

ER

Autumn 2023 £Free

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

# magazine



## THE FIREFLY SCHEME

As a Reservist you will be well rewarded for your time, earning extra money and accruing an additional pension. **P10**

## FIRE SAFETY

There are a lot of careers within fire risk assessment industry, the need for fire risk assessors to have a qualification is essential. **P36**

## THE TRAVEL FRANCHISE

Ex-military travel franchisee marches toward being a millionaire, he has landed a £1 million booking in the first three months of trading. **P50**

## THE ELC SCHEME

Promotes lifelong learning and financial support in an upfront payment amongst members of the Armed Forces. **P54**



**McCloud Remedy.**  
**Arm yourself with the**  
**information you need.**  
**Join us. Job done.**

From 1st October 2023, the AFPS15 Remedy (McCloud) is being implemented. From that date, it's decision-time for many.

Armed Forces personnel who were in service both on or before 31st March 2012 and on or after 1st April 2015 (with any break in service of less than 5 years), will have the option to choose their legacy scheme benefits or equivalent AFPS15 benefits, for the remedy period (1st April 2015 – 31st March 2022).

Eligible members will all receive a Remediable Service Statement detailing their remedy choices, no later than 1st April 2025. Existing pensioner members and those retiring from the Armed Forces after 1st October 2023 with immediate benefits will be asked to make their election. Those with deferred pensions will be asked to make their decision before their benefits become payable.

Be sure to arm yourself with all the information you need to make the best choice for yourself and your family by joining the Forces Pension Society. You will have access to our expert team of Forces Pensions Consultants who will provide the guidance you want. Job done.

#### Independent, not-for-profit

Independence is vital to our work, calling governments to account whenever we spot unfairness or injustice in the system. We also give you a voice where it counts, on the representative bodies for Armed Forces and Public Sector Pensions.

We are funded by our Members' subscriptions. Any surplus helps fund our outreach programmes of Roadshows, Webinars and our attendance at CTP Employment Fairs.

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

Annual membership for you and your spouse/ partner is just **£43**. You will have exclusive access to our Forces Pensions Consultants, our informative Members' Webinars, and you'll receive our bi-annual e-newsletters and magazine, Pennant.

You'll also have access to our wide range of membership benefits from discounts on new cars and white goods, to insurances, (including our latest range of travel policies) plus a great deal more.



**IT PAYS TO UNDERSTAND YOUR PENSION**

**Forces Pension Society**

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# Where could a career with the MDP take you?

The Ministry of Defence Police delivers a specialist armed policing service, to protect the nation's defences and national infrastructure.



From the Scottish Highlands to the South West coast, MDP officers serve at locations throughout the UK.

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



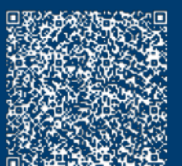
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of Defence  
Police**

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## SOLDIERING ON AWARDS FINALISTS CELEBRATED AT THE HOUSE OF LORDS

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We are looking for an individual who can take on the responsibility of ensuring that our learners are equipped with the necessary skills and knowledge that will help them to excel in their future careers within construction and engineering.

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There are no set rules for retirement in the aviation sector for cabin crew.



### COVER IMAGE CREDITS

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# EXCITING NEWS



### EXCITING NEWS

Easy Resettlement Ltd is now being merged with Lance Media Group Ltd who produce various station and base magazines for the RAF as well as producing numerous other magazines, directories and journals.

We have been working with Lance for almost 15 years and have decided the time is right to merge the companies and offer

more services and opportunities for our readers and clients alike.

If you wish to contact anyone at Lance Media Group or Easy Resettlement please feel free to contact your account handler. Or speak with the Office Manager Mike Urban at Lance Media Group Ltd on **01536 334223** or James Atkins **James@easyresettlement.co.uk** or on **07825 212157**

# Welcome...



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

This has mainly been possible thanks to the companies we regularly work with, many of those having already signed the armed forces covenant, particularly those that have also achieved their ERS award status. These are companies that have recognised and embraced the transferable skills that service leavers and veterans bring to their companies.

With that in mind we ask that when you engage with our advertisers, you also mention Easy Resettlement magazine when applying to any of the companies featured. If you have already been trained by or found employment through any of our advertisers we would love to hear from you.

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**

## Welcome to the Autumn 2023 issue of Easy Resettlement magazine...

In this issue we feature a variety of companies that are offering recruitment opportunities for service leavers and veterans, as well as numerous resettlement training providers and franchising opportunities.

In addition to that we feature information regarding your enhanced learning credits, also referred to as ELC funding. This can be found in the last few pages of each issue.

You will also find information from the (CTP) Career Transition Partnership whose events we attend, which enables us to speak to our readers and find out about your resettlement process and answer any questions you may have.





# Ministry of Defence Police

Have you left, or are getting ready to leave, the Armed Forces? If you're considering which career path to take next, the Ministry of Defence Police could offer just what you're looking for...

## WHY JOIN MDP? WHAT OUR PEOPLE SAY...

Don't just take our word for it... here's what some of our officers had to say on their experiences of joining the MDP, following military service.



*"Being part of the police family has the same sort of feeling of solidarity as I felt being part of the military..."*

*The sense of security and being able to settle down, that my role with the MDP has given me and my family, is great and I'm so glad to still be working in Defence too, where I feel that I really belong."*

**Sarah, PC Marine Unit Officer**

With the opportunity to continue working in a role that supports national security and public safety, joining the Ministry of Defence Police (MDP) could be a great career transition for you.

We value the skills and experiences that you will bring from your military career, and with the MDP you'll have lots of opportunities to learn and develop new skills too.

Whilst we don't offer a policing role where "blues and twos" scenarios will be a daily occurrence, what we do offer is a specialist policing role of national importance, with structured shift patterns, a good work-life balance, and a breadth of future opportunities to further specialise and progress in your policing career.

As an MDP New Recruit, you'll complete police training to be an Authorised Firearms Officer, and on station carry out static armed duties and patrols by foot and vehicle, within a

working environment with which you will be familiar.

You'll provide a vital role in deterring threats and reassuring staff and members of the public in the surrounding area, whilst liaising with a range of policing and security partners, in and outside the wire.

Interested? Excited?! Keep reading to find out more about who we are and what we do...

## OUR COMMITMENT TO DIVERSITY AND INCLUSION

We value difference and recognise that great minds do not think alike. We're committed to creating an inclusive culture where you can bring your whole self to work, and individuality is truly appreciated.

Our inclusive culture is underpinned and supported by MDP LGBT+, Gender, Disability and Wellbeing (DAWN) and Race, Ethnicity and Cultural Heritage (REACH) staff networks.



## KEY FACTS

**Who** - The Ministry of Defence Police, more commonly known as the MDP, serving Defence, US Visiting Forces, other UK Government Departments, and sites of critical importance, across the UK

**Our purpose** - Delivery of specialist policing, to protect the nation's defences and national infrastructure

**Our people** - A Force of around 2,800 police officers and 240 non-uniform civilian staff, from diverse backgrounds, proud to serve Defence and the communities in and around the sites we protect

**Where** - At locations across the UK, including Faslane and Coulport on the Clyde, the Atomic Weapons Establishment sites at Aldermaston and Burghfield, Portsmouth and Devonport Naval bases, US Visiting Forces bases, Defence munitions establishments and other Defence sites, including Defence HQ at Whitehall and establishments in North Yorkshire, Derby, Thurso, and Barrow-in-Furness

**Our capabilities** - Our officers are equipped to respond to a range of crime and security related threats and risks that require specialist and dedicated civilian policing capabilities. These include:

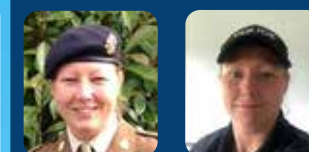
- Counter Terrorist Armed policing that meets national standards and contributes to the UK's strategic armed policing response to major incidents
- Nuclear policing, providing specialist armed policing services to support protection of the UK's strategic nuclear deterrent
- Specialist armed policing units
- Police dog teams, with search capabilities
- The largest Marine policing capability in the UK
- A Crime Command, focused

on combating the threat and risk of major fraud, theft, bribery, and corruption against Defence interests, with counter terrorism and extremism intelligence capabilities

- Protester removal teams
- Project Servator officers, deployed in uniform and plain clothes, specially trained to spot the tell-tale signs of terrorist and other criminal activity

## BENEFITS

- Annual pay increases, linked to performance (including fitness and attendance)
- Location allowances payable at specific sites
- Principal Civil Service Pension Scheme that compares well with much of the private sector
- Flexible options and services to support your health, wellbeing and fitness including: the 24-hr Employee Assistance Programme helpline; Mental Health First Aiders; and access to gyms, fitness instructors and a Force Dietitian
- Opportunities to achieve nationally recognised qualifications from professional institutes



*"For me the MDP offered a perfect career transition, where I could move into policing (something I had always wanted to do) whilst also working in an environment and armed protective security role with which I was, of course, very familiar... With my military background, the move into armed policing at Defence sites felt like a natural and comfortable progression in my working life."*

**Rachel, PC Authorised Firearms Officer**

*"Like the Army, the MDP is a team sport. I always enjoyed working as part of a team and I could see that the duties on station all required strong teamwork. The chance to explore different specialisms within the MDP was also of interest to me."*

**Ian, Armed Mobile Patrol PC**



Read Sarah's, Ian's, and Rachel's stories at [www.mod.police.uk](http://www.mod.police.uk)



## MORE INFORMATION

To find out more about what it takes to join MDP, and for up-to-date information on current and future vacancies visit [www.mod.police.uk](http://www.mod.police.uk)

Visit [www.ctp.org.uk](http://www.ctp.org.uk) for further details.







# The Military Provost Guard Service

The Military Provost Guard Service (MPGS) stood up as a cap badge in 1997, in response to a defence review of armed guarding at mainland military units in the UK.



What follows are some examples of our personnel and a snippet of their life journey to and in the MPGS;

## LCPL GREEN – RN THEN ARMY RESERVIST TO MPGS

When I left school at 16 years old, I decided to join the Royal Navy as the option of travelling the world whilst getting paid for it was very appealing at the time. It did not disappoint; I had some great runs ashore and met friends for life that I'm still very much in touch with.

After 6 years of Service my partner and I decided that we wanted to start a family. I wanted to be a full-time mum, so I made the decision to leave and went on to have two boys.

I got a part time job in retail when the boys went to school, the hours worked well as I would always be there to drop them off and pick them up from school. It wasn't very challenging though and I was quite

bored, so I knew it would not be my 'forever' job. In the meantime I joined the Army Reserves.

Unfortunately, I became, a single mum with two children to bring up which left me quite anxious about the future.

I heard about the MPGS through a friend. I got quite excited by the thought of the job because of all the benefits and it was like a snippet of my old life but still being there for my children (perfect). As I was already in the Reserves I was able to simply transfer over to the MPGS. I found the transition to be very quick once I put my papers in.

There was a military unit in my hometown so that was perfect, it meant that I had lots of support regarding childcare with family. This made working shifts a lot easier and I know my roster up to a year in advance as well as knowing I'm not going to deploy anywhere! The shift patterns also means I get plenty of quality time with my boys and the leave days per year is very appealing too as I can plan to be off in the school holidays and I don't feel like I miss out. The move to the MPGS meant that I was entitled to a married quarter, so that was a big weight off my mind knowing I had somewhere to go. The rent is very affordable, which has allowed me to save for a deposit for my own home.

I have been in the MPGS for a few years now and I've reached the age where I'm thirsty to start learning more. This job has lots of opportunities for you to do this and there is plenty of funding available too; bonus!! I picked up promotion last year and I feel my own personal development has come on leaps and bounds and I am excited about my future in the MPGS.

## LCPL KOROITUKANA – ARMY TO MPGS

I initially joined the Army as a Royal Logistic Corps Supplier but after a demanding 12yrs decided to transfer to the MPGS. I now work at an "RAF unit" delivering physical security with an armed capability. The unit is one of the largest establishments in the UK with over 7,000 personnel living and working here and as such is a busy but interesting site with no two days ever the same.

I transferred to the MPGS because I wanted the ability of choosing a unit and location to serve at for the rest of my career but still having the benefits and advantages of service life. By joining the MPGS I was able to choose locations that benefited me and my family with the added bonus of housing, pension, promotion prospects, free medical and dental care.

Finally, on a personal note joining the MPGS was a great move for me and my family, working a structured shift pattern means I can now spend more quality time with them and would encourage other service personnel to look into it as a career option after leaving the Armed Forces.



## PTE GURUNG – GURKHAS TO MPGS

I was born and raised in Nepal, educated in India, and always dreamt of joining the British Army. In 2002 I joined my unit in the Gurkhas.

During my 13 years of service I deployed on multiple Operations in Afghanistan, Bosnia Herzegovina and Kosovo. In 2015 I was unfortunately selected for redundancy on tranche 3 and so reluctantly had to leave.

Whilst in civvy street I worked in various jobs but always felt I was missing something, brotherhood, teamwork and the environment of being a soldier which I always thrived in.

As the saying goes "A leopard never changes its spots". I was never able to let go of my passion for being a soldier. In 2016 I decided to join the MPGS, "life is about choices; we are what we choose to be." My decision to join the MPGS has been second to none.

