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Easy Resettlement Magazine

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100 years

The Royal British Legion is here to help members of the Armed Forces.

Veterans into Logistics

The main aim to change the lives of ex-military personnel who need help in gaining meaningful employment.

Nottinghamshire Fire and Rescue Service

Will be opening recruitment for wholetime firefighters in February 2022.

Driver shortages!

No problem, we still manage to get
Easy Resettlement Magazine to you somehow!



SOUTH CENTRAL AMBULANCE SERVICE

South Central Ambulance Service provides a range of emergency, urgent care and non-emergency healthcare services. **P06**

WHY AREN'T YOU STUDYING WITH THE OU?

Stuck in a rut, thinking about resettlement or just wanting to advance your career? Study with flexibility to suit your needs. **P24**

TONY RICHARDSON SUCCESS STORY

Tony Richardson MBE left the Army as a Warrant Officer in September 2021 after serving for more than 26 years. **P40**

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

Join us. Job done.

forcespensionsociety.org/join-now/

Forces Pension Society

68 South Lambeth Road, Vauxhall, London, SW8 1RL
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Each talk will provide you with an understanding of how vital all our roles are in ensuring our patients get the care they need, when they need us the most.



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We are Europe's No.1 Military, Diplomatic Car Sales Specialists, supplying cars to serving military personnel and veterans, as well as emergency services staff, NHS employees, and diplomats across the Globe.



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Welcome...

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



Our sole aim in producing Easy Resettlement is to help service personnel with their resettlement process, as well as assisting veterans to find future roles of employment if they have not already done so.

This has mainly been possible thanks to the companies that have signed the armed forces covenant and achieved their ERS awards, these are companies that have recognised and embraced the transferable skills that service leavers and veterans bring to their companies.

Since the launch of the Employer Recognition Scheme awards, often referred to as ERS Gold, Silver and Bronze awards, we have been proud to feature some of the companies that have gone above and beyond in showing continued support to the armed forces community.

We are proud to announce that we have received our Silver award status, along with other worthy winners that also received their awards from Lord Lieutenant

of Cambridgeshire Julie Spence and Cdre Rob Bellfield CBE.

As our previous 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 hope to start being able to attend again soon, as this enables us to speak to our readers and find out about your resettlement process.

We have been exceptionally proud to have been able to keep producing these magazines for you all, even though the pandemic has affected so many ways of our normal lives, you the service leaver or veteran deserve to find future employment opportunities after dedicating yourselves to serving the Country.

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

To ensure you never miss a copy of Easy Resettlement you can subscribe for free by visiting our website www.easyresettlement.com. You may also wish to follow us on Twitter and join our Facebook or LinkedIn groups. These pages can be found from the links on our website.

If you would like to share anything with any of our team please email james@easyresettlement.co.uk

**KIND REGARDS
THE EDITOR**

Jeff Porter PTS Team Leader

WHAT'S YOUR ARMED FORCES BACKGROUND?

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

WHAT INTERESTED YOU ABOUT JOINING THE AMBULANCE SERVICE?

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

WHAT TRANSFERABLE SKILLS GAINED IN THE ARMED FORCES DO YOU UTILISE IN YOUR ROLE WITH SCAS?

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

WHAT DO YOU ENJOY MOST ABOUT WORKING FOR SCAS?

I have travelled the world, tried various jobs and can quite honestly state that working for SCAS is the most rewarding job that I have ever had. I joined SCAS just over 2 years ago when I was 60 years of age thinking this is it, especially as I had suffered a heart attack a year earlier! But with the same mentality and aid as the forces, I was back in the zone and looked to further my career.

**There is no upper age
limit here and people are
welcomed with open arms.**

WHAT ADVICE WOULD YOU GIVE SOMEONE THINKING ABOUT LEAVING THE ARMED FORCES WHO MAY BE INTERESTED IN WORKING FOR SCAS?

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



South Central Ambulance Service

South Central Ambulance Service NHS Foundation Trust (SCAS) provides a range of emergency, urgent care and non-emergency healthcare services, along with commercial logistics services.

The Trust delivers most of these services to the populations of the South Central region – Berkshire, Buckinghamshire, Hampshire and Oxfordshire – as well as non-emergency patient transport services in Surrey and Sussex, and a dental service (accessed via NHS 111) in parts of Dorset.

It is safe to say that the last year was one of the most difficult ever for the ambulance service, the NHS and the country as a whole. This past year has seen our services in 999, NHS 111, Patient Transport Services (PTS) and Clinical Coordination Centres (CCCs) respond very well to a unique set of challenges never previously seen in our lifetime.

Here at SCAS, we pride ourselves on our longstanding relationships with and support of the country's Armed Forces and we are particularly proud of the increasing number of veterans, reservists and those from the Armed Forces community who are now part of our team, as well as a growing cohort of military co-responders.

We were delighted to be presented with the Ministry of Defence's Employer Recognition Scheme Gold Award – the highest accolade the Ministry of Defence can bestow on employers who have demonstrated outstanding support for the Armed Forces community. More recently we have also been named a Veteran Aware Trust, this accreditation reinforces the key working relationships SCAS has with the Armed Forces both as colleagues but also as service users.

Right across the organisation, SCAS has veterans working on

obtained during their Armed Forces career. These can include excellent communication, organisational and leadership skills, as well as delivering high standards of performance in teamwork, problem solving, flexibility and reliability – thus aligning well with our SCAS values of Professionalism, Caring, Team Work and Innovation.

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

SCAS realises the benefits of recruiting people who are passionate about their role, give 100%, and who hold similar values to the Trust. We appreciate the transferable qualities which the Armed Forces community bring to our service and we very much look forward to continuing to build upon the relationship with the Military for many more years to come.

frontline emergency 999 services, in the clinical co-ordination centres, in non-emergency patient transport services and also has a number of service leavers who are now appointed into corporate and support function roles.

SCAS acknowledges the experience and skills veterans have



NHS
South Central
Ambulance Service
NHS Foundation Trust



OPEN DAYS

If you would like to find out more about the Trust and roles we currently have available please join us at our Virtual Recruitment Open Days on the 15th and 29th January 2022 – further information can be found on our jobs website: scasjobs.co.uk.

You could also visit our social media pages @SCASjobs



Time	Session	What's included?
09.00-10.30	NHS 111	Clinical and Non-Clinical roles
10.30-12.00	Patient Transport Service	Ambulance Care Assistant and Contact Centre opportunities
12.00-13.30	999 Emergency Operations Centre	Clinical and Non-Clinical roles
13.30-15.00	Frontline Operations – Entry Level roles	Apprentice Emergency Care Assistant and Emergency Care Assistant opportunities
15.00-16.30	Frontline Operations – Clinical roles	Clinical Frontline opportunities for registered professionals

Each session will provide you with an understanding of how vital all our roles are in supporting our patients when they need us most.

We will be joined by our educational experts, current members of staff and our recruitment team who will be on hand to offer interview/application hints and tips.

To register for these free events please email recruitment.events@scas.nhs.uk with the specific sessions and date you would like to attend, by return we will send you the relevant links to join us on the days.

If you have any questions in relation to these events please do get in touch via the email address above.

We look forward to seeing you in January!



Dai Tamplin Project Manager

WHAT'S YOUR ARMED FORCES BACKGROUND?

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

WHAT INTERESTED YOU ABOUT JOINING THE AMBULANCE SERVICE?

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

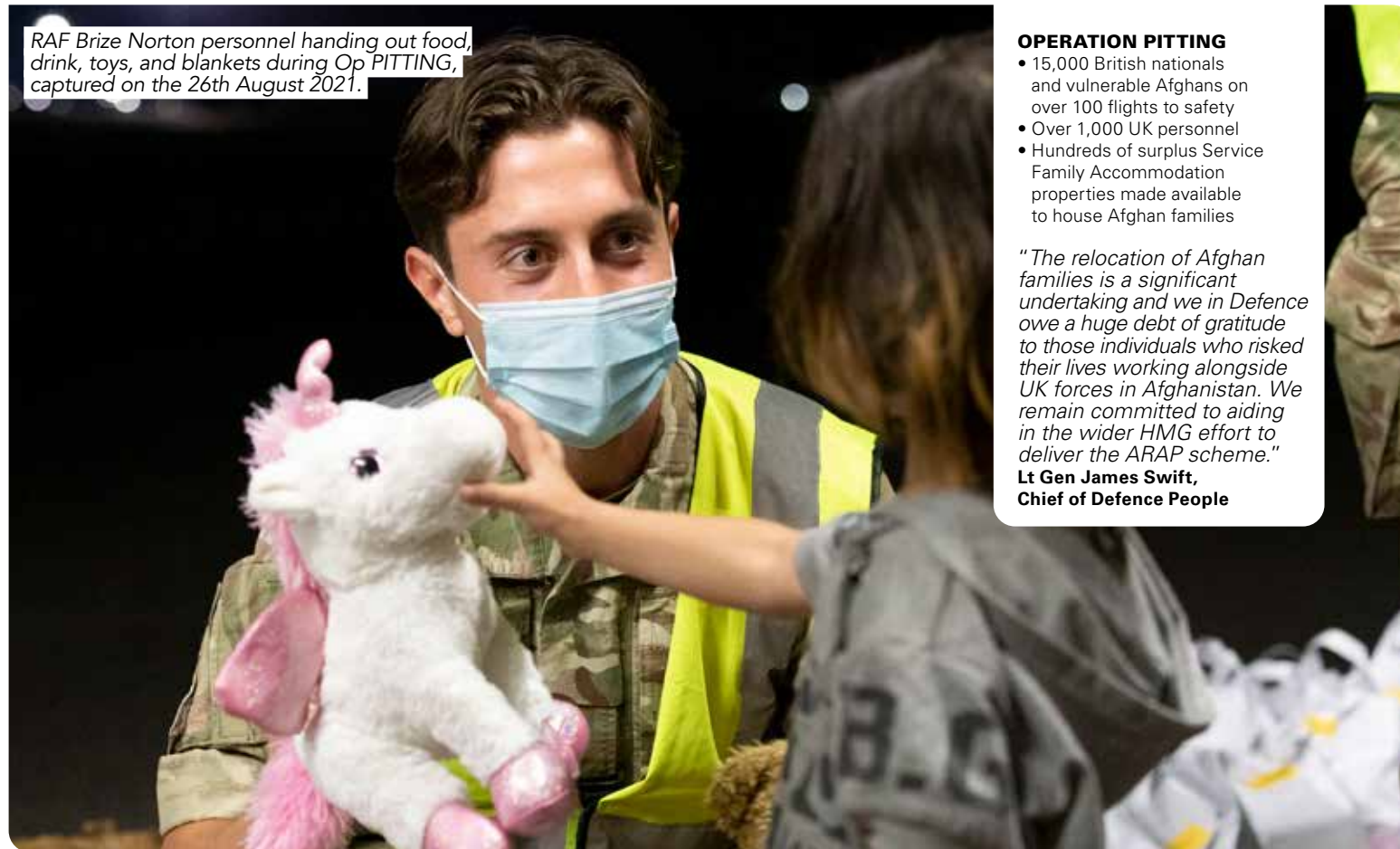
WHAT DO YOU ENJOY MOST ABOUT WORKING FOR SCAS?

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

WHAT ADVICE WOULD YOU GIVE SOMEONE THINKING ABOUT LEAVING THE ARMED FORCES WHO MAY BE INTERESTED IN WORKING FOR SCAS?

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

RAF Brize Norton personnel handing out food, drink, toys, and blankets during Op PITTING, captured on the 26th August 2021.



OPERATION PITTING

- 15,000 British nationals and vulnerable Afghans on over 100 flights to safety
- Over 1,000 UK personnel
- Hundreds of surplus Service Family Accommodation properties made available to house Afghan families

"The relocation of Afghan families is a significant undertaking and we in Defence owe a huge debt of gratitude to those individuals who risked their lives working alongside UK forces in Afghanistan. We remain committed to aiding in the wider HMG effort to deliver the ARAP scheme."

Lt Gen James Swift,
Chief of Defence People

Chief of Defence People

As one year draws to an end, and a new year begins, it's an opportunity to reflect on key events, and to take stock of our efforts over the past year.



Lt Gen James Swift,
Chief of Defence People

It is fitting that I focus on Op PITTING, the biggest and fastest emergency evacuation in recent history. For those with an interest or background in logistics, I share news of funding for HGV-training. And, I mark a milestone 10th anniversary for the Armed Forces Covenant.

STAYING THE COURSE AFTER OP PITTING

Many will know that earlier this year, the armed forces played a leading role in one of the largest UK non-combatant evacuation operations in living memory.

Operation PITTING brought around 15,000 British nationals and vulnerable Afghans on over 100 flights to safety in the UK. Almost a third were our former Locally Employed Staff or those with a close working relationship with the UK who qualified for resettlement under the Afghan Relocations and Assistance Policy (ARAP).

We also coordinated the recovery effort from Kabul's international airport commanding over 1,000 UK personnel, including from 16 Air Assault Brigade, 101 Logistics Brigade and the Royal Air Force.

While Operation PITTING has concluded, the work continues across Government to identify where we can best support the

relocation of Afghan families, with the MOD being particularly committed to supporting the integration of Afghans with clear links to Defence.

One key initiative involves making hundreds of Service Family Accommodation (SFA) properties available for short-term lease to local authorities across the country, where there is surplus SFA above any expected demand from the Services. The properties are split across the MOD estate within the UK and are from all three Services.

This initiative is just part of a wider cross-Government effort to provide those evacuated with housing, healthcare, jobs, and education.

Op PITTING involved military, contractors, and civilians – the whole force – working at pace across different time zones, and in demanding circumstances to deliver people to safety with determination, professionalism, courage, and compassion. Congratulations to them all.

There are many who served in Afghanistan or have friends, colleagues and loved ones who did so and are unsettled or distressed by how events unfolded. Do please seek out help if you are one of



Members of the UK Armed Forces secured the evacuation of personnel from Kabul airport.

them. Here are places that offer invaluable support in difficult times.

- Op Courage is the dedicated Veterans Mental Health and Wellbeing Service provided by the NHS. It doesn't matter if you're due to leave the Armed Forces, just left the Armed Forces or left decades ago, Op Courage can make sure you get the right type of specialist care, support, and treatment.

You can contact the service yourself, or ask your GP or someone else, such as a family member or friend, to do this for you – search "Op Courage" online, gov.uk or nhs.uk.

- HeadFit is for all Defence personnel, whether they are long serving or new recruits, veterans, civilian staff or those in uniform. HeadFit provides 24/7 access to self-help tools that can enhance mood, drive and confidence. Visit headfit.org

- Together all (Big White Wall) offers online mental wellbeing support 24/7 where you can share your concerns with others who are feeling like you. It's safe, anonymous and has Wall Guides (counsellors) available 24/7. The service is free to ex-servicepeople.

