

ER

Autumn 2021 £Free

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

magazine

## Exercises to help you **build resilience**

The importance of resilience and how you can develop yours throughout your transition to civilian employment.

The  
2021 MOD  
**Gold Award**  
winners revealed  
\*\*\*

# What road will you take when embarking on your civilian career?



### CHIEF OF DEFENCE PEOPLE

We have been reflecting on the challenges we have collectively faced, and overcome, in the past year and a half. **P06**

### PROFESSIONAL REGISTRATION

An interview with Air Marshal Sir Julian Young KBE CB FREng CEng FIE, from the Institute of Engineering and Technology. **P18**

### 3D PRINTING FOR MILITARY APPLICATIONS

3D printing can be very versatile. In recent years the usage of 3D printing has grown with the market industry being valued at 13.7 billion USD. **P42**

### THE ELC SCHEME

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

Supporting you in Resettlement is a high priority for the Forces Pension Society.

We invite you to read this quote so you can make an informed decision about joining us.



“Thank you for all your work on my behalf, it is very much appreciated. You’ve clarified what I was considering to do and I’m pretty content with my decision. Thank you once again for your guidance, it’s reassuring having someone to check your homework and provide expert opinion on one of the most important aspects of Resettlement.”

FPS Member, Army

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[forcespensionsociety.org/join-now/](https://forcespensionsociety.org/join-now/)

**Forces Pension Society**

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- The benefits of Professional Registration
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Heather Brophy, MOD Development Manager  
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\* More information can be found by asking your Trade or Branch Sponsor about the Engineering Professional Registration Award (EPRA). The Institution of Engineering and Technology is registered as a Charity in England and Wales (No. 211014) and Scotland (No. SC038698). The Institution of Engineering and Technology, Michael Faraday House, Six Hills Way, Stevenage, Hertfordshire SG1 2AY, United Kingdom.

With you now and for the rest of your career.





# Contents...

## 16 VETERANS OFFER UK BUSINESSES SKILLS AND BEHAVIOURS FOR THE FUTURE

As the UK emerges post-pandemic, businesses are focusing on their future of work plans and how they adapt and reskill workforces to mitigate future disruption.

## 23 HIREVUE PARTNERS WITH SALUTEMYJOB TO REDUCE BARRIERS TO EMPLOYMENT FOR EX-MILITARY PERSONNEL

The partnership supports veterans and other members of the Armed Forces community transition to civilian work by enabling them to practice and sharpen their interview skills.

## 26 LOOKING FOR A PLACE TO CALL HOME?

Discover home ownership with part buy - part rent, from HomeReach.

## 44 MAKING THE MOST OF A NEW CAREER, LOOKING TO MAKE THE MOVE INTO CIVILIAN LIFE?

David Parker served in the British Army for 24 years before pursuing a career in the mine action industry.

## 48 LAST DAY IN THE ARMED FORCES, WHAT IS IT REALLY LIKE?

Want to know what goes on behind closed doors on your final day? Read more to find out.

## 08 140 COMPANIES HONoured FOR OUTSTANDING SUPPORT TOWARDS THE ARMED FORCES

140 organisations have received the Employer Recognition Scheme Gold Award for their outstanding support towards the Armed Forces community, Defence Minister Leo Docherty announced.



## 12 PROUDLY MILITARY FRIENDLY

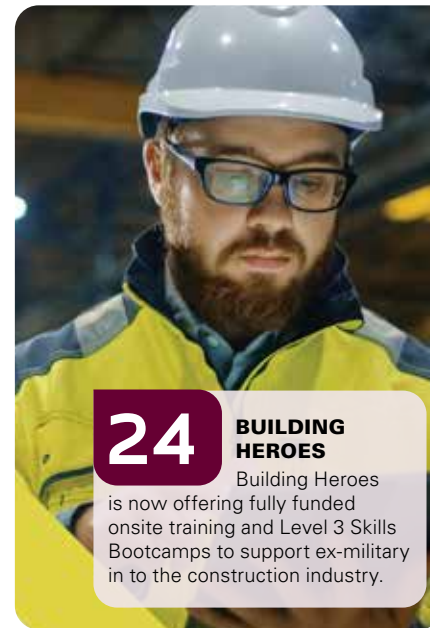
Atkins, a member of the SNC-Lavalin Group, has been working alongside the Armed Forces since the second world war.

Easy Resettlement magazine is a **Silver Award** winner! ★★ ★★  
page 14



## 22 MILTON KEYNES EX-MILITARY SITE MANAGERS NAMED AS BEST IN THE COUNTRY FOR QUALITY

25 Years of Delivering Technical Education to the Armed Forces.



## 24 BUILDING HEROES

Building Heroes is now offering fully funded onsite training and Level 3 Skills Bootcamps to support ex-military in to the construction industry.



## 56 AMEY EXCEEDS £300,000 FUNDRAISING FOR SSAFA, THE ARMED FORCES CHARITY

Amey's Secure Infrastructure business, a provider of critical facilities services for the public sector and UK Defence, has recently announced they have raised over £300,000 for SSAFA, the Armed Forces charity.



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# Welcome...

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



In this issue you find information from DRM the Defence Relationship Management team, about the 140 Gold award winners that have been recognised for their outstanding support to the Armed Forces Community.

With that in mind, we ask you to engage with our advertisers and be sure to mention the magazine when engaging with and applying to any of the companies in our magazines.

As our previous and existing readers will be aware, our regular features include the information regarding your enhanced learning credits, which can be found in the last few pages of each issue, we also include information from the (CTP) Career Transition Partnership whose events we attend, which enables us to speak to our readers and find out about your resettlement process. We are especially looking forward to being able to attend these employment fairs again, now that the Covid restrictions are finally easing.

To ensure you never miss a copy of Easy Resettlement you can subscribe for free 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 the links on 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)

KIND REGARDS  
THE EDITOR



**EMPLOYMENT**

Skills gained in military service are invariably skills for life and as the economic recovery from Covid-19 gathers pace, there are a number of employment initiatives that veterans and service leavers should be aware of. Wherever you are in the employment process, you'll find great advice on Veterans Gateway – search “employment advice for veterans” on your search engine or visit [veteransgateway.org.uk/employment](https://veteransgateway.org.uk/employment)

**CIVIL SERVICE JOBS WITH GREAT PLACE TO WORK**

The transferable skills from the Armed Forces are well suited to the fast-paced and often complex work of the Civil Service. To support those entering the workforce, the Government launched the 'Great Place to Work for Veterans' scheme within the Civil Service last year.

While veterans applying to roles in the Civil Service is already commonplace, this scheme allows hiring managers to benefit further from the fantastic talents and skills that ex-Service personnel have to offer. Veterans who meet the minimum criteria for a role will progress to the next stage of selection – be it an interview, assessment centre or online test. Following the early adopter phase and pilot among six Government departments, there are plans for the scheme to be rolled out across Government soon – I look forward to sharing an update in a future issue.



# CDP

I took on the role of Chief of Defence People (CDP) in February 2020, at a time when the Covid-19 pandemic was beginning to upend our lives, and I write this article reflecting on the challenges we have collectively faced, and overcome, in the past year and a half.



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

From removing barriers to supporting employment opportunities for veterans and securing accommodation options for Full-Time Reserve Service (Full Commitment) personnel, we have made strides in so many areas. We are far from finished, but we have been able to deliver a raft of improvements – and confront barriers – in the past few months that I hope will benefit veterans, service leavers and the whole force for years to come.

**SUPPORTING OUR SERVICEWOMEN**

For over a century, since the First World War, women have been proudly serving in the Armed Forces. Their role has continued to evolve, with an increasing number of barriers to employment being overcome, largely through the pragmatism, talent, and skill of both our servicewomen and servicemen.

However, I recognise that there are still barriers, that we have come a long way but not far enough. I am very grateful to the current and former Service personnel whose courageous testimonies informed the recently published House of Commons Defence Committee, Women in the Armed Forces Report. Their testimonies make it clear that on too many occasions Defence has failed to provide women in the Armed Forces with adequate support. They needed to tell their stories, we needed to hear them.

We are carefully considering the Report and recommendations in full to understand and identify opportunities to further improve the experience of every member of the Armed Forces. I will continue to press for change across the Armed Forces and Defence, to ensure we are in step with the changing needs of our diverse workforce and that we put right issues with kit, uniform, the impact of Service on women's health and all other



areas that affect the quality of our personnel's day-to-day experiences.

In the last 18 months there has rightly been a clear escalation in prominence of diversity and inclusion priorities. We've made considerable inroads and I'm proud to see a long-term increasing trend of women joining the Armed Forces since 2017 and that 90 per cent of women who participated in the Defence Committee's inquiry would recommend serving in the Armed Forces.

Successful change can only continue with a determined effort across the whole force to change the culture. We all have a moral obligation to enable our personnel to thrive and we depend on the physical and moral courage of our colleagues, even in the face of adversity, to ensure all our people are protected and safe from unnecessary risk, recklessness, distrust or unacceptable behaviour.

**MODERNISING RECRUITMENT FOR EXTERNAL AND RE-JOINER ENGINEERS**

From building bridges to bases, servicing high tech aircraft, drones, vehicles, ships and submarines, to operating cutting-edge communication, detection and weapon systems, engineers who have previously worked in Defence have a whole range of skills that will always be invaluable and in much demand – long after leaving Service.

To help retain our edge and fill current gaps that previous

recruitment has been unable to fill, Defence is trialing a new collaborative recruitment approach called the Engineering Skills Redeployment Trial (ESRT).

The trial publicly advertises all current engineering posts across the Armed Forces and Civil Service in one place. These roles are open to all engineers, in industry or otherwise, including those looking to re-join the Forces or as a Civil Service engineer. This re-entry route offers all applicants, including re-joiners, a path that recognises their knowledge, skills and experience when joining Defence. The trial is also testing whether a more flexible recruitment process will relieve pressure on existing personnel and increase teams' diversity of skills and experience when new and re-joiner engineers bring with them different specialist skills and expertise.

So, if you or someone you know is looking for engineering opportunities, visit the TRS Recruitment site ([trs-system.co.uk/microsite/mod](https://trs-system.co.uk/microsite/mod)) to see what sparks your interest.

**FAM EXTENDED TO FULL TIME RESERVES**

In addition to the trial on engineering recruitment, the MOD has been trialing a new way of providing living accommodation, called the Future Accommodation Model (FAM). FAM is currently focused on three pilot sites: HMNB Clyde, Aldershot Garrison and RAF Wittering.

In July 2021, we introduced three policy changes that will enable Service personnel – including Full-Time Reserve Service (Full Commitment) – and their families based at the pilot sites to access the benefits of FAM. Those changes to the policy are as follows:

- The 12 months Future Availability Date (FAD) has been reduced to 6 months
- Service personnel are now able to claim support for voluntary mid-assignment moves
- The Length of Service for eligibility to FAM has been reduced from 4 years' to 1 years' service.

The changes are based on feedback from Service personnel and their families who are already on the pilot and benefiting from it.

Through the FAM pilots we're working to create an accommodation offer that gives our people more flexibility and choice over where, how and with whom they live – something we know is important to them. My team will keep listening to Service personnel and use their feedback to shape plans going forward. We will use the feedback gained to create a credible future accommodation offer.

**OP COURAGE: THE VETERANS MENTAL HEALTH AND WELLBEING SERVICE**

This autumn, in September 2021, we mark over six months of Op Courage, our streamlined mental health and wellbeing service for veterans in England. Op Courage is a service dedicated to veterans, which was developed following trials with former serving personnel and in consultation with charities who support them.

The specialist service is expected to treat around 500 people a year and focuses on those in crisis, at risk of self-harm or suicide, or suffering other problems such as homelessness and addiction. While the majority of veterans do not experience



poor mental health, helping those who need extra support is key to ensuring they lead prosperous civilian lives.

**HELP SPREAD THE WORD ABOUT OP COURAGE**

If you or someone you know is struggling with their mental health or wellbeing, expert help is available from Op Courage. It doesn't matter if you're due to leave the Armed Forces or left many years ago.

You can contact the Op Courage service yourself or ask your GP, a charity or someone else, such as a family member or friend, to do it for you. Visit [www.nhs.uk/opcourage](https://www.nhs.uk/opcourage) for full details.

The Minister for Defence People and Veterans, Leo Docherty MP, met some of the service users and staff involved in Op Courage at St Pancras Hospital in London recently. Service users shared their feedback on the service, highlighting the support they received from their counsellors and from peers in the programme.



In June 2021, I had the privilege of attending the groundbreaking ceremony at the National Memorial Arboretum in Staffordshire to honour the 550 members who lost their lives working in the Navy, Army and Air Force Institutes (NAAFI). NAAFI has played such a vital, and often unsung, role over the last 100 years. The memorial

is a fitting reminder of the NAAFI's ongoing commitment to 'serving the services.'

NAAFI is an active recruiter of veterans; for more information please contact [hadmin@naafi.co.uk](mailto:hadmin@naafi.co.uk)



140

# companies honoured for outstanding support towards the Armed Forces

140 organisations have received the Employer Recognition Scheme Gold Award for their outstanding support towards the Armed Forces community, Defence Minister Leo Docherty announced.

Representing the highest badge of honour, Employer Recognition Scheme Gold Awards are awarded to those that employ and support those who serve, veterans and their families.

This year's awardees brings the total number of Gold holders to 493.

Minister for Defence People and Veterans, Leo Docherty said:

*"I would like to thank all the organisations who have proven their support for the Defence community during such unprecedented and challenging times."*

*"The vast range of those recognised this year demonstrates how employing the Armed Forces community makes a truly positive and beneficial impact for all employers, regardless of size, sector or location."*

To win an award, organisations must provide 10 extra paid days leave for Reservists and have supportive HR policies in place for veterans, Reserves, and Cadet Force Adult Volunteers, as well as spouses and partners of those serving in the Armed Forces.

Organisations must also advocate the benefits of supporting those within the Armed Forces community by encouraging others to sign the Armed Forces Covenant and engage in the Employer Recognition Scheme.

This year, organisations include NHS trusts, educational institutions, financial services, hotels, charities, law firms, police services, football clubs and museums. Nearly 50 per cent are a small or medium-sized enterprise and 72 per cent are private companies, demonstrating the wide range of organisations offering support to the military community regardless of size, sector or location.

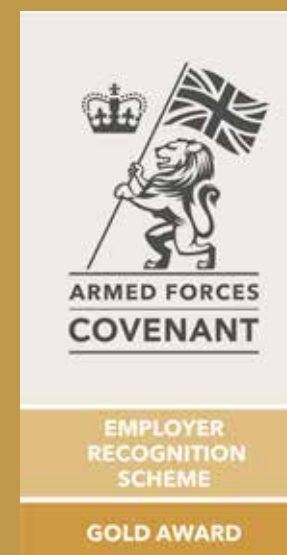
Daniel Frumkin, Chief Executive Officer at Metro Bank said:

*"I am absolutely delighted that Metro Bank has been recognised with this prestigious award. We are dedicated in our commitment to support both those that currently serve and those that have served our country including veterans, reservists and forces' families, as well as the communities in which they reside. Metro Bank will continue to honour and support this special community."*

Rob Robson, Director of Leverttech said:

*"Everyone at Leverttech is delighted to be awarded Gold in the UK Defence Employer Recognition Scheme. We are proud of our record of working together as a business to support the Armed Forces community, be that through policies aimed at our Reservist and veteran employees, donations to military charities, or sharing our commitment to the scheme with our team, our clients and our supply chain."*

*"We recognise the knowledge, transferable skills and comradery that Veterans and Reservists bring to our company and their contribution to wider society. We are determined to continue to improve the support we provide and increase our wider advocacy for the Armed Forces Community."*



## FULL LIST OF WINNERS

ABF The Soldiers' Charity  
Academy Transformation Trust  
Accenture  
Aggregate Industries  
Allan Webb Ltd  
Ammo & Company  
Annan Football Club  
Armed Forces Community HQ  
Ashfield District Council  
Aston University  
Engineering Academy  
Blackpool Teaching Hospitals  
Blaenau Gwent County Borough Council  
Broadland District Council  
Buckinghamshire New University  
BuildForce  
Burnley Council  
Butterfly Data  
Capita PLC  
Cardiff and Vale College  
CBRE Limited (including CBRE GWS)  
Chapman Ventilation Ltd  
Cisco International  
Clifford Chance LLP  
CNet Training  
Commando Joe's  
Content Guru  
Corps Security (UK) Ltd  
Costain  
Crowne Plaza Plymouth  
CVQO  
Defence Electronics & Components Agency  
Eagle Eye Innovations Ltd  
E-Cycle Limited  
Empower Support for the Voluntary Sector Ltd  
Essex Partnership  
University NHS Trust  
Fife Chamber of Commerce  
Firing Line Museum of The Queen's Dragoon Guards and The Royal Welsh  
First Military Recruitment  
Folkestone & Hythe District Council  
Forces Cars Direct Ltd  
Forces Resettlement Services CIC (BFRS)  
Forces Solutions Limited  
Forces To Film Ltd  
GKN Aerospace Ltd  
GRC LTD  
Greater Birmingham

Chambers of Commerce  
Greater Brighton  
Metropolitan College  
Greater Manchester Combined Authority  
Griffin Military & Diplomatic  
Hazelwood Carpentry Contractors Ltd  
Healthier Heroes CIC  
Herbert Smith Freehills LLP  
Hercules Site Services Ltd  
Highland Council  
HORIBA MIRA Ltd  
Horizon Security Solutions Ltd  
Hywel Dda University Health Board  
HXL Specialist Solutions Limited  
Impleyable App (FourWho Ltd)  
Intrepid Protection  
Irwin Mitchell LLP  
Isle of Man Government  
JTI UK  
Kinetic Six Ltd  
Lancashire & South Cumbria NHS Trust  
Landau Ltd  
Leverttech Aviation Services Limited  
Lifeline Training  
Lincoln College  
Lloyds Banking Group  
Lockheed Martin  
London Borough of Hammersmith and Fulham  
M.B.Roche & Sons Ltd  
Manchester City Council  
Matrix Academy Trust  
MBNL (Mobile Broadband Network Limited)  
McLeod Glaziers  
Mercury Electronic Warfare Ltd  
Merseyside Police  
Metro Bank PLC  
Middlesbrough Council  
Mission Motorsport  
Moody's Corporation  
Naval Families Federation  
NG Bailey  
NHS Ayrshire and Arran  
NHS Business Services Authority  
NHS Lanarkshire  
NHS National Services Scotland  
Norfolk County Council  
North East Lincolnshire Council  
North West Anglia NHS Foundation Trust  
Nuclear Transport Solutions (NTS)  
Perth & Kinross Council  
Pinnacle Group  
RCR Services UK Ltd  
Recruit for Spouses  
RINA Consulting Defence Ltd  
RT Infrastructure Solutions Ltd  
RV1 Group Ltd

Saab UK  
Salford City Council  
ScottishPower  
Self Build Heroes  
Shorterm Group  
Sir Fix-a-lock Ltd  
South Norfolk Council  
South Yorkshire Police  
Spelthorne Borough Council  
Staffordshire Chambers of Commerce  
Stockport NHS Foundation Trust  
Stockton on Tees Borough Council  
Supacat Limited  
Taylor Wimpey  
TE Connectivity  
Thames Valley Police  
Thames Water Utilities Limited  
The Colleges Partnership  
TMS Support Solutions Ltd  
Transport Training Academy Ltd  
Turner & Townsend  
Ubi-Tech (3R) Ltd  
UBS AG London Branch  
Ultra Electronics Ltd  
University Hospitals Birmingham Foundation Trust  
University of Chester  
University of Derby  
Valo Limited  
Veterans in Crisis  
Sunderland (VICS)  
Veterans in Sefton CIO (VIS)  
Victory Services Club  
VICTVS  
Virtue Recruitment  
Services Limited  
Wace Morgan Limited  
Welsh Ambulance  
Services NHS Trust  
West Lothian Council  
West Midlands Combined Authority  
Wm Morrison Supermarkets Plc  
Wrightington, Wigan and Leigh Teaching Hospitals  
NHS Foundation Trust  
Your Telemarketing Ltd



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

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

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

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



# Winner Quotes

## from Social Media



**HI – Fife Chamber of Commerce**  
"Everyone at Fife Chamber is delighted and humbled to receive this ERS Gold Award. We advocate for our armed forces and connect the Highland RFCA team with local employers because it is the right thing to do and because we believe we should acknowledge and be grateful for what our country's service men and women do for us every day. It feels great to have our efforts recognised and we will display our Gold Award with pride. We will continue to do everything we can to support the armed forces and we encourage every business in Fife to do the same. The business benefits are huge: a proud workforce and a better workforce from utilising the world class training and skills that armed forces personnel bring into the commercial world when they finish their military service."