In the MPGS I have met lots of friendly and professional people from all services and cap badges which makes the job far more interesting and fun than you might think. There is a real sense of team ethos with lots of opportunity to promote and develop myself with courses, should I choose to. I have managed to utilise my days off to qualify as a gas engineer. For me the best part is the time off to be with family. I would like to emphasise that a job like MPGS is hard to find and I am lucky to grow old with my family beside me.

**"Custodem Custodire"**  
Guarding the Guardians

**DID YOU KNOW**

- Soldiers serve on a Military Local Service Engagement
- Retain full-time Regular status
- Entitlement to accommodation, free health and dental care
- MPGS recruits from all 3 services (service leavers, transistees and re-joiners), and Reserves
- MPGS service is pensionable and you can retain your Immediate Pension
- Structured shift system throughout the year

**MPGS | THE BRITISH ARMY**  
MILITARY PROVOST GUARD SERVICE

**IN NUMBERS**

Established	Strength
<b>25</b> years ago	<b>2800</b>
Guard	Maximum age for joining
<b>118</b> locations across the UK	<b>57</b>
Serve until	Days Annual Leave
<b>60</b>	<b>38</b>
Starting Salary	
<b>£24,238</b>	

**DEFENCE CONNECT**

The MPGS group page contains links to all relevant documents on career, benefits, transfers and updates, (requires Defence Gateway login)

**FACEBOOK**

The Facebook MPGS Recruitment Group host live chats, post weekly vacancy lists, provide advice including posting Frequently Asked Questions

**RECRUITING NOW**

**CONTACT THE MPGS RECRUITMENT TEAM**



# The Firefly Scheme

From Regular to Maritime Reserves (MR)

- Firefly offers the Naval Service Leaver (those on the trained strength) and individuals who left Regular Service up to 24 Months post Release Date; the opportunity to transfer/join the Maritime Reserve (Royal Naval or Royal Marine Reserves) through swift, straightforward, processes.
- As a Reservist you will be well rewarded for your time, earning extra money, accruing an additional pension and an annual tax free bounty (the current maximum being £1970).
- There are good opportunities for promotion and continued professional development.
- Provides you with the chance

to remain part of the Navy/Corps Family.

- Since, its inception in April 2013, Firefly has entered many highly-skilled personnel into the MR.
- Firefly has attracted considerable political, public and media interest and is influencing the size and shape of the Reserve Forces, which are an integral part of the UK's Defence capability.

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

- Good rates of pay
- A pension and a respectable

annual tax-free bounty.

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

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

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

For further information just email the team at **NAVYPEOPLE-CMRESFFMAILBOX@mod.gov.uk** who look forward to hearing from you. •

## THE FIREFLY SCHEME

### From Regular To Maritime Reserves

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



#### Job Opportunities

There are a wide range of specialisations available.

#### Commitment

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

#### Benefits Include

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

#### Who is eligible?

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



For further information contact the Firefly team at:  
**NAVYPEOPLE-CMRESFFMAILBOX@mod.gov.uk**

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



# How you can Be Part of the Heart of the RAF Family

At the RAF Benevolent Fund, we have nothing but the highest respect for all who have served in our military.

**W**e're proud to support the RAF Family in their hour of need. But we can't do it without the support of people like you.

For over 100 years, the Royal Air Force has always been ready to protect us and those we cherish. During that time, we at the RAF Benevolent Fund have been right there alongside them, supporting them through thick and thin.

Because of our loyal supporters, we've been able to provide practical, emotional, and financial support whenever our RAF Family need us. But as an independent charity, we receive no regular government funding, and rely entirely on our supporters' generosity. One of the biggest ways that our supporters can help us continue our work is through gifts left in Wills.

The gifts that people leave behind for us in their Wills support over half of all the work the Fund does to support the RAF Family. These generous gifts mean that we can help people like Bob.

*"Whatever my needs were, the RAF Benevolent Fund has always been there."*

**Bob Greig**  
RAF veteran

**W***In some ways it feels like dad is right here helping us himself. The Fund has made such a difference to my mother's life.*

**Charlie Rose,**  
daughter of RAF veteran

**W***I will be eternally grateful for the Fund and their support.*

**Bob Greig, RAF veteran**

## FOR EVERY GENERATION

In summer 2021, Charlie Rose and her sister Georgina were left in shock when they found their mother, Davina, collapsed on the floor of her home. Davina was found to have sepsis due to a severe kidney infection. It was touch and go for 24 hours. While her mother was in hospital, Charlie saw a social media post from the RAF Benevolent Fund and decided to contact us to see if we could help.

Despite there being over 70 years since Charlie's late father, Caleb, last served in the RAF,

his wife Davina was still eligible for our support. Caleb joined the RAF during the Second World War in 1941. Eager to become a pilot, he enthusiastically pursued a career as an RAF Flight Lieutenant and flew various aircraft during the war including the Mosquito and the Walrus.

Caleb passed away in December 2006, and Davina has lived alone since then, although her daughters and grandsons live close by. Following her illness, we were able to support Davina with a bespoke riser recliner chair

for her home, and also provided her with a fuel grant of £530 to help with spiralling energy costs. This all means Davina can stay in the home she loves and keep living independently.

Here at the RAF Benevolent Fund, we pride ourselves on being there for anyone in the RAF Family, those who have served, their loved ones, and anyone who will serve in the future. Because of gifts that supporters leave to us in their Wills, we can be there for the RAF Family whenever they need us. So can you.

**W***I would say to anyone thinking of donating to the Fund or leaving a legacy, please do so. They are a sincere, generous, and caring organisation.*

**Charlie Rose,**  
daughter of RAF veteran



**W***A Gift like this will make sure you're part of the heart of the RAF Family for years to come.*

**Air Vice-Marshall Chris Elliot**  
CB CBE DL, Controller

## FOR PAST, PRESENT AND FUTURE

The gifts kindly left to us in Wills mean we can support people like Bob, Davina, and anyone else in the RAF Family. They help the Fund do so much amazing work for people of all ages: those who are serving now, have served, or will serve in the future. By choosing to support us in this special way, you'll be at the heart of the RAF Family for years to come.

There will always be members of the RAF Family who need our support. Requests for our listening and counselling services alone increased 52% in 2022 compared to 2021. Leaving a gift in your Will ensures that no matter what someone in the RAF Family needs in future, you'll ensure the Fund is there.

## FOR PEACE OF MIND

Writing your Will is the only way to ensure your possessions go to the people and causes you care about. Once you have the peace of mind of knowing your loved ones will be provided for, please consider a gift to the RAF Benevolent Fund.

Every gift is valuable to us, no matter the size or reason for it. Be it a close personal connection or a deep admiration for how the RAF has defended our freedoms. Your kindness will mean we always think of you as family and remember the selfless way you choose to protect our brave RAF people, just as they always protect us.



*Bob Greig, Former Parachute Training Instructor.*



*Davina, RAF Benevolent Fund Beneficiary.*



For more information or to discuss any questions you may have, please do get in touch with our friendly Gifts in Wills team and request your FREE guide to leaving a lasting gift in your Will to the RAF Benevolent Fund. Just call **0333 355 1081** or visit **rafbf.org/heart**



## Stagecoach recognised by Armed Forces Covenant with Silver Award

Stagecoach, the UK's largest bus and coach operator has announced that it has been successful in receiving the prestigious silver Employer Recognition Scheme (ERS) award as part of the Armed Forces Covenant.

- Previously awarded bronze by AFC
- Supported by Stagecoach Armed Forces Employee Network of over 100 employees
- Recently partnered with AFC to unveil its Poppy branded bus



campaigns and job fairs to target military leavers and veterans.

Simon Tramalloni, Armed Forces Network Co-Lead for Stagecoach said: "As joint lead for our Armed Forces and Veterans network it gives me immense pride to be awarded the Armed Forces Covenant Silver Award."

"Over the last two years we have become further involved with our support for the Armed Forces community including reservists, Cadet Force adult volunteers, recent service leavers and partners of serving personnel. Not only do we provide UK wide free travel on Armed Forces Weekend and Remembrance Days but we also actively recruit from those that are due to leave the forces and advertise our available positions on forces friendly websites."

"This award would not have been possible if it wasn't for our ownemployees who themselves are Veterans, reservists and volunteers and their continued commitment and drive to give better opportunities to the wider Armed Forces community and enhance our relationships with our partners. This award is down to their hard work."



The silver award recognises the operator for its work with armed force communities and veterans in the UK and builds on the work it has already done as a previous bronze member.

The Defence Employer Recognition Scheme (ERS) encourages employers to support defence and inspire others to do the same whilst being committed to aligning its values with the Armed Forces Covenant.

Stagecoach is committed to supporting the Armed Forces, Veterans and Reservists through its employee network of over 100 people who have worked with the business to update and enhance its policies. This includes providing leave for military reserve training, offering free travel to military and ex-military on Armed Forces Day and Remembrance Day, an AFC branded Poppy Bus to promote its cause and recruitment



### STAGECOACH

- Stagecoach is one of Britain's leading public transport businesses, helping connect communities for over four decades.
- Our team of 24,000 people and our 8,300 buses, coaches and trams are part of the fabric of daily life in England, Scotland and Wales.
- We connect people with jobs, skills and training, bring customers to our high streets, connect tourists with visitor attractions, and draw families, friends and communities together.
- Stagecoach is Britain's biggest bus and coach operator. We run a megabus, the market-leading value coach operator, and Scottish Citylink, which connects

- 200 locations across Scotland. In Sheffield, we also operate the Supertram light rail network.
- We are proud to serve communities in major cities including London, Manchester, Liverpool, Newcastle, Hull, Sheffield, Oxford and Cambridge, as well as rural locations from the Highlands and Islands of Scotland to Wales and south-west England.
- Our impact is about far more than transport - we support the economy, help cut congestion on our roads, protect our environment and air quality, boost safety on our roads, and contribute to a healthier nation.
- Stagecoach is part of a portfolio of transport and infrastructure assets managed by DWS Infrastructure.



## Soldiering On Awards Finalists Celebrated at the House of Lords

A private reception to celebrate the finalists of the 2023 Soldiering On Awards has been held at the House of Lords on 18th July, hosted by Awards Patron the Rt Hon Earl Howe GBE PC.

The reception at the prestigious Palace of Westminster was attended by the 36 finalists, their nominators, defence and government leaders and partners from military charities and big business; all present to pay tribute to the inspiring stories of endeavour and devotion to improving lives in the Armed Forces community.

Senior British Army officer Major General Gerald Strickland DSO MBE addressed the room with praise for the achievements of the shortlisted individuals and organisations.

The reception was sponsored by energy services company, Centrica, whose ex-forces pathway is recruiting hundreds of ex-military personnel to assist in the transition to Net Zero.

During the event, the online public vote was officially opened, which will determine the winners of three categories; the Animal Partnership Award, the Sporting Excellence Award and the Inspiration Award. Votes can be placed at [www.soldieringon.org](http://www.soldieringon.org) until the online voting portal closes

at 23:59 on Sunday 6th August.

The awards, now in their 13th year, celebrate the very best of the Armed Forces community, across a diverse spectrum of twelve categories from Healthcare and Rehabilitation to Business of the Year and Animal Partnership. The Soldiering On Awards aim to shine a light on ordinary people doing extraordinary things.

Awards Chair, General the Lord Dannatt GCB CBE MC led a distinguished panel of independent judges who chose from an outstanding field of nominations to select a shortlist of 36 finalists: three per category.



The winners will be announced at a glittering black-tie event hosted by special guest presenter Jeremy Vine at the Park Plaza Hotel, Westminster Bridge on Wednesday 27th September 2023.

Chair of the Independent Judging Panel, General the Lord Richard Dannatt GCB CBE MC DL, said: "I would like to express my appreciation to everyone who has contributed to this immensely valuable endeavour; to the judges for generously dedicating their precious time to carefully choose the Finalists and to all the nominators and nominees for their outstanding efforts in presenting these stories, every one of which showcased impressive talent, dedication, and achievements. These Awards embody the true spirit of this special community, and I congratulate this year's thirty six finalists, who serve as exemplary role models for each and every one of us."

Major General Gerald Strickland DSO MBE said: "In the Soldiering On Awards finalists, we see a huge range of experiences and skills, but all united by one thing; a desire to make a difference. I recognise that making a difference doesn't just happen, it takes courage, energy, and leadership. Each of these finalists have shown all of these characteristics and more and, on behalf of the Chief of the General Staff and all the Service Chiefs, we are enormously grateful. The Soldiering On Awards enable us to recognise these wonderful people and celebrate the best of the British Armed Forces and its many supporters."

Laura Blair, Head of Centrica's Ex-Forces Pathway, said: "At Centrica, we believe every finalist nominated for the 2023 Soldiering on Awards is an exceptional example of the very best that community produces. Centrica is delighted, humbled, and honoured to sponsor this year's Finalists' Reception at the House of Lords. It is a privilege for us to be involved in this common purpose, celebrating the stories of 36 outstanding finalists, all of whom have shown attributes such as determination, entrepreneurship, resolve, and selfless commitment."