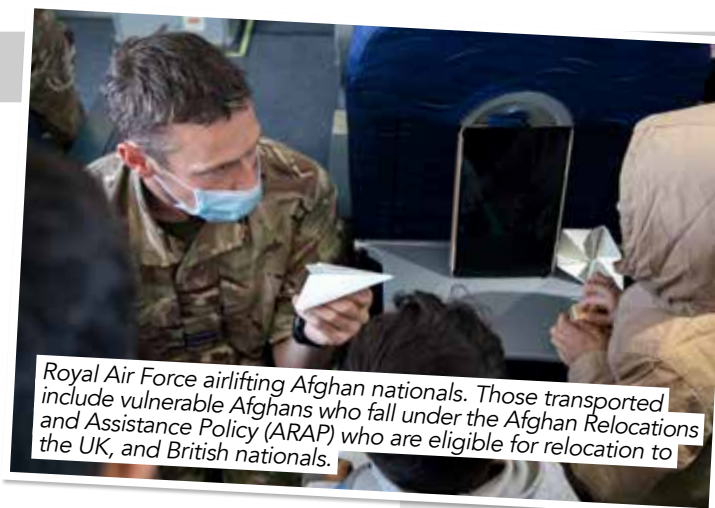
- Combat Stress provides free mental health treatment and support to ex-servicepeople. Get in touch if you're having a tough time, having trouble sleeping, experiencing flashbacks, feeling depressed or anxious, or just feeling that something isn't quite right.

You can call the Combat Stress 24 hour Freephone helpline on **0800 138 1619**. You can also text **07537 404 719**, email helpline@combatstress.org.uk, or visit combatstress.org.uk. If you're a family member or carer worried about the mental health of a loved one, or need to talk to someone yourself, you can call the helpline too.

- For urgent crisis help, call the Veterans UK helpline on **0808 191 4218** or visit gov.uk and search for "urgent help for veterans."

Alternatively, you can contact Samaritans on **116 123** or on jo@samaritans.org

Finally, as we head into 2022, I note a milestone of my own. I will be marking two years in post in February 2022, and two years of writing for Easy Resettlement. I hope these updates provide a useful insight into what Defence is doing for veterans and I would very much welcome your thoughts on topics or issues you would like to see covered in future editions - please email People-DPTcommunications@mod.gov.uk



Royal Air Force airlifting Afghan nationals. Those transported include vulnerable Afghans who fall under the Afghan Relocations and Assistance Policy (ARAP) who are eligible for relocation to the UK, and British nationals.

TEN YEARS OF THE ARMED FORCES COVENANT

This year, we celebrate the Armed Forces Covenant, which was enshrined into UK law a decade ago with the passing of the Armed Forces Act 2011. The Covenant is a promise by the nation to those who serve and those who have served, and their families, that they will be treated fairly and not face any disadvantage as a result of their time in service. We have made considerable progress in those ten years:

- Over 7,500 organisations – large and small, public and private – have now signed the Covenant, including every local authority in Great Britain.
- The Armed Forces Covenant Fund Trust has been set up to distribute over £10 million of funding every year to organisations and projects that support the Armed Forces Community.
- The Office for Veterans' Affairs has been established, sitting at the heart of Government to co-ordinate and drive forward efforts to make the UK the best place in the world to be a veteran.

Every year, the Government publishes a report setting out the progress it has made in delivering the Covenant across all sectors of society. Particular highlights from this year include:

- The launch of Operation COURAGE in England in March 2021, bringing together existing mental health services for veterans into one comprehensive pathway.
- Nearly £25 million for schools in England to support their Service pupils, via the Service Pupil Premium.
- An additional £10 million for the Veterans' Mental Health and Wellbeing Fund.

You can find out more about the Covenant online - www.armedforcescovenant.gov.uk



EXTRA HGV DRIVER TRAINING PLACES

In November, we announced that the number of training places available for veterans to train as HGV drivers will increase to nearly 350 places over the next 12 months. The training places are available under the Career Transition Partnership (CTP), the MOD's official scheme for those transitioning from the military into civilian life

Courses are available in Cat C, Cat C&E, Driver Certificate of Professional Competence (DCPC) and ADR (dangerous goods), opening up a range of employment opportunities to service leavers. To find out more about booking courses, please visit www.ctp.org.uk/resettlement-training/

SUPPORT FOR VETERANS WHO ALREADY HOLD AN HGV LICENCE

Additionally, if you are a service leaver who holds an HGV licence, but you have not done the training to drive commercially, you will be able to use Department for Education's (DfE) Skills Bootcamps to gain this qualification, thanks to an agreement between the MOD, Department for Transport and DfE. Under the agreement, the Defence School of Transport were given approval to train service leavers, with 120 places made available throughout the year. To find out more, please visit www.enhancedlearningcredits.com

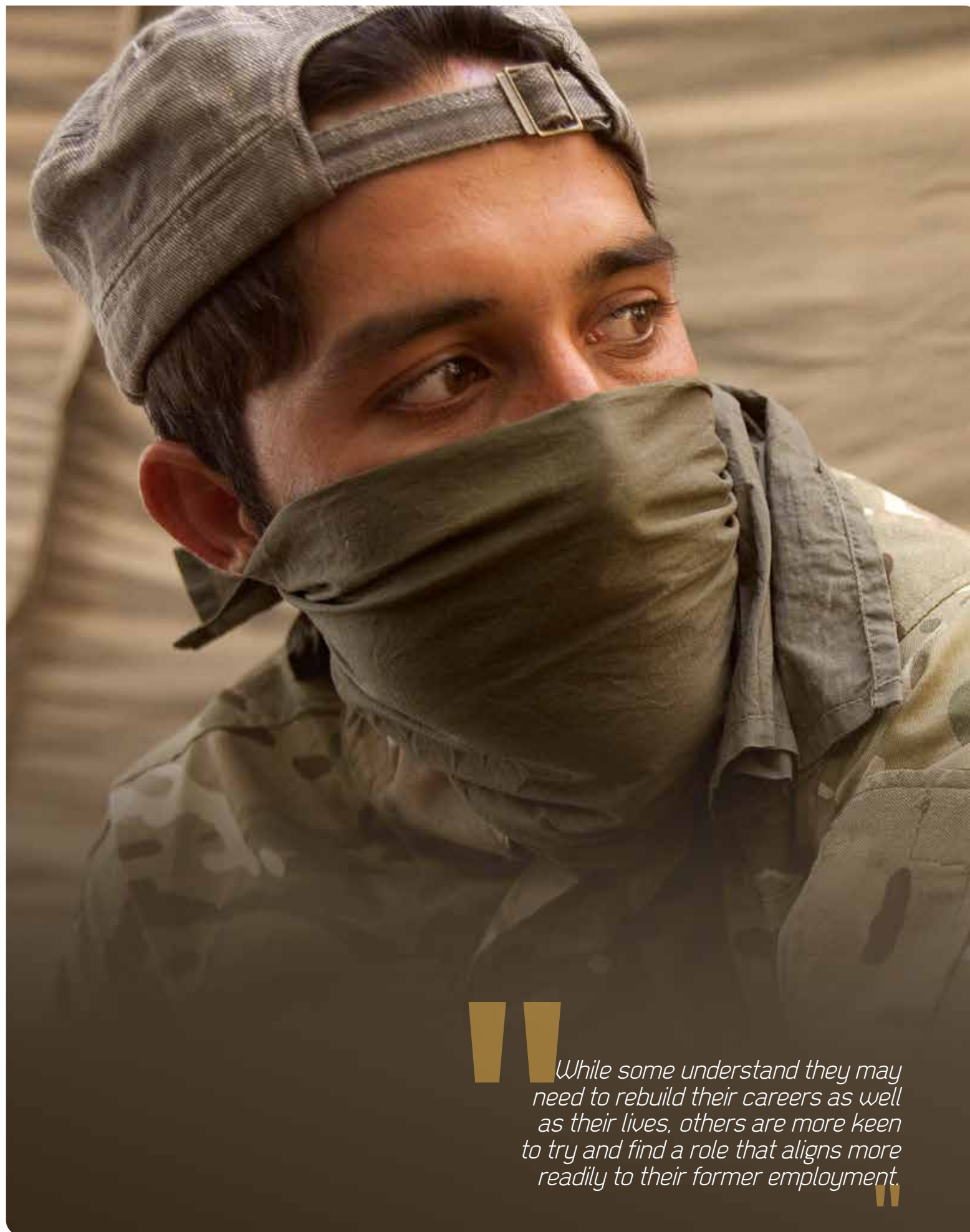
This is of course just the tip of the iceberg. The additional HGV driver opportunities are part of a broader package which includes 55 vocational training courses, such as plumbing and project management. It is a truism that military service gives you skills for life, and these measures are part of Defence's commitment to helping service leavers and veterans successfully transition into civilian employment.



MILITARY SERVICE GIVES YOU SKILLS FOR LIFE

Almost every day of military service involves learning and acquiring new skills, and that interest in taking on new challenges and seeking out training opportunities never fades. Defence's commitment to supporting veterans and service leavers is equally strong, and I am delighted to highlight plans to fund more vocational HGV training for service leavers, and to support veterans who already hold HGV-licences to gain the qualification necessary to drive commercially. These two measures support a cross-government effort to increase the number of HGV drivers.

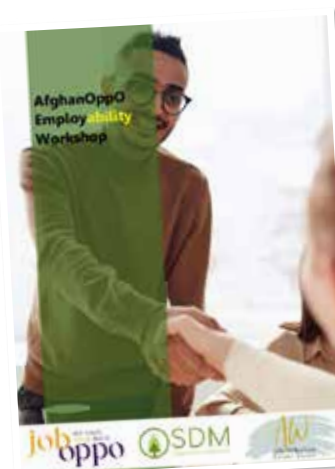




While some understand they may need to rebuild their careers as well as their lives, others are more keen to try and find a role that aligns more readily to their former employment.

JobOppO's AfghanOppO Programme

JobOppO's AfghanOppO Programme was established in September 2021 as a direct result of the powerful stories we all saw coming from Afghanistan the month before.



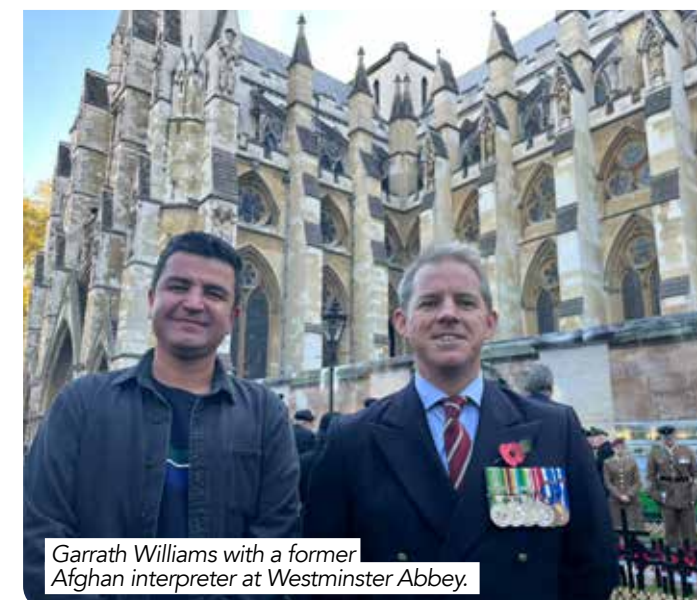
concept. The plight of former military interpreters and other "Locally Employed Staff", many of whom served closely with our own service personnel, was enough to encourage the JobOppO team to quickly pull this programme together to support their AfghanOppO programme.

Working in partnership with the Sulha Alliance, a charitable organisation who have been supporting former interpreters for the last 6 years, their programme is simple and follows the following process;

Step 1: The Sulha Alliance verify and refer eligible former Afghan nationals to JobOppO.

Step 2: AfghanOppOs complete a simple on-boarding process where broad experience and aspirations are ascertained.

Step 3: Access granted to JobOppO's exclusive jobs board and employability support tools.



Garraath Williams with a former Afghan interpreter at Westminster Abbey.



Step 4: Introductions made to employment partners who have expressed a willingness to support the AfghanOppO programme.

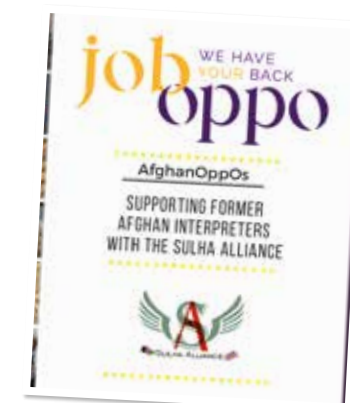
Step 5: Our employment partners liaise directly with the AfghanOppOs to discuss training/employment opportunities to support their settling in.

As well as the access and support described above, JobOppO works with former Royal Engineer Stu Miller the Training And Development Officer at SDM Training Services, to deliver virtual employability workshops focusing on CVs, interview preparations and job searching skills, and where possible provides mentoring or local support to their AfghanOppOs.

The challenges faced by former interpreters and their families can be complex. Some have been here for up to 4 years, some for 3 or 4 months and are receiving mixed support from the Home Office or their Local Authorities. While we strive to manage expectation, each individual needs a bespoke conversation and patient support. No two circumstances appear to be the same and the JobOppO team are happy to help provide context or additional support is needed.

The AfghanOppO cohort is diverse, as is the Afghan culture. Many are highly educated who may have worked as an interpreter with our military before moving into more senior private or public sector roles, many within various Afghan Government departments. While some understand they may need to rebuild their careers as well as their lives, others are more keen to try and find a role that aligns more readily to their former employment.

As well as working with various government departments and third sector organisations JobOppO have introduced many AfghanOppOs to several SMEs and large national employers such as Premier Inn and Asda. These two organisations



have appointed project managers to support the on-boarding of former Afghan interpreters keen to learn more about opportunities they have available. To date several AfghanOppOs have commenced working or training at JobOppO partner employers and all have shared immense pride in the work that is being done to help these people settle in to their new lives.

RAF veteran, former military linguist and founder of the OppO Group Kayam Iqbal has engaged several AfghanOppOs personally introducing them to local cultural advisors and working with employers to improve their understanding of the additional challenges these very proud people may face as they integrate into British society.



for more info about JobOppO – visit [JobOppO.co.uk](https://www.joboppo.co.uk)

New Veterans' Employment Community app offers a unique space for those who have served to help themselves or to help others

JobOppO's new and unique Veterans' Employment Community platform was launched recently to offer a safe space where service leavers and veterans can come together to help themselves, and each other, find meaningful employment.

JobOppO House provides a trusted meeting place for veterans to discuss everything to do with

employment and employability, while exchanging experience, tips and introductions to their own networks. The transition from military to veteran can be unsettling for most and challenging for some, but the support doesn't end when the boots come off – far from it.

The target audience for JobOppO House are veterans and service leavers – regardless

of when or where they served. The strength of JobOppO House comes from an empathetic understanding and a willingness to assist those around them. JobOppO House is not just about getting a job, it's as much about establishing a place to help those who have also worn a military uniform.

As a guest on our recent podcast said; **"I've never heard of a veteran refusing to help another veteran find a job when they leave."**

This is why we have built JobOppO House. As well as those seeking to support others, the community welcomes veterans who are unemployed, underemployed or thinking about a career change as well as those still in uniform and planning for a long, mid or short-term transition to Veteran Street.