**Phil Jones, Chairman of Annan Athletic Football Club, said:**  
"Annan Athletic is delighted to receive this prestigious award. All at Annan are greatly looking forward to holding the Reserve Football Cup Final again this year, a special day for the Armed Forces Community in Scotland. 'We do as much as we can for the Forces and we're proud to be winners both nationally and locally. 'Even though we have won Gold, we have no intention in slowing down our efforts to support and promote Defence."



**Mary Morgan, Chief Executive of NHS National Services Scotland, said:**  
"This recognition is testament to the commitment of NHS National Services Scotland and our staff in supporting military personnel serving in Scotland and indeed those Veterans and Reservists within our staff. 'I am delighted that we're receiving this Gold ERS accreditation and congratulate everyone involved."



**Professor Hazel Borland, Interim Chief Executive of NHS Ayrshire and Arran, said:**  
"On behalf of the organisation, I am delighted that NHS Ayrshire and Arran has been awarded the Gold Award. This demonstrates our commitment and support to our staff who are members of the Reserve Forces. 'Reserve Forces provide a vital and valuable service to our country, both at home and overseas. And so it is fantastic to see that our commitment to our employees and the wider community has been recognised."



**WA – WELSH AMBULANCE SERVICES NHS TRUST**  
**Jason Killens, Chief Executive of the Welsh Ambulance Services NHS Trust, said:**  
"We're delighted to be recognised as a Gold-standard employer in this year's awards. As a uniformed service, we're immensely proud of our strong links with the military, both regular and reservists, as well as their families. The military were critical in supporting our ambulance service during one of the most challenging periods in its history. Service personnel helped crew our ambulances and make them ready for use during the pandemic, so we're keen to ensure we reciprocate that fantastic commitment with strong support for the Armed Forces Covenant through recruitment and support of veterans, reservists and their families."



**DRM – Natwest**  
**Alison Rose.**  
"On behalf of NatWest Group, I am honoured and proud that we have been re-invested with the prestigious Gold Award. As a purpose led bank we place particular emphasis on the diversity, equity and inclusiveness of our workforce and workplace. We recognise the experience, transferable skills and values that Reservists, Military Families and Veterans bring to our culture, and the contribution made wider into their communities and society at large. Through the work that we do I will commit to continue to improve our support for the Armed Forces Community for the future."



**NW- Blackpool Teaching Hospitals NHS Foundation Trust**  
"The Trust is absolutely thrilled to be awarded the ERS Gold Award. We value the expertise and knowledge our Reservists and ex-Military staff bring to their teams, our workforce and to the wider community. The award recognises the support we provide to all members of the defence community and we are pleased that this work is acknowledged with the honour of this award. Reservists and Military Veteran staff prove time and time again that they are excellent problem-solvers, good communicators and are able to work under pressure. Their skills benefit Blackpool Teaching Hospitals NHS Foundation Trust by enhancing the skill set within their team, which in turn improves the services to our patients." Tina Daniels – Equality & Diversity Lead & Armed Forces Champion – Blackpool Teaching Hospitals NHS Foundation Trust



**YH- M.B.Roche & Sons Ltd**  
"For us as small family firm this means the world to us and more than winning a contract or being placed on a framework. It highlights our vision to do things for the outcome rather than the income. We are not a family with a military background but have loved every moment on our journey from offering work experience opportunities to veterans and cadets all the way up to attending prestigious events at the Tower of London." Daniel Roche (Director) M.B.Roche & Sons Ltd



**MacLeod Glaziers**  
"No one said chasing dreams would be easy but the joy for MacLeod's in winning this Gold Award has shown it right to"



**Keith Anderson, ScottishPower Chief Executive, said:**  
"ScottishPower is proud to be awarded Gold Status within The Employer Recognition Scheme (ERS) in recognition of our support to the Defence and the Armed Forces community. 'The commitment and skills of serving personnel and Reservists is crucial to our business as we continue our journey to Net Zero. Alongside a high level of technical knowledge, our business benefits from their ability to effectively collaborate, problem solve and work as part of a team. These skills are invaluable as we navigate through the energy transition, delivering a better future, quicker, for everyone."



**Craig Cunningham, NHS Lanarkshire's Armed Forces and Veterans' Champion, said:**  
"NHS Lanarkshire is fully committed to the Armed Forces Covenant and exhibits this both in terms of delivery of health services for Armed Forces personnel and veterans as well as support for employment of our Reserves and veterans. 'Being given this award is an honour for the staff and local veterans who have designed this unique service and recognises the work that we do to support local veterans, Reserves, Cadet Force Adult Volunteers, and their families."



**West Lothian's Armed Forces Champion Councillor, John McGinty, said:**  
"We are delighted to receive the Gold ERS award, and thanks go to everyone involved for their hard work to achieve this. 'West Lothian Council is committed to supporting our Armed Forces staff and families and ensuring our wider workforce understand the roll and issues faced by our Armed Forces veterans, reservists and families in West Lothian so we can provide the best possible service. It's great to see our work recognised in this way."



**DRM- Naval Families Federation**  
"We are delighted and honoured to have been granted ERS Gold Award status. We have long championed the case for employing Naval family members, particularly Naval spouses, and our own recruitment policy recognises the challenges such families face as well as the impressive skill set they have developed as a result of those challenges. More than 90 per cent of our team has either served or is a close relative of a serving person or veteran, so we walk the talk as well as talking the talk! I am also enormously proud of the role the Naval Families Federation played in setting up the successful Forces Families Jobs platform, taking our advocacy a step further to provide real jobs and training for our enormously talented Naval families."



**NE- Veterans In Crisis**  
"To be recognised with the Gold Award means everything to us at Veterans in Crisis Sunderland. Taking our place alongside big, well-established infrastructure organisations like the health service, the local authority and one of the biggest housing associations – and as the only third sector recipient of the award in Sunderland - makes us very proud. We are particularly pleased because we have achieved this accolade in only our third year (we were established in 2018) and see it as an endorsement of our approach to supporting the veteran community in the City."



**SE- Thames Water**  
**WM- University Hospitals Birmingham Foundation Trust**  
"University Hospitals Birmingham Foundation Trust have long been active supporters of the Armed Forces Community, particularly through the work to support operational casualties at the Queen Elizabeth Hospital in Birmingham. The Trust is delighted to have this work recognised with the award of a Gold Employer Recognition Scheme Award. We are looking forward to developing our support for the military community, particularly in the areas of employment and care for Veterans and working in partnership with colleagues in the region to promote and expand support with our partners. We would particularly like to thank WM RFCA for the guidance and support we have been given and look forward to collaborating as we develop our services in the future."



**WX- Crowne Plaze Plymouth**  
**Philip Rankin, general manager at the Crowne Plaza, Plymouth, said:**  
"We are delighted to have been recognised with Gold status for the support we provide to our Armed Forces. The military is a significant part of the Plymouth community and we are honoured to be able to give back to our forces, both with the facilities we provide and as a potential employer." Sales manager, Lauren Rogers, who has been leading on the scheme, said:  
"The Crowne Plaza Plymouth was the first hotel to become members of the Armed Forces Covenant and we are absolutely delighted to be the first hotel in Plymouth to achieve this prestigious gold award. We have built fantastic relationships with the local forces in our community and will continue to strengthen these connections as we move forward."



# Proudly military friendly

## ATKINS, A MEMBER OF THE SNC-LAVALIN GROUP, HAS BEEN WORKING ALONGSIDE THE ARMED FORCES SINCE THE SECOND WORLD WAR

We have a long and proud history of supporting the people and organisations that protect our national interests. 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.

## TRANSFERABLE 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 engineering expertise and experience in delivering technology solutions, 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.

## 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. What we offer:

- 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.

## 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.

# 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.careers.snclavalin.com/aerospace-defence-security-technology](http://www.careers.snclavalin.com/aerospace-defence-security-technology).



## IN THE WORKPLACE, PEOPLE WITH DIFFERENT EXPERIENCES, AND FROM DIFFERENT BACKGROUNDS, BRING NEW AND DISTINCTIVE IDEAS TO LIFE

Organisations benefit from the diverse skills and talents drawn from the wider society in which we live. By celebrating our differences and harnessing the value of robust ED&I policies, and putting them into practical actions, we can work to bring benefits to individuals, our organisation, and our industry.

At Atkins we are proud to be signatories to the Women in Aviation and Aerospace Charter and the Women in Defence Charter. Signing the Government-supported Women in Aviation and Aerospace Charter means that we have strict targets

in place to transform our aviation and aerospace markets into more gender-diverse teams and provide fair opportunities for women to succeed at the highest levels. With the aviation and aerospace markets both going through a great period of innovation, we felt that it was the perfect time to make sure gender balance is a key consideration going forward.

Similarly, the Women in Defence Charter is a commitment to work together to build a more balanced enterprise, with signatories committing to be the very best at driving inclusion and diversity within their organisations and providing opportunities for women to succeed. The charter is a collaboration between the Ministry of Defence, Women in Defence UK, ADS Group, DGP and others, and reflects the aspiration of the defence community to improve gender balance at all levels.



## PAUL HUTCHINSON

Digital Infrastructure Team Lead  
*I previously served as a Regular with The Royal Corps of Signals in the 90's and since leaving, there was always a part of me that missed the military life. Therefore, in 2017, I re-joined as a Reservist and I currently serve as the 2IC of a 51 Signal Squadron. The Army Reserves provide an incredibly flexible way to serve one's country and it presents opportunities to undertake adventurous training, learn new skills and tackle challenges that don't exist outside the Armed Forces. The Reserves are a great way to serve in a military capacity while striking the right balance between civilian employment and home life. Atkins, as a signatory to the Armed Forces Covenant, is tremendously supportive.*



## OUR RESERVISTS

### Alastair Coombe

Mechanical Engineer,  
Nuclear & Power

*I was always interested in balancing a technical engineering role with the different challenges of being an Officer in the Army Reserve. During my first few years as a graduate with Atkins the company was awarded their first Gold Award under the MOD's Employer Recognition Scheme. Encouraged that I would be supported by the company, in 2015 I joined my local unit, A Squadron, the Royal Yeomanry, a light cavalry regiment operating in the RWMK, and later the Jackal Armoured Vehicle.*



## Will Steel

Principal Consultant

*Since I left the Regular Army in 2014, I have been a military outreach, stabilisation and Civil-Military Cooperation (CIMIC) Specialist in the Army Reserve. I joined the Army Reserve because, despite there being many factors driving my change of career at that time, I loved being in the Army and the opportunities that it provided. Remaining in the Army Reserve gives me the best of both worlds, it's a demanding and rewarding experience and in many ways similar to what I do as a Consultant; driving change, coordination of resources, lessons capture, stakeholder management and risk management.*



# Easy Resettlement magazine is proud to announce that we have been granted the ERS Silver Award status



## WHAT IS THE ARMED FORCES COVENANT?

To those who proudly protect our nation, who do so with honour, courage, and commitment, the Armed Forces Covenant is the nation's commitment to you. It is a pledge that together we acknowledge and understand that those who serve or who have served in the armed forces, and their families, should be treated with fairness and respect in the communities, economy and society they serve with their lives.

## WHAT IS BEING DONE?

The covenant focusses on helping members of the armed forces community have the same access to government and commercial services and products as any other citizen.

This support is provided in a number of areas including:

- Education and family well-being
- Having a home
- Starting a new career
- Access to healthcare
- Financial assistance
- Discounted services

Further information about support services available to both serving personnel and their families, and veterans and their families are provided on **GOV.UK**.

Find information about working, jobs and pensions for members of the armed forces and their families. For more information about the background of the Armed Forces Covenant go to the covenant policy.

## WHO IS INVOLVED?

The covenant supports serving personnel, service leavers, veterans, and their families. And is fulfilled by the different groups that have committed to making a difference.

These include:

- Central government, overseen by the Ministerial Covenant and Veterans Board
- Single services (Royal Navy, British Army, Royal Air Force)
- Businesses of all sizes
- Local government
- Charities
- Communities
- Cadet forces and their adult volunteers

## DOES IT APPLY TO YOU?

If you are a member of the armed forces, a veteran, or a family member, the Armed Forces Covenant offers a wide variety of support to ensure you are being treated fairly.

If you are a business, or a community organisation, you can find out how to show your support through contacting Defence Relationship Management or by visiting the Armed Forces Covenant website.

This site will help direct you to the most relevant information regarding policies, services and projects that you can benefit from.

Visit Armed Forces Covenant guidance and support for information on the breadth of the covenant and the support it provides.

## ABOUT THE SCHEME

Run by Defence Relationship Management the Defence Employer Recognition Scheme (ERS) encourages employers to support defence and inspire others to do the same. The scheme encompasses bronze, silver and gold awards for employer organisations that pledge, demonstrate or advocate support to defence and the armed forces community, and align their values with the Armed Forces Covenant.

The ERS is designed primarily to recognise private sector support although public sector organisations such as the emergency services, local authorities, NHS trusts and executive agencies are also eligible to be recognised.



## BRONZE AWARD

Bronze award holders:

- Are self nominated by employers who pledge to support the armed forces, including existing or prospective employees who are members of the community
- Must have signed the Armed Forces Covenant
- Promote being armed forces-friendly and are open to employing reservists, armed forces veterans (including the wounded, injured and sick), cadet instructors and military spouses/partners
- Receive an electronic certificate and logos to display on their website, stationery and other collateral.



## SILVER AWARD

Silver award holders:

- Must have signed the Armed Forces Covenant
- The employer must have already stated their intent to be supportive by using the ERS website to register at the Bronze level
- The employer must proactively demonstrate that service personnel/armed forces community are not unfairly disadvantaged as part of their recruiting and selection processes
- Employers should employ at least one individual from the AFC category that the nomination emphasises. For example, an employer nominated for support to the Reserves must employ at least one Reservist. In exceptional circumstances where there is outstanding generic support for the Armed Forces community and/or the size or business model of the organisation makes employment of such an individual impossible, the organisation can be considered for the award where they do not employ someone from the AFC category
- The employer must actively ensure that their workforce is aware of their positive policies towards defence people issues. For example, an employer nominated for support to the Reserves must have an internally publicised and positive HR policy on Reserves
- Within the context of Reserves the employer must have demonstrated support to mobilisations or have a framework in place. They must demonstrate support to training by providing at least 5 days' additional unpaid/paid leave (wherever possible not to Reservist employees' financial disadvantage)
- The employer must not have been the subject of any negative PR or media activity.



## GOLD AWARD

Gold award holders:

- Must have signed the Armed Forces Covenant
- Employers must have an existing relationship with their National Account Manager/REED/appropriate defence representative
- The employer must already be demonstrating support by holding a valid ERS Silver Award. Employers that do not hold a valid ERS Silver Award cannot progress to the Gold level
- The employer must proactively demonstrate their forces-friendly credentials as part of their recruiting and selection processes. Where possible, they should be engaged with Career Transition Partnership (CTP) in the recruitment of service leavers and have registered for the Forces Families Jobs (FFJ) portal
- Employers should employ at least one individual from the AFC category that the nomination emphasises. For example, an employer nominated for support to the Reserves must employ at least one Reservist. In exceptional circumstances where there is outstanding generic support for the Armed Forces community and/or the size or business model of the organisation makes employment of such an individual impossible, the organisation can be considered for the award where they do not employ someone from the AFC category
- The employer must actively ensure that their workforce is aware of their positive policies towards defence people issues. For example, an employer nominated for support to the Reserves must have an internally publicised and positive human resources policy on Reserves
- The employer must be an exemplar within their market sector, advocating support to defence people issues to partner organisations, suppliers and customers with tangible positive results
- Within the context of Reserves the employer must have demonstrated support to mobilisations or have a framework in place. They must provide at least 10 days' additional leave for training, fully paid, to the Reservist employee
- The employer must not have been the subject of any negative public relations or media activity.

A quote from James Atkins Director of Easy Resettlement magazine

*"Easy Resettlement was established with the sole aim of assisting service leavers and veterans with their resettlement process and helping to find employment after service."*

*"We are extremely proud to have worked with hundreds of forces friendly employers, charities and forces organisations over the years that have been featured in our magazines, we have also employed veterans and military spouses ourselves so we can testify that service leavers and veterans have many transferable skills and are an asset to our company, just as they have been to the companies that we have engaged with who have recruited and employed them through our publications."*

*"Our magazine will continue to feature the Gold as well as some of the Silver Award winners of the Employer Recognition Scheme, highlighting the positive success stories that can happen when leaving service. We are aware that not everyone has previously had a successful transition in to the civilian world, however there is improvement year in year out with a far better understanding from companies and veterans alike. We feel that it is very important to strike a balance and focus on some of the more positive stories, which will inevitably help more people feel encouraged about having a successful civilian career after their military service."*

*"We look forward to assisting everyone that reads our magazines, with us still providing helpful information and a plethora of forces friendly advertisers being featured in each issue. Furthermore, we will always look to employ service leavers, veterans, and reservists in any future vacancies that we may have to offer. Easy Resettlement is produced on a quarterly basis and is available in print and online at [www.easyresettlement.com](http://www.easyresettlement.com)"*







## Veterans offer UK businesses skills and behaviours for the future

As the UK emerges post-pandemic, businesses are focusing on their future of work plans and how they adapt and reskill workforces to mitigate future disruption.

- Renewed call for business leaders to consider veterans in their hiring strategies
- New 'Veterans Work' podcast series launched to raise awareness
- The Armed Forces have responded outstandingly during the pandemic highlighting the skills, behaviours and values that are an asset to the culture of any organisation.

*behaviours complement so many roles from digital and tech to professional services. I was humbled as our veteran guests candidly brought to life their own stories as well as challenging perceptions and stereotypes."*

The podcast series consists of five episodes and brings to life veterans' behaviours, values and purpose through the guest speakers\*. Topics are the veteran employment narrative, values and purpose, resilient people, skills for the future and the campaign's calls to action.

Podcast introductions are also given by The Minister for Defence People and Veterans, Leo Docherty MP, some famous faces, veterans and allies: Joanna Lumley, Rory Underwood, Ray Winstone, Lt Gen James Swift-Chief of Defence People, with an endorsement from WW2 veteran former Paratrooper Jimmy Knox.