The full list of finalists is published at [soldieringon.org/announcing-our-2023-finalists](http://soldieringon.org/announcing-our-2023-finalists).



# Are you ready to take the leap?

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

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

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



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

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

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

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

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

**ARE THERE ANY SIMILARITIES BETWEEN YOUR CURRENT ROLE WITH TDI AND THE ROLE THAT YOU HAD WITHIN THE ARMY?**  
My role as the Project Manager is to ensure that the team is prepared to meet all of the tasks



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

## WHAT ATTRACTED YOU TO THIS ROLE WITH TDI?

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

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

Our team is made up of a few nationalities – personnel from the United Kingdom, Canada, Ukraine, Lebanon, Zimbabwe and the Ivory Coast. It is a real cultural mix out here.

## WHAT WOULD YOU SAY IS THE MOST INTERESTING ELEMENT ABOUT WORKING IN YOUR CURRENT ROLE?

I do not go out to the field often as this is left to the IEDD Operators, however, I love making a difference where I can. Having spent a long time teaching bomb disposal in the Army, I always enjoy teaching and make sure that I can offer valuable information to others whenever possible.

## IS THERE A FAMILIAR CAMARADERIE BETWEEN YOU AND YOUR COLLEAGUES? AS MOST OF YOU ARE EX-SOLDIERS OR FROM THE POLICE FORCE, YOU WOULD ALL BE ACCUSTOMED TO A CERTAIN WAY OF LIFE. DID THIS MAKE SETTLING INTO YOUR ROLE WITH TDI EASIER?

It is quite surprising how similar the banter and camaraderie is and it is something that I would not change. To anybody unaccustomed to such a way of life, it can be quite a shock to the system. For the rest of us, it is just affection. Everybody on the team, from IEDD Operators to Driver Assistants and Medics, has earned their spurs in combat by fighting a determined

enemy. I have found that it gives you a very different perspective of life, almost like a brotherhood.

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

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

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

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

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

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

I remember writing Bluey's to my wife twenty years ago.

The mail would take 3 weeks. Things have definitely come a long way since then!

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

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

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

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

Go for it! Yes, there are many companies in this industry that will snap up the talent that leaves the Army, however, look at the whole package being offered. Take into consideration the insurance should you require it and look at the competency of the security



that is provided for you whilst working. For me, I weigh those three pillars up when I look at a new job contract. This is my fifth contract since leaving the Army in 2018 and TDI are easily the most employee centric company that I have worked with. I can see myself here until I finish contracting!

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



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# Exploring the Skies

## Debunking the myth about mandatory retirement age for cabin crew

There are no set rules for retirement in the aviation sector for cabin crew.

This choice varies between airlines and nations and is affected by several variables. The average retirement age for flight attendants in the US has been rising over the past ten years, according to the Bureau of Labor Statistics. The average retirement

age was roughly 58 in 2010; by 2020, it was projected to increase to around 62. This increased trend is ascribed to elements including better healthcare and some flight attendants' desire to work past the conventional retirement age.

The International Air Transport Association (IATA) conducted a thorough study that provided insight into global patterns in flight attendant retirement ages. The study, which examined data from several nations, showed that retirement ages varied greatly. As of 2023, the average age of an airline flight attendant is 49 years old. 74% of airline flight attendants are 40+ years old

or older, 17% are between the ages of 30-40 years, and 8% are between 20-30 years old.

Surprisingly, it's a controversial subject, and attitudes to flight attendants' ages vary considerably around the world.

### THE SKIES KNOW NO AGE

According to Jainita Hogervorst, Director of Aerviva Aviation Consultancy, a Dubai-based international consultancy specialising in aviation recruitment and document management, "Age restrictions for recruiting cabin crew personnel have been set by many airlines. They frequently specify that applicants must

be at least 18 years old. On the other extreme, some would raise the upper age limit to 65, which would be in line with the average retirement age in many nations."

Individual aviation regulation agencies determine the minimum age requirement for cabin crew is established at 18 years old by nearly all aviation agencies throughout the world, including the FAA in the USA, EASA in Europe, and the UK's CAA.

This minimum regulatory age doesn't stop airlines from adding their own higher minimum age requirements. As a result, the typical minimum age range for cabin crew is between 18-21.

Controversy arises over the cabin staff maximum age requirements.

The most lenient age limitations are often found in the United States, where most major airlines have no maximum age limit on applications or retirement ages. However, they vary widely around the world. Europe is not far behind. Some airlines, like British Airways, do not have retirement ages or maximum age requirements for

applicants. Others, like Air France, do not have an age requirement for applications but have a 65-year-old flight attendant retirement age, which is the same as the pilot retirement age, even if the flight attendants are in good health and can pass all safety exams.

Pam Clarke, who works for EasyJet and is known as Nana Pam, to her regular customers is the oldest at 73, joining the company when she was 53. Many experienced flight attendants decide to retire in their 70s or even later. Robert Reardon holds the current record for the oldest retired flight attendant, having retired from Delta Air Lines in 2014 at the age of 90. Bette Nash is also among the oldest flight attendants, still working for American Airlines at the age of 87. However, most Asian and Middle Eastern airlines have obligatory retirement ages between 40 and 50.

Although these are specific airline policies, there is still no international standard for flight attendant retirement age. Many flight attendants, mostly from American and European airlines, put in many decades of honourable service with no upper age limit. This is important to note as the demand in aviation for new crew outpaces the supply and airlines seek solutions.

### POST-PANDEMIC REALITIES

The pandemic quickly changed the aviation industry – it was reduced to one-third of its capacity during COVID-19. Uncertainty rose among airlines, pilots, and crew

for as many as 40% of pilots and crew job security became the biggest concern, alongside low flying hours or holding no type rating. For 80% of airlines, the lack of regional talent in Europe was the main headache. Now, the aviation industry must meet new demands and the need to fill crew shortages.

According to Boeing, by 2042, there will be a global need for 649,000 new pilots and 938,000 new cabin crew members. According to Hogervorst, "based on data from Statista, over the next 20 years, Europe will require about 170,000 new flight attendants for commercial aviation and around 8,000 for business aviation. To address this, certain requirements have made a big shift, and some European airlines have even started recruiting people over the age of 45, these so-called 'empty nesters' for the flight attendant position.

### REDEFINING RETIREMENT, FLEXIBLE PATHS AND NEW OPPORTUNITIES

A flexible approach to mandatory retirement age promotes career paths. Flight attendants can transition into certain positions that are available to flight attendants if they meet the requirements set by the airlines such as Senior Flight Attendant or Flight Attendant-Instructor. Other roles such as trainers, mentors, or ground staff, require appropriate requalification and additional training, in most cases but their wealth of experience is added to various aspects of the



aviation industry. This adaptability not only benefits the individuals but also contributes to the overall growth of the industry.

Additionally, passengers benefit from age diversity among flight attendants. Younger attendants bring enthusiasm and modern perspectives, while their more experienced counterparts offer a calming presence and wealth of knowledge. This blend creates a balanced and enhanced passenger experience.

Without a set age for retirement reflects a commitment to shaping a sustainable and capable workforce. It also recognises the value older crew members bring to the table.

### A FUTURE UNBOUNDED

The notion of mandatory retirement age for cabin crew is a misconception that has been dispelled by the dynamic and diverse nature of the aviation industry. It is important to

realise that health and working conditions have a direct impact on retirement age.

Those who work in the civil aviation industry have the right to retire with preference because of the heightened risk associated with occupations that frequently experience variations in pressure, temperature, and climate as well as intense stress. However, flexible career paths allow cabin crew to transition into different roles point to the resiliency of the job. "The aviation industry has always been synonymous with pushing boundaries and reaching new heights, so the absence of a mandatory retirement age for cabin crew is a testament to this ethos," says Hogervorst. One aspect is undeniable – regardless of their age, cabin crew members continue to dedicate their lives to ensure a smooth, safe, and comfortable journey for all passengers.





# Volunteers Connecting Military Communities

The Armed Forces life can bring its challenges when a loved-one is deployed overseas, or a family must move to a new location.

Some people can find themselves feeling lonely or socially isolated, they may struggle to meet and connect with new people due to their confidence, work commitments or because they don't live in Service Family Accommodation.

SSAFA, the Armed Forces charity has developed a new volunteering role to help alleviate the loneliness of being part of a military family. The Community Connection Champion (CCC) identifies need within the community for activities and events which draw people together.

**Hayley Kennedy, whose husband was posted to Bovington last year said:** "Being sent away from your home and friends can be really isolating, especially if you don't have children. Meeting people is a challenge, especially if you know you are only going to be around for a year or so."

When she noticed that volunteers were needed to combat loneliness and isolation in her new garrison, Hayley identified with the task immediately and jumped at the chance to volunteer as a new Community Connection Champion to help other people who might be feeling like she was.

Along with her SSAFA team, Hayley has been planning a range of activities to bring the community together.

**Hayley said:** "Becoming a CCC has not only brought me friendship, but has given me a way to become involved with lots of new and exciting activities. It's really fulfilling to think that you have made a difference to someone's day. Many military bases are in the middle of nowhere, and transport

here in Bovington is very limited, so if you don't drive you really need things organised locally – I'm happy to help with that."

Thanks to funding from the Armed Forces Covenant Fund Trust, SSAFA, is recruiting volunteers all over the UK, and in its bases overseas. These people play a vital role in overcoming these challenges by creating welcoming and engaging group activities that bring the serving community together.

## Suzette Leach Community Connection Project Officer

**said:** "You do not have to be a serving member of the military to be a CCC. Local people, near to military facilities, who want to make a difference to the serving communities' quality of life are very welcome. Veterans or their families might also find this a great way to give a little back to the military community."

CCCs can come from the serving community too. Who else is better placed to know the difficulty of living on camp and being far from family and friends?

**Sapper Marco Turnbull, 20, has just applied to become a CCC:** "I have spent many weekends on my own during training because you move around and are rarely with the same people for long enough to make many friends. I have had some quite dark times, especially when the training was hard and I was so far from home. Of that hanging over everyone."

"So it's really important to me to help other people who might feel alone. In so many ways I am lucky – I'm from a military family, so I understand that you are going to get cold, wet and shouted at during training sometimes. I know what homesickness feels like, and

that it will pass, because I had to go to boarding school. The key is not to lock yourself in your room. Connect with people, have some fun and the blues melt away. As a CCC hopefully I can help bring fun into some people's lives when they are feeling down."

## INTERESTED IN VOLUNTEERING?

An online training webinar has been developed to train the Community Connection Champions, so training can happen wherever you are. The course focuses on understanding more about loneliness and social isolation, the impact it can have on an individual's life and how

groups and events can make a difference. Once trained, volunteers are supported by the Community Connection Project Officer and by their local branch.

If you would like to become a Community Connection Champion and support those feeling socially isolated and lonely within the local serving community.

Find out more by contacting [suzette.leach@ssafa.org.uk](mailto:suzette.leach@ssafa.org.uk) or visiting [ssafa.org.uk/community-connection-champion](https://ssafa.org.uk/community-connection-champion).

**ssafa** the Armed Forces charity

Marco Turnbull at a SSAFA 'Big Brew Up' event.

## COMMUNITY CONNECTION CHAMPIONS AROUND THE UK

**Scotland, RAF Lossiemouth:** Volunteer CCC Stephen started a regular walking group, which is enabling people to connect, make friends and improve their mental health through exercise and fresh air.

**Oxfordshire, RAF Brize Norton:** Award winning CCC, Sarah, has organised social events on camp such as a Battle of the Bands night, and has also set up regular art sessions.

**Shropshire, RAF Shawbury:** Volunteer Sue, and two other Community Connection Champions, are running a book club in conjunction with charity, Reading Force and they have also supported a comedy night and monthly quiz.

**Dorset, Bovington Camp:** Hayley and her team of CCC's have organised spouses' hikes, netball coaching and a quiz night is starting up after the summer holiday, not to mention that the team provide the cakes for the Garrison's monthly coffee morning.

Community Connection Champions at the Battle of the Bands, Oxfordshire.

## Volunteering spotlight: Sodexo

Sodexo was an early signatory of the Armed Forces Covenant, and holds a Gold Employer Recognition Award, reflecting its commitment to the UK Armed Forces and veteran's community. Enabling its employees to volunteer for SSAFA is an extension of this commitment and benefits the volunteers and SSAFA beneficiaries alike, playing a key part in Sodexo's Social Impact Pledge.

Sodexo is committed to actively supporting local and national charity networks through employee mentoring, volunteering and fundraising activities; SSAFA is delighted to be one of Sodexo's Social Impact Partners, making a tangible difference in people's lives.

Recently SSAFA partnered with Sodexo for a volunteering opportunity to spruce up the gardens of SSAFA's Stepping Stone Home, a refuge for women and children escaping domestic violence.

The team of 11 Sodexo staff worked hard and enjoyed their volunteering day.