JobOppO House will enable veterans and service leavers to mix with others who have been where they are and are keen and willing to offer support and advice, as well as enabling them to better understand and articulate the skills they have to offer. As well as supporting one and other, "OppOs" can move across to the exclusive jobs board on www.JobOppO.co.uk when

they're ready to take the next step and start researching and applying for positions. When they have found the right job for them, they will be encouraged to send the elevator back down and assist those behind them.

Dominic O'Sullivan, the JobOppO House Community Manager and former RAF PTI, said: **"What's really important is that our OppOs can talk in a safe environment with people they automatically trust. It's not an open forum – all OppOs will be asked to confirm their military service when they apply to join."**

JobOppO House focuses on providing education, insight and introductions into certain sectors, sectors the team at JobOppO understand to be the most receptive and attractive to their community – all designed to create a network of like-minded people free from employers and recruitment agencies.

One of the Original OppOs and part of the beta testing set, RAF Warrant Officer Martin Kenworthy, said: **"In August I entered my final two years in the Royal Air Force, having served for 34 years. I was really struggling to know what I wanted to do next."**



JobOppO House has been established to provide a safe place where Veterans & Service Leavers to discuss the challenges and opportunities that surround Veteran Employability and Employment, post military service. To join the Community people must have served and want to help themselves, or others, find THE job, not just A job. JobOppO House, driven by Dom our Community Manager, will facilitate conversation and action to support our Community on the ground, but also provide the vehicle to assist our JobOppO's mission to **"change the narrative around veteran employment."**



"I attended a CTP Workshop which helped with the CV side of it, but I still could not pin a new career path down, which was starting to make me anxious."

"The opportunity arose to help with the trial of JobOppO House, and through a few conversations with the several OppOs, I now understand that I have many transferable skills and can look at a wide range of new career options."

"The big thing for me is the realisation there are like-minded individuals within JobOppO House that have already walked a similar path and are happy to share their experiences."

JobOppO's Director of Veteran Engagement and Army veteran Garrath Williams explains his thoughts behind JobOppO House: **"We are pleased to offer JobOppO House as an agenda and algorithm free community to empower our empathetic and supportive community to help themselves and to help others. We recognise the challenges and opportunities change from as soon as you sign off – and more so the longer people have been out. But you're long time a veteran!"**

To join JobOppO House, veterans and service leavers can quickly download the app from the App Store or Play Store, and once they have answered a few simple questions about their service history they will be given keys to their own fantastic and supportive Veterans' Employment Community.

Adhering to our pledge to follow the Kiss (Keep It Simple Stupid) Model, the "vision" for JobOppO House is naturally straightforward. Once in JobOppO House all OppOs will be added to The Hall where they will meet the JobOppO Team, get to learn more about why we have built JobOppO House and asked to introduce themselves;

OppOs will then be shown around the House, read a few rules and asked to fully engage – to support themselves and THEIR Veterans' Employment Community.

JobOppO House has 2 floors. The ground floor is about Employability and there will be "rooms" where OppOs can be introduced to Armed Forces Champions from certain sectors or organisations, access the NAAFI Break with JobOppO Podcast series, meet potential mentors and gain access to our exclusive and comprehensive 6 module Employability Skills

Development Series – all with a view to making themselves more employable

Upstairs will be about Employment. There will be 12 rooms to match our preferred employment sectors. Each room is hosted by a designated and verified Sector Champion and OppOs will find sector guides, shared content relevant to finding employment in that sector as well as the ability to chat with other OppOs who have insight or opinion to offer.

Those wishing to search or apply for employment opportunities can easily follow directions to the JobOppO website where they can access the Jobs Board made up of 100s of exclusive opportunities at veteran friendly employers.

"We are thrilled by the early positive feedback JobOppO House has received" Garrath said, "creating this community seemed like the right thing to do given the changes the pandemic has forced upon us and the need to work together to highlight the skills, knowledge and attitudes veterans can and do offer the civilian workplace. We look forward to welcoming OppOs from all around the

world to join those from the UK, Canada, Australia, the US, the Middle East and South America that are already in JobOppO House."

JobOppO House
a unique community for a unique community.



The JobOppO House app can be found on the App Store or Google Play Store and is free to all veterans and service leavers.

All the Gold Award winners from East Anglia, London and the South East



CNet Training receives the Ministry of Defence's highest badge of honour

On Wednesday 17th November 2021, employers and organisations from across London, East and South East of England attended a ceremony at the Honourable Artillery Company in London to receive their Employer Recognition Scheme Gold Awards; the **Ministry of Defence's highest badge of honour in recognition of supporting the Armed Forces Community.**

The awards were presented by the Minister for Defence Procurement, Jeremy Quin MP.

Some 140 organisations across the UK received the award this year and instead of one national event, four regional ceremonies were organised to celebrate those that employ and support individuals who serve, veterans and their families.

The 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

Trust, RCR Services UK Ltd, RT Infrastructure Solutions Ltd, South Norfolk Council and Your Telemarketing Ltd.

Andrew Stevens, CEO at CNet Training "We are tremendously proud to be awarded the Gold Employer Recognition Scheme Award. CNet has supported the Armed Forces Community since our inception in 1996. We strongly believe the experience gained in the Armed Forces provides key transferable knowledge, skills and disciplines to work across the network infrastructure and data centre sectors. We really enjoy contributing to the new careers of Forces Leavers and the Ex-forces Community and look forward to providing more support and hearing the amazing career success stories in the future."

Covenant and engage in the Employer Recognition Scheme.

The East of England celebrated 11 ERS Gold Award winners this year; Broadland District Council, Chapman Ventilation Ltd, CNet Training, Essex Partnership University NHS Trust, Levertech Aviation Services Limited, Norfolk County Council, North West Anglia NHS Foundation



EMPLOYER
RECOGNITION
SCHEME

GOLD AWARD



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: cnet-training.com/industry-briefing | Email: resettlement@cnet-training.com

12 May 2022, 10:00am – 13:00pm



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 | Call: +44 (0)1284 767100 | Visit: cnet-training.com/resettlement

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 IMPROVED 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, or visit our website: www.thedevelopmentinitiative.com, on Twitter, [TDI18](https://twitter.com/TDI18) or our LinkedIn page, [The Development Initiative Ltd.](https://www.linkedin.com/company/thedevelopmentinitiative)



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:

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



Gold ERS 21 Award winners for the East Midlands, North West and Yorkshire & Humber.



Golden night for 38 of the most forces-friendly employers

Local authorities, educational establishments and commercial companies spanning IT, recruitment and building materials were among the organisations honoured for their outstanding support for the military on Thursday 25th November at a regional ceremony to recognise the 2021 winners of the national Defence Employer Recognition Scheme Gold Awards.

Against the stunning backdrop of the Royal Armouries in Leeds, 38 organisations in total were recognised for the contribution they make to the Armed Forces community in an event jointly hosted by East Midlands RFCA, North West RFCA and the RFCA for Yorkshire and the Humber. Winners ranged from small and medium-sized family companies to large organisations employing many thousands of people, such as the University of Derby and Aggregate Industries. What all of them had in common was brilliant HR practices that support staff that serve or have served in the military.

Minister for Defence People and Veterans, Leo Docherty, was guest speaker for the night and he 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, all the organisations provide ten extra paid days leave for serving Reserves and Cadet Force Adult Volunteers so they can attend camps and training events.

They must also have supportive policies in place for Veterans, Reserves and Cadet Force Adult Volunteers, as well as the spouses and partners of those serving in the Armed Forces.

The awards were presented by Her Majesty's Lord-Lieutenant of West Yorkshire Ed Anderson, who said: "The military depends on great employers who truly understand the role of Reserves to the Armed Forces' capability, as well as the vital part Cadet Force Adult Volunteers play in creating fantastic and often life-changing opportunities for thousands of young people in local communities. That's why it is such an honour to present awards to these organisations who showcase the very best of employment

Venue set up for dinner.



practices when it comes to those who serve, and those who have served, and their families."

- The organisations in the East Midlands who won the prestigious award are:
- Aggregate Industries, Leicestershire
 - Ashfield District Council, Nottinghamshire
 - Eagle Eye Innovations, Lincolnshire
 - Forces Cars Direct, Lincolnshire
 - Forces Solutions, Rutland
 - HZL Specialist Solutions Limited, Derbyshire
 - Lincoln College, Lincolnshire
 - Mercury Electronic Warfare, Lincolnshire
 - Shorterm Group, Derbyshire
 - TMS Support Solutions, Lincolnshire
 - University of Derby, Derbyshire

In addition, Nottinghamshire Healthcare NHS Foundation Trust had their Gold Award re-validated after holding it for 5 years already.

Carol Cooper-Smith, CEO of Ashfield District Council, Nottinghamshire, commented: "Ashfield District Council prides itself on its support for our Armed Forces and we promote positive engagement with service personnel both inside and outside of the Council. We are therefore delighted to have been awarded a prestigious Gold Award by the MOD for our work and we will continue to strive to be an exemplar."

Tim Stevens, Managing Director of SME Mercury EW and Defence Training Services, Lincolnshire, said: "We value the work of all members of the Armed Forces and recognise their commitment and the sacrifices that their families also make. As a small business, we are immensely proud that we recognise former serving members, members of the Reserves and spouses, as our employees. It is their skills, experience and

continued professionalism that makes our business a success."

Professor Kathryn Mitchell DL, Vice-Chancellor of the University of Derby, commented: "I am delighted that the University of Derby has been awarded the Ministry of Defence's highest badge of honour in recognition of our commitment to the Armed Forces community. At Derby, we are keen to attract service leavers as employees, and to encourage them to start new careers, education and training with us, recognising the outstanding transferable skills that Veterans bring that can be built on in a second career."



Music ensemble, Band of the Yorkshire Regiment.



The Corps of Drums of the Band of HM Royal Marines Scotland.

Bruce Spencer, Regional Employer Engagement Director, East Midlands RFCA, presenting.



Nottinghamshire Fire and Rescue Service

Nottinghamshire Fire and Rescue Service will be opening recruitment for wholetime firefighters in February 2022 with plans to continue this on a regular basis going forward.

Current serving members of the Armed Forces, their direct family and veterans who have left within three years, are eligible to apply to become a wholetime firefighter from anywhere in the country.

Having recently re-signed the Armed Forces Covenant, Nottinghamshire Fire & Rescue Service provides days of fully paid leave for Reservists and cadet force adult volunteers, which is one of the most generous offers from any employer in the East Midlands.

As an employer the Service is supportive of employees who are Reservists and veterans with several people across the organisation in this position.

WATCH MANAGER MARK COLLISHAW, RAF RESERVIST

Watch Manager Mark Collishaw is a Trainer at our Service Development Centre (SDC), but he is also a Reservist in the Royal Air Force.

In his day job he helps firefighters with their basic training and specialises in water rescue training.

However, in Mark's spare time he is a Senior Aircraftsman with No. 4624 (County of Oxford) Movements Squadron, responsible for moving people, equipment, and vehicles to support defence operations across the globe.

Based at RAF Brize Norton in Oxfordshire, he is currently undergoing training

to support his role in moving goods by air, rail, and sea.

Mark is just one of many veterans who are working for Nottinghamshire Fire and Rescue, having previously served in the Royal Air Force for six years as an electronics technician. He has been a Reservist for 7 years and is looking forward to the end of his training for a possible deployment to RAF Akrotiri (Cyprus).

Mark said:

"Regardless of which service you are part of as a Reservist, the training you are given can help support your role in the fire service."

"Nottinghamshire Fire and Rescue have been excellent

in supporting my time off and training commitments."

"My Reservist role goes hand in hand with my day job and adds to the professionalism. You help to play a role in supporting the country."

Craig Parkin, Deputy Chief Fire Officer, said: *"We are proud of the contribution that Reservists like Mark make to Nottinghamshire Fire and Rescue and to the country."*

"As a veteran myself, I know the immense contribution our Armed Forces community make, and we thank them for their dedicated service to keeping our communities and country safe."

WATCH MANAGER CHARLEY WEATHERALL-SMITH, RAF VETERAN

Nottinghamshire Fire and Rescue Service has lots of veterans serving in different roles across the Service, including firefighters, support staff to the Deputy Chief Fire Officer.

One of these veterans is Charley Weatherall-Smith who is a wholetime operational watch manager who has worked at three fire stations and on the Specialist Rescue Unit during her time with the Service. She is currently seconded to a role in Human Resources at Headquarters.

Charley said:

"It was an easy transition to make and the Service have always been supportive of me and other veterans."

"There are lots of transferable skills that I have been able to bring from my military service to my role as a firefighter. Like the military, this is a job which relies on teamwork"

Speaking about making the shift from the military to the fire service,

Charley said:

"It was an easy transition to make and the Service have always been supportive of me and other veterans."

"There are lots of transferable skills that I have been able to bring from my military service to my role as a firefighter. Like the military, this is a job which relies on teamwork and using the expertise of others depending on the situations you face."

"Leadership skills and personal resilience that I learnt through my military training are the two of the biggest skills that I have used as I have progressed through the fire service."

"I would encourage anyone who is thinking of becoming a firefighter to speak to firefighters at their local station and if you're considering Nottinghamshire then take a look on our website for more."



More information about the fire and rescue service and upcoming recruitment can be found on Nottinghamshire Fire and Rescue Service's website: www.notts-fire.gov.uk



YES
YOU
CAN

COULD YOU BE A FIREFIGHTER?

Firefighter Uroosa Arshid and Watch Manager Daniel Palmer

What's the best thing about being a firefighter?

The best thing for me is knowing that I'm positively contributing towards saving lives in our community - whether that's as small as teaching someone how to test their smoke alarm or as big as rescuing someone from a fire.

What advice would you give to anybody interested in becoming a firefighter?

If it's something you're passionate about, do your research, speak to your local firefighters and never give up trying because it really is the best job in the world.

We're recruiting for wholetime firefighters in early 2022.

WHAT
NEXT

For more information about upcoming events, the role of a firefighter and future recruitment **scan the QR code** or email yesyoucan@notts-fire.gov.uk

 NottsFRS   @nottsfire



notts-fire.gov.uk/nfrs-careers/yesyoucan



NOTTINGHAMSHIRE
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Flexible learning doesn't get better than this. Study while deployed, earn qualifications with no entry requirements and use your ELCs to do it with one of the most respected distance learning providers out there.

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TAKE CONTROL
OF YOUR CAREER:

[OPENUNIVERSITY.CO.UK/EASYRESETTLEMENT](https://openuniversity.co.uk/easyresettlement)



The Open
University

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

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.

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

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.open.ac.uk/forces for more information.



A quote from James Atkins,
Director of Easy
Resettlement magazine

"We are very proud to have received the MOD's Employer Recognition Scheme Silver award. It was a fantastic event and evening and absolute pleasure share the experience with all the other worthy winners. We would like to thank Kristina Carrington and all the support staff that help companies achieve these awards, because it shows the armed forces community that we salute and appreciate them as well as valuing them in a wide range of civilian roles."

