, Beggar Bush Lane, Failand, Bristo, BS8 3TH I	
Sports, Leisure	Old Harbour Dive Centre	info@diveweymouth.com	11 Nothe Parade, Weymouth, Dorset, DT4 8TX	
Telecommunication, Information Technology	CNet Training Ltd	ejessup@cnet-training.com	10 Park Farm Business Centre, Fornham, Saint Genevieve, Bury St Edmunds, Suffolk, IP28 6TS	
Telecommunications	Network training & Resource Solutions Ltd	info@ntrs.co.uk	Unit 3 & 4, Churchill Way, Chapeltown, Sheffield, S35 2PY	
Telecommunications	CTTS Cable Telecommunications Training Services Ltd	martyn.cook@cable-training.co.uk	Jubilee Place Lindum Business Park, Station Road, North Hykeham, Lincon, LN6 3QX	
Telecommunications	DTN Academy Ltd	info@dtnacademy.com	1 Wylam Court, Westland Way, Preston Farm Industrial Estate, Stockton-on-Tees, TS18 3FB	
Telecommunications	Total Network Solutions (TNS) Europe	training@tnseurope.co.uk	16 Brock Way, Nr Keele, Staffordshire, ST5 6AZ	
Telecommunications, Management	Ubi-Tech 3R	ubi@ubi-tech.co.uk	9 Regents Court, Far Moore Lane, Redditch, B98 0SD	



# 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.

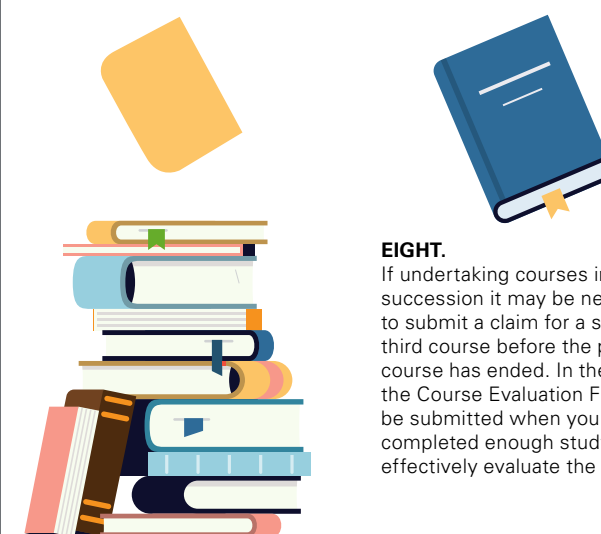
### FOUR.

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.

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

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

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

### Points to note when booking your course

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

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



## Single Service Representatives

### AMENDING, CANCELLING & REINSTATING A CLAIM

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

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

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

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

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

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

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

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



# Changes

## to Enhanced Learning Credits and Further Education and Higher Education Schemes

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

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

The key changes to the schemes are as follows:

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

## Single Service Representatives (SSR) Contact Details

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

### ELCAS CONTACT DETAILS

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

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



### CONTACT US

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

#### ELC MANAGER

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

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

#### ARMY

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

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

#### ROYAL AIR FORCE

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

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

## Eligibility Rules

### IN ORDER TO TAKE ADVANTAGE OF THE SUPPORT CLAIMANTS MUST:

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

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

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

### QUALIFICATION LEVEL

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

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

### CLAIMING

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

showing your home address.

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

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

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

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

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







# SCJ SecurityCleared Jobs.com

The definitive jobs portal for government,  
defence & nuclear sectors

## Do you have Security Clearance?

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

- 1. REGISTER  
now to receive job alerts tailored to your skills.
- 2. UPLOAD  
your C.V. now and be seen by 100's of recruiters...  
instantly.
- 3. RELAX  
you're part of the biggest jobs portal for  
government, defence & nuclear sectors.

SecurityClearedJobs.com

### ADOPTION

# Thinking about ADOPTION?

**SSAFA, the Armed Forces  
charity is a Registered Adoption  
Agency, covering the whole of  
the UK and has been rated  
'Outstanding' by Ofsted.**

We are military specialists, who  
understand your adoption needs.  
We promote equality and welcome  
applications from all members of  
the serving community.

**To find out more**  
**Call 020 7463 9326**  
**Email [adoption@ssafa.org.uk](mailto:adoption@ssafa.org.uk)**  
**Visit [ssafa.org.uk/adoption](http://ssafa.org.uk/adoption)**

"Prospective adopters chose  
this agency because they felt  
understood as military families,  
offered a non-judgemental  
approach and saw strengths  
which other agencies had  
considered as weaknesses.  
Adopters can share any issues  
without being judged, in the  
knowledge that they will  
receive unconditional support."

- OFSTED



With the help of SSAFA, Army  
medics Lisa and Sophie have been  
able to start a family of their own.

**ssafa** | the  
**Armed Forces**  
charity

Registered as a charity in England and Wales Number 210760  
in Scotland Number SCO38056 and in Republic of Ireland  
Number 20202001. Established 1885. S487.0120



DV

SC

CTC

NATO

Aerospace  
Biometrics  
Communications

Cyber Security  
Defence  
Engineering

Forensic  
Government  
Information Technology

Intelligence  
Nuclear  
Telecoms



WHY BECOME A MEMBER OF THE JOBOPPO COMMUNITY

**1 BUILT BY  
EX MILITARY,  
FOR EX MILITARY**

Many of the JobOppO team have been in your shoes & we will strive to offer the support we wished we had.

**2 EMPLOYMENT  
SUPPORT AND  
DEVELOPMENT**

Whether you left the forces yesterday or 20 years ago, we can provide information, advice & guidance regarding your options and approach to job hunting.

**3 NO RECRUITMENT  
AGENTS –  
NO MIDDLEMEN!**

We connect you directly with good people at organisations who are seeking to employ Service Leavers & Veterans. We do not work with recruitment agencies.

**4 INNOVATIVE AND  
EXCLUSIVE CONTENT**

From corporate employers (podcasts, interviews, Q&A's etc) – Senior leaders within larger corporate clients of ours are committed to show their support via podcasts/interviews/career path tips exclusively for JobOppO members.

**10%**

OF REVENUE  
GOES TO  
THE OPPO  
FOUNDATION

**27+**

Sectors are currently listed on JobOppO

WE HAVE YOUR BACK  
**joboppo**

Are proud sponsors  
of this year's  
Heropreneurs  
Employers Award

**6,000+**

Companies signed up to the  
Armed Forces Covenant



We work with Full Time and Reservists

**1 IN 5 FTSE 100**

Company board members have a Military background

TO JOIN THE COMMUNITY TODAY, PLEASE VISIT [WWW.JOBOPPO.CO.UK](http://WWW.JOBOPPO.CO.UK)  
OR SEND US AN EMAIL AT [INFO@JOBOPPO.CO.UK](mailto:INFO@JOBOPPO.CO.UK)