**Colin Maskelyne, Catering, Retail and Leisure Manager, Larkhill, said:** "Some people need support, and at Sodexo, we are fortunate to be able to take



up to three day paid volunteering each year. It's fantastic to be able to give back to the community and volunteering for SSAFA is particularly meaningful for me as I am ex-Forces, as are many of my colleagues"

**Catherine Davison, SSAFA's Corporate Account Manager, Commercial and Corporate Partnerships said:** "We had such a great day! We had a lot of fun, and really made a difference to the surroundings of the

families who use the facility. "It means such a lot to our charity's beneficiaries to know that individuals and business not only are willing to put their hands in their pockets, but also to give their time towards making their lives a little bit better. Thank you Team Sodexo!"

**sodexo**





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**“BEST EVER MEMORIES  
ARE WITH LIFELONG  
FRIENDS OUT IN THE  
FIELD INSPIRING  
THE CADETS. BUT  
HAVING A DAMN GOOD  
TIME OURSELVES.”**

# You can make a difference

**T**he COVID-19 pandemic has caused disruption around the world, but for many people it has provided the chance to reflect, evaluate and embark on new challenges and adventures. Read on to find out how you can make a difference with the Army Cadets.

Over the last two years increasing numbers of young people have replaced outdoor activity and adventure with computer games and technology. As we emerge from the pandemic, 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 fulltime 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.”*





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Teaching Tomorrow's Technology

Network Cabling Copper Fibre

## 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 your interest for the Next Digital Infrastructure Industry Briefing  
(a virtual event)

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

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

Email: [resettlement@cnet-training.com](mailto:resettlement@cnet-training.com)  
Phone: +44 (0)1284 767100  
Web: [cnet-training.com/resettlement](http://cnet-training.com/resettlement)





# A Golden Opportunity to Gain Insight into Your Potential New Career

If you're on a mission to find a post-service career that is rewarding, challenging and lucrative within the security of a thriving industry, the digital infrastructure industry could be for you.

The digital infrastructure industry comprises the data centre and network infrastructure sectors, which together form the backbone of the world's digital activity and global connectivity. Data centres are purpose-built facilities where servers and critical IT equipment is housed, with network cable infrastructure providing the connections from the data centre to end user locations. Imagine the data centre as a brain where all crucial applications and data is stored, and the network infrastructure is the neurons, carrying messages from the brain (data centre) to the muscles (the end user) and back.

As a result of the pandemic, the already flourishing growth of the industry was supercharged, as businesses and individuals worldwide were forced to shift their activities online. Post-pandemic, the global demand

for accessing, processing and storage of digital data shows no signs of slowing. Industry experts estimate that there are currently 14 billion active internet device connections worldwide, with each connection placing a data demand on the network; this number is projected to surpass 30 billion by 2025. Digital infrastructure is fast becoming documented as the fourth utility.

Despite our modern reliance on digital infrastructure, the industry has been shrouded in secrecy due to security risks associated with data. This has had the unfortunate side effect that career opportunities within it are not well-known. However, CNet is working to change this and raise the awareness of the huge number of exciting and lucrative opportunities that are available to you.

## SERVICE LEAVERS IN DEMAND

Data centre operators desperately need individuals who can help them keep up with the global demand for data and provide business continuity, with roles like data centre technicians who help keep each facility running at its optimum. Service leavers are highly sought after by data centre operators, who recognise that veterans already possess many of the required disciplines such as attention to detail, ability to learn and a 'can-do' attitude, and can quickly gain other essential technical skills and the knowledge to succeed in mission critical facilities.

CNet Training is recognised globally as the leading technical education provider throughout the digital infrastructure industry and awards internationally recognised qualifications and professional certifications that are in demand and specified in job roles worldwide. For 27 years, CNet has been assisting service leavers, understanding each person's career goals and providing quality education from network cable installation through to many data centre education programs delivered by expert Instructors, many of whom are ex-forces themselves.

Selecting where to spend your resettlement grant is a big step. The experienced CNet resettlement team understand this and will help every step of the way as you make this important decision. We always have someone on hand to speak with to help ensure that you make a decision that is right for you.

## A GOLDEN OPPORTUNITY

Since 2021, CNet has held the prestigious Gold Covenant Award, the Ministry of Defence's highest badge of honour in its Employer Recognition Scheme (ERS), recognising organisations across the UK who have an ongoing

commitment to support the Armed Forces community. These Gold award holding businesses and charitable organisations, of which CNet is one of only 834 throughout the UK, 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 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 training programs for service leavers and ex-Forces members.

CNet strongly believes that the experience gained throughout military careers can bring a wide variety of transferable skills and qualities to the civilian workplace, that are especially valuable in working across the network infrastructure and data centre sectors. CNet employs several ex-Forces members and Reservists as part of their own workforce, and works with the key players across the digital infrastructure industry to highlight the importance of the transferable skills that ex-Forces personnel bring and why they are perfectly suited for working in a mission critical environment.

Many industry-leading organisations are now following suit, putting in 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.

Clint Sherratt, Head of Technical Development, has been working at CNet Training for four years, having served with the Royal 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," Clint explains. "Not only with the support for their own staff and active Reservists such as myself; but also, in providing robust resettlement training programs and career support for service leavers and ex-Forces members. I'm proud 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 in the digital infrastructure industry with others is very satisfying, and I'm thankful CNet gives me the opportunity to do this."

CNet's data centre and network cable infrastructure technical education 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

*Data centre operators desperately need individuals who can help them keep up with the global demand for data and provide business continuity, with roles like data centre technicians who help keep each facility running at its optimum.*

within job role specifications across the UK and beyond.

Every CNet technical education program has been carefully designed to blend technical knowledge with essential hands-on skills that are needed for the industry. CNet has an ongoing schedule to regularly review the content of each program to ensure it reflects the very latest changes in technology, in addition to preparing students for possible new and emerging industry trends that are just around the corner. To do this, CNet regularly works alongside major companies throughout the global industry.

## YOUR INVITATION

CNet is holding a virtual, half-day, digital infrastructure industry briefing event, aimed specifically at the UK's Armed Forces community.

Designed to provide an insight to what's involved in reskilling into the digital infrastructure industry, this virtual event will explain the pathways to pursuing a career from a resettlement perspective, explore the various career opportunities and salaries that are available, and provide information on using Enhanced Learning Credits (ELC) to fund education programs, assisting those interested in achieving their career goals.

The event is tailored to provide members of Armed Forces personnel, service leavers and ex-Forces members, with an in-depth introduction to the digital infrastructure industry (network cabling and data centre sectors). The virtual briefing event, hosted by CNet's dedicated resettlement team and other invited guests, including leading industry organisations, will cover the vast array of career opportunities across the industry, typical roles and salaries, plus what it is really like to work in the industry.

The briefing 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 pathways. It will also introduce CNet's dedicated resettlement and ex-Forces team, who work closely with learners to support them

not only during their resettlement training but throughout their transition to civilian career life. The team will be on offer to provide guidance and advice regarding the next steps, both during the briefing and offline afterwards.

To find out how CNet can support you during your transition to civilian life and help you for many years after visit [www.cnet-training.com/resettlement](http://www.cnet-training.com/resettlement).

The digital infrastructure industry virtual briefing is being held on Thursday, 28th September, 10.00-13.00hrs. Visit <https://www.cnet-training.com/programs/resettlement/industry-briefing/> or contact Resettlement Adviser, Olly Day, to secure your free place: [oday@cnet-training.com](mailto:oday@cnet-training.com) or 01284 767100. All members of the military community are welcome.

## Briefing Agenda

- Introduction to the digital infrastructure industry
- Civilian opportunities
- Potential roles and salaries
- Hear from ex-forces about transitioning from the Armed Forces into the industry
- Hear from companies across the industry as they highlight 'a day in the life of' key roles within their organisation
- A little about CNet Training
- Resettlement and ex-Forces ELC funded programs and career progression

There will also be an opportunity for questions at the end, or offline afterwards.

**CNet**  
Training

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# EMPLOYMENT FAIRS 2024

<b>NEWBURY</b>	—	15th February
<b>SALFORD</b>	—	14th March
<b>EDINBURGH</b>	—	18th April
<b>TELFORD</b>	—	9th May
<b>BRISTOL</b>	—	5th June
<b>CHELMSFORD</b>	—	11th July
<b>YORK</b>	—	17th September
<b>SOUTHAMPTON</b>	—	10th October
<b>LINCOLN</b>	—	14th November

**BOOK YOUR PLACE NOW - 0203 162 4410**



Scan to book your place

## CTP Employment Fair 2024 programme launch

CTP Employment Fairs offer a unique opportunity to experience the entire spectrum of CTP support all in one place, while providing you the chance to connect and explore potential options with a vast selection of employers from a wide range of industry sectors.



Following on from an extremely successful 2023 so far, we are delighted to share with you another great programme of

Employment Fairs planned for 2024.

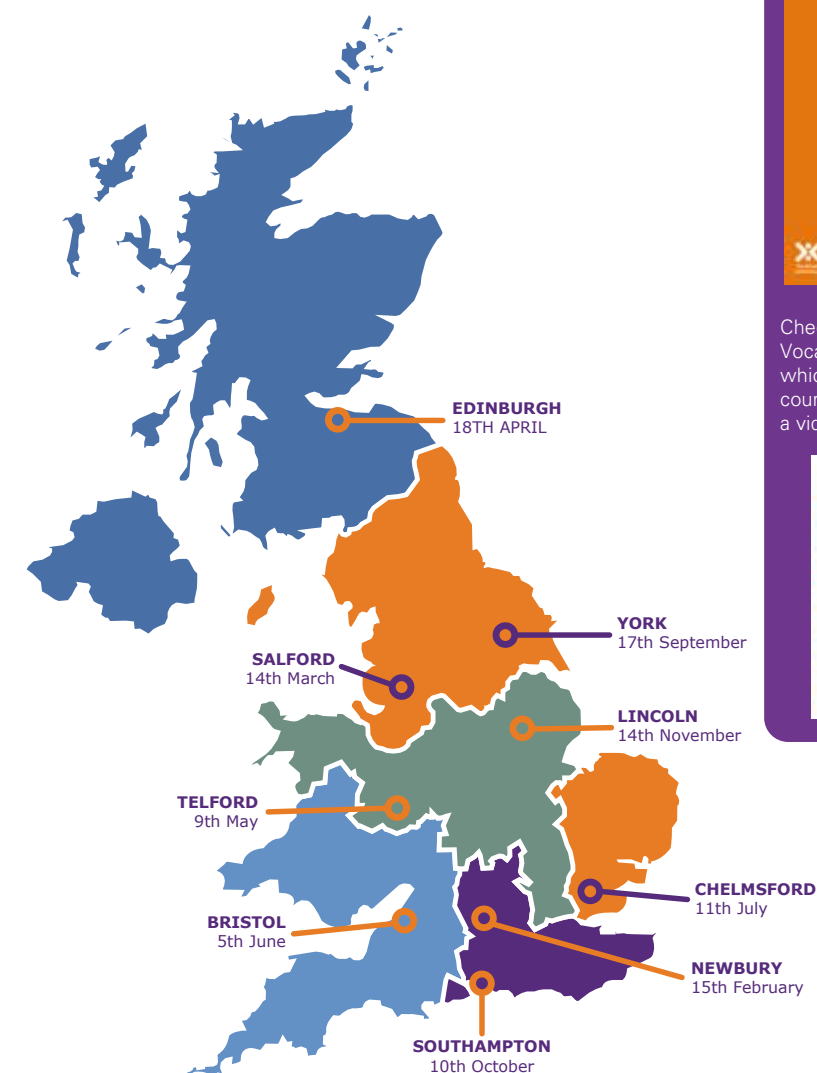
The Feedback from other Service leavers consistently shows that attending CTP Employment Fairs brings great value and makes a significant contribution to making well-informed decisions about resettlement and approaching the job-market, and building that all-important network. You can be confident that the employers and recruiters present recognise the value, skills, and experience you bring to the table. Here's what an employer at our last event had to say:

*"What a fantastic event! We met lots of talented individuals and thoroughly enjoyed discussing their career aspirations and what our organisation could offer. Bringing Service leavers into our business offers fresh insights and ideas and it's my experience the work ethic of Service leavers is exceptional, and they'd be an asset to any business."*

And don't just take our word for other reasons why you should attend – here is some feedback from fellow Service leavers who attended recent events:

*"Put aside any doubts and concerns you may have had and make the effort to go. Not only will the environment and attitude of the exhibitors encourage you, but the conversations can lead to ideas and opportunities that you may not otherwise have considered."*

*"The employment fair is filled with opportunities and careers that people may not have known about or considered. The best advice is to just attend and be open minded. I would never have found the career I was interested in if I didn't attend the fair."*



*"This is a must for all service leavers it gives you a great insight into the jobs market and employers who want to hire ex-military."*

For a glimpse of what to expect, watch the video below featuring our Employment Fair at Newmarket in July. And to book on to any of our forthcoming events – for 2023 or 2024 – **it's never too early to register so simply call 0203 162 4410 or scan the QR code** to head over to our events page, find out more, and book your place. You can also check out our full calendar of all virtual and in-person events.

We hope to see you soon!



Check out our brand-new Vocational Training brochure, which highlights the incredible courses we offer, along with a video tour of our facility.