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."

Easy Resettlement (James Atkins), Cdre Rob Bellfield CBE and Lord Lieutenant of Cambridgeshire Julie Spence



Easy Resettlement magazine receive their ERS Silver Award

The Silver Award Presentation Evening took place on Thursday November 25th at Madingley Hall, Cambridge, CB23 8AQ.

The awards were presented to winners in the East Anglia region, by Lord Lieutenant of Cambridgeshire Julie Spence and Cdre Rob Bellfield CBE.

All Silver awards winners will now be inspired to achieve their Gold award status after

guest speaker Leona Barr-Jones (Founder of 7 Focus International) and an ERS Gold award winner, highlighted the benefits of sharing information and encouraging other companies to see the tremendous value of employing Veterans, Service Leavers, Reservists and also not forgetting their family members.

ABOUT THE SCHEME

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.



All winners

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

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Veterans into Logistics

Veterans into Logistics are a non-profit organisation which has been recently formed to provide training and support, with the main aim to change the lives of ex-military personnel who need help in gaining meaningful employment.



WHAT DO WE DO?

Veterans into Logistics want to make a difference to the veteran community by creating a transport and logistic pathway for veterans seeking new employment opportunities.

Our objective is to train and support ex-military personnel gain the qualifications needed to increase their employment opportunities.

We will work with armed forces service leavers, veterans and families who are either unemployed, on low income, been made homeless or leaving custody.

All veterans are provided with one to one mentoring and on-going support to increase their opportunities for success.

At present our training programmes meet the demands of the transport and logistics industry and the job opportunities this creates; we have been successful in providing training and supporting ex-military personnel into permanent employment.

WHAT WE OFFER

- Upskilling and Training
- Potential Employment
- Mentoring
- On-going Support

CAREER ADVICE

We are on a mission to reduce unemployment and homelessness amongst the ex-

military community by creating a pathway for veterans into the transport and logistic industry, by connecting transport and logistic companies with armed forces service leavers and ex-military personnel, we support both parties throughout every step of the employment journey.

For companies, we get to understand your business, by doing so, we can find the right type of person that best suits your company.

Our dedicated team of ex-military personnel offers mentoring to each candidate, supporting them every step of the journey in gaining the qualifications needed for a successful career within the transport and logistic industry.

SERVICE LEAVERS

For many who serve in the Armed Forces being in the military is a structure, a family unit, a way of life. Therefore, it's understandable that a lot of service leavers struggle to find their way on 'Civvy Street'.

THIS IS WHERE WE WANT TO HELP!

We work with individuals who are still serving and want to pursue LGV driver training as a career once they depart the Armed Forces. For service leavers who already hold an LGV driving licence, in order to drive a commercial vehicle a 'Driver CPC Card' must be obtained.

Unfortunately, you can't currently use the Enhanced Learning Creditation Scheme 'ELCAS' to fund your LGV driver training as it's not considered a 'Level 3' qualification. This is something we would like to change in the future but for now, we suggest that you try to obtain your LGV licence before leaving the military.

RECRUITMENT

We have an in-house recruitment team who are here to assist Veterans on the road to new employment. Whilst they complete LGV driver training we will discuss what kind of work they would like to go into, after all there are many different roles within LGV driving.

We will also assist our Veterans with interview preparation if they require it, this entails CV writing, self-presentation and so on. We guarantee a first-stage interview with one of the many companies we have built relationships with, who admire the drive and skillset that ex-military personnel possess.

TEAM MEMBERS

Major Ian Battersby, Chair Of Our Trustees

"I am a serving member of HM forces, having served for a total of 40 years. I started my career in the Army as a Gunner (Private Soldier), having worked my way through the ranks serving in the

UK, overseas and on Operations in Northern Ireland, Iraq and Afghanistan. I was fortunate enough to achieve the pinnacle of a soldier's career, and finish as a Regimental Sergeant Major (RSM). I didn't feel I was ready to leave the Military at this stage and felt I had more to offer. I applied for a Queens Commission in April 2010 and was successful, so I began a new career as a Commissioned officer, where I will remain until my time runs out in September 2022.

I am proud of my achievements in the army, having worked my way through the ranks from Gunner to Major. I also enjoyed mine and my families time working all over the world and living in married accommodation. I am very keen to stay involved with the forces as a form of payback for what the army has done for me and my family, and I believe working with Veterans/service leavers is an avenue I would enjoy for all the right reasons.

Having recently come on board

MENTORING

With being ex-military ourselves and having over 50 years of combined experience within truck driving sector, we can offer design tailored mentoring plans for each veteran that comes on a Veterans into Logistics training programme by sharing our experience and knowledge which will help support them when deciding what type of driving role will suit them once they become a qualified truck driver.

with Veterans into Logistics (ViL) through Mr Darren Wright, who I served with, and is a veteran himself, has experienced the issues most service leavers experience when taking the step to living outside the very protective army bubble.

Veterans into Logistics is a non-profit organisation with the sole intention of training veterans/service leavers in all forms of logistics. Specifically getting individuals a Large Goods Vehicle (LGV) licence, Certificate of Professional Competence (CPC), working on their CV's, and getting these personnel through the door of reputable companies

for an interview. These would be companies that sign up to the armed forces covenant (A promise from the nation that those who serve or have served in the armed forces and their families are treated fairly).

I have looked at a few companies that offer veterans and service leavers training, but I do believe that what Veterans into Logistics are offering is above and beyond these companies. The individuals who have been through Veterans into Logistics and are now in employment, all stated the mentoring offered by Veterans into Logistics once you are in employment, is just as valuable as the training you receive to get you into employment, and this can be seen in all their stories.

Many individuals leave the forces with little or no direction for the outside world and end up going down the wrong path. I know with the correct training, mentoring and opportunities many of these individuals would shine in most organisations. I feel with the support of companies that champion veterans, and who are willing to embrace them will receive 10-fold in return and will receive an employee who has had values and standards

drilled into him 24/7. Thus he/she will be punctual, reliable and motivated to succeed.

I look forward to the challenges of working with Veterans into Logistics, and I am excited at the prospect of changing and adding value to an individual's life."

Darren Wright, Founder And Chief Executive

Darren was a Gunner Para and served in Afghanistan, Kenya and various other places around the world. Darren came up with the concept for Veterans Into Logistics after he came to the realisation that more needs to be done for service-leavers and veterans who are struggling.

After leaving the Armed Forces, Darren himself struggled to adapt back into civilian life, and with the loss of his military family network and structured military lifestyle.

Darren is confident that he can share his knowledge and experience with other ex-military personnel and that Veterans Into Logistics will have a positive impact on veterans, their families and their lives.

Janice Gurney, Chief Programmes Officer

"I am currently a Reservist in the Royal Naval Reserve serving for 9 years, before joining the reserves I served 25 years in the Royal Navy. I started my career in the Royal Navy as a Sonar Operator on submarines although it was interesting it was not really for me. I changed my Job and after retraining become a Gunnery and Missile rating.

I worked my way up through the promotion route to reaching the rate of Chief Petty Officer specialising Security of Ships and vessels but also Bases with also Close Protection Operative.

I have served in various roles in the UK and different ships with operations abroad, First Gulf War, Former Yugoslavia, Anti-piracy Arabian Gulf and Libya withdrawal of European nationals. The other roles that have had the pleasure of overseeing the running a training school, training guards for various duties the highlights for this.

I was the First Serving Royal Naval rating to come out as transgender in 2004 and completing Gender reassignment Surgery in 2007, with full active service at the end of 2007, I did not let this phase me and carried on with my career with the same pride and passion I had before.

The highlights of my Military career have been attending the Queen's garden party at Buckingham Palace and training a Royal Guard for the Princess Royal for commissioning of a Reserve unit. Training a guard for Edinburgh Military Tattoo that was based in Edinburgh parading 6 nights a week for 6 weeks.

Upon Leaving the Service I found myself taking various jobs in the security industry but nothing that used my full skills and potential, with this led me to feel worthless and let down as the military service I felt did not prepare me for leaving the service and the wider world. Tried using all my skills, training, and knowledge to gain a suitable job in Junior managerial roles only to be told that I was overqualified or that they did not want Ex-service people. Feeling at the lowest point of my life and wanting to give up on everything I reached out to RFEA (Manchester) who saw my potential and put me in touch with Mr Darren Wright.

Started to learn a new career as an LGV driver with Darren giving me my self-belief back to try something new but also gave me the confidence on wanting to help others that I use to do when serving in the Military.

Coming onboard with Veterans into Logistics (ViL) in June 2020 and realising we shared mutual values and ethos, wanting to help veterans seemed the logical path to take.

I feel proud not only coming onboard with Darren but helping veterans to give them an opportunity to not only become a valued member in society but more importantly a valued and highly respected Driver in the LGV industry."



BOOK YOUR TRAINING COURSE TODAY

Get in touch with us today by submitting our online enquiry form and a member of the VTA team will contact you back. Once done, this will enable us to start the process of getting you your LGV licence and more importantly getting you into work once qualified.

Alternatively, email your enquiry to us at; info@veteransintologistics.org.uk



Life in the Heavy Metal lane

Journalist Rob Richardson visits Wiltshire-based Heavy Lift transport company FTX Logistics to find out more about their drive for new Operators and Maintainers.

There's a 20 ton Oshkosh M1070F truck pulling into the barracks at Bulford, in Wiltshire. With the 26 Ton trailer attached, it takes a full three seconds to pass me. The cold autumn rain has given the twenty four metre long vehicle a dull sheen. It's so enormous, the air seems to vibrate with raw power as it drives past and parks alongside the other dark green Heavy Equipment Transporters lined up in the enormous vehicle park. An Incredible Hulk of a vehicle.

I've been invited to Bulford to find out a little bit more about FTX Logistics, a Heavy Lift transport company responsible for providing the Ministry of Defence's heavy armour transport capability. This includes the upkeep and delivery of these incredible machines and their current recruitment drive for new Operators and Maintainers.

Almost all 92 of these Heavy Equipment Transporters, or HETs, have been involved in supporting armoured vehicle deployments in locations including Iraq and Afghanistan, Mönchengladbach in Germany, Estonia and tasking throughout the UK in support of the Army. The driver of the HET I was witnessing gets marshalled into the oversized parking space and the immense 18 litre engine, the height of two men, shudders off. The barracks almost seems to fall silent.

"How was the journey?" the Maintainer asks the driver, as they open the cab door and climb down to the tarmac. The mechanic had spent the previous two days trying to resolve a transmission fault. The previous driver had described the lorry as 'a little jumpy'.

"She ran like a dream," the female driver reports. "No problems." She indicates over my shoulder, acknowledging the tanks being lined up at the far end of the vehicle park.

There are five 62-tonne Challenger 2 battle tanks primed and ready to

go. One is currently being loaded onto a trailer. A flurry of activity surrounds the tank and HET, a team of Operators and Maintainers in hi-vis jackets observing the tank being drawn up onto the 7-axle King GTS 110/7 semi-trailer. Chains clank and strain, the chassis groans and sinks, as the 26 litre Perkins engine of the Challenger roars and inches itself forward, ton by ton. The operators have done this a thousand times before, but there's the same careful observation and skilful application as there was the first time. This £4million tank needs to get to the ranges on time and without issues.

The air fills with the smell of diesel and the commands of the Operators. The FTX Operator provides instruction to the driver of the tank, manoeuvring it into place. The precision control seems at odds to the size and power of the Challenger.

There are 85 Operators and Maintainers employed by FTX Logistics. Since 2001 they've been contracted to deliver the HET service on behalf of the Ministry of Defence. Andy, one of the operators, declares; "I spent seventeen years in the army. Loved it, and when it came time to leave I knew I wanted to do something which was equally as challenging but different to any normal job. I didn't just want to go into an office or an everyday delivery job."

"We've got a fantastic and diverse team here," says Mike Holt, Operations Director at FTX. "Many are ex-service men and women, who left the forces and wanted a new challenge. It is challenging and demanding work, but it's hugely rewarding too."

Another of the HETs is being slowly reversed into the garage workshop on the far side of the yard and we follow it inside. Everything here seems to be oversized, the tyres, the chains and cranes to lift the vehicles, even the tools. There are three Maintainers in orange overalls in the garage, two working on a HET already with its bonnet open, a third watching the new HET arrive.

"I'm just an operator," says Andy, "one the people who gets the heavy metal where it needs to be. These Maintainers keep us on the road."

I ask Andy if he only drives FTX HET vehicles. His answer surprises me. "No, when I'm not needed for MoD tasks, I drive an HGV for a local supermarket."

Mike explains. "What makes working for FTX so unique is that the job is part civilian commercial work and part in support of the MoD. So, one day you'll be driving a 118 ton loaded HET, the next you might be driving an HGV for a retailer. No two days are ever the same." Andy proudly interjects. "Last week I was on a fire engine driver refresher course in London!"

Vehicles as complex as the Oshkosh M1070F require ongoing, and a strict, servicing regime to ensure roadworthiness and that they won't fail in critical situations.

Jonathan is one of these experts, a FTX Maintainer currently waiting for the HET we followed to park up. "I started as an apprentice," he says, "FTX providing me with a great platform and all the resources to learn the skills and knowledge I needed to become a HET technician." He's been qualified for a number of years now, meaning he's free to work in the large, clean and safe workshop, a great environment to carry out the day-to-day servicing and maintenance of all the vehicles which come under the FTX remit. "It's been fantastic for me," he says. "Being able to work on these vehicles is such a thrill and, what's more, it's allowed me to work around the UK, overseas and away on military deployments."

Rachael, the driver who's brought the HET into the garage agrees. "You have experiences here I doubt you'll ever have in other jobs." I ask her if she was nervous when first applying for a role in what many might consider to be a male environment. "A little, I suppose," she says. "It is a physically demanding job, but you don't need to be physically strong to do it, just have the stamina and the passion. The training really helps, as do the military exercises."

It's impossible to forget that FTX, and the work they do, is part of the military. You're surrounded by it everywhere you look in Bulford. I spot a group of Operators and Maintainers, dressed in army fatigues, arriving back from an exercise. They look exhausted, dirty, but jubilant.

"We're just back from a three day military exercise with the army on Salisbury Plain," one of them announces. "Two nights sleeping under the stars and lugging thirty five kilograms of heavy machine-gun and ammo, all the time being shot at by enemy. I'm ready for a bath!" he beams.

Mike Holt tells me how the military exercises are critical to the role of HET Operators and Maintainers. "Our men and women train as Army Sponsored Reservists for 35 days active duty per year. They have to, not only because the Reservists make up a critical part of the Army, but importantly because our drivers and mechanics find themselves in

war zones. They need to be trained and prepared for any eventuality."

I assume that all FTX employees are ex-military, but one of those just back from exercise says that's not true. "I used to work in a car showroom in Swindon!" he laughs. "After years of the commute and the boring day to day, I decided I wanted a new challenge. I had a NVQ Level 3 mechanic qualification and heard that there were loads of great opportunities in the HGV industry. What really interested me about FTX was this," he says, holding up his muddy uniform, "mucking in, going out on exercise, pushing myself to the limit. Basically, doing something completely different and the package is pretty amazing too."

