

ER

Winter 2023 £Free

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

magazine



#### HOME FOR CHRISTMAS

There is, never a good time to be homeless or be in fear of losing your home, but there are occasions when it's worse than others. **P10**

#### CTP EMPLOYMENT FAIRS 2024

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#### A CIVILIAN LIFE OF PURPOSE WITH SCREEN RESCUE

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#### THE ELC SCHEME

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





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YOU NEED IT MOST

Joining us in  
Resettlement is just the  
start of our relationship.  
Job done.

It might surprise you to learn that a large proportion of our 66,000 Members are either in Resettlement or have already left the Armed Forces. This is partly because Resettlement is a critical time in determining the level of your Armed Forces pension (guidance from our Forces Pensions Consultants can help you make the best choices when you exit). It also reflects unexpected circumstances such as the complexity of dealing with the consequences of the AFPS15 Remedy (McCloud).

More than that, the many membership benefits we offer can help to replace some things you might have taken for granted. For example, our healthcare packages, our travel insurances, our money transfer service, discounts on new cars, discounted legal services (often concerned with divorce), and many more discounted products and services. And, as most of our long-time Members tell us, they want the reassurance of keeping in touch with changes in tax and pensions – not to mention the satisfaction in supporting a worthwhile cause.

The Forces Pension Society exists to support the whole military community as a pension watchdog, giving you a voice on the representative bodies for Armed Forces and Public Sector Pensions. So join us and begin a long-term relationship.

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

You will have exclusive access to our Forces Pensions Consultants, our informative Members' Webinars and you'll receive our bi-annual e-newsletters and our magazine, Pennant.



IT PAYS TO UNDERSTAND YOUR PENSION

Forces Pension Society

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NEED

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# Welcome...



## Welcome to the Winter 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.

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](http://www.easyresettlement.com) You may also wish to follow us on Twitter and join our Facebook or LinkedIn groups. These pages can be found from the links on our website.

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

**KIND REGARDS  
THE EDITOR**



Winners of the Soldiering On Awards 2023.



# Armed Forces Contribution to Society Commended by Nation's Leaders at 13th Annual Soldiering On Awards

Ministerial and military leaders gathered to celebrate outstanding achievements within the Armed Forces community and praised the enduring sense of service and valuable contributions made by its members to the benefit of society.

The 2023 Soldiering On Awards honoured excellence and endeavour by individuals and organisations, including serving personnel, veterans and family members. The event showcased twelve diverse categories, in each of which a winner was announced, among a memorable evening of entertainment and speeches, attended by representatives from all three military services, military charities, and corporate supporters.

Presenter and journalist Jeremy Vine returned to host the 13th annual Soldiering On Awards, the primary awards programme that celebrates the whole military community, at the prestigious Park Plaza Westminster Hotel on the evening of Wednesday 27th September 2023.

Minister for Veterans' Affairs, Johnny Mercer MP, addressed the 450 guests to open the award announcements with praise for the Soldiering On Awards finalists, and collaborative theme

behind the programme. Minister for Veterans' Affairs, Rt Hon. Johnny Mercer MP said:

*"I am determined to make the UK the best place in the world to be a veteran. And to do so, veterans need support from both the government and their communities."*

*"These awards celebrate those who help to make a difference for the better. I commend the spirit of collaboration, the shared sense of purpose and tireless dedication of the nominees, finalists and winners."*

Chief of Defence People, Vice Admiral Phil Hally CB MBE, recognised the military community's contribution to society in his address:

*"The British Armed Forces are made up of exceptional people who all share a common bond of trust, camaraderie and friendship and who deliver phenomenal things every day for our society."*

*"Awards such as the Soldiering On Awards help to lift the lid on all these remarkable achievements and by doing so, inspire so many more. This year's awards celebrate some of the most extraordinary talent from our Armed Forces and their families, each of whom commit and serve in their own way for our nation and deserve our highest praise."*



MinVA Johnny Mercer MP at Soldiering On Awards 2023.