Lord Lancaster, Member of the House of Lords, Former Defence Minister, and serving Army Reservist was a guest on the first episode. He commented: "We talk about resilience, but what does it really mean? Veterans are drawn from the community and are of the community. These are individuals who have been trained to deal with extreme adversity and challenges, have the capacity to be highly adaptable and agile, keep a team motivated as well as being loyal and very hard working. Twin this with camaraderie and a positive outlook, no matter how much adversity they are up against – and this is a win-win for employers of all sizes and across all sectors of UK plc."

The first episode explores the narrative surrounding veterans and employment transition following military careers. Kate Silverton, journalist and broadcaster, said: "Ex-military personnel offer an unparalleled talent that business leaders would be foolish not to harness. Our podcast guests illustrate how perfectly veterans' values and

go a long way to helping employers understand what veterans can offer and how hiring a veteran can make an impact on the future resilience and culture of their organisation."

Lee Holloway, Chief Executive Officer of the Officers' Association concluded: "The Pandemic is shining a light on military personnel as they work to support the nation amid this crisis. UK business wants adaptable team players able to find solutions that can focus and excel on the tasks at hand to deliver tangible results. Skills can be trained, but mindset and behaviours cannot – considering veterans for roles will almost certainly bring success, now and in the future."

Jimmy Knox, a WW2 Monte Cassino veteran who introduces the podcast series in an endorsement message explains his experiences leaving the Army and finding a job in 1945:

*"When I came back from the war, there was work, but it wasn't the work I wanted. Generally we found it difficult, because all the jobs you wanted to do were occupied and employers weren't interested in taking people from the Forces if you didn't have the right experience. So you retrained and did whatever you had to. It was a difficult period but after a couple of months you settled in and then just went forward".*

Chris Recchia, Partner Deloitte and Veteran commented, "Listening to Jimmy's experiences of seeking employment when he left the Army over 70 years ago it is astonishing to realise that little has changed. Veterans still face the issue of employers not realising their full potential, their transferrable skills or how easily they can be retrained. Progress is being made, but there is more to do if we are to make the UK the best place to be a Veteran."

In 2021 as the UK recovers from the pandemic, the message to employers is clear: veterans can be part of the solution to your business's challenges.

The podcasts are both audio and video recordings and are available to stream and download free on all Veterans Work channels including YouTube, and wherever you get your podcasts.



## Portsmouth Hospitals University NHS Trust renews commitment to military personnel and their families

We are proud that on Wednesday 11 August 2021, Portsmouth Hospitals University NHS Trust (PHU) has re-signed the Armed Forces Covenant (AFC) to highlight the Trust's commitment to military personnel and their families across our community.

The Trust signed up to the AFC in June 2018 to ensure our promise to supporting the armed forces community is in our staff and patient policies, services and projects and make sure no current or former personnel are disadvantaged by serving their country.

Today's ceremony took place on the HMS Victory, at Portsmouth Historic Dockyard, with the covenant re-signed by PHU chief executive Penny Emerit and Joint Hospital Group (South) (JHGS) Commanding Officer Karen McCullough.

The re-signing was witnessed by JHGS Deputy Commander Surg Capt Richard Heames, Trust Chair Melloney Poole and PHU chief operating officer Chris Evans.

Penny Emerit said: "Queen Alexandra Hospital started life more than a century ago as a military hospital and we are proud

to have maintained our links with the armed services to this day.

"The re-signing of the Armed Forces Covenant today reinforces our commitment to our military community and we are proud to work alongside them as part of the Joint Hospital Group South and care for our veterans, reservists, serving personnel and their families as patients."

As part of UK Defence Medical Services, the Joint Hospital Defence Medical Group (South) and Portsmouth Hospitals University NHS Trust have a long-established relationship.

Doctors, nurses and other Allied Health Professionals from the Royal Navy, Army and Royal Air Force have worked at Queen Alexandra Hospital in Cosham since 1 April 2005.

The Trust supports Ministry of Defence personnel by incorporating them within clinical roles across

the site to help them gain further experience and enabling them to carry out their military commitments anywhere around the world.

Joint Hospital Group (South) Commanding Officer Karen McCullough said: "As Commanding Officer of JHGS it is a huge honour to be signing this gold armed forces covenant with PHU.

As integral partners, PHU not only trains and provides placements to ensure that Defence Medical Services personnel are prepared for their operational role but is also hugely pro-active in ensuring that military veterans have the support and care they need when they are admitted to QA Hospital."

Trust chairman Melloney Poole said: "We are privileged and proud to be working so very closely with all our military colleagues at all

times and this close partnership is one that I believe will be recognised and wholeheartedly supported by our patients, our staff and the people of Portsmouth.

"The re-signing of the Covenant today represents our promise to support our military community and we are grateful for the commitment, expertise and outstanding support shown by our military colleagues to our patients and staff, especially during the Covid-19 pandemic."

The Trust is proud to have earned Gold Veteran Aware Status for staff members' dedication to provide the best care for veterans and their families.

Keith Malcolm, who spent almost 15 years in Queen Alexandra's Royal Naval Nursing Service, was appointed Armed Forces Covenant Lead Nurse as part of the Trust's commitment to the covenant.

He added: "It is an absolute privilege for the Trust to resign the covenant on such a magnificent, and historically important ship.

"Renewing our promise and pledges to the covenant just further embeds our dedication to supporting those who serve and have served including their families."





# The importance of Professional Registration

An interview with Air Marshal Sir Julian Young KBE CB FREng CEng FIET.

After a stellar 40-year career in the Royal Air Force (RAF), with him leaving as its Chief Engineer and the Ministry of Defence's (MOD's) Engineering Champion, incoming IET President for the 2021-2022 session, Sir Julian Young, shares his thoughts on professionalisation within the military, the Armed Forces Defence Engineering Professionalisation Strategy, the Royal Marines signing the Defence Engineer Registration Scheme and his plans for his IET Presidential year.

## HOW IMPORTANT DO YOU FEEL IT IS THAT ENGINEERS AND TECHNICIANS IN THE ARMED FORCES ARE PROFESSIONALLY REGISTERED AND CONTINUE TO LEARN NEW SKILLS?

Professional Registration is increasingly important in the Armed Forces and plays a significant part in creating a competent and skilled work force across the UK, especially as technology-related industry becomes progressively more safety-regulated. Qualifications and associated continued professional development should help bridge the gap that has existed between military and civilian trades. I'm not naïve enough to think that simply being registered is going to get ex-military engineers a job, but it might level the playing field and get someone an interview.

The military delivers great training, though I've always supported people developing themselves further through additional qualifications. The route often is through distance learning, which is hard work in a busy job, though when you are dipping into academia and then back into the workplace, the first time you answer a question or write an essay you are better in your workplace because you are instantly applying that new knowledge and thinking.

## THE DEFENCE ENGINEER REGISTRATION SCHEME (DERS) HAS BEEN SUCCESSFULLY ROLLED OUT ACROSS A LOT OF THE DIFFERENT BRANCHES WITHIN THE ARMED FORCES, DO YOU THINK IT HAS BEEN SUCCESSFUL AND HOW EFFECTIVE IS IT?

I must own up to having led the team that got the DERS 'over the line' with the MOD and HM Treasury, so I think it is a brilliant scheme that

demonstrates clear value in people. The streamlined application process is excellent, and the Professional Engineering Institutions (PEIs) that step forward and take on the work to translate military skills and experience into qualifications will benefit greatly from doing so. Indeed, the reason I am a proud to be a member of the IET is because when I started campaigning on professionalisation within the RAF some 15 years ago, the IET was the first PEI to offer a streamlined route to Chartered Engineer (CEng). The IET for me was the RAF's PEI of choice. Anything that can help streamline both the route of people into a PEI and the payment of fees is a positive. And hence, the DERS is a great thing, and I am delighted that the Royal Marines have recently signed up to it.

## AS WELL AS THE DERS AGREEMENTS, THE IET IS WORKING HARD TO IMPLEMENT CENTRAL PAYMENT SCHEMES IN THE ARMED FORCES. AFTER SUCCESS WITH THE RAF, WITH OVER 1,000 MEMBERS REGISTERED, THE FEEDBACK HAS BEEN FANTASTIC. WOULD YOU BE WILLING TO SUPPORT THE PROMOTION AND IMPLEMENTATION OF CENTRAL PAYMENT SCHEMES WITH OUR MOD PARTNERS?

We should be looking to roll Central Payment Schemes out for the other Services as widely as we can, including more companies in industry that already have had a lot of success with it. The IET takes engineers and technicians from all backgrounds, which is the great joy of the IET. If you care about engineering in any or multiple sectors, the IET can be your professional home and has a unique position to fill. We need to be engaging with seniors and Fellows in all engineering organisations to promote the value in their people being Professionally Registered.

## WHY DID YOU AND YOUR DEFENCE ENGINEERING CHAMPION TEAM GENERATE THE ARMED FORCES PROFESSIONALISATION STRATEGY 2018?

The Professionalisation Strategy was the culmination of a huge amount of work to push for paying fees and paying a bonus

to military people for becoming Professionally Registered. It was all about demonstrating value in the individuals and helping engineers and technicians with masses of expertise and knowledge with the transition from the Armed Forces to civilian life. We wanted to encourage people to register, so we harnessed support across the Services and submitted a 65-page business case to help achieve this aim. The hard edge was about retaining the skills we have, and ensuring when people do leave the Services, they can employ their skills more easily for the wider good of UK plc.

## IN OCTOBER YOU WILL START YOUR YEAR AS IET PRESIDENT, WHAT DO YOU HOPE TO ACHIEVE AND WHAT ARE YOU LOOKING FORWARD TO?

I am looking forward to becoming President and follow in the successful steps of all past Presidents. I aim in my presidential year to help consolidate the initiatives introduced previously and everything that comes out of IET@150 alongside the new 2030 strategy. My specific area of focus will be to champion technicians and seek to facilitate the continued growth in their membership. I believe the majority of the 'missing 3 million' mentioned in Professor Uff's 2017 review of our engineering profession are technicians. We need to understand better what technicians are, what it means to be a technician and then offer them more through membership of the IET.

## THE ROYAL MARINES SIGN THE DEFENCE ENGINEERING REGISTRATION SCHEME

*"The signing of the Royal Marines (RM) Defence Engineer Registration Scheme to the IET was the completion of what has become a positive movement within the RM in recognising engineering talent along with its use and breadth beyond the current everyday perception of their role within the service. Multiple RM trades conduct their trade training with Royal Navy, Royal Signals and Royal Electrical & Mechanical Engineer training schools, but due to the RM not in itself being an engineering-*

*focused fighting force nor having its own Engineer Officers the merits and utility of engineering have not been exploited.*

*Technology is evolving rapidly in the battlespace and complexity has gone beyond the level of understanding of the user. Engineering tradesmen are finding themselves at the forefront of development, delivery, deployment and sustainability. Through promoting Professional Registration within the RM, it has generated conversations that are kickstarting a cultural change in the RM to promote engineering beyond the self-imposed historical boundaries and to explore the introduction of a 'Technical Officer' career path to retain and grow the capability in the RM. A positive step I was proud to be a part of and grateful to the IET for their proactive support."*  
**Captain Iain Loader IEng MIET, Royal Marines.**

## BECOME PROFESSIONALLY REGISTERED WITH THE IET.

We are licensed by the Engineering Council to award CEng, IEng, EngTech and ICTech. With IET membership discounts available for technicians and annual fee reimbursement by the MOD, there is no better time to apply.

## FIND OUT MORE BY REGISTERING FOR OUR LATEST WEBINAR

What you will learn:

- An overview of the IET
- Membership benefits
- Professional Registration Categories
- Overview of the UK SPEC
- The benefits of Professional Registration
- The Professional Registration Application process
- The guidance and support we offer

## REGISTER HERE:

[theiet.org/easy-resettlement](https://theiet.org/easy-resettlement)

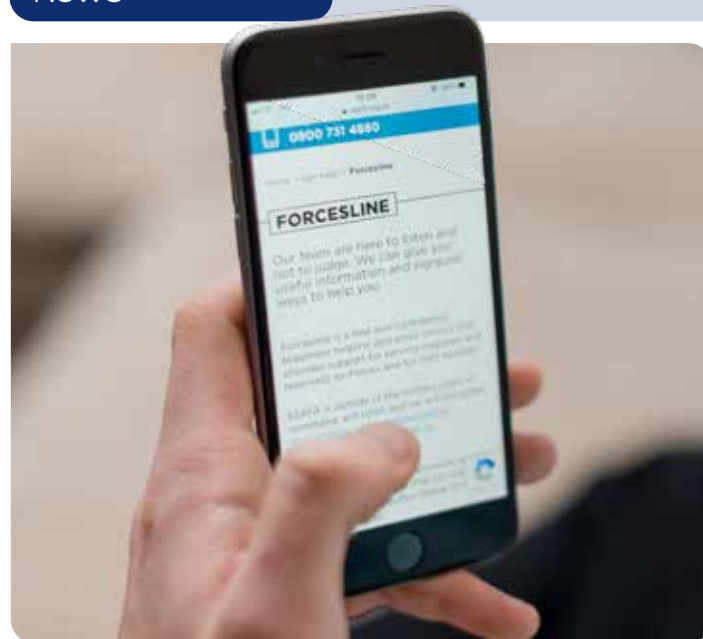
Heather Brophy, MOD Development Manager  
[heatherbrophy@theiet.org](mailto:heatherbrophy@theiet.org)

You can also sign up to watch Julian's President's Address which is available on demand at [theiet.org/presidents-address](https://theiet.org/presidents-address)

**IET** The Institution of Engineering and Technology







## SSAFA's Forcesline witnesses increased demand for online support

SSAFA's free and confidential helpline, Forcesline, has seen a dramatic 260% increase in requests for support through their online webchat, whilst witnessing a drop in telephone enquiries.

**F**orcesline has witnessed a rise in the requests for help using their live webchat platform that is accessible to all members of the Armed Forces community, including serving personnel, veterans, and their families.

In June 2020, Forcesline received 88 requests for support via their webchat service. During the same time in 2021, the charity witnessed a huge rise in the requests for support with 317 enquires – **an increase of 260% from the same time during 2020.**

Over the last 18 months, many of us have been living in close proximity to our friends and family, which may lead to those in need reaching out virtually to save the risk of being overheard on the phone. The rise in usage of their online webchat is extremely positive and means that more people have reached out for help as we have eased out of lockdown.

Whilst people have continued to contact SSAFA by email for help, with an 18% increase in requests for assistance, the

Forcesline team reported a fall in telephone enquiries, from **1,641 from the same period in 2020 to 1,056 in 2021.**

The Forcesline team of specialist helpline advisors say that the most prevalent issues that have been brought to them by the Armed Forces community over the last year are:

- Guidance around debt
- Help with housing
- The need for household goods, such as washing machines and fridge-freezers
- Mental Health, particularly loneliness and isolation
- Mobility Issues

**Bill Grant, Forcesline Manager at SSAFA, the Armed Forces charity,** said: "We're witnessing a great change in the way people are contacting us for support. In June 2021, we saw a 35% drop in our telephone calls, but an increase in requests for support through our webchat facility. As our lives have changed over the last year, even more people are

seeking new ways to receive advice and support, whether that be via email or an online web chat."

"Since the Web Chat was launched in 2019, we have seen a rise in the demand for our online service. The technology eliminates the nerves that some people may feel when calling a helpline, making it easier for people to reach out for support."

"We want to urge anyone in the Forces community who is suffering with the feeling of being on their own, to reach out and keep talking. Communication is an excellent way to deal with problems and source solutions – whether that be through SSAFA's Forcesline or speaking to a friend."

"SSAFA has adapted in many ways to support you safely and we want to share the message that we are here – as we always are."

Matt Colley\* knew things needed to change for the sake of his children. After the breakdown of a 10-year relationship, Matt was homeless for a time. He was left having to share a single bed with his young daughter, while his two-year-old son slept in a cot beside him. Matt, who had served in the Royal Dragoon Guards, contacted SSAFA's Forcesline. From that point his life turned around.

"I called SSAFA's Forcesline number. They answered quickly and it didn't take long. I explained that I was homeless and asked about the charity and what they might be able to do to support me. They contacted my local branch in West Yorkshire and I was soon assigned a caseworker from my local area called Elaine Bartlett."

"Elaine came to meet me at my mum's house. We sat down, discussed my details and my case and she made me feel like I was getting somewhere. Straight away she gave me vital information that I didn't know, for example

that as ex-Forces I was 'Band A' high priority for housing."

"I didn't have my documents from my time serving in the Army, because I was living out of a small bag and moving constantly, so Elaine helped me to get copies of all my documents to give to Leeds City Council, so I could apply for housing again. It took a long time, but with support from SSAFA, I finally managed to get a council property which was such a relief. The moment I found out I was on my way home from my job working as a manager at a primary school. When they told me I just cried."

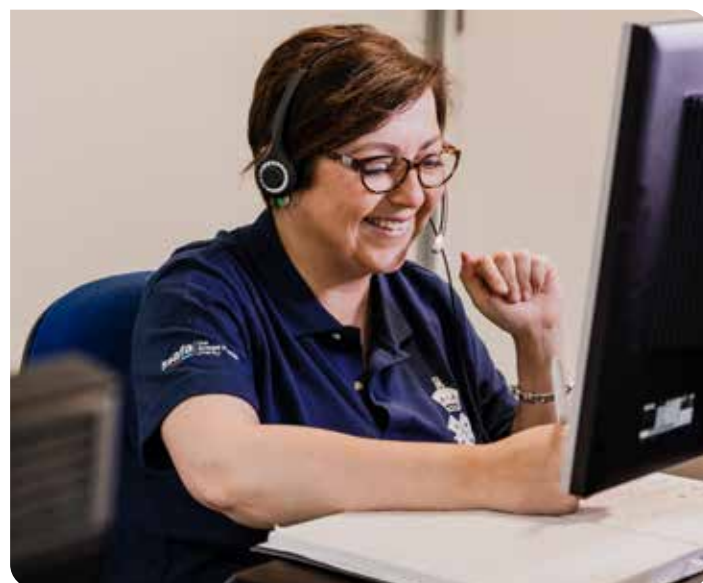
SSAFA has been supporting the Armed Forces community for more than 136 years and all too often see that if concerns around employment, finances and mental health are not addressed early, these can often escalate to a stage where more drastic intervention is necessary.

Everyone faces different challenges, so SSAFA takes a tailored approach to meet the individual needs. A call or message to Forcesline can be the start of the journey and SSAFA is there to support the Armed Forces family every step of the way.

If you are a member of the Armed Forces, a veteran or a family member in need, contact Forcesline (which is independent from the chain of command) on **0800 260 6767** or use the live chat service at **ssafa.org.uk/forcesline**.

Forcesline is open Monday-Friday, 09:00-17:30.

**ssafa** | the Armed Forces charity



www.easyresettlement.com

# Talk to us

## Sometimes the **smallest actions** can make the **biggest difference.**

**During uncertain times, it may be difficult to ask for help.** Forcesline is a free and confidential helpline to support you, no matter the problem. Make that first step for long lasting help - **don't keep quiet, talk to us.**

## 0800 260 6767

Free and confidential. Open weekdays, 09:00 to 17:30

Or get in touch online at  
**ssafa.org.uk/forcesline**

**ssafa** | the Armed Forces charity

**Regulars | Reserves | Veterans | Families**

Registered as a charity in England and Wales Number 210760 in Scotland Number SC038056 and in Republic of Ireland Number 20202001. Established 1885.