A HET Operator salary has an On Target Earning of £36 - £42k with Reserves Bounty and uplifts for operational deployment, whilst a Maintainer starts from £35k. All HET Operators are based at home and drive to and from Bulford, in Wiltshire, and Catterick, in North Yorkshire, as well as occasionally deploying to the base in Mönchengladbach to carry out HET taskings and maintenance work.

Across the vehicle park, the Challenger tank has now been secured to the semi-trailer and is being driven away, whilst another is being readied to be loaded onto a second HET. "Looks like you're busy," I ask Dave, another Operator who will be joining the convoy of HET and tanks for the drive to Castlemartin.

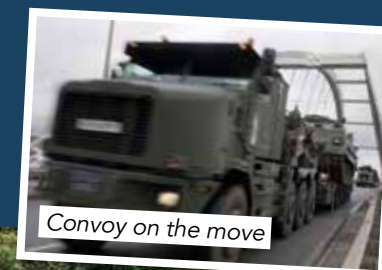
"There's always something which needs moving, loading or fixing," he says, checking his notes regarding the drive ahead. "It can get stressful at

times, making sure things are where they need to be, on time and in good working order. But our line managers are very supportive and there's great camaraderie between all of us."

Mike's keen to impress on me the current recruitment campaign FTX are running. "We are actively recruiting at the moment," he informs me. "We really need technically capable and physically fit Operators and Maintainers. With some of our staff approaching retirement age, we need to look for new drivers and mechanics."

I tell him I might almost be tempted. He looks me up and down and asks what I'm like behind the wheel of a truck. I tell him I drive a Fiat Panda and I've never fired a rifle in my life. He tells me it's okay, the job comes with six months training. They'll soon whip me into shape.

We leave the HETs to the professionals on the vehicle park and in the garage and walk back across the yard to the FTX offices. The fifth and final tank has been secured on its trailer by the expert team of men and women. A group of regular soldiers arrive and are impressed. It's a good job, but there's no time for congratulations yet. These armoured vehicles are required in Castlemartin and it's time to get on the road.



Convoy on the move



On military exercise



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CNet Training

A gold defence employer recognition award holder

Over the last 25 years, CNet Training (CNet) has educated thousands of service leavers, providing them with the necessary skills, hands-on experience and much sought-after certifications and qualifications needed to enter the digital infrastructure industry (comprising and network cable infrastructure and data centre sectors).

Recently, CNet were awarded with the prestigious Gold Award in the Ministry of Defences' Employer Recognition Scheme (ERS). The ERS recognises organisations across the UK who have an on-going commitment to the Armed Forces community and these businesses and charitable organisations sign a written and publicised voluntary pledge of support to the Armed Forces which is known as an Armed Forces Covenant.

In being given this Gold Award, CNet has shown that, as an organisation, they are exemplar within the Digital Infrastructure Industry, through proactively demonstrating their forces-friendly credentials as part of their recruiting and selection processes

as an employer of Armed Forces Leavers and through their robust resettlement education and training programs for Service leavers and the ex-Forces community.

CNet, alongside the majority of companies throughout the digital infrastructure industry, strongly believes that the experience gained throughout the military brings a wide variety of sought-after transferable skills and qualities to the civilian workplace, ones that are especially valuable in working within the copper and fibre optic cabling environment and throughout the data centre sectors. CNet employs several ex-Forces members and Reservists as part of their own workforce, and they work with the key players across the digital infrastructure industry ensuring Service Leavers have the right contacts when they are transitioning to civilian life.

A lot of industry-leading organisations are now following suit, putting in place plans to recruit and train more ex-service personnel, as they are recognising the benefits and values that employing them can bring to an organisation. This is especially pertinent now as the industry is

experiencing a skills-shortage where finding new skilled people is top priority for many companies in the industry throughout the UK and globally. Meaning that Service Leavers who are willing to learn about, and embrace, new technology could have the most amazing careers in the industry and, with constant demand for digital communications and new and emerging technologies and trends such as Artificial Intelligence (AI) and autonomous cars, it's an industry that is only set to grow.

Clint Sherratt, Technical Developer at CNet Training, comments, "I have been working for CNet Training for the past two years, having served with the R Signals for 24 years. Being ex-Forces, it is fantastic to be able to work for a company that is so supportive of the Armed Forces. Not only with the support to their own staff and their active Reservists; but also, in providing robust resettlement education and training programs and career support for Service Leavers and ex-Forces members. I feel proud of the fact that CNet's efforts have been recognised by gaining the Gold Covenant. I find being

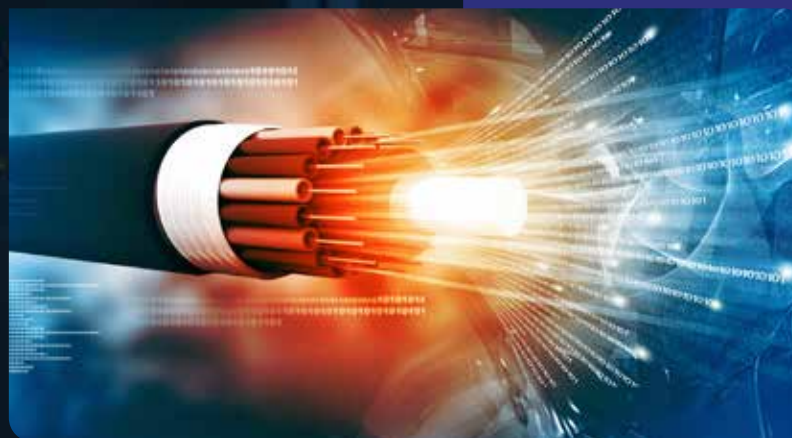
able to share my knowledge, experience and personal journey in transitioning from the Armed Forces to a career within the Digital Infrastructure Industry with others, very satisfying, and I am thankful CNet gives me the opportunity to do this."

CNet's is recognised as the global leader in technical education for the digital infrastructure industry, their programs are the only industry dedicated programs in the world to award both official certifications and internationally recognised qualifications. They provide the credentials that are sought after and required within job role specifications across the UK and the world. They have also created dedicated Resettlement and ex-forces ELC funded education packages from entry level through to management level (level 7 qualification).

CNet's main entry level resettlement program is the level 3 Certified Network Cable Installer (CNCI®) program. It's a 10-day program that teaches everything Service Leavers need to demonstrate the highest levels of knowledge, skills and competency in copper and fibre optic network cable installation. Following this program there is a real opportunity to gain employment as there is an additional 10-day work placement with a cable installation company which many see as a 10-day job interview.

Following the CNCI® program, or for those with existing cable installation skills, there is an entire program portfolio specially designed for ex-forces career progression, using ELC funding. Each program is designed to reflect the knowledge and skills requirements of actual career progression routes within the industry. Plus, the content of each program has been designed with leading companies throughout the industry itself, this ensures the knowledge gained is sought after by those operating within the industry. See www.cnet-training.com/programs/resettlement/elcs

A lot of industry-leading organisations are now following suit, putting in place plans to recruit and train more ex-service personnel, as they are recognising the benefits and values that employing them can bring to an organisation.



If you would like to know more about the digital infrastructure industry and the opportunities available within it CNet runs regular virtual half-day Digital Infrastructure Industry Briefing events, specifically for the UK's Armed Forces Leavers. These have been created to provide members of the Armed Forces personnel, Service Leavers and ex-Forces members, with an in-depth introduction to the digital infrastructure industry. The virtual briefing events are hosted by CNet's dedicated resettlement team and other invited guests, including leading industry organisations. They cover the vast array of career opportunities across the industry, typical roles and salaries, plus what it is really like to work in key roles in the industry.

The briefings will also cover the ELC funded education programs that will help individuals to reach their desired goals and provide an opportunity for the attendees to ask any questions about the industry and career opportunities. It also introduces the Resettlement and ex-Forces team, who can help offer guidance and advice regarding the next steps.

Register your interest in attending the next Digital Infrastructure Industry Briefing here www.cnet-training.com/industry-briefing or see www.cnet-training.com/resettlement.

CNet's ELC Provider Number: 1267



Tony Richardson Success Story

Tony Richardson MBE left the Army as a Warrant Officer in September 2021 after serving for more than 26 years.



Having come to the end of his service, Tony was delighted to receive resettlement support from the Career Transition Partnership (CTP), where we worked directly with him on an individual basis to tailor his support and ensure he was in the best possible position to take his next step.

"I thoroughly enjoyed my whole career. Becoming a leader/manager was a highly valued and respected position, and being involved in a range of new projects and interventions was fantastic."

RESETTLEMENT

As one of the first, and most valuable elements of his CTP support, Tony attended a 3-day Career Transition Workshop (CTW) among other CTP-provided training

courses, helping him gain a better understanding of his transferable skills and how best to prepare for securing civilian employment:

"I attended a CTW and found it very useful. It was very well presented and gave me answers to many of the questions and concerns I had."

"I also took LinkedIn and Prince 2 training courses, both of which were extremely insightful and surprisingly in-depth."

When asked about his relationship with his CTP Career Consultant and any additional CTP support he made use of, Tony went on to say:

"I attended a Civilian Work Attachment (CWA) at the Defluo group, where I've now secured a permanent role; highlighting the value of the experience CWAs grant you."

"My CTP Career Consultant Annette has been so supportive and professional from my very first visit, and has continued to support me even now. She is an absolute asset to the CTP."

"I also used the CTP website and MyPlan which helped me identify my 'plan B' when I realised my initial plan wasn't the best fit. Again, Annette was great in helping me get the most out of my experience using the platform."

SUCCESSFUL OUTCOME

Following his resettlement support, Tony is now a Business Development Manager with Defluo Group Ltd:

"I was fortunate enough to attend a CWA with my current employer, and was asked to attend an interview based on my performance during this time. Starting a new role where I didn't fully understand the company was initially daunting, but every day is an opportunity to learn and I've done just that."

"Now I'm responsible for building client relationships, managing our engineers and overseeing the growth of the business, which is where my Prince 2, Lead Auditors course and my Level 6 in Leadership and Management have been invaluable."

ADVICE

As a prime example of how the CTP can empower Service leavers to make a successful transition into civilian life, we asked Tony for some closing words of advice to fellow Service leavers, where he went on to say:

"Civilian life is different and sometimes, challenging. But be patient, engage in conversation, be confident and continue asking questions. The skills and experience I have learnt within the military has set me up well within my new employment. Be proud of your achievements and make a difference."



The Ministry of Defence
partnering with Right Management

ctp.org.uk/events

EMPLOYMENT FAIRS 2022

A FANTASTIC OPPORTUNITY TO MEET EMPLOYERS



TELFORD 8TH FEBRUARY

NEWBURY 24TH MARCH

SALFORD 28TH APRIL

EDINBURGH 18TH MAY

SOUTH WEST 9TH JUNE

NEWMARKET 7TH JULY

LEEDS 22ND SEPTEMBER

SOUTHAMPTON 6TH OCTOBER

NEWARK 10TH NOVEMBER

BOOK YOUR PLACE NOW!



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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

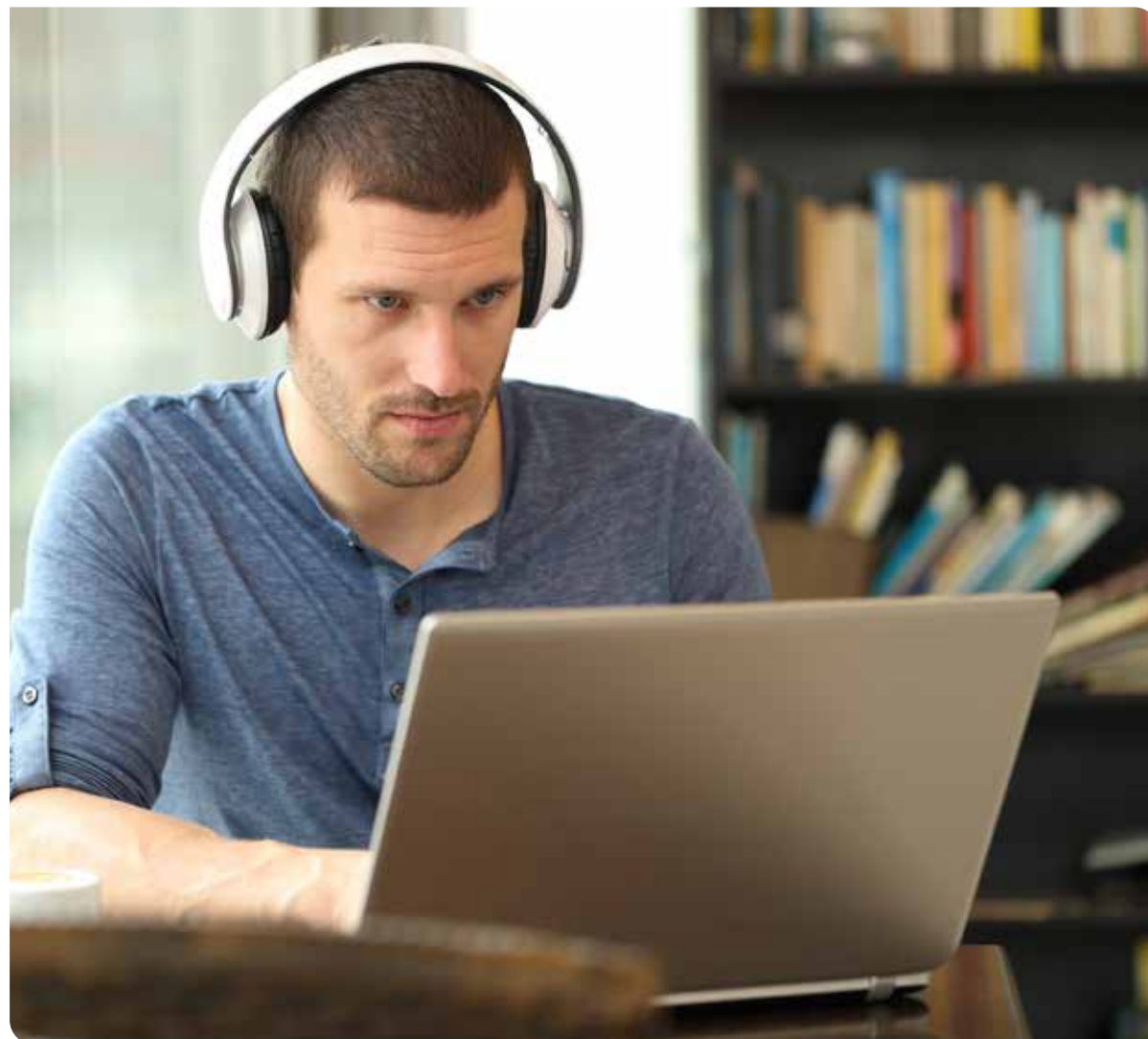
achieving your desired outcome upon leaving the Armed Forces. A range of additional workshops and briefings are available, including Financial Aspects of Resettlement, Business Start Up, Networking and Interview Techniques.