Soldiering On Awards 2023 hosted by Jeremy Vine.

Well known veterans sent encouraging video messages including adventurer Bear Grylls OBE, pilot and astronaut Major Tim Peake CMG and 'SAS: Who Dares Wins' Chief Instructor Billy Billingham. Bear Grylls said:

*"The incredible Soldiering On Awards is such an important time of the year. The chance for all of us involved with the Armed Forces to celebrate people who've gone that extra mile to make a difference, to soldier on, to make a difference, and show what an incredible family we are part of."*

Soldiering On Awards Co-Chair of Judges, General the Lord Dannatt GCB, CBE, MC, DL, explained the event's importance as he completes a long commitment as judge:

*"The Soldiering On Awards call attention to the remarkable contributions of individuals and organisations in the Armed Forces community. Their stories of impressive endeavour, talent, dedication, and achievement serve as exemplary role models for each and every one of us, and it is right that they are recognised at the highest national level. It has been an honour to contribute to this celebration of excellence over the years, and I shall continue to share in celebrating these awards without the difficult decision of judging. Congratulations to all the winners, finalists, nominators and supporters."*

Reflecting on the 2023 Soldiering On Awards cohort, Lt Col Ren Kapur MBE, Chief Executive of X-Forces Enterprise and Soldiering on Awards, commented:

*"It is both an honour and a privilege to lead the Soldiering On Awards and bring to life fascinating, inspirational stories from across the wider military family, stories that are multifaceted, like the people behind them."*



Guests at Soldiering On Awards 2023.



General the Lord Dannatt and John Nichol at the Soldiering On Awards 2023.

*"The issue of equality lies close to my heart and, while there is more to be done in the years ahead, it is rewarding to see the diversity that is represented in our Armed Forces community being mirrored in our Soldiering On Awards finalists."*

*"My sincere thanks go to Lord Dannatt, our Co-Chair of Judges, for his leadership, wisdom, and passion for these Awards."*

The evening featured musical performances from Soprano

*It is both an honour and a privilege to lead the Soldiering On Awards and bring to life fascinating, inspirational stories from across the wider military family."*

**Lt Col Ren Kapur MBE, Chief Executive of X-Forces Enterprise and Soldiering on Awards**

Christina Johnston, the Corps of Drums of the Royal Logistic Corps, former Royal Marine Saxophonist Ryan Truzzi-Franconi, Army Cadet Piper Harry Gordon and live band 'What The Funk' fronted by Army Reserves Captain Doctor Andie Mitchell-Johnson.



Christina Johnson and Chelsea Pensioners at Soldiering On Awards 2023.



# The Return of Building Heroes to Cardiff!

A gateway into the construction industry for the Armed Forces

Building Heroes has been an incredible journey of empowerment and skill-building for countless individuals, and we're excited to bring this opportunity back to Wales!

**W**hether you are a service leaver, a veteran, a reservist, or a military family member, we want to support our military community in being part of this life-changing experience. Our programme is designed to equip our learners with essential skills, boost career prospects, and provide a supportive community that understands the unique challenges faced by those who have served or are connected to the military.

## BUILDING HEROES



# CARDIFF IS BACK!

APPLICATIONS ARE NOW OPEN TO APPLY FOR OUR CONSTRUCTION MULTI-SKILLS COURSE!

FOR MORE INFORMATION, SCAN THE QR CODE OR CONTACT US VIA:

0330 912 6200 INFO@BUILDINGHEROES.ORG.UK WWW.BUILDINGHEROES.ORG.UK



Here's what our learners can expect from Building Heroes:

- **Quality Training:** Our industry-focused courses will provide you with the practical skills needed in the construction industry.
- **Employment Support:** We are committed to helping our learners find employment opportunities upon completion of the programme by introducing them to employment partners and industry supporters.
- **Community:** We offer a supportive network of like-minded individuals who share the drive to transition from service to civilian life successfully,

along with a dedicated team at Building Heroes who provide pastoral care before, during, and after the training programme.