# Certificate in Executive Coaching

## A Coaching Accreditation Programme for Experienced Managers and Leaders.

"This programme has opened my mind to the world of coaching." Tobias

The purpose of this ELCAS-approved programme is to consolidate the skills you have been using for many years as a leader and formalise them in the form of accreditation with an internationally recognised professional body, EMCC Global.

Throughout your military career, you have spent hundreds of hours supporting juniors to gain in confidence and ability. You have learnt to listen well, ask incisive questions, give honest feedback, and help people set goals for themselves.

You are a coach – this programme converts these skills into a formal qualification.

### HOW WILL THIS HELP ME?

"The skills the course provides are focused on professional coaching but have applications to all walks of life and I'm likely to remember elements of this course every day for years to come." Tony

On successful completion of the programme, you will gain a Certificate in Executive Coaching. And, in addition to this, you will attain accredited status with the leading professional body, EMCC Global.

Most organisations are committed to developing a coaching culture. Being an accredited coach shows that your leadership style is aligned to their ethos and makes you a more attractive candidate.

Whilst you have gained a wealth of coaching experience in your career to date, this was most likely collected on the job and in an unstructured way. This course consolidates and enhances what you have learnt from experience.

You may be considering setting yourself up as an independent coach or consultant. Whatever your trade, coaching skills will help you deliver it to your clients. Your accredited status is a mark of quality that increases your credibility.

### WHO IS THIS PROGRAMME FOR?

Participants must have a minimum of 5 years leadership experience and must have accrued a minimum of 100 hours formal or informal coaching experience.

The 100 hours practice experience refers to any form of supportive, developmental conversation held on a 1:1 basis and does not have to be logged.

This course is suitable for anyone who knows that they will need to coach people in the future.

It is particularly relevant for someone who anticipates moving into a role where they will need to focus more on empowering others rather than providing detailed instruction; it is about enabling others to solve problems and find solutions.

Coaching is the art of unlocking another person's potential. You will improve your ability to facilitate the performance and development of other people.

### WHAT IS THE TEACHING METHOD?

"It provides a great all round learning experience: formal teaching, personal reflection, practice in a safe environment, direct encounter with real clients, and the ability to revisit any aspect of the course via the learning platform – this combined approach, spread out over 3 months made it the success it was." Paul

The entire course is delivered online.



Every module is highly interactive, combining taught input in the Zoom 'plenary' with practise and discussion in break-out rooms. We create the time and space for all course participants to get to know each other, contribute and improve their skills.

You will attend an initial briefing session, followed by 10 x 2.5-hour live, interactive, and experiential learning modules, plus a final conversation with course faculty to discuss your overall learning outcomes.

The total qualification time for this programme is approximately 75 hours. The 10 x 2.5 hour Zoom meetings are the only fixed timings. The remainder can fit around your existing work schedule.



"Our goal is for you to develop the confidence to coach effectively in any context."

### WHEN IS THE NEXT PROGRAMME?

The next course starts from 11 January to 18 July 2024.

### HOW MUCH DOES IT COST?

The price for service leavers is £2,500.

### HOW DO I FIND OUT MORE?

We run regular information sessions in which you can meet Tom and discuss whether the programme is right for you.

If you would like to attend one of these please simply book here: [www.calendly.com/tombattye/certificate-in-executive-coaching](http://www.calendly.com/tombattye/certificate-in-executive-coaching)

Full information about the programme is available on our website: [www.tombattye.co.uk](http://www.tombattye.co.uk)

Alternatively, you can contact [lisa@tombattye.com](mailto:lisa@tombattye.com) to request a brochure.



### WHO IS TEACHING THE PROGRAMME?

"Tom is a patient and knowledgeable guide." Alexander

The course is delivered by Tom Battye. Tom is an executive coach and leadership development consultant with 20 years' experience developing senior leaders and their teams.

Tom is an accredited master practitioner coach, coach supervisor and team coach.

Tom's background as a professional expedition leader has taken him around the world leading treks and managing projects in developing countries.

Recently, he has led projects in Morocco and Costa Rica. Experiences like these provide Tom with first-hand leadership experience that ground his work as a coach and facilitator.

Tom is actively engaged in setting standards in the coaching industry and is a recent winner of EMCC Global's Supervision Award.

He has been training coaches since 2005, including hundreds of internal coaches in public and private sector organisations including the NHS, the BBC, various government departments in the UK and for a range of business schools including Chicago Booth and London Business School.

"Tom has unlocked my coaching potential; I feel resourceful and empowered on my coaching journey" Chris



### WHAT WILL I LEARN?

"I am confident I now have the skills, knowledge and ability to contribute to a coaching culture, and get the best from my team." Colin

In short, we prepare you to deliver a professional coaching service to fee-paying clients. However, our delegates are not all planning to set themselves up as independent coaches.

Many of them simply want to learn the skills to be able to coach their existing or future team members. For this reason, our goal is for you to develop the confidence to coach effectively in any context.

Participants will learn...

- The difference between coaching, mentoring and other styles of intervention.
- How to apply EMCC's Practitioner level coaching competencies.
- Advanced listening and questioning skills.
- The value and application of contracting in coaching relationships.
- How to structure coaching conversations to ensure positive outcomes.
- Psychological theory to support a coaching mindset.
- The value of supervision, CPD and reflective practice



## CERTIFICATE IN EXECUTIVE COACHING



Transform your military leadership experience into a recognised business qualification.

Graduation from this ELCAS approved training results in your individual accreditation with the professional body for executive coaching, EMCC Global.

75-hours Total Qualification Time from 11 January to 18 July 2024

- 10 x 2.5-hour, live Zoom meetings
- Weekly reflective journal assignments
- Experiential learning methodology
- Personalised one-to-one expert feedback
- State-of-the-art online learning platform

"The programme was interesting, inspiring, well-paced, well presented and thought-provoking." David Mason, ex-RAF Instructor Pilot.

For more information contact [tom@tombattye.com](mailto:tom@tombattye.com) or call +44 (0) 7720 286696







## From the Corps of Royal Engineers to the world of Residential Surveying

How First Line Manager, Lee Dowdall, made the transition from military life to professional residential surveyor and successful business owner.



the skills they already had or by training to enter a new profession.

When Lee Dowdall, First Line Manager in the Corps of Royal Engineers, began thinking about his transition to civilian life in 2018, he decided to pursue his interest in property. Fast forward to 2023 and Lee is now a qualified residential surveyor and valuer providing crucial information to homebuyers on property condition and running his own surveying practice.

We caught up with Lee to find out more about his experience moving into a new career.

### WHAT MADE YOU CONSIDER A CAREER IN RESIDENTIAL SURVEYING?

"I needed a change in direction and have always been interested in property. I saw an advert for the Sava Level 6 Diploma in Residential Surveying and Valuation, checked Sava out on YouTube and, after watching a few of the videos, I knew surveying was for me."

### WHAT DREW YOU TO THE SURVEYOR TRAINING WITH SAVA?

"The fact that I could study around working. I had a house and a family, and I couldn't afford a drop in pay. It was great to be able to complete the course alongside my career in the Army."

### HOW DID YOU FIND MANAGING WORK AND TRAINING FOR A QUALIFICATION?

"I was extremely fortunate to have obtained a posting to a training regiment in the Army where I was unable to deploy on large-scale exercises and operations during that time. My previous line manager was very pro-self-development and was very accommodating."

"It was tough, as my role there was demanding, but I was very motivated to complete the course so managed to find the right balance."

### WOULD YOU RECOMMEND THIS TYPE OF TRAINING TO OTHERS?

"I would definitely recommend it and have already done to a number of people who have since embarked on the course. I thought it was fantastic."

### WHAT HAS BEEN THE HIGHLIGHT OF YOUR JOURNEY?

"The best moment was being offered my first job. I felt like I had achieved something so incredible. My proudest moment was being told I was a finalist for the Royal Institution of Chartered Surveyors (RICS) Young Surveyor of the Year Award in 2022."

"Since then, I've embarked on an entirely new and exciting journey, setting up my own surveying business."

### WHAT MOTIVATED YOU TO SET UP YOUR OWN INDEPENDENT SURVEYING FIRM?

"I felt like I needed more. I enjoyed most of my time employed but I wanted to have time to learn and develop, as I genuinely want to be the best surveyor I can be. I knew that going independent would allow me to make a decent living whilst expanding my knowledge."

"I also have a family, including a new baby, and I wanted the freedom to have a day off when needed. I recently volunteered to go on the eldest's Year 2 school trip to Bolsover Castle, and it was great not having to ask permission. I now divide my time between working, learning, spending time with experienced professionals to increase my knowledge, and, most importantly, family events."

### WHAT DO YOU LOVE MOST ABOUT YOUR NEW CAREER?

"I don't think there's any greater honour than to have ordinary, hard-working people relying on you for your professional advice"

before they make the largest purchase they might ever make. I've always felt like everything is stacked against the buyer and it's only the surveyor who has their best interests in mind. Nothing is more rewarding than receiving thanks from a client."

### HOW DID YOU FIND THE PROCESS OF SETTING UP YOUR OWN BUSINESS?

"It was actually quite a challenge but definitely worth it. I'm fortunate to have good friends who own their own successful companies who gave me some great advice, another family friend taught me a little about branding, and another close friend helped with my website. There is so much to think about and many choices to make. It was a lot of hard work, but now I'm reaping the rewards."

### WHAT'S YOUR ADVICE TO ANYONE LOOKING TO START THEIR OWN PRACTICE?

"You only need confidence and determination. Everything else you can figure out on the way. Lean on your friends, family and broader network, particularly those who have been through it before."

"Looking back, I could have set up my own company on the day I graduated from Sava, and I would have been okay and made

a lot of money, but by seeking employment first I've learned so much about surveying, property defects, myself, and my clients, enabling me to set my company up in a way that reflects me, my values, and my goals."

"My advice when looking for employment is to choose wisely. Speak to as many people as you can and consider focusing on a company with good values... over those promising the best salaries and bonus schemes."

If you are considering retraining into a new field after leaving the Armed Forces, be sure to do your research into funding options such as ELCAS to enable you to invest in your future.

To find out more about the role of a residential surveyor and valuer, available training, the skills required, and how to become a member of the Royal Institution of Chartered Surveyors, scan the QR code to download the Residential Surveyor Training Guide or visit [www.sava.co.uk/residential-surveying](http://www.sava.co.uk/residential-surveying) for further information.

Readers of Easy Resettlement can benefit from an additional £250 off Sava course fees if they mention the magazine when enrolling on the Diploma in Residential Surveying and Valuation.

\*<https://commonslibrary.parliament.uk/research-briefings/cbp-7930/>



## READY TO RETRAIN AS A RESIDENTIAL SURVEYOR?

Part-time training

Qualify in 24 months



"A fantastic course. Some excellent tutors and a great way to get into the surveying industry."

Christopher Moran, Google review



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SCAN ME



Quote Easy Resettlement for £250 off course fees



### ABOUT SAVA

Sava is the industry leading provider of vocational residential surveyor training, with 40 years of experience in the property sector. We have training locations across the UK and, to date, have supported more than 600 learners through our part-time Diploma in Residential Surveying and Valuation – a qualification sought after by surveying firms. We provide education, technology and professional services to help look after the UK's 29 million homes and have been training residential surveyors since 2005.





# Fire Safety

There is currently an abundance of career opportunities within fire risk assessment industry and with the release of the Fire Sector Federation (FSF) Approved Code of Practice for Fire Risk Assessor Competency in 2020 the need for fire risk assessors to have a qualification is becoming the norm.

Fire Safety Risk Assessment Consultancy Limited (FSRAC Limited) are currently offering a Level 3 Award Qualification in fire risk assessment awarded by Qualifications Network UK. It is possible to attain this qualification within a short period of time, typically less than one month.

The FSF and the fire risk assessment industry promote being a member of a fire safety related Institution and this qualification will enable

you to join the Institute of Fire Safety Managers (IFSM).

Demonstrable competence is becoming this norm within the fire risk assessment industry and one of the elements of being a competent person is being a reliable and responsible person; having been in the forces you will already be considered to have these qualities.

We have trained (or retrained) fire risk assessors from several industry leading companies including Mitie, Mears, Frazer Group and more.

The Level 3 Award in Fire Risk Assessment is a 5-day classroom course with a short portfolio of work to be completed in your own time afterwards. Completion of both parts of the course will result in a certificate being awarded by the awarding body, QNUK and as we are accredited by the Institute of Fire Safety Managers (IFSM) are company certificate is also issued with the IFSM accreditation; a further certificate is also awarded by the Institute of Fire Engineers (IFE) for Continual Progressive Development hours.

Courses are delivered in Manchester by David Prince an ex-fire officer, fire safety inspecting officer, fire investigation officer and Nationally Accredited Fire Risk Assessor.

Our training courses are kept up to date with any updates in fire safety legislation included in the course; courses are constantly updated to ensure currency.

**David Prince.** *MIFireE, MIFSM, FdSc, Tech IQSH, LCGI, Dip(Ed) Nationally Accredited Fire Risk Assessor Register (NAFRAR) No. 0151 FRACS (Fire Risk Assessor Certification Scheme) No. 73 Member of the UK-AFI (Fire Investigation).*

## FIRE SAFETY RISK ASSESSMENT LEVEL 3, 5-DAY COURSE

### Who is this 5-Day Course For:

This course is aimed at those who have a responsibility for undertaking fire risk assessments, reviewing and or implementing the significant findings of a fire risk assessment.