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:



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	Deposit	Remaining cost	Total Price (inclusive of VAT)
Stairlift 5 Day Course	£288	£1152	£1,440
Scooter 4 Day Course	£214	£860	£1,074
Ceiling hoist 1 day course	£119	£475	£594
Surveying 1 Day Course	£119	£475	£594
Loler and Pat Testing 1 Day Course	£36	£144	£180
All above Courses (Taken over 3 weeks)	£708	£3174	£3882

M.E.T.C. Ltd Course dates JAN 2022 – JUNE 2022 and prices.

Date	Jan	Feb	March	April	May	June
1		Scooter				
2		Scooter				
3		Scooter				
4		Lowler/Pat				
5						
6						Scooter
7		Stairlift	Scooter	All April Courses held at Coventry University		Scooter
8		Stairlift	Scooter			Scooter
9		Stairlift	Scooter		Scooter	Scooter
10	Scooter	Stairlift	Scooter		Scooter	Lowler/Pat
11	Scooter	Stairlift	Lowler/Pat	Scooter	Scooter	
12	Scooter			Scooter	Scooter	
13	Scooter			Scooter	Lowler/Pat	Stairlift
14	Lowler/Pat	Surveying	Surveying	Scooter		Stairlift
15		Ceiling Hoist	Ceiling Hoist	Lowler/Pat		Stairlift
16					Stairlift	Stairlift
17	Stairlift			Stairlift	Stairlift	
18	Stairlift			Stairlift	Stairlift	
19	Stairlift			Stairlift	Stairlift	
20	Stairlift			Stairlift	Stairlift	Surveying
21	Stairlift	Scooter	Stairlift	Stairlift		Ceiling Hoist
22		Scooter	Stairlift	Stairlift		
23		Scooter	Stairlift		Surveying	
24	Surveying	Scooter	Stairlift		Ceiling Hoist	
25	Ceiling Hoist	Lowler/Pat	Stairlift			
26						
27						
28						
29						
30						
31	Scooter					

Armed Forces charity warns of **growing financial hardship and food poverty** among veterans and their families

SSAFA, the Armed Forces charity is continuing to provide critical support to members of the Armed Forces and their families as financial hardship and food poverty becomes an increasingly alarming issue among serving personnel, veterans, and their families.

- SSAFA, the Armed Forces charity is raising awareness that an alarming and increasing number within the Armed Forces community are experiencing financial hardship and food poverty
- Since the pandemic began, SSAFA has distributed more than £377,000 to support members of the community struggling to make ends meet
- The charity is urging those members of the Armed Forces who need help to reach out for support particularly in the lead up to Christmas

SSAFA is urging members of the Armed Forces community to step forward to access the support they need, as the charity is witnessing more struggling to make ends meet following the Covid-19 pandemic and rise in household living costs, including heating and rent.

At the height of the pandemic, in 2020, the charity's Welfare Grants team received 1,241 requests for support, with 628 people being supported with funds totalling £231,670. In 2021 so far, over £39,300 has been provided towards 138 cases in times of urgent need – but the charity expects this to rise as the winter weather starts to bite.

Throughout the crisis, SSAFA's work to support those who are suffering financial hardship has been funded by a variety of donors, including the charity's corporate partners, Boeing and Sodexo. In 2020, SSAFA's Boeing Crisis Fund, directly helped 387 individuals and families, with over £60,500 being distributed to those most in need.

The Boeing Crisis Fund was set up in conjunction with SSAFA in direct response to the Covid-19 pandemic, enabling the charity to provide quick and urgent assistance in the form of food vouchers, white goods such as cookers and support with rent.

Since 2008, SSAFA has been supported by the Sodexo Stop Hunger Foundation, to provide essential items, such as food, clothing, rent and debt relief, to SSAFA beneficiaries. Since the Covid-19 crisis began, SSAFA has provided a total of £45,544 to members of the Armed Forces community in financial distress from this fund.

Signs so far show that 2021 figures have almost certainly decreased from the crisis of 2020, but with the latest Government data showing food inflation 1.4% higher than pre-pandemic, the worst could be yet to come. The charity is concerned that many vulnerable members of the Armed Forces community, particularly veterans, will suffer from financial hardship and food poverty this winter.

Sir Andrew Gregory, CEO at SSAFA, the Armed Forces charity said: *"A proportion of the Armed Forces community – especially veterans who have served this country and their families, will struggle this Christmas and further into the new year with their finances and other issues. Amongst their challenges will be isolation, mental wellbeing and food poverty."*

"Veterans are proud and reluctant to reach out for help; I would urge them not to suffer in silence as SSAFA is there for them and their families, whenever and wherever they need us. Just as they served this Nation, SSAFA is here to serve them."

With Christmas approaching, the charity's network of volunteers, operating both in the UK and overseas, are preparing to provide for those members of the Armed Forces who may need to make tough choices this winter when it comes to their finances, including household bills and food.

The charity has a long tradition of celebrating the festive season

by delivering hampers and gifts to veterans and their families via its extensive branch network, and this year many of SSAFA's branches, including Edinburgh and Devon, are continuing that tradition.

Aware of the growing financial hardship and food poverty amongst the veteran population, SSAFA is also working with researchers at Northumbria University to identify the reasons for this hardship, as part of the first study of its kind into food poverty amongst the veteran community.

One of the three main areas of veteran deprivation identified by the Map of Need research is Scotland's central belt. Glasgow Helping Heroes, a partnership between SSAFA and Glasgow City Council, supports veterans in the local area, which has been identified as a region where many veterans are struggling with food poverty and are in debt.

Glasgow Helping Heroes saw food poverty more than double amongst its beneficiaries in 2020, with 56 separate clients receiving 156 emergency food supplies, including foodbank and supermarket vouchers. In comparison, prior to the pandemic, only 26 clients required this form of support in 2019.

Elsewhere in the UK, SSAFA continued to support beneficiaries who were suffering as a result of the Covid-19 pandemic. British Army veteran, Derek Taylor[3], knows all too well these challenges – as Britain went into the first lockdown in March 2020, the Warwickshire-based father's first concern was how he was going to feed his four children.

Self-employed for less than a year, when the pandemic hit, the former Corporal in the Fusiliers was not able to access any of the Covid-19 support from the Government, including the furlough scheme.

He said: *"I just didn't know how I was going to pay for anything. I was walking around my house aimlessly, and then just sitting in my living room on the edge of my seat staring at the walls because I was lost. I'm a single dad who went from working 18-hour days to provide for my children, to being locked inside with nothing coming in. The whole thing has been so severe."*

Derek applied for Universal Credit but was told he was not eligible to receive these funds because of his Armed Forces pension. This was in spite of having four children to look after, with the two youngest, aged two and five, living with him permanently during the pandemic as their mother was working in a care home.

"I have never had to claim for anything in my life, and as a soldier, I'm a proud man. I never wanted to have to ask for help, especially to keep the roof over the heads of my

children. I couldn't work as normal because it would be irresponsible and put people at risk."

He began receiving support through an NHS Veteran's Mental Health Service when he mentioned the financial problems he was facing – thankfully his psychiatrist put him in touch with SSAFA. Derek said: *"I broke down, and though it was hard to admit I needed help, by that point I was willing to do anything. People kept saying it's good to talk, but all I could think was talking wasn't going to put a roof over our heads."*

Derek was contacted by a volunteer from his local branch in North Warwickshire who put a case together to help with his rent, as well as food and supplies.

"It took ten days from me being utterly lost to knowing I could get by again. My rent was paid, and my caseworker also gave me £450 for food and supplies. I was then able to use my pension to pay my bills and even managed to buy pyjamas for my children – that was amazing."

"If I didn't speak to SSAFA when I did, there is a chance I wouldn't be here now. I know many veterans and soldiers who have committed suicide because of trivial things like debt and not knowing who to turn to. When I was first going through the process, I didn't have a clue where to go, but now I would tell anyone to go to SSAFA. Don't be too proud or think they won't understand. They are brilliant and know how to put you back on your feet and give you direction."



ssafa | the Armed Forces charity

SSAFA believe that no-one should have to make the choice between heating and eating, so if you would like to contact SSAFA to receive support or find out more, visit ssafa.org.uk/get-help/forcesline for a confidential webchat or call one of our Forcesline advisors on **0800 260 6767** (Open 09:00-17:30, Monday to Friday, excluding bank holidays).

Alternatively, if you would like to donate to help fight financial and food poverty in our veteran community, please visit ssafa.org.uk/donate

VOLUNTEER WITH US

EMPATHY

WANT TO MAKE A DIFFERENCE?

DO YOU HAVE WHAT IT TAKES TO BE A SSAFA SERVING COMMUNITY VOLUNTEER?

A LITTLE SPARE TIME

UNDERSTANDING THE CHALLENGES OF FORCES LIFE

Every year, SSAFA, the Armed Forces charity gives direct support to thousands of serving personnel (regulars and reserves) and their families. Our Serving Community teams provide tailored support on military bases that is in tune with the needs of today's serving personnel.

As a Serving Community volunteer, you will be helping the serving community access financial, practical, and emotional support when they need it. You will be fully trained and supported, but your knowledge of the serving community and the challenges of Forces life will be invaluable.

Help us be there to support life on base. To find out how you can make a difference, visit ssafa.org.uk/scregister or **SCAN HERE**



ssafa | the Armed Forces charity

Regulars | Reserves | Veterans | Families

IN ASSOCIATION WITH



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

Financial hardship and food poverty in the Armed Forces community

As a result of the Covid-19 pandemic and rise in household living costs, including heating and rent, an alarming and increasing number within the Armed Forces community are experiencing financial hardship and food poverty.

There is never a good time to struggle financially, and especially so during the festive season – this year will be the second Christmas experienced during the Covid-19 pandemic, which has seen lockdowns for all and uncertainty for many.

SSAFA, the Armed Forces charity is continuing to provide critical support to members of the Armed Forces and their families as financial hardship and food poverty becomes an increasingly alarming issue amongst the community.

Signs so far show that the demand for support has decreased since the crisis of 2020, but with the latest Government data showing food inflation 1.4% higher than pre-pandemic, the worst could be yet to come.

However, the problem is often compounded by pride.

Sir Andrew Gregory, CEO at SSAFA, the Armed Forces charity said:



"A proportion of the Armed Forces community – especially veterans who have served this country and their families, will struggle this Christmas and further into the new year with their finances and other issues. Amongst their challenges will be isolation, mental wellbeing and food poverty."

"Veterans are proud and reluctant to reach out for help; I would urge them not to suffer in silence as SSAFA is there for them and their families, whenever and wherever they need us. Just as they served this Nation, SSAFA is here to serve them."

2019 – has identified Scotland's central belt as one of the three main areas of veteran deprivation. Glasgow Helping Heroes, a partnership between SSAFA and Glasgow City Council, supports veterans in the local area, which has been identified as a region where many veterans are struggling with food poverty and are in debt.

Glasgow Helping Heroes saw food poverty more than double in 2020, with 56 separate clients receiving 156 emergency food supplies, including foodbank and supermarket vouchers. By comparison, before the pandemic, just 26 clients required this form of support in 2019.

SSAFA beneficiary, Rona Price, the widow of a former Gordon Highlander who died in 2016,

was helped financially and emotionally by SSAFA after the death of her husband.

Prior to the Covid-19 pandemic, with their four children all now adult and thanks to the help she received from SSAFA, Rona was generally doing well.

She was able to make enough by working as an office cleaner, but in March 2020 as the Coronavirus pandemic and lockdown hit the UK, the company she worked for shut down. She lost her income, was not eligible for support on the furlough scheme, and was unable to find work elsewhere.

Rona said:

"I couldn't even afford a meal. I built up the courage to phone the food bank, but they told me they were only supporting Covid patients. My freezer broke at the same time, and I asked the council to see if they could help me get a new one because there was no way I could save for one, but they said it wasn't an emergency."

Rona was reluctant to reach out for SSAFA's support as she had already been helped by the charity in 2016 following her husband's death.

"I felt deflated, and I was beginning to fall behind with my rent trying to stay afloat. That's when I approached SSAFA for help again."

"I was put in touch with Garry at SSAFA's Glasgow Helping Heroes. I explained everything that was happening, and he asked me questions about things I hadn't even thought about, like not having had new clothes or shoes in three years."

"He said he would help me, and he immediately put money on a voucher card for me to buy food. He phoned and messaged to keep me updated on the other support I needed too."

"The freezer arrived, and the rent was paid. My freezer was now full because of the food vouchers they gave me. They managed to get me £180 in vouchers for clothes, which is so exciting. I'm now back on track."

"Garry was absolutely lovely. He never made me feel small for being at a point of hardship. I couldn't fault him. Another man from Glasgow Helping Heroes called Sy also helped. He went the extra mile and brought me round two huge bags of cat food for my pets and he brought me a present of chocolate and some candleholders which he put tealights in. I just couldn't believe the generosity."

"They were there for me, with no judgement. You could tell by their mannerisms they were here to help me. I would recommend them to anybody."

Elsewhere in the UK, SSAFA continued to support beneficiaries who were also suffering because of the Covid-19 pandemic, including Army veteran Derek Taylor.

As Britain went into the first lockdown in March 2020, the Warwickshire-based father's first concern was how he was going to feed his four children.

Self-employed for less than a year, when the pandemic hit, the former Corporal in the Fusiliers was not able to access any of the Covid-19 support from the Government, including the furlough scheme.

He said:

"I just didn't know how I was going to pay for anything. I was walking around my house aimlessly, and then just sitting in my living room on the edge of my seat staring at the walls because I was lost. I'm a single dad who went from working 18-hour days to provide for my children, to being locked inside with nothing coming in. The whole thing has been so severe."

Derek applied for Universal Credit but was told he was not eligible to receive these funds because of his Armed Forces pension. This was despite having four children to look after, with the two youngest, aged two and five, living with him permanently during the pandemic as their mother was working in a care home.

Derek added:

"I have never had to claim for anything in my life, and as a soldier,



I'm a proud man. I never wanted to have to ask for help, especially to keep the roof over the heads of my children. I couldn't work as normal because it would be irresponsible and put people at risk."

He began receiving support through an NHS Veteran's Mental Health Service when he mentioned the financial problems he was facing. His psychiatrist put him in touch with SSAFA.

Derek said:

"I broke down, and though it was hard to admit I needed help, by that point I was willing to do anything. People kept saying it's good to talk, but all I could think was talking wasn't going to put a roof over our heads."

Derek was contacted by a volunteer from his local branch in North Warwickshire who put a case together to help with his rent, as well as food and supplies.

"It took 10 days from me being utterly lost to knowing I could get by again. My rent was paid, and my caseworker also gave me £450 for food and supplies. I was then able to use my pension to pay my bills and even managed to buy pyjamas for my children – that was amazing."

"If I didn't speak to SSAFA when I did, there is a chance I wouldn't be here now."

"I know many veterans and soldiers who have committed suicide because of trivial things like debt and not knowing who to turn to. When I was first going through the process, I didn't have a clue where to go, but now I would tell anyone to go to SSAFA."