We kindly ask for your support in raising awareness of our return to Cardiff within your communities. Our goal is to assist as many members of the Armed Forces community as possible on their journey to successful civilian lives.

Anyone interested to apply by visiting our website at [www.buildingheroes.org.uk/courses](http://www.buildingheroes.org.uk/courses) to learn more and start their application today. Course sizes are limited, so registering now is advisable to avoid disappointment.

## Looking for hard-working EMPLOYEES?



Building Heroes is a charity supporting the military community into employment in the construction industry.

### A career in the Armed Forces promotes:

Flexibility, Loyalty, Self-discipline, Reliability, Team working, Communication skills, Organisational skills, Problem solving, Professionalism, Leadership & management skills.

### We currently deliver training in

Construction Skills, Streetworks, Green Skills and Retrofit, Engineering, Plant Operations, Industry tickets, CSCS card.

### Need something else?

Contact us for further information about our on-site academies which meets the training needs of the industry.



Scan the QR to discuss your training needs, or employment opportunities for our graduates today.

For more information, visit [buildingheroes.org.uk](http://buildingheroes.org.uk), or call 0330 912 6200

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Charity no: 1158886



We provide the military community with a range of skills and training supplying employment support into a new career in construction.

We currently deliver training in:

Construction Skills, Streetworks, Green Skills and Retrofit, Engineering, Plant Operations, CSCS Card.

Course offered across England and Wales

Employment opportunities supported nationwide

Apply now Scan the QR



For more information, visit [buildingheroes.org.uk](http://buildingheroes.org.uk), or call 0330 912 6200

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# Home for Christmas

There is, of course, never a good time to be homeless or be in fear of losing your home, but there are occasions when it's worse than others.

**T**ake Christmas. It's not only likely to be colder, but thoughts also and inevitably stray to cheery, fabled images of roaring fires, a table groaning under the weight of food, kith and kin, and hearth and home. That's the myth, but the reality for some may be very different. Christmas, like Remembrance Weekend, can be a tough time for military personnel whether former or still serving, and Dean Knowles – late the Royal Anglian Regiment – is no exception. Dean was supported by SSAFA, the Armed Forces charity through homelessness after finding adjusting to civilian life difficult. It's not an easy story to read – and includes references to suicide – but ultimately it's one of hope.

Dean comes from what he describes as a "broken family", adding: "In the '80s that was difficult. "My parents split up when I was 11. We came home from school one day and my mum had left us. "My dad was left to bring me, my sister and brother up as well as work a full-time job. He obviously struggled, but seemed to manage to make ends meet.

Dean left school and got an apprenticeship as a mechanic in Boston, Lincolnshire. Although he enjoyed it, he was in a rough area and mixed with the wrong people.

"I knew things were going downhill and I was on a slippery slope, becoming someone I didn't want to be. I knew I had to think of my future, so I decided, 'I need to join the Army' and as soon as I got in, I loved it. It was definitely the best option for me."

Dean was 16 when he joined the Royal Anglian Regiment, serving on – after training at Shorncliffe Barracks, multiple tours, including, Northern Ireland, Iraq, and Afghanistan.

His first operational deployment was the tail end of the Gulf War – it goes by many names including Desert Storm, Op GRANBY, the Liberation of Kuwait, but has been relegated to one of the UK's "forgotten wars" – in early 1991.

"I served in the anti-tank platoon," says Dean. "We were based there in case of counterattack, but nothing happened so we extracted to Kuwait. After three months in Kuwait, we returned to Germany."

It's now 1994, and a bitter, bloody, and again forgotten war in Europe: Bosnia.

## IT WAS LIKE THERE WAS NO HUMANITY

Dean was sent there to serve as part of the United Nations. Of all his tours with the military, he described it as the most "confusing".