### Typically, such persons would be

- Fire Risk Assessors,
- Health and Safety Manager,
- Health and Safety Advisor,
- Health Safety and Environmental Advisor,
- Building Facilities Managers and Facilities Teams,
- Managing Agents,
- Building Owners,
- Fire Alarm Engineers,
- Electrical and Mechanical Engineers.

### Why choose us?

- Our courses encompass the principles of fire safety risk assessment.
- Delegates will learn how the fire risk assessment process 'pieces' together with this course covering all of the necessary basic elements of a fire risk assessment.
- This course contains an update on building cladding types.
- This course aligns to the elements of the 'Fire Risk Assessment Competency Council Framework
- The assessment of risk from fire (Appendix A)
- The applicable Legislation (Appendix B)
- Appropriate Guidance (Appendix C)
- Behaviour of fire in premises (Appendix D)
- Effects of fire on people and behaviour of people in fire situations (Appendix E)
- Means of escape (Appendix F)
- Fire Prevention (Appendix G)
- Fire Protection (Appendix H includes Passive and Active fire protection)
- Management of Fire Safety (Appendix I)

### Previous course feedback:

John S. JJS. Limited "Excellent knowledge base and very well presented, a great course for aspiring fire risk assessors".  
Grahame H. "Absolutely brilliant... exactly what I required".  
Jayne T. R and R Safety Systems. "Left me wanting more... excellent interaction and practical exercises"  
Mark P. MPW Safety Solutions. "Excellent course. Well-

### Course content:

An Introduction to:  
• 'Fire Risk Assessment Competency Council Framework'  
• Fire Science  
• The Regulatory Reform (Fire Safety) Order 2005, (Fire Safety Legislation)  
• Building Construction  
• Fire Compartmentation (Passive and Active Fire Protection)  
• Fire Doors, Final Exit Doors, and Door Security Devices  
• Understanding and Calculating Floor Space Factors, Door Widths and Travel Distances.  
• Means of Escape in the Built Environment.  
• Understanding Escape Times  
• Understanding Human Behaviour in Fire Situations  
• Understanding Evacuation Strategies.

structured and presented in a clear and logical way... highly recommended"

### The course aligns to the Fire Sector Federation (FSF) Approved Code of Practice for Fire Risk Assessor Competency: Cross Mapping to RQF Level 3, EQF Level 4 or SCQF Level 6.

This course is aimed at fire risk assessor or those wishing to become a fire risk assessor wishing to undertake fire risk assessments of simple premises (as defined in the government guidance documents).

Extract from the FRACC Document: Competency Criteria for Fire Risk Assessors  
Fire Risk Assessor Competency

Evidence of specialist training, membership of a professional body, and or certification by a third-party certificated body, need an appropriate knowledge of:

- The assessment of risk from fire (Appendix A)
- The applicable Legislation (Appendix B)
- Appropriate Guidance (Appendix C)
- Behaviour of fire in premises (Appendix D)
- Effects of fire on people and behaviour of people in fire situations (Appendix E)
- Means of escape (Appendix F)
- Fire Prevention (Appendix G)
- Fire Protection (Appendix H includes Passive and Active fire protection)
- Management of Fire Safety (Appendix I)

### Learning Outcomes

By the end to the course the delegates will\*:  
• Understand how to assess the risk of fire in the built environment  
• Be able to reference

- Fire Alarm systems and BS 5839
- Emergency Escape Lighting and BS 5266
- Emergency Signage
- Firefighting Equipment
- to Fire Safety Management
- Understanding Fire Safety Training and the Legal Responsibilities.
- The Fire Risk Assessment Process.
- Understanding Fire Risk Assessment Significant Findings (Recommended Actions).
- Understanding when to Review the Fire Risk Assessment.
- Risk Reduction and Arson Prevention.
- Using relevant Fire Safety Guidance Documents (Home Office Guides, Approved D Document 'B' and BS 9999 are referred to throughout the course).



- the Fire Safety Law for England and Wales
- Be able to reference appropriate guidance documents
- Understand the behaviour of fire in the built environment including ignition sources of fire
- Understand the effects of fire on people and human behaviour in fire situations
- Understand means of escape
- Understand fire prevention
- Understand fire protection (Passive fire compartmentation and Active fire systems)
- Understand the management of fire safety in the built environment.

\*The course also considers how the delegate will manage their expectations regarding the fire risk assessment process.

### Instruction methodology

The course uses a delegate workbook (the delegate keeps this for future reference), presentations and exercises which are interactively debriefed during the course. Throughout the course delegates will complete the workbook exercises relevant to each presentation; delegates will complete a 'mock premises' fire risk assessment exercise (desktop exercise).

The course is assessable; with a multiple-choice test on the last day and completion of a portfolio of work to be completed within 10 working days of the end of the course.

### Accreditation

Level 3 Award in Fire Risk Assessment (Qualification/Ofqual Registration Number 603/2073/4)

We are an 'Institute of Fire Safety Managers' (IFSM) 'Accredited Centre'. An 'Certificate of Attendance' Accredited by FSRAC Limited with 'The Institute of Fire Safety Managers' (IFSM) Accreditation. The Course is also awarded 29 Hours of Continual Professional Development (CPD) with the Institute of Fire Engineers (IFE).

### Course duration

5-Days 09.00 Hours to 17:00 Hours, with morning and afternoon breaks and 45 minutes for lunch. This 5-day course includes a light lunch, teas and coffees, soft drinks and light snacks each day.

### Cost of the Course

Those persons retiring from the forces can use their learning credits as payment for the course as we are registered to accept these.

### Publicly Accessible Courses

The cost is £1195.00 per person plus VAT (£1434 Including VAT).

Courses are held each month at the same venue. There are a maximum of 12 delegates places per course.

### The Training Venue:

Training is held in the Manchester Conference Centre in Manchester. The address is, The Manchester Conference Centre located in The Pendulum Hotel, Sackville Street, Manchester. M1 3BB.

Start Time: 09.00 Hours (Tea and Coffee available each day from 08.30 hours in the training room). Finish Times: 17.00 hours each day.



### The Trainer

Training is delivered by David; David is formally a Fire and Rescue Service Officer with 27 years' experience, David was a warranted 'Fire Safety Inspecting Officer', Fire and Rescue Service Qualified Fire Investigation Officer. Since retiring David Prince has delivered Fire Risk Assessment training nationally and has a wide range of experience in delivering such training to all sectors especially to Health and Safety practitioners. David Prince continues to undertake fire risk assessments of a wide range of premises types throughout the UK. David Prince is one of only 73 Nationally Accredited Fire Risk Assessors on the FRACS register and is also listed on the IFSM Register of Fire Risk Assessors (No 151). David Prince also has formal teaching qualifications (Dip Ed) as well as a wide range of 'Fire and Rescue Service' fire safety qualifications. As a fire safety practitioner David is aware of current Fire Safety practices. \*For training purposes only.



### Booking onto a course

For Individual Bookings:  
[www.fireriskconsult.com/shop](http://www.fireriskconsult.com/shop)  
Contact David: 07847 779428

\*All courses and course bookings are subject to our terms and conditions which are available on our website [www.fireriskconsult.com](http://www.fireriskconsult.com)

### Progression Routes to Further Courses:

Fire Risk Assessment in Specialised Housing (Sheltered Housing, Extra Care and Supported Living)





# Alcoholics Anonymous

## National Helpline 0800 917 7650

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

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

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

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

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

## Drinking on the Job...

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

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

Do you want help with a drinking problem?

If alcohol is costing you more than money, then call us today in complete confidence on 0800 9177 650, or email us at [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)

*"My 10 year old daughter succumbed to cancer....my drinking rocketed...I learnt to use drink to numb the pain. Then followed a dark period in my life...extended periods of diagnosed depression and marriage break up. I finally admitted to occupational health that I needed help – the response was supportive and nothing like I expected I was offered a place in re-hab, and introduced to Alcoholics Anonymous."*

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



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

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

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

Former Inspector

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

Former Superintendent

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

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

THE ONLY REQUIREMENT IS A DESIRE TO STOP DRINKING

# 0800 917 7650

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





**W** Help us educate the Built Environment with relevant knowledge, skills, and behaviours supported by your experiences from working within the field.

# Start your career in education with Skills4Stem

## EX-MOD CONSTRUCTION TRAINER

Skills4Stem is launching a Brand New Train-the-Trainer Academy and we have vacancies to employ full and part-time great sector practitioners (at all levels of their careers) to develop into exceptional technical trainers and learn on the job.

Are you a practitioner working within the Built Environment in any of these fields and looking for a full or part-time career change?

- Construction Manager
- Quantity Surveyor
- Civil Engineer
- Build Services Engineer
- Architectural Technicians
- Technical Faculty Manager

Help us educate the Built Environment with relevant knowledge, skills, and behaviours supported by your experiences from working within the field.

At Skills4Stem we have a uniqueness and a duty to train. Skills4Stem signed The Armed Forces Covenant in 2020 - an agreement between the citizens of the UK and the government to support those who serve,

or have served, in the military. The covenant is an obligation that involves society coming together to support the Armed Forces and their families, and demonstrates the value of their contributions. Skills4Stem are proud to say that we have employed ex Armed Forces

personnel within the organisation, and will continue to do so.

Skills4Stem is transforming adult education and is on a journey to tackle the STEM skills shortage. Our mission is "to transform STEM education by delivering personalised adaptive learning programmes which dovetails into current employment and unleashes the untapped potential of all our candidates." We want to ensure that we are employing individuals who will actively help to build the future workforce. Skills4Stem works to transform adult education by delivering customised learning programmes. Skills4Stem recognises that each one of our learners have different learning styles, and as a result, we have built our training programmes around them. Our methods of teaching are designed for individuals who may not

have excelled academically. We offer diverse levels of apprenticeship qualifications, each catering to the different abilities of our learners.

We are looking for an individual who can take on the responsibility of ensuring that our learners are equipped with the necessary skills and knowledge that will help them to excel in their future careers within construction and engineering. We are particularly appealing to individuals who have a background in the Ministry of Defence. These include the: Royal Navy, British Army, Royal Air Force and Strategic Command. We believe that retired members of the Ministry of Defence can offer an abundance of skill and ability that can be beneficial to Skills4Stem and the work we provide.



During the train the trainer programme, you will be taken through the following:

- How to apply theoretical understanding of effective practice in teaching, learning and assessment, drawing on research and other evidence to maintain OFSTED and regulatory body compliance and client standards.
- Consider and employ the most effective delivery methods, including blended and technology enhanced learning.
- Implement evidence-based strategies to ensure high levels of retention, achievement, success and attendance for identified cohorts.
- How to give constructive and motivational feedback to continually improve and maintain standards of achievement.
- To create structures to organise and manage session preparation,

record keeping and training delivery time. We would ideally like for assessment timelines to be mapped out.

We are looking for specific mindsets and behaviours to make a great addition to our team. We look for individuals who care passionately about being a good trainer, and being a part of an effective and respected delivery team and high performing organisation. We would also like for a trainer to take an interest in understanding the different life experiences of each individual, and be able to see things through the perspective of others. You must prove that you have the ability to manage the fine line between empathy and sympathy. We would like for our trainers to portray true passion for expansion of the mind through

learning, which is shown in the enthusiasm that they bring to each training session.

Skills4Stem is passionate about employee incentives, and as a result have a number of perks involved with this job role. These include:

- Probation Pass 'bonus'
- Annual bonus (subject to company performance)
- Discount scheme
- Statutory Pension Scheme

The majority of learning at Skills4Stem is remote. Teaching sessions can be delivered at a variety of locations across England. The trainer will work alongside the Delivery team, supporting other team members in instances where timings and candidate demands require flexibility to achieve goals.



For more information email:  
[info@skills4stem.co.uk](mailto:info@skills4stem.co.uk)



# Continue your Professional Registration journey

When you become an Engineering Technician (EngTech), it demonstrates to your employers and clients that you have had your competence independently assessed, your credentials verified, and have made a commitment to Continuous Professional Development (CPD).

## LIFE AFTER ENGINEERING TECHNICIAN (ENGTECH)

As you progress through your career and continue to build your competences as a Technician and Engineer, you can apply for more internationally recognised qualifications such as Incorporated Engineer (IEng) and Chartered Engineer (CEng).

Incorporated Engineers (IEng) maintain and manage applications of current and

developing technology, and may undertake engineering design, development, manufacture, construction, and operation.

Chartered Engineers (CEng) develop solutions to engineering problems using new or existing technologies, through innovation, creativity and change and/or they may have technical accountability for complex systems with significant levels of risk.

## Benefits of Professional Registration:

- Use of internationally protected titles, e.g. Chartered Engineer (CEng)
- Recognition as a professional in your field
- Improved career opportunities and salary prospects
- Greater influence within your organisation
- Opportunities to connect with influential and inspirational people
- International recognition of your professional competence and commitment.