## Milton Keynes ex-military site managers named **as best in the country for quality**

Two ex-military Site Managers from Barratt and David Wilson Homes have won a top national award for the quality of the homes they are building.



Barratt and David Wilson Homes Fairfield Site Managers, Joshua Croxford (L) and Deklan Hurst

been a Royal Marines Commando for just under six years.

He said: "I'm over the moon to win my first Pride in the Job Award! There was an awful lot of effort put in by everybody to try to achieve this award so it is a testament to my team and my sub-contractors on site."

"Fairfields is a very good place to work. My biggest enjoyment is watching the time lapse in build from the first bucket in the ground to handing the plots over to the customers. I must say a massive thanks to my team for putting up with me!"

Deklan, who was also a Royal Marines Commando for over six years, won the award as Site Manager at Barratt Homes' Fairfields 1B. He has now been with Barratt Homes for more than four years.

Deklan said: "I feel extremely happy to win my first Pride in the Job Award, and it is great to know that the hard work put in by the team has been recognised."

"My favourite part of the site is the early stages of the build and the technical element of construction. I

cannot express my gratitude enough for the subcontractors I am fortunate to work with, each of which is highly motivated and professional."

"It is a credit to Barratt Developments' Armed Forces Transition Programme for Joshua and I to have won these awards. The transition has been really good, and I have recommended it to several of my friends already."

In total Barratt Site Managers won 93 Pride in the Job Quality awards this year. This is the 17th year in a row that Barratt has won more Pride in the Job Quality awards than any other house builder showing its long-term commitment to building high quality homes.

These awards, now in their 41st year, rate Site Managers against key criteria such as technical expertise, health and safety, consistency, leadership and attention to detail. The awards celebrate the vital role Site Managers play in ensuring new homes are delivered on-time, on safe sites, and to the highest quality standards.

Every Site Manager who is registered with the NHBC is automatically entered into the awards, with just 450 winners being selected from 11,000 entrants, showing how difficult they are to win.

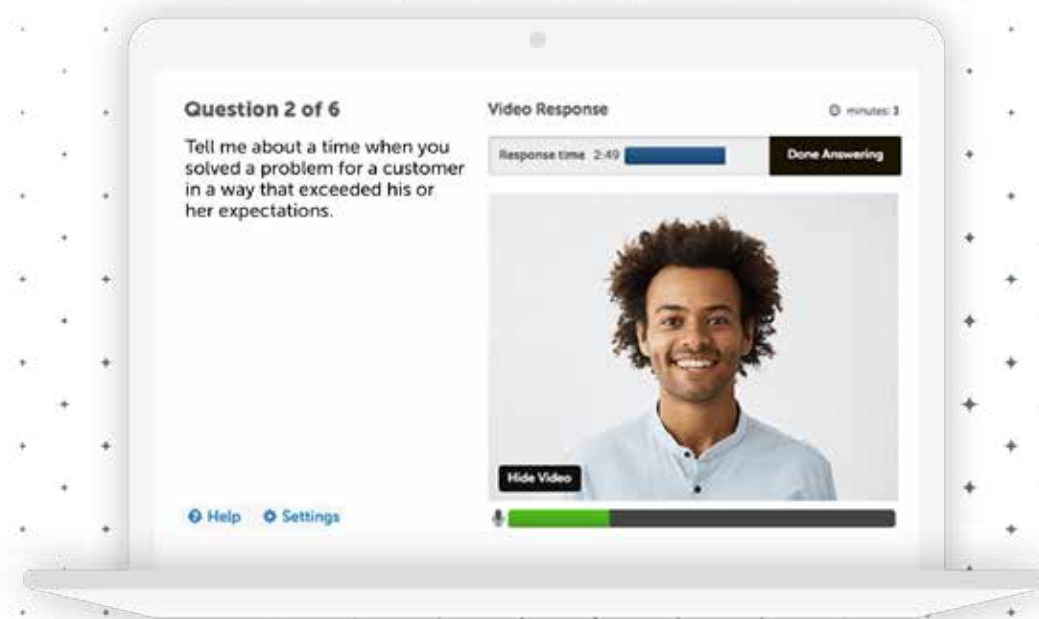
These awards come off the back of a Barratt and David Wilson Homes Site Manager being crowned the

overall winner in last year's awards. Kirk Raine, Senior Project Manager, won the supreme award, the fifth time in the last six years that a Barratt Site Manager has won the top prize.

Amer Alkhalil, Managing Director at Barratt and David Wilson Homes Northampton, said: "These awards showcase only the best new homes and well-run sites. By winning so many awards it demonstrates that we are building some of the highest quality homes in the country. It also shows the long-term commitment we have to looking after our customers and making them happy. No other house builder can match our record at the NHBC Pride in the Job Quality awards."

There awards closely follow Barratt Developments being awarded five stars by its customers for satisfaction in the annual Home Builders Federation (HBF) new homes survey. To be rated five star means that more than 90% of its customers would recommend one of its homes to a friend, with Barratt being the only major national house builder to be rated five star for 12 years in a row.

For more information about Barratt Homes or David Wilson Homes, please visit [www.barratthomes.co.uk](http://www.barratthomes.co.uk) or [www.dwh.co.uk](http://www.dwh.co.uk). Alternatively, call the sales team on **0333 355 8481** or **0333 355 8482**.



## HireVue partners with SaluteMyJob to reduce barriers to employment for ex-military personnel

The partnership supports veterans and other members of the armed forces community transition to civilian work by enabling them to practice and sharpen their interview skills.

HireVue, the global leader in video interviewing, assessments, chat and recruiting automation technology, has announced a new partnership with SaluteMyJob, to provide career support and guidance for ex-members of the UK Armed Forces, who often struggle to transition to civilian work and can find interview scenarios challenging. This is a particularly prominent issue for veterans, who

entered the Armed Forces at a young age, often with little or no experience of civilian employment.

Former service men and women are usually highly skilled candidates, yet often struggle to move into the private sector due to a lack of direct industry experience or formal higher education. Compounded by a lack of interview experience, skills can often go unrecognised such as negotiation abilities, calmness under pressure, self discipline and a mission focused mentality.

As a HireVue ESG (Environmental, Social and Governance) partner, SaluteMyJob can now provide its network of candidates with access to HireVue's interview and assessment platform, enabling them to practice with video interview technology and become competent in shining a light on these skills when answering interview questions. Its team also has access to HireVue Builder, enabling them to rapidly create high-quality structured interviews based on predetermined key skills for the job.

Andrew Jackson, CEO of SaluteMyJob, said, "This partnership with HireVue is invaluable in our mission to ensure ex-Servicemen and women are in a position to access the opportunities available to them when they leave the Armed Forces and take the right steps on their journeys into employment. For many armed forces personnel, the transition towards civilian work presents a series of unjust, structural barriers fueling a belief that there is a lack of opportunity. This can lead to many candidates feeling trapped into taking lower paid, unsecure positions."

A recent survey by SaluteMyJob of 640 members of the Armed Forces community found that over a third of respondents felt disadvantaged when applying for jobs due to their military association, while only 18% of people said that they found it easy to find the right organisation to meet their needs. Transition support and mentoring was named as the most important need for veterans so the provision of a safe space where military men and women can practice and build interview confidence is key to the transition process.

"We're proud to be partnering with SaluteMyJob to improve preparation for employment opportunities for veterans in the UK," said Kevin Parker, Chairman and CEO of HireVue. "Technology should not be a barrier to re-entering the workforce and candidates will be able to build confidence in answering video interview questions and trialling the virtual interview technology now used in the recruitment processes of many large organisations. By using HireVue's end-to-end hiring experience platform, SaluteMyJob can provide accurate and tailored feedback to candidates, with tangible tips and advice on how they can improve their performance ahead of a real interview."

HireVue has provided SaluteMyJob with a virtual interview practice room, which can be used at a candidate's leisure or ahead of an interview for a specific role. In addition, SaluteMyJob is also able to utilise one of HireVue's game-based assessments, which helps it to establish a candidate's competencies and inspire potential career paths that align closely with their soft skills and previous experience.

To learn more about HireVue's partnership with SaluteMyJob, please visit: [www.salutemyjob.com/interview-practice-tool](http://www.salutemyjob.com/interview-practice-tool)

Salute  
MyJob

HireVue



Career Opportunities for Armed Forces Personnel



# Creating opportunities across the country with Skills Bootcamps



## 3 REASONS WHY YOU SHOULD CONSIDER A SKILLS BOOTCAMP!

- Skills Bootcamps are a quick and practical route to help you get ahead and secure a better job.
- Skills Bootcamps are delivered with local employers, so you'll have a job interview when you've completed the course.
- Skills Bootcamps are designed to be flexible and suitable for a wide range of adults.

For more information and to Apply using the link on our website: [www.buildingheroes.org.uk/course](http://www.buildingheroes.org.uk/course).

- South West, Exeter – 13th September
- London, Various – 13th September & 15th September
- East England, Colchester – 20th September
- East Midlands, Various – 29th September & 11th October

## BUILDING HEROES ACADEMIES – “OUR WAY FORWARD”

In order to get the best outcomes for our beneficiaries, we are placing Building Heroes Academies at the heart of our development to provide skills and training and employment pathways that follow the Design, Build, Operate phases of a building life cycle. Academies are locally positioned on long term developments, or in a central location which feeds not only one project, but other developments across a region. An Academy provides training for up to 100 military learners per academic year.

Academies will deliver a range of qualifications from basic construction skills, groundwork and civils and plant training, to classroom-based and industry specific skills tickets. The model is set up to be agile and one that can scale according to the size of the developments. It follows the different phases of the project, highlighting the skills and training needed for the different roles to meet the needs of those industry employers. Building Heroes works with the employers and supply chain to fill their vacancies and provides wrap-around

employer's skills demands which are then matched to job vacancies.

- Optional elements may include:
- Asbestos Awareness
  - Manual Handling
  - CPCs Hoist Operator, Banksman
  - Abrasive Wheel,
  - Confined Spaces
  - Fire Marshall,
  - COSHH
  - First Aid at work Training

Skills Bootcamps are a quick and practical route to help you get ahead and secure a better job. They are designed to be flexible and suitable for a wide range of adults and are delivered with local employers who will offer a guaranteed job interview on completion of the course. We will be running further programmes in these regions throughout the coming year.

Regions & First Course Dates:

- South East, Aldershot – 13th September

quickly increase your skills in a specific area and fast-track into a new job or get ahead with your current employer.

The Building Heroes Skills Bootcamp in Construction is a funded Level 3 qualification delivered over a 12-week period and available across 5 regions - the South West, South East, London, East Midlands and East England.

Attendance is 2 days per week face to face with your tutor and 2 additional sessions of independent learning. To enter the programme, applicants will need a strong desire to work in the construction sector.

This fully funded programme will provide learners with the skills they need to enter employment into the Construction sector and develop into roles such as Project Management, Site Management and many more.

Included in the units are online Health and Safety courses, plus career coaching and progression. The learner progression following your Level 3 qualification could be a traineeship, apprenticeship, or new employment opportunity. Our Construction Skills Bootcamps can be adapted in each area to meet

- CSCS exam and card
- Work experience/site intervention

Throughout the programme we work with our beneficiaries, providing employability skills to identify an appropriate career path whether this be employment, self-employment or further training.

## SKILLS BOOTCAMPS

Building Heroes are in partnership with Learning Curve Group to deliver the Government initiative 12-week Skills Bootcamps.

Aimed at those who are 19 years old or above, in work, self-employed, recently unemployed or returning to work after a break, a Skills Bootcamp could be the right choice for you. It provides an excellent opportunity to



# Building Heroes Education Foundation

Building Heroes is now offering fully funded onsite training and Level 3 Skills Bootcamps to support ex-military into the construction industry.



It is dedicated to supporting Armed Forces service leavers, veterans and the wider military family. Our programmes operate nationally with 9 Further Education Providers in 12 locations (with centres in Cheshire, East Midlands, West Midlands, Teesside, Essex, Wiltshire, Hampshire, West Sussex, the South West & London) providing us with the capacity to train over 1,000 military personnel/veterans a year.

We provide training and employment support into a new career in the construction industry by equipping our beneficiaries with a broad range of trade skills and then connecting them with a network of employers. Once graduated from our 'gateway' 5-week programme individuals will have achieved:

- L1 Construction Skills, Performing Engineering Operations or Groundworks/Civils
- Level 1 Award in Health & Safety

welfare support for the learners throughout the whole process.

An Academy is set up in partnership with the developer, contractor and local educational establishment and employers. An ideal location will be situated in the heart of a development or close by.

## ACADEMY LOCATIONS

Sherford Academy near Plymouth is well underway with the basic construction programme, and we are close to securing a plant training academy in the Exeter area.

**Birmingham Academy** launches on the 13th Sep 21, initially at South City College with a move to on site early 2022.

**Ibstock Academy** in the East Midlands launches on the 20th Sep 2021 with partners Davidsons Homes and West Notts College.

**Blaydon Academy** in Tyne & Wear is set to launch early October 2021 with partners Costain and Learning Curve Group, this will be groundworks/civils.

**London Academies** across various sites with partners Regal London and Wandsworth College are due to launch early 2022.

**Swindon Academy** is due to launch Autumn 2021 in conjunction with CITB Hubs.

Plans are also in place to open our first academy in South Wales shortly, watch this space...

## INVESTMENT IN THE LOCAL COMMUNITY

Each ex-military person recruited into a community can provide up to £30,000 of social value. This as an important factor for contractors and employers when they engage with us and our model from the outset. Many development projects have invested in skills training, we believe this is much more about investment in local people, with local training, progressing into local jobs to support

the needs of the local economy and satisfy current industry shortages.

Through the provision of welfare support and CV and employability guidance, on successful completion of our 5-week programme we look to deliver work ready applicants who can progress into roles with our employer network, set up as self-employed with the option of joining Building Heroes Property Services, or progress in to further training.

## OUTCOMES

Our aim is to provide skills and employment pathways within the industry which support the local needs of the community and employers. The benefit of our engagement is that we can match the skills, experience, and personality of the individual to that of the employer. We know that military leavers provide a wealth of transferable skills (reliable work ethic, motivated productivity, communication skills, flexibility, teamwork etc) and we're experienced in selling those benefits to employers.

Our onsite provision also provides an opportunity for contractors to see individuals in action and engage regularly with our trainees, offering hands-on experience through site tours and work experience opportunities. Building Heroes Academies address the needs of employers and the wider economy to deliver targeted interventions and positive outcomes. We are not just about training we provide a whole package of recruit, reskill and re-deploy.

For more information or to apply for a place in one of our centres or academies, visit our website [www.buildingheroes.org.uk](http://www.buildingheroes.org.uk)

# BUILDING HEROES







# Looking for a place to call home?

## Discover home ownership with part buy – part rent

With Home Reach you buy a share of your chosen newly built home and pay a monthly rent on the part you don't buy. Your budget will decide the size of the share you buy, rather than the size of your home. So, you might decide to buy a bigger share of a lower priced home or a smaller share of a more expensive home.

You can initially purchase shares up to 75% depending on your affordability\* and heylo will become your landlord granting you a 125 year lease. This means you will be able to live in your home as if you've bought it outright. You can buy more of your home in the future and stop paying rent on that part.

\*Starting shares vary across sites, for more information please speak to the team.

A little extra  
Receive £500  
towards legal fees  
when you reserve  
a Home Reach  
property\*\*

## How it works

Buying a 50% share of a £200,000 home would look like this\*:

A 50% share would be (you can initially purchase up to 75%)	£100,000
You will require a deposit for your share (not the whole home) from 5%	£5,000
You will require a mortgage for the remaining share amount	£95,000
You will pay a monthly rent on the share you don't buy	£230/pm

\* Illustrated costs only. These figures are based on purchasing 50% of a £200,000 property with annual household income based on a mortgage term of 25 years and 3.9%, for exact costings please speak to a Financial Adviser. Home Reach uses a Government standard shared ownership lease, rent on the unsold share is charged at 2.75% and increases annually by RPI + 0.5%, the monthly lease management fee increases annually by RPI. \*\*New reservations only. Must provide valid Armed Forces ID, presented at the time of reserving and a copy sent with a reservation form. No cash alternative and will be deducted from the completion. \*\*\* You may need the permission of the managing agent or developer.



## Why choose Home Reach?

### Affordable



You only require a deposit for your share, not 100% of the property

### Choice



A wide range of homes available across the country

### Freedom



Freedom to decorate and improve your home

### Staircasing



Increase your level of ownership at any time

### Flexibility



Flexibility to sell and move at any time

### Pets



We are happy for you to have pets in your home\*\*\*

### Security



Provides the security of home ownership

### Investment



You can benefit from any increase in property prices

## Exclusive benefits for members of the armed forces:

### Deployment



You have the option to sublet your entire home if posted (subject to mortgage lenders approval)

### Options



The Home Reach scheme can be used in conjunction with Forces Help to Buy and FAM payments

## heylo awarded silver

heylo housing - Home Reach's parent company - are proud to have been awarded the prestigious Silver Award from the Defence Employer Recognition Scheme (ERS) which recognises employers for their commitment to members of the Armed Forces, past, present and their families.

Andrew Géczy, CEO at heylo says: "We are proud to play our part in supporting the Armed Forces and delighted to receive the ERS Silver Award. We believe that everyone should have the opportunity to benefit from home ownership, and we look forward to further extending our support to the Armed Forces community in future."



## Thinking about getting onto the property ladder?

### Why not speak to our Armed Forces Liaison Officer

We've welcomed to the team, British Army Veteran Major Ian Weatherley as Armed Services Liaison Manager, acting as a focal point and champion the Forces community needs.

### Major (Retd) Ian Weatherley

Retired veteran Major Ian Weatherley is heylo's Armed Services Liaison Manager. His role is to provide guidance and information for armed forces personnel and their families on their home ownership options with heylo. He works with armed forces transition officers to support personnel who are finishing their military career and looking for a new home, as well as providing heylo with the military experience required to ensure our home ownership solutions are the right fit.

Ian's career has put him in excellent stead to bridge the gap between military and civilian life. He worked with BT for over 30 years, first as an engineer and later as a development manager and account manager before retiring in 2014. At the same time, he was a member of the Territorial Army, dedicated his weekends and spare time to his military role. He was commissioned as a Warrant Officer in 2001, and after leaving BT joined the armed forces full-time, his most recent role at HQ London District as employer engagement officer.

Email [info@homereach.org.uk](mailto:info@homereach.org.uk) to speak to Major (Retd) Ian Weatherley

To find out more about Home Reach and discover the new homes available in your area

visit: [homereach.org.uk](https://homereach.org.uk) call: 020 3744 0415

Career Opportunities for Armed Forces Personnel

## Smart manoeuvre

### Army Staff Sergeant uses home reach to buy her first home

After living in army accommodation for five years, Staff Sergeant Leanne Tupper, 35, longed for greater independence and a home she could call her own. A new posting to Aldershot in Hampshire provided the perfect opportunity and Leanne did not have to look far; she found a new development of homes, Bruneval Gardens by Barratt just minutes from her barracks. Her luck continued when she discovered that she could easily afford a stylish two-bedroom ground floor apartment there, thanks to heylo's part buy – part rent scheme, Home Reach.