"We were losing people because of landmines and violence. It was one of the worst tours I went on, because we were meant to be keeping the peace and helping people, but we were under constant attack.

"We saw destruction all around, civilians were suffering, but there was no gain. It was like there was no humanity.

"It felt like we lost control of what was happening out there, and we were pulled out and the United Kingdom Land Forces were sent in instead. They took a tougher stance on what was happening out there, and that changed the course of the war."

Following his time in Bosnia, Dean went back to Germany, which is where his battalion's operations were run from.

## I LIKE TO THINK WE MADE A DIFFERENCE

From there, he served several tours of Northern Ireland, both before and after the Good Friday Agreement.

"It was over the years a strange place to serve, because you exit the big barrack gates, and it is like running into your hometown. Everything is familiar and surreal.

"Despite the Good Friday Agreement, there was of course still some violence and some issues. There were public order concerns and rioters, especially as the marches continue to take place... but I like to think we made a difference there."

## THAT COULD HAVE BEEN ME

A few years of peace ensued for Dean when, in 2000, he was posted to Warminster for four years, and in 2005, Dean was deployed to Afghanistan.

He recalls: "We were just about to come out of camp one

day when an IED hit a bus full of German soldiers. Everyone in the middle of that impact died and others were injured.

"We were in charge of cordoning off the area and investigating it, knowing that two seconds later, that would have been us. I think that affected quite a few people because of the severity and scale of what happened."

"I and many like me, spent a lot of our careers thinking, 'That could have been me.'"

2008 saw him deployed to Iraq, tasked with training the Iraqi National Army – including former members of Saddam Hussein's Bodyguard.

Dean adds: "While I served there, there were incidents happening every day. There were constant IED attacks, and I was lucky that I wasn't subject to any. But in your mind, you always think 'What if? What if? What if?'. You constantly question, 'Is it going to be today?'. Every time you go out, you just don't know if you're coming back. So, it does play on your mind quite a lot.

"Remembrance and Christmas are the hardest. I've been through so many tours, and I wonder why I made it out of there. I always thought it would be my time, but it didn't come. And it didn't matter how good a soldier you were, or how keen you were. You just can't pre-empt who would be next.

"Me personally, I've never spoken to anyone about that though. I probably should have."

Dean left the Army in 2014 after 25 years' service. He married, took a job in maritime security,

and life seemed on an even keel.

However, he left this work to help his brother run his engineering business. But the business was struggling, his brother was ill – worse than he had disclosed – and later died.

This was 2017. Dean – with a young daughter with Downs Syndrome and going through a divorce – had to close down the business.

"So as things got bad in my marriage, I realised I needed to leave, so she didn't have to live in an unhappy home. Every penny I had, every part of my pension was in the house, but I just walked away. As far as I saw it, that was Eva's home. I wanted her to have it. So I left to live in a caravan."

## I'D HAD ENOUGH

Dean lived in the caravan for three years, and it became an isolating environment. He would be with his daughter, Eva, as much as possible but he struggled to cope with what he'd been through. An old back injury from his time in the Army re-surfaced and became debilitating.

After his brother's death, and tackling all the hardship that life had thrown at him, Dean made a drastic decision in 2018 to take his own life.

"I was still trying to cope leaving the Army, my marriage broke down, I only saw my little girl every other weekend, my brother had died, and I was living in my caravan in pain, unable to sleep.

"One morning I was just like, 'I've had enough.' I had had thoughts before, but I just decided that was the moment."

Dean put his plan into action and came close, very close to succeeding, but he thought about Eva.

"I knew I wanted her to have better parents than I had, and I couldn't give that to her if I wasn't around, and from that moment I knew I had to sort myself out. Still, all I did was get some medication from the doctors, I still didn't speak to anyone about what was happening in my mind."

Not long after Dean's suicide attempt, he reached out to SSAFA.

Still struggling with his mental health and wanting to "give up" with only Eva to keep him going, he contacted SSAFA's Forcesline in 2021 to ask for help.