To find out information on how to apply for professional registration as a Chartered Engineer (CEng) or Incorporated Engineer (IEng), please sign up and come along to one of the IET's dedicated Account Managers open webinars to find out further details and continue your professional development.

To register, please follow the below link.  
Presentation pre-register MOD - Mark Samson ([jotform.com](http://jotform.com))

## 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](http://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](http://theiet.org/service-leavers-support)

**Eat, sleep, engineer, repeat**

How you can play your part in evolving our engineering landscape for all

Watch Julian's President's Address on-demand now at:

[theiet.org/presidents-address](http://theiet.org/presidents-address)



# The Defence Employer Recognition 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 - see the requirements for each award below.

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
- 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
- within the context of Reserves the employer must have demonstrated support for mobilisation or have a framework to support mobilisations in place

## 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
- 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
- the employer must actively encourage a positive

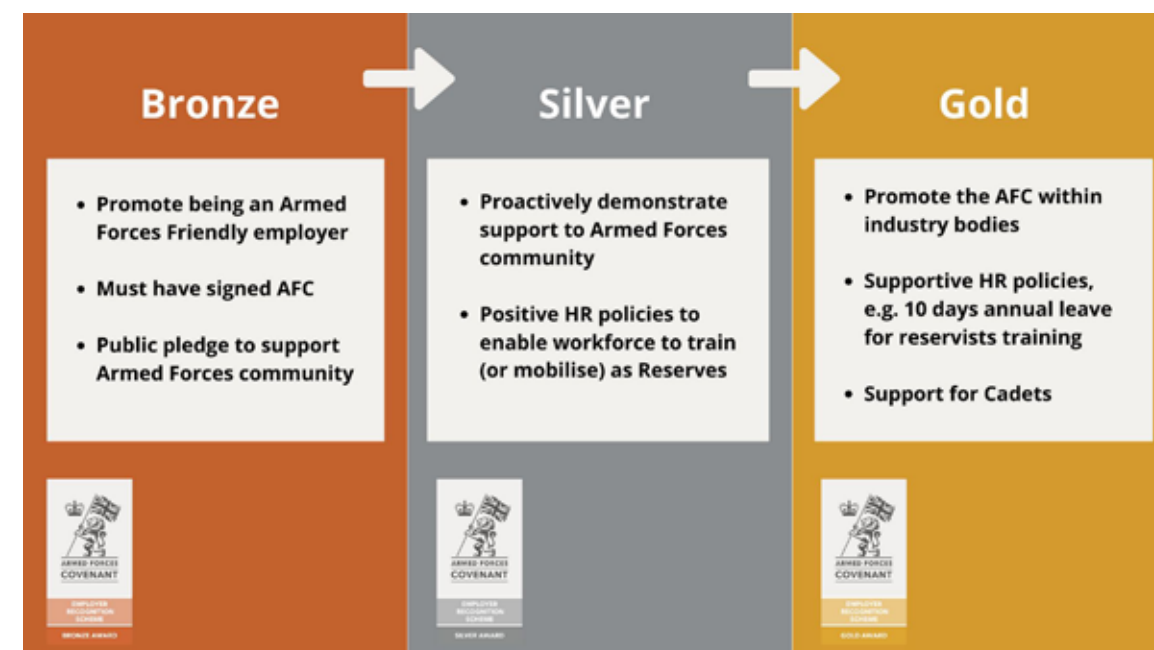
environment for Reservists by ensuring that positive policies in support of Reservists within the workforce are communicated to line managers

## NOMINATION AND AWARD PROCESS

Employers can sign up themselves for each award. Nominations will be validated to determine the level of defence personnel employment within the nominated organisation and to check that the organisation has signed the Armed Forces Covenant. Once the nomination has been validated it will be considered by a selection board at national level for gold awards and regional level for silver awards. The selection boards will be a panel chaired by



a senior military officer and they will consider each nomination against the award criteria. Organisations selected for gold and silver awards will be formally notified in writing and invited to the relevant award event.





# The British Franchise Association

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



## WHAT IS FRANCHISING?

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

## WHO ARE THE BRITISH FRANCHISE ASSOCIATION?

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

## WHAT CONSTITUTES A 'GOOD' FRANCHISE?

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

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

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

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

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

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

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

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

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



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

## Ask them detailed questions:

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

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

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

## Speak to existing franchisees:

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

## WHAT ARE THE BENEFITS OF JOINING A FRANCHISE?

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

A great feature of franchising is that franchisees often do not need previous experience in the sector they are joining, this is because the franchisor will provide comprehensive training and ongoing support to help the franchisee build and grow their business. The flexibility of franchising is allowing a variety of motivated individuals the opportunity to own their own business, including mothers who are returning to work. The plethora of franchise opportunities available cover a variety of sectors and models. As a result, franchisees are able to decide whether they would like a business that requires a larger time commitment in exchange for greater financial rewards and opportunity for business growth, or whether they would like a more

flexible business that fits around their family commitments whilst still providing a fulfilling career.

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

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

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

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

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

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

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

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



unrealistic expectations. This is why bfa member brands are looked upon favourably by prospective franchisees, not only have they undergone a voluntary accreditation process, they have also committed to running an ethical operation and encourage franchisees to ask questions that will be answered with transparency before the agreement is final.

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



## Screen Rescue Birmingham SETS NEW RECORDS



# Take Command of your Resettlement with Screen Rescue

Own and operate a trusted and valued business in the Commercial Automotive Industry with an award-winning Screen Rescue Franchise.

Many service-leavers struggle with the return to civilian life and take up franchise ownership in their mission to find a role that continues to fulfil, motivate, and challenge them.

With transferrable skill sets ideally suited to most franchise systems and a proven business model to follow closely, franchise ownership can provide a robust safety net for ex-forces yearning to be their own boss.

Screen Rescue is the UK's only award-winning franchise providing a wide range of vital, in-demand windscreen and glass repair services to all sectors of the thriving Commercial Automotive Industry, now worth £67bn to the UK economy.

Since 2012, we have become approved suppliers to all main dealership brands from Audi to Volvo gaining an unrivalled reputation for the wide range of windscreen and glass repairs we handle along with the exceptional customer services we deliver.

Our purpose is simple: we repair windscreen and glass damages on a regular and reliable basis rather than replacing them, so that hundreds of our commercial automotive

clients continue to make significant savings every day.

These include new and used car garages, freight, haulage, transport, distribution and logistics carriers as well as school transport, mini-bus and coach hire, and public transport. Civil engineering and construction companies together with local government, essential services and major fleet operators all enjoy the 'wow!' factor of our unbeaten repair results.

Screen Rescue provides an excellent opportunity for those seeking the freedom and flexibility of running a van-based franchise from home where the more clients you look after, the more repeat business you carry out; the more you can earn.

The franchise license comes with a large territory designed to deliver the maximum reward for your efforts so you can build a multi-van operation and scale up your franchise in line with your real ambitions.

Full training and award-winning franchisee support is provided in all areas of this franchise business, so no previous experience is required. And the business model is simple to learn; highly profitable and easy to manage. With repeat business and multiple revenue streams,

the rewards for hardworking franchisees are unlimited.

There is no better time to join Screen Rescue. In January's VFA23 Awards we collected 'Best Franchisee Support' Gold Award Winner and last year our Stevenage franchisee, Keith Harrison picked up 'Franchisee of the Year' Gold Award Winner in the VFA22 franchise awards, as judged and sponsored by Barclays Bank.

We are on a mission to recruit ambitious new franchisees with the drive and energy to be their own boss. If you are ready to become a trusted and valued part of the Commercial Automotive Industry, then a Screen Rescue franchise business could be the right resettlement opportunity for you.

## THE FRANCHISE PACKAGE

### Unlimited earning potential

The rewards for ambitious, hard-working franchisees are unlimited. Our Financial Blueprint is designed so that you can draw an income from day one and take additional dividends. As your business scales up, you can expect increased earnings year-on-year.

### Large exclusive protected territory

Our territories are awarded to you, exclusively. Defined by intact postcode areas, they are designed to deliver the maximum reward for your efforts and contain the correct business mix potential for you to scale up operations at your own pace.

### Scalable proven business model

The business model is proven to achieve a turnover greater than £75,000 from each fully established operating van. With the capability of multi-van expansion, we provide the guidance and support to take your business to the next level.

### Technologically advanced touchscreen repairs equipment

Already BS AU 242b:2022 compliant, this patented equipment simplifies the repair process of challenging damages competitors must walk away from and activates a faster curing time, so each franchisee can carry out repairs more efficiently.

### Unrivalled gga nvq and 4m advanced repairs training

BSI standards in windscreen repair now take reforms to new levels where working towards British Standards means compliance to a BWSC 4M approach. Replacing elite GOA NVQ training, franchisees will be trained in 4M standards on its launch.

### Multiple revenue streams

We'll help you win new clients and build a thriving repeat business client base. Every day is varied as you provide a full range of vital, advanced windscreen and glass repair solutions from your own fully equipped branded mobile van:

- All stone chip repairs
- Long & short crack repairs
- Glass scratch removal & polishing – 100% distortion free
- Glass graffiti removal repairs
- Headlight polish & full restoration

### 10-Day 'boot camp' induction training

The franchisors train you in all windscreen and glass repair disciplines, business development, sales and marketing, accounts, and operational processes, so you are fully confident in running all areas of your franchise operation.



### KEITH HARRISON, AWARD-WINNING FRANCHISEE

"From the start, I was attracted to the level of training and ongoing support you get with Screen Rescue, and I could see the scalable potential of the franchise. I had total confidence in the professional way the franchisors assisted me with my business plan and my tailored financial forecast, and found it was a straightforward process to raise the funds I needed for my working capital."

"It was also reassuring to see the way the franchisors handled the legal company set-up with the accountants, which helped take some of the worry out of starting my new franchise as I had never run a substantial business before."

Keith Harrison, franchisee  
Screen Rescue Stevenage  
GOLD WINNER VFA22  
'Franchisee of the Year'



### GLENN BOWKER, NEWLY LAUNCHED FRANCHISEE

"I was looking for an opportunity that could allow me to become my own boss after deciding to move away from my management position in the aviation sector, and after reviewing the Screen Rescue business model and carrying out detailed research and due diligence, I was convinced that the market for their services was significant, strong and stable. The support I received from the franchisors during the application process was excellent, guiding me in production of the business plan, sales forecasts and cashflow. Raising the funding I required was also straightforward with multiple entities looking to support my business financing. All of this meant I was in a position to start trading within my protected postcode area within a very short time period."

Glenn Bowker, franchisee  
Screen Rescue Birmingham

### 10-Day in-territory assisted launch with franchisor

Pre-launch social media marketing direct to your lead base is followed with a tactical in-territory 'buddy system' launch, led by franchisor, Jaime Hilario. This strategy fast-tracks you into business giving your franchise the best possible start.

### 10-Year renewable franchise license

No new business is an overnight success, so we're in this together throughout your franchise term. You'll be offered a FOC renewable option every decade (T&C's apply) or if you choose, we'll help you sell your franchise asset later down the line.

### Comprehensive training and coaching programmes

You'll benefit from regular in-territory visits and one-on-one guidance direct from both franchisors to help accelerate your business growth; providing you with ongoing support when and where you need it as your franchise business grows.

### Award-winning franchisee support

Investing in this franchise provides you with a wide range of daily support services to maximise your full potential. You'll be awarded full access to our head

office award-winning franchisee support team. Think of them as your own staffed office.

### Head office invoice, collections and administration support

From a strong franchise background of 23 years, we understand the new cashflow challenges franchisees face. Our award-winning franchisee support team manage your daily invoicing and payment collections so you can focus on your business.

### Lead generation

Our award-winning franchisee support team identify and collate your leads from live online government data. Every lead is credit-checked, scored and evaluated to meet tactical launch, marketing and ongoing business development strategies.

### QFA (quality franchise association) full members

Screen Rescue is a full member of the QFA. Membership is subject to passing a stringent accreditation process and demonstrates a total commitment from the Franchisors to be ethical in their support of incoming and existing Franchisees.

The QFA does not endorse any specific franchise brand, but accreditation does give some comfort to potential franchisees when making their own evaluations.



Imagine owning a substantial multi-van business in the Commercial Automotive Industry. With a Screen Rescue franchise opportunity, now you can!

Become your own boss and reap the rewards of your own hard work with the UK's award-winning windscreen and glass repairs franchise.

• Unlimited earnings • Award-winning support • Scalable business



The Screen Rescue license fee is £19,750 + VAT (VAT is reclaimable). Our bank approved business model enables you to borrow up to 70% of the total investment. Personal investment of 30% is required. T&C's Apply. Utilising the bank funding option, means most individuals can enter this franchise with personal savings of just £10,500.





# Ex-military travel franchisee marches toward being a millionaire

A former Royal Engineer staff sergeant has swapped the military for the Travel Franchise and landed a £1 million booking in the first three months of trading.



**M**oses McLaughlin, who started his Travel Franchise business in July 2021, could not have asked for a better start to his new business after landing a £1 million booking in the first few months. Since then, his business has been booming, and he now runs an £800k a year business and is looking to smash the £1 million revenue barrier by the end of the year. Moses served in the Royal Engineers between 1980-2003,

and did tours of duty in the Falklands, Northern Ireland, Bosnia, and Iraq. Upon leaving he had a highly successful career in the payments industry before setting up his travel business with The Travel Franchise in 2021.