Derek ended, saying:

"Don't be too proud or think they won't understand. They are brilliant and know how to put you back on your feet and give you direction."

**HOME
REACH**
The Key to Home Ownership

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 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.

How it works

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

Part Buy:

Choose the share you can afford. Shares up to 75% available

Part Rent:

Pay a monthly rent on the unsold share

Deposit:

Reserve with a deposit from 5% of your share



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.

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."

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."



Highgrove Park

Ormskirk, L40 7SW

1 & 2-bedroom homes
50% shares from £74,975*



Wheatriggs Court

Milfield, NE71 6HY

3-bedroom homes
50% shares from £77,498*



School Court

Pegswood, NE61 6XG

2-bedroom homes
50% shares from £69,498*



Tara Fields

East Ayton, YO13 9HZ

4-bedroom homes
50% shares from £139,975*



Rose Meadows

Lawley, Telford, TF3 5HT

3-bedroom homes
50% shares from £121,000*



Harriers Rest

Wittering, PE8 6EL

3-bedroom homes
50% shares from £128,998*



Oaklands

Hardwicke, GL2 4DX

3-bedroom homes
50% shares from £141,400*



Four Mills

Stotfold, SG5 4HB

2, 3 & 4-bedroom homes
50% shares from £160,590*



Monument View

Wellington, TA21 9RL

3-bedroom homes
50% shares from £168,770*



Longhedge Village

Salisbury, SP4 6SL

3-bedroom homes
50% shares from £155,000*



Orwell Park

Sutton Courtenay, OX14 4PP

2 & 3-bedroom homes
50% shares from £148,975*



Savoy Place

Farnborough, GU14 7LZ

1 & 2-bedroom homes
50% shares from £115,000*

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

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

visit: homereach.org.uk call: 020 3744 0415

* Example price for illustration only. Please speak to the development for plot and price information. Shares up to 75% available, depending on your affordability. Shared ownership eligibility criteria will apply. Starting shares vary across plots and depends on affordability. 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.

**HOME
REACH**
The Key to Home Ownership





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.

the survey I will head back to the office. Once I'm back to the office I will upload the photos and start compiling the report. During this time, I have all the other surveyors sitting around me and we discuss what we have seen that day and see if we can help each other out in any areas and help compile the reports."

My favourite part of the job is meeting people, whether it is fellow surveyors, meeting estate agents in offices, or going to properties and meeting vendors."

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

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

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

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

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

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

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

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 🌐 www.sava.co.uk/resettlement/

FPS launches **three new Travel Insurance Policies** for all ages

October 2021 sees the relaunch of the hugely popular Forces Pension Society Travel Insurance schemes, with three age and family-based options for Society Members.

The Society has joined with Trinity Insurance Services, the military and veterans insurer, to bring these products, exclusive to FPS, to market. Trinity is a broker regulated by the Financial Conduct Authority with more than 20 years' experience in serving the Armed Forces Community.

All three of these new policies are covid protected, and range from

insurance cover for under 50-year-olds to 50-79-year-olds, to a policy with no age limit at all. All have been designed to be easy to understand, and represent good value. They are also backed by a dedicated Trinity help team. Medical checks and screening have been kept to a minimum and the 50+ annual policy requires no declaration of medical conditions at all. The range includes single-trip as well as multi-trip cover.



Maj Gen Neil Marshall, CEO of the Forces Pension Society said:

"We're delighted to have partnered with Trinity to bring these exclusive new policies to our Members. In the past, we've enjoyed great success in the Travel Insurance sector and hope to build on that momentum with this highly competitive range, designed for travellers of all ages. "Our membership benefits package is constantly under review to ensure that we provide

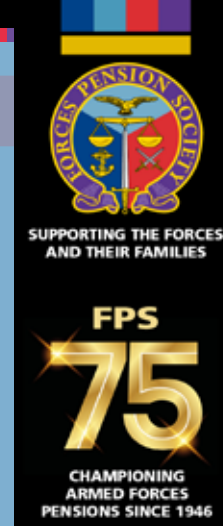
a range which is relevant to all our Members – all 62,000+ of them!

"These benefits, which chiefly provide discounted products and services, are all from carefully selected providers who share our values. The range complements the service we're best known for, dealing with Armed Forces Pension enquiries, managed by our expert team of Forces Pensions Consultants."

Brigadier Alan Richmond, Business Development Director of Trinity Insurance Services added:

"Trinity Insurance Services is delighted to be partnered with the Forces Pension Society and to offer a market-leading travel insurance package to its members. As a specialist military insurance broker that is run by veterans, we are committed to give our own Armed Forces community access to the best and most competitive products. We understand the needs of Serving personnel, Veterans and their families and strive to provide them with the highest-quality service that they deserve."

FPS is an independent, not-for-profit membership organisation. If you would like to find out more about how we can support you, and about the many money-saving benefits of membership, please visit: www.forcespensionsociety.org



Veterans create over **100 matchstick poppies** to mark Remembrance Day

A group of veterans have come together to create over 100 poppies made from matchsticks, which will be laid at the gravestones of war heroes as a way of paying their respects to the fallen.

The veterans are all based at HMP Holme House in Stockton which operates a Veterans Activity Hub, run by justice services

provider Ingeus in partnership with Project Nova (a unique programme led by RFEA – The Forces Employment Charity and Walking With The Wounded), where ex-military prisoners undertake innovative activities to build inclusion and aid their rehabilitation. The Activity Hubs provide a safe space for

offenders to receive support for re-integration into society and to develop a wealth of professional skills that will help them secure on-going employment.

As well as creating the matchstick poppies, the ex-Servicemen have also worked together to transform an area of a lawn at Holme House to create a remembrance area consisting of a poppy made of red gravel, plus a vegetable garden which will be used to supply local foodbanks.

The matchstick poppies will be passed to members of community-based CFO Activity Hubs and will be laid, largely by veterans, on Commonwealth War Graves across Durham, Darlington and Middlesbrough on Thursday 11 November.

The CFO Activity Hubs are funded via the HM Prison & Probation Service Co-Financing Organisation (HMPPS CFO) and European Social Fund. As well as the CFO Veterans Hub based at HMP Holme House, Ingeus also delivers three community-based CFO Activity Hubs for ex-offenders across the North East.

Chris O'Connor, Head of Delivery at Ingeus's Justice division, said: "The CFO Veterans Hub is a community within a community at HMP Holme House. We're committed to supporting the veterans, and participants on probation working with our Community CFO Activity Hubs, to strengthen the positive steps being taken towards their rehabilitation."

Colin Back, Project Nova's National Manager adds, "Remembrance continues to unite people of all backgrounds and generations, coming together to commemorate the service and sacrifice of the Armed Forces community. For most veterans, the transition to civilian life is usually successful. Sadly, for some, the transition can be less smooth and can lead some veterans into offending. Project Nova co-ordinators really understand the experiences of ex-servicemen and women both during and after their military careers. It is this empathy which gives veterans the strength they need to make changes to their lives and access support through health and specialist services. The activity the veterans have undertaken to pay their respects in a meaningful way is a great example of this. We are delighted that through the poppy making in Holme House and the researching and visiting war graves by those using our Community CFO Activity Hubs, that people are able to feel connected with the fallen. It also offers the opportunity to give something back in a practical way, to ensure the memory of these veterans will never be forgotten."

The remembrance area at HMP Holme House.



Matchstick poppies have been created by veterans at HMP Holme House to mark Remembrance Day across Durham, Darlington and Middlesbrough.

For further information on the work of Ingeus's CFO activity hubs visit: ingeus.com/uk/what-we-do/justice/activity-hubs



National Helpline 0800 917 7650

www.alcoholics-anonymous.org.uk

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

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

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

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

Drinking on the Job...

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

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

Do you want help with a drinking problem?

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

help@alcoholics-anonymous.org.uk

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

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

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

Former Detective Inspector



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

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

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

Former Inspector

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

Former Superintendent

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

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

THE ONLY REQUIREMENT IS A DESIRE TO STOP DRINKING

0800 917 7650

GO ONLINE AT: alcoholics-anonymous.org.uk

RBL

100 years



THE ROYAL BRITISH LEGION IS HERE TO HELP MEMBERS OF THE ROYAL NAVY, BRITISH ARMY, ROYAL AIR FORCE, VETERANS AND THEIR FAMILIES. AND WE'RE NOT GOING ANYWHERE

We support serving and ex-serving personnel all year round, every day of the week.

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

MEMBERS OF THE ROYAL BRITISH LEGION HAVE BEEN VITAL TO OUR WORK SINCE 1921 AND CONTINUE TO PLAY A KEY ROLE IN SUPPORTING THE ARMED FORCES COMMUNITY AND CHAMPIONING REMEMBRANCE TODAY

After the British Legion was formed, members organised themselves into local branches and this system is still in place today. Our membership stands at 180,000 spread over 2,500 branches in the UK and a further 78 worldwide, with branches in places as far away as the Falkland Islands and Hong Kong.

With a footprint in almost every town and many villages across the four countries of the United Kingdom, RBL branches are ideally placed to spot people who need support locally and bring them to the attention of local welfare staff.

AFTERMATH OF THE FIRST WORLD WAR

Founding members estimated the British Legion had responsibility for up to 20 million people.

More than 6 million men from Britain had served during the First World War, of whom more than 700,000 were killed and some 1.75 million wounded or disabled.

Of that latter number more than half were permanently disabled. Widows, orphans, families of the wounded, disabled and unemployed all needed our support.

The formation of RBL also coincided with the Great Depression which brought mass unemployment and great uncertainty.

Much of the early work of members was focussed on helping those in urgent need of support, with funds from the Poppy Appeal in 1922 used to feed children in Crouch End.

THE WOMEN'S SECTION

Earl Haig spoke of the need to enlist the support of women from 1920, but initially they could not become members of the Legion itself, so they formed the Women's Section in July 1921.

The role of women in society had begun to change as a result of the First World War and many men saw women as a threat. Women had taken on the jobs of men during the conflict and in 1918 some were given the right to vote.

In some parts of the country women found it difficult to get permission from their male counterparts to establish a Women's Section branch.

But despite this early opposition, the Women's Section became a vital part of the organisation. Over the last 100 years the role of the Women's Section has evolved but the fundamentals have not changed.

One of its greatest commitments is to help children of serving and ex-Service personnel to get the best from their education. This can start with pre-school assistance for the purchase of baby items, essential clothing, bedroom furniture and school equipment.

TACKLING TUBERCULOSIS

In its early days, the British Legion was also deeply concerned by the rates of tuberculosis (TB) among returning service personnel. Over 55,000 men returned from the war suffering from the disease, and by 1922 18,000 had died.

After seeing the community suffer, and wanting to help, members helped to create a dedicated TB hospital and village which opened in 1925.

Over 95 years later the village in Aylesford, Kent continues to provide housing and support to over 300 members of the Armed Forces community, thanks to our charity partner Royal British Legion Industries.

THE GREAT PILGRIMAGE

Members play a central role in Acts of Remembrance, and in 1928 took part in one of the largest ever – The Great Pilgrimage.

Planned to take place on the tenth anniversary of the so-called '100 days' that marked the battles which led to the end of the First World War, the Great Pilgrimage saw 11,000 veterans and widows, including 2,000 Standard Bearers, cross the Channel on 5 August and make their way by train and coach to the battlefields of the Somme.

Earl Haig was behind the idea of this huge undertaking and wished that the climax of the visit, the ceremony at the Menin Gate Memorial, should take place on 8 August, the date of the first of those defining battles.

In 2018 over 1,000 members travelled to Belgium to mark the 90th anniversary of the Great Pilgrimage, marching through Ypres to the Menin Gate.

IN ADDITION THERE WERE SCHEMES TO GIVE MEN TRAINING IN SPECIALIST TRADES. ONE BENEFICIARY OF THIS WAS THE LATE SEAN CONNERY

In 1946 he joined the Royal Navy and spent three years training to be an anti-aircraft crewman. Aged 19, he was medically discharged due to an ulcer.

After taking a number of jobs he joined a British Legion scheme to help the young and disabled and chose to train as a French polisher, a traditional skill of treating wood and restoring furniture and items like staircases, doors and musical instruments.

It was while working in the profession that he got a job backstage in the theatre, where he found his true calling as an actor.

RESPONDING TO NEED

For 100 years the Royal British Legion has been helping serving and ex-serving personnel and their families.

From those who served in the First World War to the men and women of our Armed Forces today, we believe no-one should suffer for having served others.

As we reflect on our achievements over the last 100 years, we stand ready to support the next generation when they need us.

WORKING WITH YOUNGER GENERATIONS

Members play an important role in helping younger generations understand Remembrance.

Dilys Hooper is a passionate RBL member who has been involved in one way or another since she was 20 when she volunteered as a collector in the week leading up to Remembrance Sunday.

Today she is on the Membership Council with a special remit to represent Youth.

"The youth are our future and our custodians of Remembrance," says Dilys.

"If we don't nurture them now, Remembrance will not follow through."

Over the past few years she has been involved in an initiative with members of the Women's Institute who knit poppies for schoolchildren in Reception classes.

A poppy is given to each child to wear on their school uniform and then to give to their parents as a memento of their first Remembrance Sunday. It is a simple idea but it taps into a deep sense of commitment from the older generation and a sense of excitement from the five-year-olds.

WE HAVE SUPPORTED EX-SERVICEMEN TO FIND WORK AFTER LEAVING THE ARMED FORCES FOR 100 YEARS

The first four years of the British Legion's existence coincided with the economic hangover from the First World War, followed by the Great Depression. It was a time

of mass unemployment with 2 million people out of work (out of a population of 42 million) in 1921.

BRITISH LEGION UNITY RELIEF FUND

In response to this the British Legion Unity Relief Fund was launched, making loans available for enterprising business start-ups and helping people find employment through approved employment schemes.

The fund was kickstarted with a grant of £150,000 (£7.3 million today) from the Prince of Wales and a further £30,000 (£1.4 million today) from other sources. Applications had to include a business plan and were scrutinised by branches, with help from local businessmen.

Loans were capped at £25 and were designed to help people set up small businesses such as window cleaning or boot repairs. A loan of £5 could help a man start a grocery business; £20 could buy a horse and cart.

After the Second World War there was a focus on getting men into work and ensuring the government stuck to its quota of employing 3 per cent of disabled men into the workforce.

TODAY WE CONTINUE TO HELP PEOPLE IN THE ARMED FORCES COMMUNITY TRANSITION TO CIVILIAN LIFE AND BUILD SUCCESSFUL CAREERS

For people who need help paying for training or equipment for a new job, we provide grants of up to £1,000. We also help people pay for professional licences they might need for work, such as a Security Industry Authority (SIA) licence.

We work with a range of partners who help serving and ex-serving personnel and their families prepare for employment as they transition into civilian life.

RFEA - The Forces Employment Charity - give advice on how to put skills to good use, and help people find and fund the education and training they need to succeed.

And **Royal British Legion Industries (RBLI)** help veterans find work or a new career through their employment support programme – **LifeWorks**.