"I emailed the Forcesline team, and they immediately connected me with the branch in Northampton, near where I live.

"I'd been trying to find places to live to get myself sorted but didn't have any means to get a place. I was introduced to Gayle, a SSAFA caseworker, who jumped into action and helped me really quickly.

"She secured me a deposit and rent for a flat, and funds for furniture too. She arranged for me to have a bed, a settee, a mattress, and a dining table. That was so important to me, so I could eat meals at the table with Eva.

"Gayle was amazing. I didn't want to reach out because I didn't want to appear weak or feel embarrassed. I didn't want to put on anyone. And I felt that there are people a lot more deserving than me. A lot goes through your mind when you ask for help.

"But Gayle put me at ease. She didn't really give me time to think too much, she just got things sorted for me. She was fantastic. I think if it weren't for Gayle, then I probably wouldn't have bothered getting to where I am now. I'd probably have just stuck a backpack on my back and lived a homeless lifestyle, running away from my problems. Within a couple of months, I had everything I could possibly need."

## IT'S DOWN TO SSAFA THAT I'M STILL HERE

Dean has new employment and a secure home for him and for Eva. He puts this down to SSAFA, and especially Gayle.

"I can't recommend SSAFA enough to anyone, not just for what they've done to me, but what they do for everybody else. And the people that invest into the charity, if it weren't for them, then SSAFA wouldn't exist. It's down to them that people like me are still here."

For help, contact SSAFA's Forcesline on **0800 260 6767** or visit **ssafa.org.uk/forcesline**.

**ssafa** the Armed Forces charity



## Sodexo breaks £500k barrier supporting SSAFA

The well-established relationship between SSAFA, the Armed Forces charity and the Sodexo Stop Hunger Foundation has taken another step forward with an increased donation from £35,000 for 2022/2023 to £50,000 for 2023/2024. It also marks the breaking of the £500,000 barrier of grants to the charity.

Announced on World Homelessness Day (October 10), the 43% increase in funding from the Sodexo Stop Hunger Foundation to the Sodexo Homelessness Fund allows SSAFA to continue its life-changing work for a further 12 months.

Since 2008, the Sodexo Stop Hunger Foundation has given more than £500,000 to SSAFA allowing it to help serving personnel, veterans, and their families with support when, where, and how they need it.

Grants from the fund are also a vital resource for volunteer caseworkers to find a swift resolution to urgent cases. And, in addition to the financial support given by the Sodexo Stop Hunger Foundation, staff from the company have volunteered for SSAFA.

**Commenting, Sir Andrew Gregory, CEO of SSAFA, said:** "SSAFA is delighted to maintain its long-standing relationship with the Sodexo Stop Hunger Foundation, a relationship that makes a real and practical difference to those in our Armed Forces community who need support.

"And that help from Sodexo, which provides financial assistance to SSAFA, is as vital today as it has ever been, perhaps, sadly, it is more vital now.

"Our Forcesline team of support workers are reporting a change in the tone of calls received since the cost-of-living crisis began to bite last year, with callers demonstrating increased levels of anxiety and stress, and – worryingly – deteriorating levels of mental health.

"This is a situation that is not going to end or even improve soon, but with the four-square support of Sodexo for our military community, SSAFA will continue to provide compassionate and real help whenever, wherever, and however needed."

## Paul Anstey, CEO Sodexo Government UK&I, noted:

"Our partnership with SSAFA spans over 15 years. From financial support through to volunteering, fundraising, and taking part in SSAFA's mentoring scheme, working with SSAFA gives us a fantastic opportunity to make a difference to the Armed Forces' community.

"It's a partnership that we're truly proud of and we look forward to continue working together as we move into the future."