Home Reach enables people to buy a share of a new-build home and pay monthly rent on the share they don't own. You are eligible to buy a Home Reach property if your household's income does not exceed £80,000 per year, or £90,000 in London, and you do not currently own a property. Buyers can purchase their new home with cash savings, or with a mortgage for which a deposit of at least 5% will be required. The buyer's budget determines the size of the share they buy; they might decide to purchase a bigger share of a lower-priced or smaller home, or a smaller share of a larger one. Unlike traditional shared ownership schemes, Home Reach is made available by developers on homes for private sale which gives buyers a much wider choice.

Leanne comments: "I'd never heard of Home Reach until the sales team told me it was available on my apartment. It's brilliant – the scheme is very straightforward and easy to understand, and I love the flexibility it gives me to buy more shares in my home in future."

Leanne purchased a 50 per cent share of her apartment for £140,000 (full market price £280,000) and put down a deposit of £21,000, funded by her savings. She explains: "I'm paying £440 each month for my mortgage and around £350 for rent – that's very affordable, it's about a third less than I was paying in rent for army housing, and best of all it's my own home."

She adds: "I already own half of my apartment, and I definitely plan to buy more shares in time. It's great to be able to do this at my own pace, when I can afford to do so."

After moving in, Leanne is thrilled with her new home: "My flat is really lovely - the quality is fantastic and I'm enjoying it so much. I love having a spare bedroom where my family and friends can stay overnight."

Becoming a homeowner has transformed Leanne's lifestyle, as she explains: "I feel like I've got a whole new lease of life. Owning my apartment makes me feel much more secure, and has given me so much more independence. I'm much more settled and happier now which is great – I'm going to be posted here for at least three years, so I wanted to put down roots and step onto the ladder."

She concludes: "Home Reach is a fantastic scheme and makes it so easy to buy a home. It's a great option for people in the army and in fact anyone who thinks that home ownership is way beyond their reach."







# Sava

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

Working as a residential surveyor and valuer is the perfect way forward for those with an interest in property. This professional and well-respected career commands excellent salary prospects and, due to a skills shortage in the industry, demand for surveying services is ever increasing. The Sava course is now ELCAS approved, allowing members of the armed forces to secure financial support for higher level learning. For further detail on how to secure up to £2000 funding please read on.

## WHAT IS A RESIDENTIAL SURVEYOR?

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

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

*"Being a residential surveyor is a rewarding career. In essence, residential surveyors assess properties for their general condition, energy efficiency and value, and those on the Sava Scheme can also produce Home Condition Surveys which help home buyers understand the condition of the property they want to purchase."*

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

Residential surveying could be the career for you if:

- You find property interesting
- You want great career prospects
- You want a role that's in high demand
- You want to be well paid - the average AssocRICS salary is £49,293 (source: RICS 2018 UK rewards and attitude survey)
- You want flexible employment opportunities, including self-employment

- You want a well-respected career path
- You like challenges and for each day to be different
- You don't want to be sat at a desk all day

## HOW CAN I BECOME A RESIDENTIAL SURVEYOR?

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

Once qualified, Sava graduates are eligible for direct entry into RICS at Associate member level, meaning they can offer RICS products such as HomeBuyer Reports and valuations, as well as having the prestigious AssocRICS designation after their name.

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



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

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

## WHAT DO THE SAVA GRADUATES SAY?

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

*"A typical day as a surveyor for me at the moment; I wake up at home, check my diary, check the property that I'm going to, get in the car and arrive at the property. Depending on the survey type I will spend about 2 to 4 hours inspecting the property, with a little coffee break to meet the vendor. After I have completed*

## WHAT WILL I STUDY?

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

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

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

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

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

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

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

*"I was thinking of embarking on a new career to bring more fulfilment and satisfaction, but ultimately was not sure what path to go down. Over the following weeks, I did many hours of research into the industry and felt a career in Residential Surveying would be right for me. Nearly 3 years on from that decision and I haven't looked back! Many of the other candidates like myself on the course were currently in employment. For me, going to university for 3-5 years was not an option that I felt comfortable with. With Sava you obtain a degree equivalent qualification and have the option of becoming an RICS member in little over two years. It really is a no brainer. The lecturers and the staff are incredibly knowledgeable*

*in their respective area of expertise, are friendly and approachable."*

## FINANCIAL SUPPORT THROUGH ENHANCED LEARNING CREDITS ADMINISTRATION (ELCAS)

Sava have received approval from the Enhanced Learning Credits Administration (ELCAS) for the Diploma in Residential Surveying and Valuation. ELCAS promotes lifelong learning amongst members of the armed forces and provides financial support for higher level learning.

For those eligible, financial support of up to £2000 can be received. The Sava team are willing to assist with a tailored finance package.

To find out more please contact our sales team at [hello@sava.co.uk](mailto:hello@sava.co.uk)

## HOW DO I FIND OUT MORE?

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

Sava are pleased to be able to offer readers of this magazine bespoke payment options for those accessing ELCAS funding. Simply state where you saw this article when you speak to us.

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



### The Sava Diploma in Residential Surveying and Valuation

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



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



# Resettlement journeys into the Digital Infrastructure Industry

When it comes to new career avenues the Digital Infrastructure Industry is one that is often overlooked, yet it is one that is growing rapidly and is full of possibility.

As the industry in which copper and fibre installation is an integral part and where data centres are at the heart, the Digital Infrastructure Industry is considered to be the '4th utility'. It is responsible for keeping the tools, and toys, of the 21st century ticking; mobile phones, computers, sat nav's and PS5s, anything that

relies upon the transmission of data all function thanks to the network infrastructure and data centre sectors (the components of the Digital Infrastructure Industry).

CNet Training (CNet) are the global leaders of technical education for the Digital Infrastructure Industry and, for the last 25 years, have been providing the certifications and

qualifications needed to work within the industry. CNet also have a longstanding commitment to supporting the Armed Forces, educating thousands of service leavers over the last 25 years providing them with the skills, hands-on experience and much sought-after certifications and qualifications needed to enter the industry. CNet have recently been awarded the coveted Gold Covenant from the Ministry of Defence Employer Recognition Scheme for their commitment to military personnel and ex-Forces, as well as employing many ex-Forces and Reservist personnel themselves.

Transitioning to the next chapter from a career in the Armed Forces can be a daunting experience and one which is different for everyone. Below, two members of the CNet staff share their personal resettlement and transitional experiences and offer some advice to those who are about to embark on their own resettlement journey.

## SO, WHAT NEXT?

Selecting what and how to spend your resettlement is a big decision and potentially entering a new industry can be an intimidating experience. The Digital Infrastructure Industry is a welcoming one and one that has individuals within it who have been where you are now, who are open to having conversations, providing guidance and offering support. Reach out and network.

In regard to where to start with your training, CNet recommend starting with the Certified Network Cable Installer (CNCI®) program. However, depending on your experience, CNet does have an entire framework of programs to progress to, or higher-level programs to enter in at.

The CNCI® certification has been adapted especially for Service Leavers. The resettlement program combines the standard ten-day CNCI® program (copper and fibre) with a further ten-day work placement with one of the major installation companies with the potential for employment. It is broken down as follows:

- 5 Days Copper Cabling
- 5 Days Fibre Optic Cabling
- 10 Combined: 50% Theory 50% Practical

Installers are in high demand, the additional work placement can be seen as an extended interview, to use the newly learnt skills on site, gain valuable on-the-job experience and industry contacts that can turn into a job offer.

The Certified Network Cable Installer (CNCI®) program is shaping the future of the network infrastructure industry as the first official industry standard certification for those working within the network cabling sector. It's ideal for Service Leavers wishing to demonstrate the highest levels of knowledge, skills, expertise and competency in network cabling infrastructure and is endorsed by the sector's major organisations.

to others, and that is something I find incredibly rewarding and hopefully others do too.

## What advice would you give others on resettlement?

My advice for resettlement:

- You're about to learn a new language, and many people will not understand you when you say things like "mag to grid" when you don't need something!
- Relax! It can take many months, maybe years to transition into civvie street, especially if you have joined from a young age.
- Think about a long-term plan, financial advice can be invaluable, especially if you are planning to set up your own company or go as a self-employed contractor.
- Don't let the downs get to you, there will be plenty of ups as well.
- During your resettlement period, put in maximum effort. The more you put in, the more you'll get out of this experience so be pro-active.
- Stay in touch with your military family. Social media can be an excellent tool for maintaining your support network. Never be afraid to ask for help. It is not a sign of weakness.
- Network, network, network. Build your network, it's very true when people say it isn't so much what you know but who you know.
- Stay positive, you CAN do this!

Tony delivers the CNCI® fibre optic and copper cable installation program (CNet's main resettlement program) and extends this to the more in-depth integrated infrastructure technician program.

use, not a single course I attended could be transferred to civvie street or indeed become transferable. Not much call for firing missiles in Essex.

Unfortunately, my resettlement journey was not a great experience. Housing, council tax, how to get a job, enhanced learning credits (ELC), etc.; I struggled to know and understand what I was supposed to be doing.

Luckily, I did my resettlement with CNet Training (CableNet at the time), and this gave me some direction, but getting that first step into the industry was hard. Once you are in though, this is when the character traits and the confidence that the army builds in you kicks in. I managed to stand out amongst my peers, courtesy of basics such as being prompt (5 minutes before a parade) being well presented and having a positive and can-do attitude.

I worked my way from being a basic network cable infrastructure installer to a supervisor and then I was given the opportunity to become a site manager. As a site manager, I began self-learning about construction and a broader spectrum of M&E (mechanical and electrical) installations and eventually became a Project Manager, delivering some of the largest projects across London, something I am very proud of.

Life as a project manager can be very stressful, in what is a very fast-paced and hectic environment but overcoming challenges and problems, that occur all too often in construction, can be very rewarding.

Now, I am an Instructor with CNet Training, and can pass on my learning and experiences, both from the military and civilian roles,



**TONY CLARE CNCI®**  
**CTPM CDCTP CNIT CIIT**  
**CNCI – INSTRUCTOR**  
**Service:** Royal Artillery  
**Trade:** Air Defence  
**Service Date:** 1991 to 1999  
**Role Now:** Instructor at CNet Training

**Responsibilities:** Tony delivers the Certified Network Cable Installer (CNCI®) and Certified Integrated Infrastructure Technician (CIIT®) Programs. He is experienced in project management and has almost 20 years working in the digital network infrastructure industry.

## What happened during your resettlement?

Following a parachute injury, I was medically discharged. I had no plan. I had spent my entire time in the military attending courses that were only based on my role in the forces. These courses were just for military



**CLINT SHERRATT BA (HONS) CTP CNIDP CDCDP – TECHNICAL DEVELOPER**

**Service:** Army, Royal Corps of Signals

**Trade:** Installation Technician  
**Service Dates:** 1997-2019

**Role Now:** Technical Developer  
**Responsibilities:** Clint focuses on developing and maintaining CNet's network infrastructure programs.

## What happened during your resettlement?

Like so many in the service family, I didn't do as well at school as I could have done. I bounced from job to job and eventually decided that a short stint in the Forces would do me good. I said to myself that as long as I was enjoying my time I would continue to serve. I was lucky enough to go on to complete 22 years doing things I loved and feel I could have stayed longer had the "job" allowed. My career to date has been rewarding and enjoyable - it has led me to my current position, now as a "civvie", but still doing a job I love.

It has always amazed me how many people would complain that there was nothing for them to do to better themselves, and the high proportion of people who never used their SLC's and ELC's was staggering. The opportunities are out there, you just have to look. During my career I used my SLC's every year, ELCs, IDev, and I even bagged Unit sponsorship to further my technical knowledge. Over my 22 years in the Armed Forces, I graduated twice and amassed a couple of dozen vocational qualifications at levels

3,4,5,6 & 7. Not only did this help keep me at the cutting edge of my technical trade whilst serving, in line with my civvie counterparts in industry, but also made me eminently more employable once leaving. One way to ensure that you are prepared for leaving the forces is to stay up to date with the latest technology, standards and processes that are relevant to your chosen path, monitoring industry trends and developments. I recommend that you start this as soon as you can, I took my opportunities from a very early stage in my career, attaining knowledge and skills that helped propel me into my current employment, which will stand you in good stead as you do likewise.

## What advice would you give others on resettlement?

Having transitioned out relatively recently my advice to others is:

- Improve yourself, start now. Use your learning credits to keep up to date with the industries you are interested in.
- Your CV will look better if you have done courses, gained qualifications year-on-year, giving you a chance to gain experience rather than doing

nothing for 21 years then squeezing in 10 courses/qualifications in the last year.

- Always remember the skills you learn while serving, ultimately leads to your second career.
- Network, network, network... There is a massive network of people out there who are willing to help you. You just have to reach out.
- If you join at 18 and do a full 22-year career, you've got another 27 years to go to retirement. Start thinking about what you may enjoy doing early and prepare for it or that could be a painfully long time.
- The 7 P's apply to your resettlement as well. The more effort you put into resettling, the more you will get out of it.

Clint works alongside CNet's Technical Development Manager, developing and maintaining CNet's network cable infrastructure technical education programs. He ensures that the technical content is accurate, relevant and reflects the current technological advances within the sector and is engaging for CNet learners.



Customer Focused  
Quality Driven

Teaching Tomorrow's Technology

## Resettlement & Ex-Forces Education Programs Across the Digital Infrastructure Industry

Since 1996, CNet Training has educated thousands of Service Leavers, providing them with the skills and hands-on experience to enter, and progress within, the lucrative Digital Infrastructure Industry (the network cable installation and data centre sectors). Today, CNet is the only industry dedicated education provider in the world to award both internationally recognised qualifications and official certifications, providing sought after credentials that are in demand across the industry and the world.

## Register for our Next Virtual Resettlement & Ex-Forces Industry Briefing

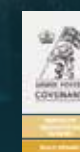
More Info: [www.cnet-training.com/programs/resettlement/virtual-industry-briefing](http://www.cnet-training.com/programs/resettlement/virtual-industry-briefing) | Email: [resettlement@cnet-training.com](mailto:resettlement@cnet-training.com)

Contact the Resettlement & Ex-Forces Team at CNet for a 1-to-1 to discuss the best educational routes you can follow to achieve your future career goals.

email: [resettlement@cnet-training.com](mailto:resettlement@cnet-training.com)

Phone: +44 (0)1284 767100

web: [www.cnet-training.com/resettlement](http://www.cnet-training.com/resettlement)





# Mobility Equipment Training

In 2018 M.E.T.C. Ltd Mobility Equipment Training Centre opened their doors.

The founder, Steve Whitmore, an army veteran, was trained as a Chieftain Tank Commander, Physical Training Instructor, Unarmed Combat Instructor and 12yrs as Regimental Signals Instructor.

Steve has now worked in the mobility equipment sector for more than 17 years. Over these years Steve had trained many people in the mobility business, which he enjoyed, and this gave him the opportunity to use his teaching skills. With all the knowledge and experience he had gained he wanted to be able to pass this on. Steve started to research and realised that his training, structure, commercial knowledge, and good engineering practice could save his students at least 3yrs in starting 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.

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. M.E.T.C. run various courses; servicing, fault finding and fixing scooters; installing, servicing, fault finding & fixing stairlifts and hoists; LOLER & PAT testing and a surveying course.

Steve told us "We have trained many engineers that have now started their own mobility businesses, others that have found new employment within the mobility sector and we have also trained many people who already working in this sector giving them different skills.

People have travelled to us from as far away as Scotland, Guernsey, Worthing, London, and the Isle of white just to name a few places.

Although 2020 has been a challenging time for M.E.T.C Ltd forcing them to close their doors over several months due to Covid-19, they continue to stay positive and with many courses already set for 2021 are set to grow over the coming year.

Steve told us "we are proud to say that we have now secured 2



new contracts and have become preferred suppliers for the CTP, and also the DWP department of work and pensions who will fund suitable candidates to attend our courses through Job Centre Plus.

With our continued success we intend to recruit and train local people to join our team in Mobility Equipment Training Centre Ltd.

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, Freelif.

Below are few ideas of how you could use your knowledge when completing courses 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, selfemployed 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
- 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 (x11 = £35,585pa)
- Combine both stairlifts and scooters, the sky's the limit.



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

"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.

"Thank you for the Course it has been brilliant"  
Cm Sept 19 Westcountry mobility supplier.

"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 19 New start up business

"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 18 Owner Business.

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.

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

## WHAT'S IN IT FOR YOU?

- Technical back up only a phone call away
- Service manual for each subject taken
- Fast-track training saving you between 3 and 5 years
- Business advice and tips
- Supplier information provided.

## OUR MAINLY HANDS ON COURSES COVER

- Mobility scooter, powerchair and smaller equipment sales, service,
  - Fault finding and repair.
  - Stairlift, installation, sales, service, fault finding and repair.
  - Ceiling hoist, sales, service, fault finding and repair.
  - Electrical PAT testing and lift inspection LOLER
  - Lift surveying, (through the floor lifts, wheelchair and curved stairlifts).
- All the above as a package can be completed within 14 working days.

For more information and to book a course, please do not hesitate to contact one of our friendly staff.

**www.mobilityequipmenttraining.co.uk**  
**mobilityequipmenttrainingcourses@yahoo.com**  
**0800 285 1956, 07974377582, 01752 663908**



## 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
Ceiling Hoist	1 Day	£495	£99	£594	£119
Surveying	1 Day	£495	£99	£594	£119
Loler & pat testing	1 Day	£150	£30	£180	£36
All above courses	3 Weeks	£3,253	£647	£3882	£708

## M.E.T.C. Ltd Course dates Sept 2021 – Feb 2022 and prices.

Date	Sept	Oct	Nov	Dec	Jan	Feb
1			Scooter	Scooter		Scooter
2			Scooter	Scooter		Scooter
3			Scooter			Scooter
4		Scooter	Scooter			Lowler/Pat
5		Scooter				
6	Scooter	Scooter		Stairlift		
7	Scooter	Scooter		Stairlift		Stairlift
8	Scooter		Stairlift	Stairlift		Stairlift
9	Scooter		Stairlift	Stairlift		Stairlift
10			Stairlift	Stairlift	Scooter	Stairlift
11		Stairlift	Stairlift		Scooter	Stairlift
12		Stairlift	Stairlift		Scooter	
13	Stairlift	Stairlift		Ceiling Hoist	Scooter	
14	Stairlift	Stairlift		Lowler/Pat	Lowler/Pat	Surveying
15	Stairlift	Stairlift	Ceiling Hoist	Surveying		Ceiling Hoist
16	Stairlift		Lowler /Pat			
17	Stairlift		Surveying		Stairlift	
18					Stairlift	
19		Ceiling Hoist			Stairlift	
20		Lowler /Pat			Stairlift	
21	Ceiling Hoist	Surveying			Stairlift	Scooter
22	Lowler /Pat					Scooter
23	Surveying					Scooter
24					Surveying	Scooter
25		Scooter			Ceiling Hoist	Lowler/Pat
26		Scooter				
27	Scooter	Scooter				
28	Scooter	Scooter				Surveying
29	Scooter		Scooter			
30	Scooter		Scooter			



# Resettlement Support from CTP



Here to support your resettlement journey

## INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS

The Career Transition Partnership (CTP) is global career experts, Right Management, in a unique partnership with the Ministry of Defence. We are very proud to be the official provider of Armed Forces resettlement for over 20 years. In that time, we have supported more than 275,000 leavers and we look forward to helping you too.