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Pension sharing on divorce

In this short article Mary Petley of the Forces Pension Society provides the basics about pension sharing on divorce in Q&A format.



- an Attachment Order (AO) in England, Wales or Northern Ireland;
- an Earmarking Order (EO) in Scotland;
- a Pension Sharing Order (PSO) which is applicable throughout the UK.

Q. AND THE DIFFERENCE BETWEEN THEM?

A. An AO can be for a lump sum and/or periodic payments. Nothing is paid until the pension benefits are payable to the member and they stop when the member dies. The tax liability for these payments remains with the member. The EO provides the ex-spouse with a share of the member's pension lump sum when it becomes payable. Both Orders can be revisited and varied. PSOs provide a clean break settlement and cannot normally be revisited once implemented. The tax liability for the share paid to the 'ex' falls to the 'ex'.

Q. HOW IS A PSO SHARE QUANTIFIED?

A. Under Scottish law the value of the PSO is a specific monetary value whereas in the rest of the UK it is expressed as a percentage of the member's pension rights. The expression of the PSO as a percentage causes confusion. It is generally believed that a 50% share will result in the couple each receiving half of the original pension in the bank each month. This is not necessarily the case because various factors need to be taken into account when calculating the share.

Q. I HAVE HEARD THAT SHARING AN AFPS 75 PENSION IS NOT VERY STRAIGHT FORWARD. WHY SO?

A. Splitting an AFPS 75 pension is not as straight forward as splitting benefits in a standard final salary pension scheme. This is because of the Immediate Pension (IP) offered by the scheme – entitlement to a pension as early as age 37 for an Officer or 40 for an Other Rank is not something enjoyed by members of most other occupational pension schemes – and, when the pension comes into payment, the reduction to the share of the Pension Debit

Q. DO PENSIONS HAVE TO BE SHARED WHEN A MARRIAGE OR CIVIL PARTNERSHIP IS LEGALLY DISSOLVED?

A. No. It is necessary for the couple to divide their 'matrimonial property', and pension rights form part of that property but, if the couple can agree a split which does not involve pensions, the Court will not normally intervene. If, however, the couple cannot agree, the Court will decide.

Q. WILL ALL OF MY PENSION BE TAKEN INTO ACCOUNT?

A. In Scotland the pension component of matrimonial property is limited to that earned or purchased during the marriage or civil partnership. This limit does not apply in the rest of the UK.

Q. IS IT JUST MY PENSION THAT WILL BE SHARED?

A. No. All occupational pension benefits of all parties will be taken into account.

Q. SO WHAT SORT OF ORDER MIGHT BE MADE?

A. There are three commonly awarded Orders:

Member (as the person whose pension is shared is called) will be calculated differently, depending upon whether the PSO was applied before or after the IP point... and the difference can be substantial. Our suggestion is that, if your AFPS 75 pension is to be shared, find a lawyer who understands how AFPS 75 works!

Q. A CLEAN BREAK – HOW DOES THAT WORK?

A. Once the PSO is implemented, your 'ex' becomes a Pension Credit Member (PCM). A PCM is a member in their own right, but in a limited way. They cannot add to the value of their pension share, join it with another pension or transfer it out. In the event of

their death, the value of the pension share is NOT restored to you.

Q. DOES THE 'EX' ALWAYS GET 50%?

A. No. It depends upon what you agree or what the Court orders.

Q. SO, I AM NOT TETHERED TO THE PCM IN ANY WAY?

A. No. You are not tied to the scheme by PCM and your rights under the pension scheme are not inhibited. You can leave the scheme, transfer the benefits out or retire on a pension without reference to, or the permission of, the PCM. Further, you will no longer have tax liability for the value of the pension which is now the property of PCM.



Q. WHEN WILL THE PCM'S PENSION BE PAID?

A. At the preserved pension age for your scheme but they may be claimed as early as age 55 at a reduced rate.

Q. HOW WILL THE COURT KNOW HOW MUCH MY PENSION IS WORTH?

A. The Court must be provided with a statement of the Cash Equivalent Value (CEV) of your pension rights. Applications for this special valuation must be on an AFPS Form 19 and the current cost is £180.

Q. MY SOLICITOR HAS TOLD ME THAT A 'NORMAL' FORECAST WILL DO SO WHY SHOULD I PAY £180?

A. We know that some lawyers do tell their clients that the free CEV is fine for divorce purposes but do bear in mind that if the Court refuses to accept it, you will be building in a delay.

Q. WE ARE HAVING A 'FRIENDLY' DIVORCE AND I STILL WANT MY 'EX' TO RECEIVE ANY LUMP SUMS DUE IN THE EVENT OF MY DEATH. CAN THIS STILL HAPPEN?

A. AFPS 75 does not allow you to nominate anyone to receive such lump sums but both AFPS 05 and AFPS 15 do. Your divorce will invalidate any AFPS 05 or AFPS 15 nomination in place when the divorce is finalised – but there is nothing to stop you submitting a fresh AFPS Form 2 naming them as your nominee after that date.

If you are a Member of the Forces Pension Society and have pension-related questions, please contact us at pensionenquiries@forpen.co.uk

If you are not a Member but would like to learn more about the Society, visit our website at www.forcespensionsociety.org

“Professional Development is a key part of my career as both an engineer and as a Royal Navy Officer.”

As an IET Partner, the Royal Navy support their staff in both membership and Professional Registration to guide their Professional Development and career goals.



for my education capability. They also gave me help with the Development Action Plan, in terms of format and expectation, and provided the UK&U statement for my education capability. I also had a Professional Registration Advisor (who I kept in touch with from a previous application) and both aligned with their advice, which was good!”

Having been registered IEng since 2011, Ben was familiar with the registration process and was able to take advantage of the help the Royal Navy offers.

“The team at Collingwood had a single point of contact email that allowed me to put questions in and get advice back fairly quickly. There were a few different people advising, which meant that advice was readily available. I’ve even submitted my name to join the team as a Special Registration Advisor.”

“Professional Development is a key part of my career as both an engineer and as a Royal Navy Officer.”

The Royal Navy offers a variety of free courses to aid the development of its staff and help them progress in their careers. With constant opportunities for education, Ben believes that this can make a difference in career paths.

“At various stages in my career I’ve been able to spend time conducting periods of education to prepare me for future assignments. It’s made me the person I am today.”

When asked how those in a similar position can kickstart their Professional Registration journey, Ben had a wealth of advice for his colleagues.

“Start early and think of it as a continuous journey rather than a ‘get to a certain point yourself and then apply’ task. I started as soon as I could and have stayed with the IET throughout my career and as I developed, I then applied for the next level of registration as and when I got there.

“Having been an IEng for a considerable period of time, with that internationally recognised professional status, it demonstrates to industry partners your capabilities and professional standing from the moment they start communicating with you.”

Now a registered CEng with the Engineering Council, Ben has learnt that being professionally registered means more than just post nominals.

“I realised how much the Royal Navy instils a team ethos. It’s a very foreign concept to think of your achievements individually when in the Royal Navy, because everything we achieve is a team effort.”



We sat down with Lieutenant Commander Ben Shirley after his successful CEng application to talk about Professional Registration and how it can benefit those in the MOD.

With the streamlined Defence Engineer Registration Scheme route, Ben was able to receive tailored support throughout the entire application:

“The process was supported by the team at MWS Collingwood; they gave me advice and validated my application. They also provided the Underpinning Knowledge and Understanding statement

Start early and think of it as a continuous journey rather than a ‘get to a certain point yourself and then apply’ task...

The importance of Professional Registration in the Armed Forces

By incoming IET President, Air Marshal Sir Julian Young
KBE CB FREng CEng FIET

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. Qualifications and associated Continued Professional Development should help bridge the gap between military and civilian trades. Although simply being registered doesn't guarantee ex-military engineers a job, it could level the playing field and get someone an interview.

After a 40-year career in the Royal Air Force (RAF), 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. However, when you're 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 role because you are instantly applying that new knowledge and thinking.

I led the team with the MOD and HM Treasury that helped the roll out of the Defence Engineer Registration Scheme (DERS) across different branches within the Armed Forces; the scheme 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. I'm proud to be a member of the IET, because when I started campaigning on professionalisation within the RAF some 15 years ago, it 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.

As well as the DERS agreements, the IET is working hard to implement Central Payment Schemes in the Armed Forces. Having been successful with the RAF, with over 1,000 members Professionally Registered, 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 welcomes engineers and technicians from all backgrounds; 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.

I'm looking forward to my term as IET President (2021-2022) and follow in the successful steps of all past Presidents. 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.



Find out more about professional registration schemes here:

theiet.org/armedforces-registration

To help make the transition back to civilian life as pain-free as possible, we also offer a range of membership benefits.

Find out more here:

theiet.org/service-leavers-support

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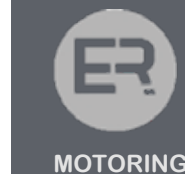
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Engineering - Electrical	Equinox training Solutions Ltd	mick@equinoxac.co.uk	Darwin house, Corby Gate Business Park, Priors Haw Road, Corby, Northants, NN17 5JG	
Engineering - Electrical	Basingstoke College of Technology	michael.dillon@bcot.ac.uk	Worting Road, Basingstoke, Hampshire, RG21 8TN	
Engineering - Electrical	Trade Skills 4U Ltd	christos.panayiotou@tradeskills4u.co.uk	Mitre Court, Flemming Way, Crawley, West Sussex, RH10 9JY	
Engineering - Electrical	Universal Skills Centre	l.young@universalskillsgroup.co.uk	Units 41-43 Monckton Road Industry Estate, Denby Dale Road, Wakefield, West Yorkshire, WF2 7AL	
Engineering - Electronics	Blackburn College	vets@blackburn.ac.uk	Vocational Education Training Programme, Saturn Centre, Challenge Way, Blackburn, Lancs, BB1 5QB	
Engineering - Other	Akona Ltd	info@akona.biz	Railway Engineering, Training Centre, Runcorn, Cheshire, WA7 1QF	
Engineering - Security	KeyTek Locksmith Training Academy	academy@keytek.co.uk	Keytek House, Unit 7 Acorn Business Park, Ling Road, Poole, Dorset, BH12 4NZ	
Engineering - Utilities	Gastec Training & Assessment Centres Ltd	maria@gastectraining.co.uk	6 Newmarket Court, Kingston, Milton Keynes, Bucks, MK10 0AQ	
Engineering, Domestic	Anglia Heating Training Limited	ahtnorfolk@gmail.com	407 Coppersmith Way, Wymondham, Norfolk, NR18 0WY	
Engineering, Domestic	Polar Pumps Ltd	vanessa@polarpumps.com	Brunel Ind Estate, Blyth Road, Harworth, Doncaster, Yorkshire, BN11 8QA	
Engineering, Domestic	Mobility Equipment Training Centre Ltd	courses@mobilityequipmenttraining.co.uk	Unit 1, 147 Elliott Road, Plymouth, Devon, PL4 0QS	

Engineering, Health Safety and Risk Management	Better Risk Ltd.	richard@betterrisk.co.uk	2 Farrows Barn, Lidsey road, Chichester, PO20 3SU	
Engineering, Utilities	Lomax Training Services Ltd	enquiries@lomaxtraining.co.uk	Old Gas Depot, Howdon Lane, Wallsend, Tyne and Wear, NE28 0BD	
Facilities Management	FM Tutor & Associates Ltd	jane@fmtutor.co.uk	Larch House Parklands Business Park, Forest Road, Denmead, Waterlooville, Hampshire, PO7 6XP	
Facilities Management	Quadrilect Ltd	rochelle@quadrilect.co.uk	3rd Floor, 2 burgon St, London, WC1V 5DR	
Facilities Management	PIP Professional Training & Services	neil@piptfw.co.uk	288 Becontree Avenue, Dagenham, Essex, RM8 2TR	
Health, Safety & Risk Management	Xtreme Emergency Training Ltd	info@xetfirstaid.com	105 Royal Artillery Regimental Head Quarters, 301 Colinton Road, Edinburgh, EH13 0LA	
Health, Safety & Risk Management	Collingwood Services Ltd	admin@collingwoodservices.co.uk	Suite 6b Unit 3, Minton House, Minton Distribution Park, London Road, Amesbury, SP4 7RT	
Health, Safety & Risk Management	Apt Health & Safety Training Solutions Ltd	brian.wilson@apthealthandsafety.co.uk	Lakeview, Festival Park, Hanley, Stoke-on-Trent, Staffordshire, ST1 5BJ	
Health, Safety & Risk Management	New Leaf Life Design	mandy@newleaf.uk.com	Creative Industries Centre, 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

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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.

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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



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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:

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- 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.

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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

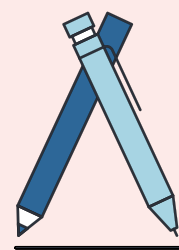
Management, Senior Executive	Edinburgh Napier University	r.bain@napier.ac.uk	Craiglockhart Campus, Edinburgh, EH14 1DJ	
Manufacturing	Darlington College of Technology	enquire@darlington.ac.uk	Central Park, Houghton Road, Darlington, County Durham, DL1 1DR	
Marine	The Bristol Maritime Academy	sarah@bristolmaritime.co.uk	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.

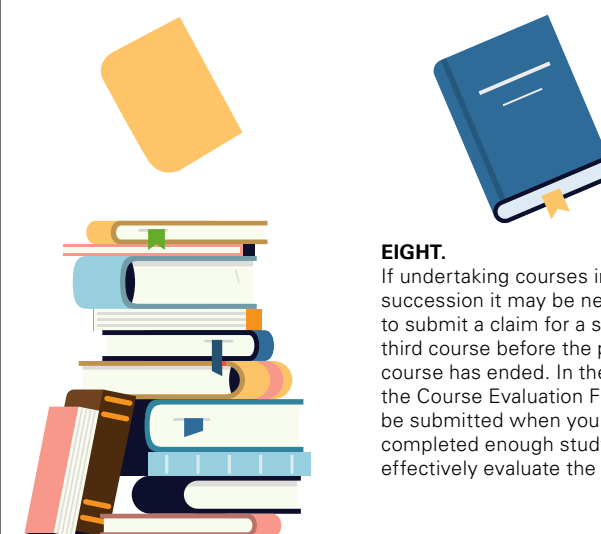
FOUR.

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

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

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

Points to note when booking your course

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

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



Single Service Representatives

AMENDING, CANCELLING & REINSTATING A CLAIM

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

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

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

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

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

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

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

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

Changes

to Enhanced Learning Credits and Further Education and Higher Education Schemes

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

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

The key changes to the schemes are as follows:

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

Single Service Representatives (SSR) Contact Details

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

ELCAS CONTACT DETAILS

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

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

CONTACT US

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

ELC MANAGER

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

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

ARMY

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

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

ROYAL AIR FORCE

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

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

Eligibility Rules

IN ORDER TO TAKE ADVANTAGE OF THE SUPPORT CLAIMANTS MUST:

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

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

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

QUALIFICATION LEVEL

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

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

CLAIMING

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

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

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

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

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

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



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