Moses who lives in Bury St Edmunds and has clients all over the UK, explains: "Since starting my Travel Franchise in 2021 business has gone very well. I had no travel experience prior to starting, but the training and support have been exceptional, and it enabled me to really hit the ground running and reach my 2022 targets."

"I got to a stage in my career, that I wanted to start my own business, but a business that I would enjoy and be a challenge. I saw a real opportunity with the Travel Franchise that would enable me to achieve my aim. My target for the first year of trading was £100k revenue, to date, this has been exceeded. I now run an £800k

revenue business and am looking to achieve £1m-plus by year-end."

Moses adds: "After just three months in travel I had captured a £1 million booking and have secured lucrative contracts with a cruise company and within the music industry that ensures I will have a bright and profitable future in travel. I am a man on a mission, and I am looking to break many records within Not Just Travel!"

## DEMAND FOR TRAVEL FRANCHISE CONTINUES TO SOAR

Demand for The Travel Franchise has continued to grow, with 2022 being its best ever year so far. By July 2022 the company had achieved more sales than it managed in the whole of 2021, with year-on-year sales growing by a huge 151%. In the last two years, the business has also taken on 135 new franchisees.

Jenny Farenden, Head of Franchise Marketing at The Travel Franchise explains: "Confidence in the travel industry has remained high over the last few years, but it has gone through the roof in 2022. This is easily our best ever year, and our franchisees are

really reaping the benefits. It has never been a better time to come on board, as people are prioritising travel and holidays again after all they have been through over the last couple of years. We really have seen huge growth, and this is set to continue as already we have customers booking up for next year, and even the year after that."

The Travel Franchise enables people to operate their own travel agent business from home without the risk of going it alone, and unlike many of its competitors, franchisees do not need any travel agent experience or qualifications to join.

Jenny Farenden, adds: "We are one of the lowest risk franchises in the market. The Travel Franchise gives people the opportunity to become a personal travel consultant by owning an instant travel agency business from home. No travel industry experience is needed, as all our franchisees are given all the training, tools and technology needed to succeed. The business has been designed to fit round your lifestyle and can be done on a part-time or full-time basis, with 99% of our franchisees working from home. The business model

is simple, we earn as you earn, so franchisees leverage all our experience and skills and have the backing of a multi award winning and multi million pound company behind them. Our central team takes care of all the paperwork and admin associated with bookings so that our franchisees can focus fully on their clients.

"We ask all our prospective franchisees a few simple questions. Including, do you love travel? Do you want to become your own boss and get everything you need to start your own travel business, with uncapped earnings and work when, how, and where you want? Our franchise model comes complete with everything you need to start earning money from day one. Including initial training, ongoing support, a personal partnership mentor, millions of holiday choices, specialist travel agent software, marketing materials on-line and off-line, and weekly webinars."

As a company The Travel Franchise has massively invested in the franchise this year with over £1 million invested in staff alone. It has greatly increased the numbers in its support team, meaning no other travel franchise has as many support staff per number of franchisees. It is also

launching a new Cruise Mastery programme, a new holiday deals app, improvements to its bespoke business management software, plus new marketing toolkits. The Travel Franchise prides itself on providing the best possible support for all its franchisees.

## MONEY BACK CHALLENGE - FRANCHISEES CAN GET NEW TRAVEL BUSINESS FOR FREE

The Travel Franchise is offering franchisees taking its popular Elite package the opportunity to take part in its unique Money-Back Challenge.

The Money-Back Challenge means that franchisees have the opportunity to get their franchise fee back as their business grows. Basically, all franchisees have to do is sell enough holidays inside an agreed time frame and their £15,000 business start-up costs will be refunded.

Jenny Farenden, comments: "We are the only franchise in the UK to offer a Money-Back Challenge, and while it's not easy, people are consistently hitting their challenge targets and effectively getting their business for free. Dozens and dozens of franchisees have won the challenge so far. There are no strings attached, we see this as a great incentive for all our elite franchisees to hit

the ground running and make a real success of their franchise."

One example is husband and wife franchisee team James and Natasha Oliphant from Berkshire. They decided to join in June 2021 after seeing first-hand the need for travel professionals. At the time it was a big decision, but one they were convinced was the right thing to do for their future. After just eight months, they've now made enough commission to beat the unique Money-Back Challenge and have received their franchise fee back.

Natasha explains: "We had a really bad experience as a consumer after booking a holiday with another company and then having to cancel due to the pandemic. It was a catalyst to saying 'we could do this so much better'. We run the business part-time around other jobs, and I also run a beauty business. When we decided to go for it we immediately started to promote our new business and created a Facebook group and invited everyone we knew to it. We finished training at 3pm on the Friday and by 4.30pm on the same day we had our first booking, and it was from a complete stranger. One of our biggest bookings came from a lady who had just booked in for an eyebrow wax with me

for £10. It was a holiday to the Maldives, initially just for 2 people, but it turned into a group holiday worth over £20,000. Getting this booking was an amazing feeling!"

Natasha adds: "We pride ourselves on our five star reviews, and first-class customer service is definitely the key to our success. Winning the Money-Back Challenge has been a complete bonus. We love what we do and making the decision to join The Travel Franchise is one of the best decisions we have ever made."

The Money-Back Challenge is offered to all franchisees on the Elite package (£14,995), which is The Travel Franchise's most popular offering. Elite franchisees also benefit from an 'Elite experience' where they get to visit a dream destination, such as Mauritius, along with other agents and get personal mentoring from a founder.

Franchisees range between just £2,995+VAT to £49,995+VAT. The £2,995 Lite Package was initially introduced during Covid as a more affordable option but it has proven so popular that the company has decided to continue it.

For further details please visit: [www.the-travel-franchise.com](http://www.the-travel-franchise.com)

the  travel franchise

## Start a travel business

with UK's Top Travel Franchise 2022 and Homeworking Agency of the Year

We have helped over 900 people start a successful travel business from home.

Work part-time or full-time



"View your business as helping people have amazing experiences. That's what we really do. We just happen to do it through holidays, and there's a real difference."

SARAH, EX POLICE OFFICER



# The Demand for Tutoring Services is Rising

The Global Private Tutoring market is projected to reach \$200 billion by 2026, this is no surprise as we see more and more parents turn to tutoring to supplement their kids' education.

**T**utor Doctor is the fastest growing tutoring franchise in the world. After another successful year, the brand has started the year strong, welcoming 7 new franchisees and 14 locations into the UK network alone. But what do these ambitious professionals all have in common? With a passion for the autonomy of business ownership, each recognised the ever-growing opportunity in the education sector and the ability to make a genuine difference in their own communities.

At Tutor Doctor we're deeply committed to our mission of changing the trajectory of students' lives; this is accomplished by utilising a personalised one-to-one tutoring approach that matches students with professional tutors

based upon the students' individual needs. Our approach to education enables any child of any age to get help on any subject – whether they require remedial attention or academic enrichment.

This ability to instill confidence in students and change their attitudes towards their educational potential is what makes Tutor Doctor stand out. While other supplemental education brands are creating curriculums from standardised best practices, Tutor Doctor is making learning personal in person. The brand's tutors work with students one-to-one in their homes or online and tailor their educational strategies to each child's unique set of challenges, strengths and assignments, ensuring that every student receives the exact

amount of attention and the type of help that they need to excel.

Mainstream education is often restricted by education policies, making change a mammoth task to implement. Student needs, driven by global demands for 21st century skills, are far easier to meet with the help of a private tutor. For instance, at Tutor Doctor we've seen an increase in demand for our X-Skills program, which focuses on executive functioning skills students need in order to thrive in a 21st century knowledge economy.



A unique business model, combined with growing demand in the supplemental education industry as a whole, makes it a strong investment opportunity for franchisees. Since the business model isn't curriculum based, there is no limitation as to where Tutor Doctor locations can open up because students across the globe are all working on their own homework with different pain points that require our help.

Franchisees manage a team of tutors and work closely with families to identify the needs of students. As a successful business owner at the heart of their local community, franchisees help children to achieve their potential and change the trajectory of their lives through education. For a truly bespoke, person-centred service, Tutor Doctor franchisees match students with the right tutor based on personality, learning style and subject matter. Tutors work with students one-to-one, in-home or online, and customise tutoring

sessions to the unique needs and interests of the student.

Tutor Doctor has always been committed to going above and beyond to help its network succeed. Once franchisees join the network, they attend an intensive training programme called Road to Home Office Training (HOT) which takes new recruits through the very foundations needed to build a successful tutoring business, including e-learning courses and live training with subject matter experts. Further to this, once training is complete, franchisees work with a business coach on a strict mentoring scheme for the life of their business and have regular regional meetings, webinars and calls with their field support team. The annual conference is also an opportunity to bring the whole network together to learn, celebrate and plan for the future.

The Tutor Doctor opportunity offers a low-risk model with a high ROI. Franchisees can work from home for added flexibility and all tutors work on a self-employed basis so, there's no need to worry about the usual costly overheads. As a management franchise, a large percentage of franchisees eventually employ a team of staff, including education consultants and admin assistants, giving them more time and freedom to focus on business development and growth.



Collaboration and a real sense of togetherness is just one of the things that sets the Tutor Doctor network apart. The franchise is committed to continuously innovating and improving its educational experience for students, franchise owners and tutors. Last year, Tutor Doctor acquired coding franchise, Code Wiz, added Innovation squads, cross-functional teams that collaborate with franchisees, and enhanced our X-Skills programme to help students build their

executive functions. It is also working more closely with schools to supply targeted support for their students who have suffered from the pandemic learning loss.

The past 24 months have presented a challenge, but it didn't stop the global tutoring franchise adapting and working with clients to provide a vital, seamless service. Tutor Doctor has been able to grow from a development and sales standpoint by prioritising a people-focused approach to business, and as a result, has been able to reach more students and more communities with quality, in-home and online tutoring services. We will continue to improve our services and business model, from the educational experience to the global operations.

Across the country, more and more people are recognising the benefits of one-to-one tutoring, meaning hotspots of potential customers are simply waiting for franchisees to arrive. As demand for its services continues to rise, so does the opportunity to build a scalable business with Tutor Doctor. In West London, David Boddy tripled the number of his territories, from three to nine, purely to meet growing demand. A business that provides a much-needed solution to an ongoing problem, Tutor Doctor presents a real opportunity for enthusiastic,

people-orientated professionals to create a booming business.

Tutor Doctor is looking for a specific kind of franchisee as it aims to bring those feelings of confidence and high self-esteem to more students across the UK. Owners who find the most success with the brand have a strong desire to build and grow a business, and are excited about the opportunity to be actively involved in their communities. They also want to make a difference in the lives of students and feel passionate about Tutor Doctor's mission: To change the trajectory of students' lives.



**Investment level:** from £33,000  
**Number of franchisees:** 81  
 franchisees/162 franchise units  
**Sector:** Education  
**Year Established:** 2000

Telephone: 0208 1333 525  
 Email: [nmayne@tutordocor.org](mailto:nmayne@tutordocor.org)  
 Website: [www.tutordocorfranchise.com](http://www.tutordocorfranchise.com)

## OUR FRANCHISEES LOVE TUTOR DOCTOR

### Join Our Family!

- Work from home
- Work-life balance
- Supportive franchisee community
- 12-month launch support programme
- Semi-absentee model available

For more info, call 020.8133.3525 or visit

[tutordocorfranchise.com](http://tutordocorfranchise.com)

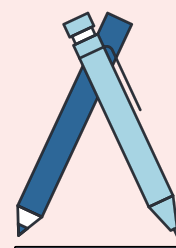




# The MoD Enhanced Learning Credits Scheme

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.** All ELCAS Submissions must be sent online. Offline forms are only for personnel submitted to MBOS who have not qualified for 6 year's service but have been granted access to ELCAS due to level of injuries sustained.

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

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

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

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

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

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

## FURTHER INFORMATION

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

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





## Claiming

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

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

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

# Claiming ELC Funding

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

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



### ONE.

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

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

### TWO.

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

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



20%



### SIX.

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

### SEVEN.

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



### THREE.

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

### FOUR.

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



### FIVE.

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



### EIGHT.

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

### NINE.

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



### TEN.

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





## Eligible Service Personnel

### PROCEDURE FOR ELIGIBLE SERVICE PERSONNEL

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

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



## Choosing Your Learning Provider

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

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

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

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

### Points to note when booking your course

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

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



## Single Service Representatives

### AMENDING, CANCELLING & REINSTATING A CLAIM

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

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

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

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

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

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

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

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



# Changes

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

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

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

The key changes to the schemes are as follows:

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

## Single Service Representatives (SSR) Contact Details

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

### ELCAS CONTACT DETAILS

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

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

### CONTACT US

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

#### ELC MANAGER

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

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

#### ARMY

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

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

#### ROYAL AIR FORCE

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

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

## Eligibility Rules

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

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

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

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

### QUALIFICATION LEVEL

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

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

### CLAIMING

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

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

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

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

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

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





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