We provide resettlement for those leaving the Royal Navy, Army, Royal Air Force and Royal Marines. Regardless of time served, or reason for leaving, all members of the Armed Forces can benefit from CTP support when leaving Service, through our range of programmes.

In addition to the face-to-face courses, workshops and one-to-one career guidance we deliver throughout our centres, many of our courses, facilitated sessions and events are also available virtually, making our provision more accessible and flexible than ever.

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. Getting started is a three-step process.

**Step 1:** The first step in the process is to speak with your local unit Resettlement Information Staff, who offer advice on your entitlement and the administrative process to access it.

**Step 2:** You should then contact your Service Resettlement

Adviser (SRA), in order to discuss your resettlement package and funding available to you; and to register with CTP.

**Step 3:** Register for the CTP via JPA and one of our team will contact you to book in your first appointment and get you started.

## 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 programme

This programme helps individuals to tackle any barriers to employment, and supports them post-discharge 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)

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

### 6 Or more years' service or medically discharged\*: core resettlement programme (CRP)

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

## CTP ASSIST PROGRAMME

In addition to the Core Resettlement Programme, CTP Assist is available to give additional specialist support to \*Wounded, Injured and Sick Service Personnel who have the greatest barriers to employment due to serious illness or injury. This is given through personalised support and Specialist

Employment Consultants. Individuals are referred to the programme prior to Medical Discharge.

## HOW CAN CTP HELP ME?

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.

Your resettlement consists of 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 skills and knowledge to help you throughout your working lifetime. CTP support is delivered at ten Resettlement Centres in the UK, and the Resettlement Training Centre in Aldershot. The resettlement provision includes face-to face guidance, online

resettlement planning and career tools via myPlan, the personalised area of the CTP website, and access to our unique ex-military jobsite, CTP RightJob. Successful resettlement requires clear aims, a plan of action, good job intelligence, and effective networking, along with the skills you will acquire through the CTP. It's therefore vital that you take full advantage of the support, 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 the 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

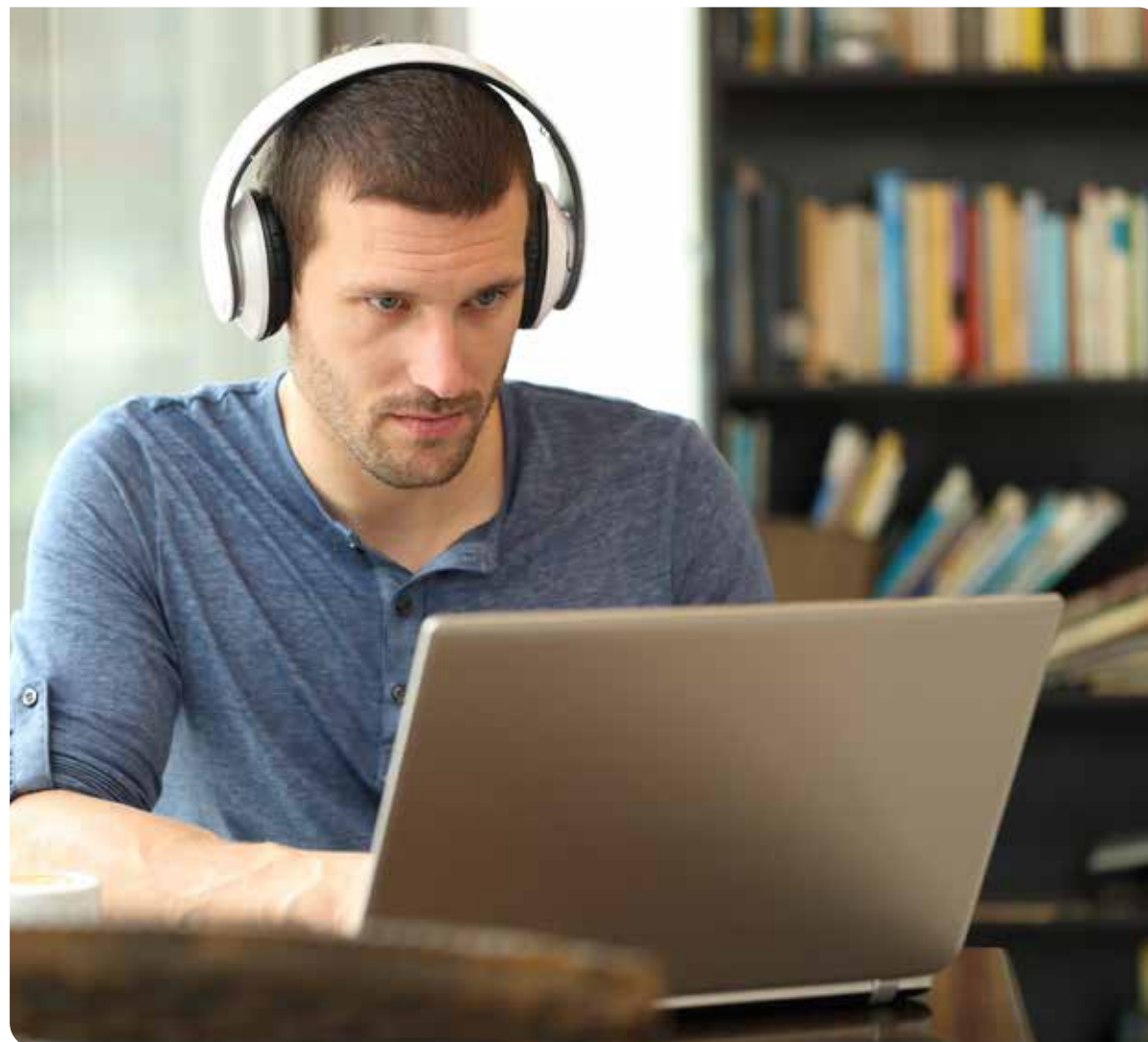
achieving your desired outcome upon leaving the Armed Forces. A range of additional workshops and briefings are available, including Financial Aspects of Resettlement, Business Start Up, Networking and Interview Techniques.

**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 Resources** - 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, CV Builder, Personal Resettlement Plan (PRP), resettlement tracker and checklists.

## TRAINING

When leaving the Service, you can 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



## ROUTE MAP FOR SERVICE LEAVERS START HERE:



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

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.

## EMPLOYMENT

The Armed Forces equips its people with a vast range of skills applicable to many industry sectors and the 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 benefit from a high quality, no cost recruitment service and exclusive access to thousands of skilled and qualified individuals, like you.

CTP RightJob is our online job site that lists thousands of live vacancies for Service leavers, with new ones added daily. 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 platform 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. 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 RightJob profile, plus employers can also search the database for Service leavers with the skills they're looking for, and invite them to apply.

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

CTP RightJob, along with links to further employment support where required. CTP help is available up to two years post-discharge and after that, switches to the RFEA for job-finding support, at any point you may require it throughout your working life.

We are here for you throughout your career transition and our friendly teams genuinely care and are passionate about ensuring you get the most from your resettlement and the outcome that is right for you.

Served over 6 years or medical 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).



# Exercises to help you build resilience

In this edition of Easy Resettlement, we wanted to talk about the importance of resilience and how you can develop yours throughout your transition to civilian employment.

In today's ever-changing world of work, employers and recruiters alike have begun placing more importance on soft skills – with personal resilience high on the agenda. Being able to deal with stressful situations, to adapt quickly and respond to change positively are all qualities that Service personnel have had to show throughout their time in the military – hence why civilian employers are so interested in recruiting from the ex-military talent pool!

So if you'd like to build on your existing resilience and help yourself stand out as a candidate, here are 3 exercises you can practise:

- **Take risks** – By taking more regular risks during your transition, you'll expand beyond your comfort zone and see that you're capable of far more than you might've thought. You could even keep a log of all your achievements – something you can refer to in order help you feel more energised and confident when tackling new challenges. The better you feel about yourself, the more resilient you'll become.
- **Journaling** – If you're in the habit of thinking things over whenever something bad happens, try

journaling instead. Free your mind of negativity and just write freely for 20 minutes, really exploring your thoughts and feelings about an event/experience. This can help you gain an insight into what you find challenging in your journey with the CTP, and start overcoming any obstacles through constructive one-to-one conversations with your Career Consultant. Reflect on the results of your ongoing transition activities, what went well, what did you learn, what would you do differently?

- **Gratitude activities** – The practice of gratitude is one of the most time-tested and proven methods of enhancing resilience. Showing gratitude helps you feel good in yourself, improving your mental wellbeing and in turn, your resilience. There are a number of ways you can practise gratitude exercises, from writing down a few things each day you're grateful for, to sending an email to those who help you, or simply telling people you see every day why you appreciate them. It might sound simple, but it's often these small human interactions that can remind you that you're not alone on your transition into civilian life.



Taking the time to look after yourself, reflect on your experiences and build confidence to be bold in your decision making are all great ways for you to become more resilient. And as we said earlier on, civilian employers are desperately looking for individuals who can adapt and flex in response to the change world of work we now find ourselves entering.



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.**

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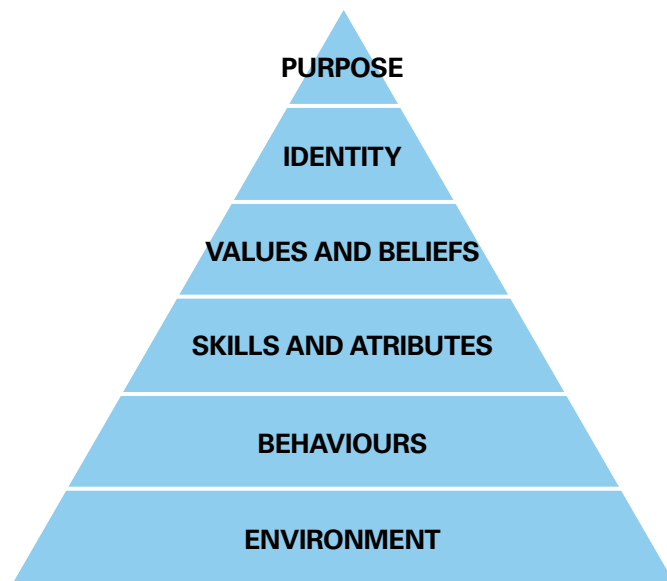
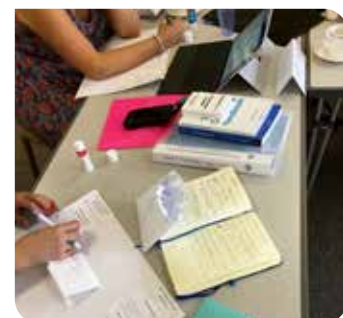


# Are you ready to manage, lead, coach or mentor others in a new job role in 'civvy street'?

In this article we explore how you might achieve the best professional qualifications to help your career transition.

There are two compelling reasons for achieving a professional qualification:

1. Gain a competitive edge in recruitment and selection processes. You will already have great experience from your military career. Now you'll have the powerful combination of experience AND a qualification.
2. It is a 'double win'. Firstly it demonstrates your commitment to continuing professional development and learning. This tells recruiters you are a person who seeks to be the best you can be. Secondly it provides credibility and shows you are serious about professionalism.



## HOW TO CHOOSE A QUALIFICATION

Neurological levels (Dilts, 1990) is a coaching model that will help you to better understand the choices available to you in your career transition, including the best qualification and professional development options for you. By asking yourself a few questions at each of the levels, you can notice what qualification might suit you best (or not) and the reasons for this. Using your ELCAS credits wisely is important, to give you return on investment for the time, energy and money spent. Let's explore each level in turn.

**Environment** – when you study, what type of environment would you prefer? Online, face to face workshops or

blended learning? Would you prefer set modules and set deadlines or would more flexibility suit you better? Would you prefer to study with others or on your own? What study space do you have available at home or at work and will this impact on your access to IT or other resources?

**Behaviours** – notice your preferred learning style and approach. When you learn something new, what do you like to do? How have you completed formal learning and qualifications in the past?

**Skills and attributes** – have you analysed your skills and strengths and identified areas for development? What are the gaps in your skills and professional qualities and which of

these do you wish to address as part of your career transition. What are your strengths and which of these would you like to build upon by undertaking a qualification?

**Values and beliefs** – take a few minutes to notice what is important to you about achieving a qualification? What motivates you to study and learn? What type of qualification do you believe in? What do you believe is the best way to be qualified? What is the most important thing to get right when you make this decision?

**Identity** – what do you want to be in your next career? This could be a job title, a role or position. Who are you now and will that be useful going forward (or do you need to leave that role behind)? What do you like and what makes you tick?

**Purpose** – what is the wider vision that achieving a qualification will serve? What do you want to be part of and what do you want to belong to in the future? What will achieving a qualification enable you to do in other areas of your life?

Now that you have explored each level, here are some coaching questions to finish:

- What types of qualification have you ruled out?
- What approaches to completing a qualification will suit you best?
- What do you want to have happen?
- What is your deadline for choosing the right qualification?
- Who can help you?
- What is the first step?

Although shown as a pyramid in this article (starting at the lowest level and moving up) each level can be explored in any order if you prefer. Spending just a few minutes using these levels can uncover useful ideas and options. A career transition coach (we can help with this) can take you through each level in greater depth, with supplementary questions and robust goal setting. When you choose the qualification, you really want and need, you are more likely to be motivated and successful.

## ABOUT US

We were established in 2002 and are based in Devizes, Wiltshire. Our flexible learning programmes are serving clients across all sectors. This includes military personnel across non-commissioned and commissioned ranks, based in the UK and on deployment overseas.

Our highly experienced and qualified team, including ex-military, have been delivering CMI management & leadership and ILM coaching & mentoring qualification programmes for many years.

We take quality very seriously and are proud to be ISO9001:2015 certified.

## MINI CASE STUDIES – YOU CAN SEE MORE AT WWW.INSPIRED2LEARN.CO.UK

**Sergeant, RAF**  
Reason for enrolling on your course with us: Flexible learning with direct access to CMI learning tools and resources, flexible payment options and a civilian recognised qualification.

Benefits in terms of career transition: Many of us have a great deal of managerial experience and knowledge whilst operating within the Military. By achieving a civilian recognised qualification, this solidifies and endorses the expertise we have and effectively promotes this to civilian recruiters.

Comments about quality of provision by inspired2learn: With numerous companies offering various management qualifications, I hit the jackpot with the Inspired2learn team. From enrolment to completion I have received guidance and support throughout, including whilst deployed in The Falklands. Overall, I have found Inspired2learn to be professional, patient, flexible and extremely patient and supportive. I cannot recommend them highly enough.

## Commander, Royal Navy

Reason for enrolling on your course with us: The ability to enrol on a flexible learning scheme which was accredited through a recognised body (CMI). Initial contact with inspired to

learn was receptive and supportive to my individual requirement. Excellent value for money with cost covered by one ELC which was straightforward to administer

Benefits in terms of career transition: The professional qualification is recognised by civilian employers and supported me in my new role as a strategic programme manager for the MOD

Comments about quality of provision by inspired2learn: The support has been outstanding and on point and response to emails/queries/telephone discussions has been superb. Inspired2learn have responded to my learning need and provided me with the flexibility to change modules as my new role evolved. There was no pressure for me to complete modules within given timeframes which has worked as I transitioned from the Royal Navy and completed concurrent learning. Interactive on-line learning and access to CMI resources is fantastic as well as the module guides that are provided making learning varied and interesting.

## Colonel, Army

Reason for enrolling on your course with us: ELCAS registered provider with strong positive feedback

Benefits in terms of career transition: Helping me move beyond my current experience as a leader by

developing my ability as a coach. This has allowed me to develop a variety of new skills and move towards a portfolio career model.

Comments about quality of provision by inspired2learn: The quality of the training and the level of individual support I2L have provided has been exceptional. I have been given the right balance of time and encouragement to keep on track to achieve the qualification. My tutor has a tremendous amount of personal experience as a professional coach and a deep theoretical knowledge of coaching; I am being trained by an expert who knows their subject in detail and can teach it extremely effectively. I cannot recommend I2L highly enough.

## MAYBE YOU HAVE DOUBTS ABOUT DOING A CMI OR ILM QUALIFICATION

- "I'm not 'academic'" – we don't mind that at all. You will have to learn some theory for CMI and ILM qualifications, but the emphasis is on how to apply theory in practice. Our tutors will help you with this.
- "I've not done any qualifications before" – you do not need to have completed any previous qualifications, even at school age. What is important that we help you choose a qualification that is suitable for you and that you are capable of achieving with our support.

- "I hate exams" – there are no exams in the assessment process.
- "I don't have the time to study on top of work and family etc." – you will have plenty of time (up to 3 years) and you can set your own realistic timelines.
- "I can't afford the 20% Elcas contribution to the course fees" – we offer flexible payment instalment plans to suit your budget.

## NEXT STEPS?

1. It is really important to contact us to find out more. We will be very happy to spend time helping to ensure that you choose the best programme to suit your needs and capability. We will also share plenty of information about our programmes and assessment requirements etc. to ensure that you understand all that is involved.

Telephone: **01380 609313**  
ILM coaching & mentoring qualifications –  
E-mail: [clare@inspired2learn.co.uk](mailto:clare@inspired2learn.co.uk)  
CMI management & leadership qualifications –  
E-mail: [nina@inspired2learn.co.uk](mailto:nina@inspired2learn.co.uk)  
More about us:  
[www.inspired2learn.co.uk](http://www.inspired2learn.co.uk)

2. Register to be an ELC Scheme member and submit an ELC Claim Form to your commanding officer/education staff – we are Provider Number 7065



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# 3D Printing for Military Applications



3D printing can be very versatile. In recent years the usage of 3D printing has grown with the market industry being valued at 13.7 billion USD.

The US is the world's biggest global consumer of 3D printers with the UK being the second. One of the many sectors that have adopted 3D printing is the military. The armed forces have recognised the potential of 3D printers and have been using them in the field. The US military have invested into research and development of using 3D printers and this investment is now paying off.

## PRINTING THE UNMANUFACTURABLE

Versatility is another reason why 3D printers are quicker than traditional means of manufacturing parts. They require no specialist mould tooling, use only the material that is needed, and can produce complex multi component single prints which are impossible to produce using traditional manufacturing.

3D printers just produce the unmanufacturable one layer at a time!

## SUPPLY CHAIN BENEFITS

3D printers use a digital .stl file of the CAD model to produce items and components, it is far easier, quicker and safer to send a file to a 3D printer and print a component at source than try and ship the component. This is even more beneficial when the part is needed in a remote or hazardous location.

Printing at source can potentially save the lives of military personnel by removing the need to protect or establish supply chains through dangerous or hazardous areas.



### 3D PRINTING IN SPACE

NASA sent a 3D printer to the international space station in 2014. The printer enables NASA to send tools and part .stl files via internet connection to be printed on board rather than using conventional logistics or rocket science!! One of the first parts was a fully functional ratchet wrench which was printed as one piece.



### 3D PRINTED SUBMARINE

In July of 2020 the US military revealed their first 3D printed submarine hull. It was made in four weeks as opposed to the 5 months it would take to build one otherwise, and the proof-of-concept also cut production costs by 90%.



### US RAPIDLY DEPLOYABLE 3D PRINT FACTORY

Bringing the factory to the field is certainly one way to shorten your supply chain. Getting the factory there is another obstacle. Shipping containers are a logical idea that the US and other militaries are exploring.

In February 2021, the US Department of Defence contracted

metal 3D printer manufacturer ExOne to develop a 40-ft long portable additive manufacturing unit to be deployed on land and sea. The 3D printing pod will be housed inside a standard shipping container for easy transportation. The container is designed to be deployed in combat zones and disaster relief areas.

### HOW IS 3D PRINTING SAVING MONEY FOR THE MILITARY?

Benjamin Leeve, technical director at the Air Force Research Laboratory, said that the use of 3D printing can "save millions of dollars a year".

A good example of cost effectiveness is the manufacture of obsolete parts. The US military used 3D printers to produce parts for the Black Hawk helicopter, which has been around for over 41 years and was due to be decommissioned 15 years ago. The US military intend to keep them in service for another decade and use 3D printed parts to repair broken or obsolete components.

This has also worked for the F-22 Raptor, the US Airforce's most expensive fighter jet. Originally the jet had a small part in the cockpit which was made from aluminium and was replaced around 80% of the time during repairs. A 3D printed replacement for this part was printed with titanium and is expected to last longer than the original part.

Robin Lewis, 574th Aircraft Maintenance director at Hill, predicts that 3D printers can reduce lead times for more complicated parts by up to 70-days and reduces aircraft downtime. Source: US Air Force Rapid Sustainment Office



### WHY IS 3D PRINTING PERFECT FOR MILITARY APPLICATIONS?

With the right training, 3D printers are easy to use and are very time efficient when it comes to making parts. Printers are versatile, scalable, and capable of printing in multiple materials. A good example of this is demonstrated by 3D printed buildings.

Using a 3D printer from Icon, a US military unit built a bespoke concrete bunker large enough

to house a HIMARS truck in just 36 hours. The printer produces walls by building up layers of concrete one on top of the other.

With just a few hours of field training, the Marines were easily able to take over the operating of the machines and complete a print from start to finish.

To produce different buildings or fortification sizes just requires a modified CAD file and the printer does the rest.



### US MARINES TRAIN IN BASIC COMPUTER AIDED DESIGN AND 3D PRINTING

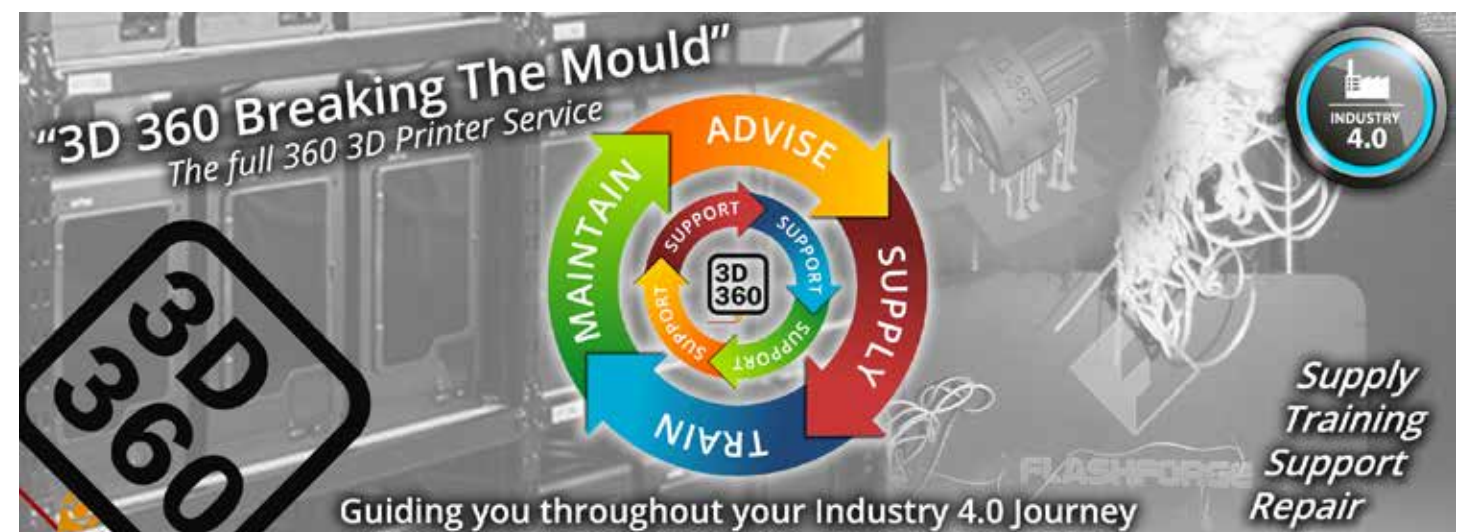
The US Marine Corps is training Marines to use 3D printing, equipping them with the skills to quickly fix equipment malfunctions on the battlefield.

In 2019, the MCSC began to provide instructional courses on basic computer-aided design, 3D printing and other technical skills to Marines, allowing them to produce custom parts on-demand.

3D 360 offer a range of industry focused training courses teaching

transferable industry relevant skill sets. 3D 360 have the ability and technical knowledge to educate current military personnel or service leavers on the benefits on 3D printing and digital manufacturing. 3D 360 also offer engineering design services and training on how to design components for 3D printing.

For more details go to [www.3d360printer.co.uk](http://www.3d360printer.co.uk)





# Making the most of a new career

## Looking to make the move into civilian life?

David Parker served in the British Army for 24 years before pursuing a career in the mine action industry.

He completed tours in Bosnia, Kosovo, Northern Ireland and Afghanistan. It was a natural transition for him, and it was not long before he found himself operating alongside others with a military mindset. David worked in the mine action industry for several years before joining TDI however, when the chance to join TDI arose, he leapt at the opportunity. "TDI is like a family, so I have not regretted coming to work for them even once." David

is currently a Programme Manager for TDI in South Sudan. Below, we chat to him about his move from the Army to the civilian world.

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

I served in the British Army for 24 years before retiring. I transitioned immediately from the Army into the mine action industry as it was like the military. I think that your

military experience and the ethos it gives you are priceless. The skills you receive in the British military place you at the top of the skill pool. The projects active in countries where I have worked before are generally staffed by people with a military mindset, offering similar work to what I did in the Army. This made the move to the civilian world easier. I was ready to leave the Armed Forces and have not looked back since.

### PLEASE TELL US ABOUT YOUR WORK WITH TDI

I am a Programme Manager for TDI and ultimately responsible for the conduct and professionalism of the TDI personnel on my project. This

is my first role as a Programme Manager, but I have done some Operations Manager work, Senior Technical Field Manager and Lead Mentor work. I regularly liaise with the client to ensure tasks are conducted in line with their priorities. I support my Operation Managers who manage their teams and ensure that all taskings are in line with TDI protocols. In addition to this, I am also responsible for some daily administration, including writing reports, detailing how we are doing as a contract and dealing with any in-country issues.

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

The people and the work are very similar. I was a Warrant Officer Class 2 in the military, so I assumed the Operations Manager and Programme Manager roles quite easily. Some of the staff are from the military or police but others have somehow gravitated to it. There is a quasi-military ethos and sense of humour, where people are maybe more robust however, that does not mean that we do not value everyone regardless of where they have come from. There is zero tolerance on my project and across the industry for racism or sexism. Everyone has the right to respect. Every place you go is only as good as you make it. If you assume that everyone is going to get your military humour and that you will automatically be the life and soul of the party because you had a good mess life, you may be disappointed.

### ARE JOB OPPORTUNITIES WITHIN THE MINE ACTION INDUSTRY EASY OR DIFFICULT TO COME BY?

Depending on your skillset and the type of role you wish to do, opportunities are available. You should not assume that because you have attained a certain rank in the military, the positions you will be offered will be the same to those in the mine action world.

Before I left the military, I contacted people on LinkedIn and Facebook to get advice on jobs and how the sector works. There



are EOD job sites on Facebook and LinkedIn, so they are an excellent place to start. Military and civilian jargon can differ significantly, so contacts in the wider working world are essential. The skills are the same for the most part, but terminology can be different which, until you have been immersed for a while, can be confusing.

### DID YOU SETTLE INTO YOUR ROLE WITH TDI WELL, ANY TEETHING PROBLEMS?

TDI is a very professional company, so it was easy to settle in. The contract has progressed to revolve around battle clearance for the most part. Although this

meant a new skill set had to be learned and the teams accredited, it has gone well so far.

### WHERE ARE SOME OF YOUR COLLEAGUES FROM?

Our team is made up of a few nationalities – personnel from the United Kingdom, Zimbabwe, South Africa and South Sudan.

### ARE THERE ANY TASKS THAT STICK OUT IN YOUR MIND THAT WERE INTERESTING TO WORK ON DURING YOUR CAREER IN THIS INDUSTRY THUS FAR?

Whilst every task and mission I have been on is worthwhile, I found working in Iraq and Syria the most rewarding. Clearing infrastructure, dwellings and land for people that have suffered so much was personally rewarding. The people most affected by conflict and explosive remnants of war (ERW) are the non-combatants (women and children), so knowing that you are making their environment safer is one of the reasons people get into this industry.

### CAN YOU SEE YOURSELF STAYING IN THIS INDUSTRY FOR QUITE SOME TIME, OBVIOUSLY JOB/CONTRACT DEPENDENT?

I hope so. I enjoy the work and have support at home that makes doing this easier. I was

ready to leave the forces and haven't looked back once.

### TDI ARE CLEARING LANDMINES, UNEXPLODED ORDNANCE AND IMPROVISED EXPLOSIVE DEVICES, HOWEVER, IS THERE STILL A LARGE AMOUNT OF WORK TO BE DONE, OFFERING JOB OPPORTUNITIES IN THE FUTURE?

Certainly. Landmines are part of the problem but it is getting smaller as conflicts produce more explosive remnants of war and improvised explosive devices. In areas like Syria and Iraq, organisations will be working there for many years to come. New conflicts will keep creating more work. The new area of focus is weapon and ammunition management. With issues like the explosion in Beirut and Burkina Faso where poor ammunition storage caused massive damage and death, organisations and governments are realising that these need to be addressed sooner rather than later.

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

Waking up in the morning to work for a professional organisation

that cares for its employees is beneficial. Knowing that the company has high standards leaves you feeling that you have done the best for the people of the country you are working in.

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

I have worked alongside TDI for several years and have always wanted to work for them. If you are coming to work in this industry, speak to people first and research the organisations that operate in this sector. Do not confuse the civil sector with the military because the two are completely different with different mentalities. Enjoy your work!

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/thedevelopmentinitiative)



## LEAVING THE ARMY?

## WE ARE HIRING.

Since 2005, TDI has successfully provided services to organisations both in humanitarian and commercial sectors including explosive threat mitigation, mine action, weapons and ammunition management, training and mentoring, dog services and fleet maintenance.

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. Women are encouraged to apply.

If you would like to join TDI, please contact us on:

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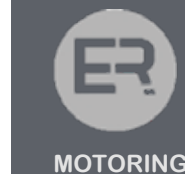
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We have a simple and straight forward approach with no hard sell. We like to look after our customers, giving them the right advice on what is good to buy and what is not. Our customers in return look after us by coming back time and time again, as well as referring their friends and colleagues.

We are proud and humbled to have been awarded the highest honour a company can be given by the MOD. Our commitment to our Armed Forces is key to everything we do. Being owned and operated by ex-military personnel we are more aware than most of the rigours of military life, and the lifestyle changes in leaving the military and starting afresh in the civilian world.

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# Last day in the Armed Forces

## What is it really like?

Want to know what goes on behind closed doors on your final day?

For many their 'last day in unit' can be a bit of a blur, not least because they'll have been up all night celebrating or drinking the evening away with friends and colleagues. In reality, the final few days can be a real pain. Chasing down heads of department for their signatures - confirming that you're not still in possession of a tank or any other military equipment before you leave. Going through all of your kit can be a very nostalgic experience, finding items of clothing or kit that

are decades old and no longer issued, or that photograph of you and your mate, captured during your first ever deployment. On your final evening, you may even be lucky enough to be 'dined out' - a fancy dinner and drinks with friends, where you are presented with a parting gift and your best friend from your peer group will deliver a speech highlighting your career and achievements. You will be left wondering where all those years went. There will most likely be a few emotional moments and farewells, but it is not all sadness. Hell, freedom has arrived.

Here is a list of things you can now do without being shouted at...

- Walk on the grass
- Walk while talking on your mobile phone
- Eat while you walk
- Smoke a cigarette while walking
- Walk with your hands in your pocket

- Speak to your boss and refer to them by their first name
- Grow facial hair, paint your nails or even dye your hair pink
- Self certify as ill, stay in bed until you're feeling better and not have to go to the Med Centre for them to tell you have the flu
- Wear clothes that have not been ironed
- Book a holiday and not worry about the military caveat: "As long as no last minute deployments come in"

**SO, YOUR BIG DAY HAS FINALLY ARRIVED...**  
On your final morning, you'll be expected to be wearing a suit or smart clothing, then you will be summoned to your Commanding Officer's (CO'S) office - this is where you'll be met by the Regimental Sergeant Major (RSM) - where he or she will brief you on your final moments as a serving



soldier - at this stage you will still be referred to by your rank and surname. You will be then be marched into the office and stand in front of the CO's desk. This is where you be personally thanked for your contribution to the regiment and the wider Armed Forces. When it is time to leave his office, you will now be referred to as 'Mr, Mrs or Miss...'

After the CO has finished speaking, you will be asked if you would prefer to walk out, or if you'd like to march out. The majority of people will opt to be marched out of the office, as a sign of their continuing respect. If you have left on bad terms, some may just walk out. Your final stop before leaving barracks will be the administration office, where you will see the clerk. You will spend time making sure your details are all correct, write down a forwarding address, hand in your MOD Card 90 (Military ID Card) - now you get to keep your card, although the clerk will snip the corners to denote it is no longer valid.

**YOU WILL NOW BE FORMALLY KNOWN AS A VETERAN**  
Usually within 6-8 weeks you will receive your official veteran's lapel badge through the post. But it does not end there. Many who leave the Armed Forces will be added to a long list of names to the Reserve services, and could be potentially called back into service. Now it is time to move on, some may choose to join the Reserves, or become an Army Cadet Force instructor enabling them to keep a direct link to their military service. The Military is a big beast and unfortunately some people do sometimes slip through the net, and don't get the send off they deserve. If that is the case, do not take it personally. Just remember, after you have left, the regiment and the Armed Forces will keep on rolling. In the military you spend years accumulating stuff you will now longer need in civvy street.



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# 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.







# 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

## 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

 **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)



# What is a P45 and what should you do with it?

In this article, Mary Petley of the Forces Pension Society explains what a P45 is and what you should do with it.



As you approach your run-out date there is so much admin to do, and one of the final things you will have to deal with concerning your time in the Services is your P45.

The P45 is a form which is generated by the pay computer and sent to you after you received your final pay statement. It shows details of your tax code, when in the tax year you left, how much you earned up to that point and how much tax you have paid during that tax year. It also contains your name, date of birth and National Insurance Number. Employers are obliged to send you a P45 by law – if you don't receive one, you should ask for it.

The form comes in four parts but you will only receive three. Part 1 will have been sent by the pay authorities directly to your tax office. Parts 1A, 2 and 3 are the parts which will come to you. Part 1A is for your records, so hang on to it – it may help you (or your accountant) if you are going to have to fill in a Self-Assessment Tax Form. You would be self-assessing if, for example, you left with an Immediate Pension (IP) or AFPS05 / AFPS15 (EDP) Scheme benefits in payment and had other paid work or taxable income. Parts 2 and 3 are for your new employer. If you are going straight to a new job, you should hand Part 2 and 3 to your new employer. That will allow them to get your tax right from the outset. If you leave before final pay sum, or work during your terminal leave, you will not have your P45 to give your new employer. In these circumstances, you will be taxed on an emergency tax code which assumes that you have no tax-free allowance. That could see you paying more tax than is necessary for a short while but, as soon as the relevant parts of the P45 are handed over, your tax will be adjusted in accordance with the tax information that the P45 contains. Before you get too excited, this will not necessarily mean a tax rebate. Use of an emergency code means that the employer takes 20% on everything you earn in your new employment. However, some of you will have a 40% tax liability on some of your earnings, so the application of the emergency tax code could result in a tax bill.

If you have no job lined up but intend working, it is a good idea to sign on at Job Centre Plus and hand them Parts 2 and 3 of your P45. If you're leaving with an IP or EDP income you might think there is no point, as the level of your income means you are not entitled to benefits. However, by signing on, your National Insurance Contributions (NICs) will be kept up to date by Job Centre Plus and this matters as NICs contribute to your State Pension entitlement. Remember, you need 35 years' worth of NICs to qualify for a full State Pension, so every contribution matters. When you find a job, Job Centre Plus staff will

give you an updated P45 for you to hand to your new employer. If you are not intending to work or are going to be self-employed you should send Parts 2 and 3 to HMRC. It may well be that if you are not intending to work, HMRC will reassess the tax you have paid up until your date of discharge and refund any over-payment. Whatever you do, do NOT put any part of the P45 in the bin. Remember the P45 contains lots of lovely personal

data which could be very useful to unscrupulous people who would love to misuse it. **FINALLY, AS THE P45 IS ALL ABOUT GETTING YOUR TAX RIGHT, A FEW WORDS ABOUT TAX** Pensions and Early Departure Payment (EDP) income count as 'earned income' – they are normally taxable but National Insurance Contributions (NICs) are not due in respect of them.

The only time that the pension becomes tax-free is in the event of a medical discharge where the Principal Invaliding Condition giving rise to the discharge is due to service AND attracts a Guaranteed Income Payment from the Armed Forces Compensation Scheme or a War Pension.

CURRENT TAX RATES FOR 2021/22	
Up to £12,570	Zero
£12,571-£50,270	20%
£50,271-£150,000*	40%
Over £150,000	45%

IF YOU LIVE IN SCOTLAND, THE RATES ARE SLIGHTLY DIFFERENT	
Up to £12,510	0%
£12,511-£14,667	19%
£14,668-£25,296	20%
£25,297-£43,662	21%
£43,663-£150,000*	41%
Over £150,000	46%

\*For those with earned income of over £10,000, for every £2 you earn over £100,000, you will lose £1 of your zero-rated allowance. So, for example, if someone's earned income is £120,000, their zero-rated allowance will reduce to £2,570.

The band assessed as 'zero' is your tax allowance. You are only allowed one tax allowance and, normally, it goes against your pay.

- If you have both pay and pension/EDP income, you need to either:
- Contact HMRC to notify them of income from these separate sources. HMRC should then issue the employer with the correct tax code, thus ensuring that you are correctly taxed; or
  - If you don't involve HMRC, work out for yourself what you will owe over and above what your employer is deducting...and put

money aside monthly so that you have it when the tax bill lands on your doorstep. All you need to do then is to be disciplined enough not to use it for other purposes!

We recommend a) is the safest bet!

Your tax office in respect of your pension/EDP income is: Public Department 2 Ty-Glas Llanishen Cardiff CF14 5QZ Telephone: **0300 200 3300**



If you are a Member of the Forces Pension Society and have any pension-related questions, please contact us at [pensionenquiries@forpen.co.uk](mailto:pensionenquiries@forpen.co.uk) If you would just like to know more about us, visit [www.forcespensionsociety.org](http://www.forcespensionsociety.org)

**GUIDANCE WHEN YOU NEED IT MOST**

**FPS 75**

**CHAMPIONING ARMED FORCES PENSIONS SINCE 1946**





# Amey exceeds £300,000 fundraising for SSAFA, the Armed Forces Charity

Amey's Secure Infrastructure business, a provider of critical facilities services for the public sector and UK Defence, has recently announced they have raised over £300,000 for SSAFA, the Armed Forces charity.

In 2015, Amey's Defence contracts entered into a charity partnership with SSAFA, the Armed Forces charity and committed to raising £250,000 to support its Mentoring service. SSAFA's Mentoring service provides long-term, one-to-one, face-to-face support during transition and for up to two years post discharge as individuals make their journey from military to civilian life.

Since then, more than £300,000 has been raised by Amey employees and supply chain partners who have taken part in numerous challenges and fundraising events.

In April 2020, Ferrovial, Amey's parent company created the Ferrovial Juntos Covid-19 fund with the goal of raising money to help fight the impact of the pandemic. As a result, more than £300,000 was made available for UK charities, of which SSAFA was gifted almost £44,000.

In addition to fundraising, a number of Amey's employees have become SSAFA mentors, and others have used their own experiences of transitioning

into civilian life to help mentors better understand how it feels to leave their military community.

To date, Amey's contribution has provided 400 mentors with specialist transitional training which, in turn has supported 1190 Service leavers, and their families, to fulfil their potential in their new lives outside the military.

SSAFA work alongside the Royal Navy, the Royal Marines, the British Army, the Royal Air Force and other key partners to provide this Mentoring service.

**Craig McGilvray, Managing Director of Amey Secure Infrastructure said:**

"Amey is proud to be one of SSAFA's largest corporate partners and over the last six years our employees and supply chain have fully embraced the partnership. To have exceeded our original fundraising target of £250,000 demonstrates Amey's commitment to supporting the UK's Armed Forces and their families. We look forward to continuing this support which helps this vital charity give back to those who need it most."



**Sir Andrew Gregory, Chief Executive of SSAFA added:**

"The fact that Amey and their partners have raised over £300,000 to support serving personnel, veterans and their families by underwriting aspects of the work of SSAFA is a truly incredible achievement.

The hard-work and commitment of so many people has helped 1190 Service leavers and their families' transition successful into civilian life. And additional thanks goes to the several Amey employees who have chosen to give their time as a trained SSAFA volunteer mentor.

What you are doing corporately and individually is to help sustain independence and dignity. On behalf of those in need, I thank you all for your magnificent contributions."



With their strong connection to the Armed Forces, Amey encourages ex-Forces as employees through their programme **Let's Join Forces**. They hold the Gold Award under the Defence Employer Recognition Scheme, supporting the Armed Forces Covenant.



## Case Study

Roy Jameson, Project Manager in the Regional Prime South East contract, is a veteran who has now been with Amey for three years.

- **Name:** Roy Jameson
- **Age:** 53
- **Military Rank:** Sergeant at Ex Trade Group 17 – Personnel Administrator, Royal Air Force
- **Length of Service:** Nearly 30 years from 10 Oct 1988 and left 10 Aug 2018
- **Current role:** Project Manager in the Regional Prime South East

**Roy Jameson, Project Manager in the Regional Prime South East said:**

"I love my job at Amey, I love coming into work every day, and working with the people I work with. When I had my interview for the job with Amey, I knew within 5 minutes that I wanted this job. It excited me, the opportunity to work on numerous projects of all different varieties, and to develop as a Project Manager really did appeal to me. Three years on and I am still loving it, even more so."

"I had really high hopes for my role within Amey, and to be honest Amey really has delivered. You work hard, but really do feel valued, and I am really lucky to be part of an amazing team."

"A typical day for me starts early, working on a multitude of Projects at RAF Brize Norton, RAF Benson, Dalton Barracks in Abingdon & Vauxhall Barracks in Didcot."

"I am most proud of being the Project Manager responsible for and working along-side our client, the DIO, in getting the Asbestos cleared from multiple buildings and Hangars at RAF Brize Norton. Also now being involved in the ULEV projects. Knowing that what I am working on is having a positive impact on the future of greener and more sustainable infrastructure plans within the Defence Estate is a great feeling."

"I found that there are countless transferrable skills which we develop within our military careers, which we can easily use, once we have left the military. Leadership, honesty and integrity are definitely key areas which have helped me in my role as a Project Manager. The communication skills developed throughout my military career, have proved to be incredibly valuable and useful. Especially when interacting with both civilian and military personnel, covering all levels and ranks. The transferrable skills that I developed whilst in the military, have without doubt been a very valuable asset in my new career at Amey."

If you are ex-Forces and interested in finding out more about working at Amey, please visit: [amey.co.uk/letsjoinforces/](https://amey.co.uk/letsjoinforces/)

To find out further information about SSAFA, visit [ssafa.org.uk](https://ssafa.org.uk)

Or for further information on the SSAFA Mentoring service, visit [ssafa.org.uk/mentoring](https://ssafa.org.uk/mentoring)

**ssafa** | the Armed Forces charity





### 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.

# 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.

### 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 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.

### 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, 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 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

designed to help franchisees prepare to make this big choice. The bfa have developed a free online course in association with Lloyd's Bank to help prospective franchisees build a strong foundation of knowledge. The Prospect Franchisee Certificate is easily accessible, modular and can be completed at your own pace. At the end of the course, you will be able to print a certificate to show that you have taken the time to learn about franchising and what it could mean for you.

### ARE THERE ANY DISADVANTAGES TO JOINING A FRANCHISE?

Joining a franchise brand does not grant you a license to print

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)



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

### WHAT ARE THE BENEFITS OF JOINING A FRANCHISE?

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

A great feature of franchising is that franchisees often do not need previous experience in the sector they are joining, this is because the franchisor will provide comprehensive training and ongoing support to help the franchisee build and grow their business. The flexibility of franchising is allowing a variety of motivated individuals the opportunity to own their own business, including mothers who

are returning to work. The plethora of franchise opportunities available cover a variety of sectors and models. As a result, franchisees are able to decide whether they would like a business that requires a larger time commitment in exchange for greater financial rewards and opportunity for business growth, or whether they would like a more flexible business that fits around their family commitments whilst still providing a fulfilling career.

The biggest benefit of all is that the business model has been proven. This means that the franchisor has traded under their model to test the model and calculate their financial projections. As a result, the franchisor will have learned from mistakes made in their own business, this enables them to provide training and support to ensure their franchisees can avoid repeating these mistakes. Use of a proven business model is also looked upon favourably by banks when they are considering lending to a prospective franchisee as opposed to an individual starting a private company.

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

There are a host of resources available on the bfa website



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.

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 Armed Forces 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**  
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# Why Automotive Franchising is a Smart Fit for Former Military Personnel

Finding employment can be a challenge for many military personnel as they transition from active duty, yet hundreds of veterans have found success through franchising.



## COMMUNITY NETWORK

Similarly, to the Armed Forces when you join a franchise network you are never alone. The systemisation and support network within franchising is very similar to the forces. Franchisees benefit from business, marketing and technical support, as well as the franchise community network. ChipsAway franchisee, Pat Badder has utilised head office and neighbouring franchisee support since he bought his franchise in March 2020. "It's a fantastic network full of people that are willing to help you."

But it's no surprise that so many ex-forces have taken the leap into automotive franchising, as there are so many transferable skills.

Pat Badder, owner of ChipsAway Grantham discovered the skills he had obtained in the army could be transferred into running his own car body repair business.



"I joined the military in the 1970s, and completed tours in the First Gulf War, Northern Ireland and Bosnia. I was then commissioned into the Logistics Corps and did tours of Iraq and Afghanistan. I took redundancy in 2011 and moved straight into the Reserves where I did another eight years and finished up at the rank of Major."

"I was into my last year of the Reserves when I happened to see a ChipsAway van drive past and was intrigued. The idea of working for myself was very attractive to me – and I also wanted to learn new skills and provide a service."

"A ChipsAway franchise is tailor-made for Forces people because you follow processes. You must practice equipment care and you have got to be disciplined with the repair process. It's then just a case of getting your repair time down, I often thought I don't think I can make that any quicker. But sure enough, in a month or two, the repair time goes down."

As well as equipment care and discipline, there are many more character attributes that can be transferred into running your own franchise business.

## DETERMINATION = SUCCESS

Being in the military requires determination and confidence to succeed, similarly, to running your own business. Determination is required to ensure a franchise business witnesses growth and profitability. Andy Darby used the determination skills he had obtained in the British Army to start his own successful ChipsAway franchise.

"I spent 11 years in the British Army prior to joining ChipsAway and all my skills and experience of running a business have been gained whilst operating my own franchise."

Whilst I think my own standards and determination have been a driving force I have been learning on the job. Being a soldier gave me the skills to be successful and being a business owner has helped me realise that. Over the last 21 years I have continued to learn by attending training courses run by ChipsAway and working with others in the industry to help improve my knowledge."

## EXECUTING A PLAN

Although a franchise owner receives a proven business model and ongoing business support from the

franchisor, executing plan is the down to the franchisee. Developing a working business model requires an entrepreneurial approach similar to the military training veterans receive.

ChipsAway franchise owner, Andy Darby used his past experiences in the military to expand and develop his mobile car body repair business into a multi-van and fixed based centre operation.

"I started operating in 2000 from a single van working around St Neots, Cambridgeshire and quickly became busy and profitable, so much so that I put another van and technician on the road within a couple of years. This continued and I invested in another van and technician a couple of years later. Currently I operate two vans, a Car Care Centre and an accident repair bodyshop."

## MENTORING

After running a successful ChipsAway franchise for over 20 years, Andy now mentors' new franchisees within the ChipsAway network.

"I have been fortunate enough to have been involved with mentoring new starters for several years. Typically, this will involve spending time with them offering tips and advice on everything to do with their new business, from Facebook ideas,

local marketing to offering advice on repairs that they have not done before (and how to rectify ones that didn't go quite according to plan!).

I am permanently available to chat any time or day of the week about anything they want, not just business related. It is an aspect of my day that I enjoy as I can see I can make a difference sometimes by just offering words of encouragement. I am still as passionate about the business and ChipsAway as a whole and am always happy to help a neighbour if they are stuck or Head office if they want some feedback on a new piece of kit or product."

## ADAPTING TO CHANGE

Typically, military personnel are trained to be adaptive to change, in the forces, everything can change in an instant. So, when the Covid-19 pandemic hit in March 2020, Andy had to quickly adapt his ChipsAway business to reduce outgoings and make customer safety a priority.

"During the Covid-19 pandemic I have had to put extra safety measures in place and closely monitor my expenditure. I have kept outgoings to a minimum and looked at offering discounts and extra services to ensure we booked work in. With the easing of restrictions, we have been able to enjoy a certain amount of normality again."

## MILITARY PERSONNEL TO CAR BODY REPAIR TECHNICIAN IN 4 WEEKS

By joining ChipsAway you get to benefit from our excellent reputation and training programs. Our training programs are designed to not only give you the practical skills you need to repair car paintwork damage, but also to help you hit the ground running with sales and marketing.

As part of the ChipsAway package, all new ChipsAway franchisees spend an initial 4 weeks on IMI accredited technical training to learn the repair process, they are also mentored on a one-to-one basis by experienced franchisees. The initial course is then followed up 3 months later by a further week of more in-depth dent repair techniques.

Pat comments; "Once I'd decided to commit, I undertook the training, which was excellent. At the end of it, I felt confident and supported to get out into the field and begin work."

## NATIONAL MARKETING CAMPAIGN

The ChipsAway franchise package not only includes business mentoring from an experienced franchisee and ongoing franchise development from a dedicated team, but also full marketing and advertising support including

## THE CHIPSAWAY FRANCHISE PACKAGE

By becoming a ChipsAway franchisee, you are investing in a tried and tested business model, with a license to trade in your own area, using the ChipsAway brand. This gives you the recognition of a company that has been around for over 25 years and is nationally recognised by hundreds of thousands of customers across the country.

national TV and digital campaigns generating an average of 1,000+ leads per franchisee in 2020.

"ChipsAway has promoted the business very well online and with TV adverts over the last few years and this has led to an uptake in business leaving us able to get on with the repairs." – Andy Darby, ChipsAway.

## MAKING A CAREER CHANGE INTO FRANCHISING

In most cases, investing in a franchise can be the perfect choice for veterans. The highly transferable skills that ex-military personnel possess are a great match for franchising, and the training, network community, unlimited support and opportunity to lead has helped many ex-forces personnel create fantastic businesses of their own with ChipsAway.

# From Forces to Franchising

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

ChipsAway franchisees offer a convenient high quality and cost-effective alternative to car body shops through mobile SMART repair.

No experience necessary - full training is provided! Be your own boss and take control of your life. Benefit from fantastic earning potential, and full sales and marketing support from head office, including TV advertising.



Over £150k Worth of Leads Generated per Franchisee in 2020\*



Market-leading Brand with Proven Demand



National Marketing Campaigns, inc. TV, Social & Digital

Get started from £15,000 + VAT\*\*

\* Based on the number of leads received in 2020 at our average repair value.  
\*\* The franchise is £29,995+VAT, but with the various pricing options that we offer, you only need £15,000 + VAT of your own funds to start your business.

"I'm more financially secure than I have ever been."

ANDY DARBY - A ROYAL ENGINEER FOR 11 YEARS AND CHIPSAWAY FRANCHISEE FOR 19 YEARS



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www.chipsaway.co.uk

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LIKE IT NEVER HAPPENED



# 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)



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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, Denet 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	

## Health, Safety and Risk Management



### F1 TRAINING SERVICES UK LTD

Tel: **01382 60 40 60**

E-mail: **amanda@f1train.co.uk**

Unit 15, Peddie Street, Dundee, DD1 5LB

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 & 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.

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.

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	

## Management and Coaching



### INSPIRED2LEARN (I2L LTD)

Tel: **01380 609313**

E-mail: **enquiries@inspired2learn.co.uk**

25 Davies Drive, Devizes, Wiltshire, SN10 2RJ

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:

- CMI Management and Leadership qualifications at levels 3-7 inclusive
- ILM Coaching, Supervision and Mentoring qualifications at levels 3, 5 and 7

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.

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	



To promote your company in this box please email

**james@easyresettlement.co.uk**

or call

**01733 202977**

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	

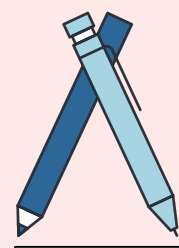
Public Sector/ Government	University of Bedfordshire Higher Education Corporation	liz.turner@beds.ac.uk	Park Square, Luton, LU1 3JU	
Rail	Scot-Train	enquiries@scot-train.com	270 Petershill Road, Glasgow, G21 4AY	
Security	Tavcom Trg Ltd	kevin@tavcom.com	Unit 10 Claylands Business Park, Claylands Road, 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	



# The MoD Enhanced Learning Credits Scheme

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

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



## Getting Started: How does it work?

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



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

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

## BACKGROUND

The Publicly Funded Further Education/Higher Education scheme provides Service Leavers and Service Personnel in their qualifying resettlement phase with access to a first full Level three (GCE A level or vocational equivalent), or a first higher education qualification (a foundation degree or a first undergraduate degree or equivalent) free from tuition fees.

If a Service Personnel has obtained 120 credits this would result in a Higher Education qualification and makes them not applicable for this scheme. MOD and the relevant national education authority in England, Scotland, Wales and Northern Ireland pay for the tuition fees in full rather than the individual making a contribution towards the cost.

## Claim Process to be Followed by Learners and Learning Providers

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

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

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

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

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

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

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

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

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

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

## FURTHER INFORMATION

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

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





## Claiming

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

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

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

# Claiming ELC Funding

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

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



### ONE.

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

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

### TWO.

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

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



20%



### SIX.

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

### SEVEN.

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



### THREE.

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

### FOUR.

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



### FIVE.

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



### EIGHT.

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

### NINE.

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



### TEN.

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





## Eligible Service Personnel

### PROCEDURE FOR ELIGIBLE SERVICE PERSONNEL

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

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



## Choosing Your Learning Provider

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

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

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

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

### Points to note when booking your course

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

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



## Single Service Representatives

### AMENDING, CANCELLING & REINSTATING A CLAIM

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

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

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

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

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

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

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

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



# Changes

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

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

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

The key changes to the schemes are as follows:

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

## Single Service Representatives (SSR) Contact Details

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

### ELCAS CONTACT DETAILS

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

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

### CONTACT US

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

#### ELC MANAGER

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

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

#### ARMY

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

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

#### ROYAL AIR FORCE

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

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

## Eligibility Rules

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

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

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

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

### QUALIFICATION LEVEL

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

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

### CLAIMING

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

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

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

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

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

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



United  
Kingdom  
Special  
Forces



# UK Special Forces (UKSF) are always seeking new talent

Regular and reserve service personnel are eligible to apply.

UKSF conduct high risk operations in support of UK interests on behalf of the Ministry of Defence. A scarce resource, they operate beyond the reach and expertise of conventional forces.

A career within UKSF is demanding and extremely rewarding; the training is world-leading, the operational tempo is high, and the experiences are unforgettable.  
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All three Reserve units are an integrated part of UKSF. They operate in difficult, dynamic circumstances, in which maturity and sound judgement are paramount.

Selection for all units is open to females and males, both ex regular and those with no previous military service. Applicants are required to complete reserve basic military training prior to Selection and pass a five-day briefing and assessment course.

Candidates must be able to commit to intense and extended training demands, be willing to deploy overseas and commit to operations.

21 & 23 SAS(R) and SBS(R) provide an opportunity for soldiers to work within a unique, diverse and exciting organisation. Service is physically and intellectually challenging, but the rewards are huge.

To find out more,  
contact your nearest unit below.

## 21 SAS(R)

London and South East

- Wales
- M3/M4 Corridor
- East Anglia
- South West

Telephone: **0800 587 2825**

Email: **21SAS-recruiting@mod.gov.uk**

## 23 SAS(R)

- West Midlands
- North East
- North West
- Scotland

Telephone: **0800 028 5650**

Email: **23SAS-recruiting@mod.gov.uk**

## SBS(R)

Based in the South of England and recruits nationwide.

Email: **SBS-ReserveRecruiting@mod.gov.uk**

To find out more, contact  
**SFTC-UKSF-Recruiting@mod.gov.uk**

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**Search UKSF on MODnet**  
SFTC-UKSF-Recruiting@mod.gov.uk

**Reserves:**  
21SAS-Recruiting@mod.gov.uk  
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SBS-ReserveRecruiting@mod.gov.uk



**FTX Logistics Ltd  
(Fasttrax)**

## Are you a Regular Soldier or Reservist looking for a new job opportunity?

If you have a C or C+E HGV licence or are a HGV Mechanic and are medically fit, then we would like to hear from you.

FTX Logistics Ltd delivers contracted Heavy Equipment Transporter (HET) capability on behalf of the MoD. Sponsored Reserves (SR) Operators (Drivers) carry out HET tasking throughout the UK. When there is spare capacity, drivers are utilised by third party agencies driving HGVs near their home. SR Maintainers (Mechanics) will normally work at Bulford or Catterick but occasionally support larger tasks. Specialist training is provided for all aspects of the SR roles.

### Benefits:

- Live at home
- Sponsored Reservist working closely with the Regular Army
- Competitive commercial salary (48hr week, enhancements and overtime)
- Reservist Bounty
- Reservist commitment met as part of the job, not in your own time
- Subsidised RPAX (military life assurance)
- Up to 50% pay uplift when called out for exercises and operations
- Limited weekend working with pay uplift of 50% (Sat) and 100% (Sun)
- Operators can live anywhere in England, Scotland or Wales.

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