**sodexo**





# 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:

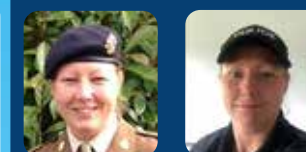
- Counter Terrorist Armed policing that meets national standards and contributes to the UK's strategic armed policing response to major incidents
- Nuclear policing, providing specialist armed policing services to support protection of the UK's strategic nuclear deterrent
- Specialist armed policing 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)

**Coming soon...** You can also meet us at Career Transition Partnership 2022 Employment Fair events, at the following locations...

- South-West - 9 June
- Leeds - 22 September
- Southampton - 6 October
- Newark - 10 November

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





# 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.



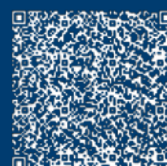
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Engineering

CTC

Forensic  
Government  
Information Technology

NATO

Intelligence  
Nuclear  
Telecoms





A pilot project that started with a little over 100 regular soldiers employed to provide physical armed and unarmed security to a select few bases. We have grown and today the MPGS employs just under 3000 regular service personnel as defence security specialists at just over 100 sites in the UK.

One of the many benefits that members of the MPGS enjoy is the stability of home life, a good work life balance. The ability to settle down in an area of their choosing without fear of a posting away from loved ones. We work under a Military Local Service Engagement contract, which means you can work at the same site for the rest of your career should you choose to do so. However, this will not limit your progression should you choose to embark upon a second promotional career. Personnel's children can settle into education and partners can start to lay roots in one particular area. The MPGS operate a standard 12.4 hour structured shift system of days and nights. Continuation is training conducted on one of the off shift days, once a month. MPGS are subject to and operate within the current Working Time Regulations aggregating a working week to 48 hours a week. So along with up to 38 days leave per financial year this allows for future planning - a year in advance. We enjoy most of the military service benefits such as provision of accommodation, free medical and dental services, along with adventure training opportunities, sports, associations, and clubs.

## 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**



# 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)



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

**Apply now and join TDI.**

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

**Contact us on:**

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





# 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!**



# Welcome to the National Memorial Arboretum

The National Memorial Arboretum is the Nation's year-round place to remember, a special place that honours those who have served and continue to serve our Nation.

People from all walks of life are represented with memorials dedicated to the Armed Forces, Emergency Services and civilian organisations.

Founded by Commander David Childs CBE on a reclaimed mineral extraction site gifted by Redland Aggregates, now Tarmac, the Arboretum has flourished from a muddy open field to a beautiful growing living landscape.

Over 400 memorials, 25,000 trees and an abundance of wildlife now call the Arboretum home and its team work year-round to ensure that the Arboretum continues to celebrate lives lived and commemorate lives lost.

The Arboretum welcomes over 300,000 visitors each year and a daily programme of free talks, exhibitions and activities are on offer. It is the only place in the country where the Act of Remembrance is observed every day, and visitors are free to join

and observe The Act, consisting of the Last Post, a Silence and the Reveille in the Millennium Chapel of Peace and Forgiveness.

Free daily talks at the Far East Prisoners of War Memorial Building, Armed Forces Memorial and Shot at Dawn are available.

The National Memorial Arboretum also produces an annual calendar of events including Armed Forces Weekend, Armistice Day, Remembrance Sunday, Ride to the Wall and Illuminated Arboretum.

## GROUP VISITS TO THE NATIONAL MEMORIAL ARBORETUM

Voted Best UK Attraction by Group Leisure and Travel readers for the third consecutive year, the Arboretum is a fantastic day out for groups and there is plenty for group visitors to see and do.

Arrive before 10.50am and join the Daily Act of Remembrance in the Millennium Chapel of Peace and Forgiveness where visitors

observe a short service and Two Minute Silence. A complimentary 15-minute Welcome Talk can also be pre-booked, giving groups an overview of the history of the Arboretum and the opportunity to discover future plans.

Join expert guides on a guided walk\* who will lead your group around the Arboretum for 45 minutes, sharing the extraordinary stories that the trees and memorials represent, or see the splendour of the Arboretum from the comfort of the covered land train\* with an accompanying 50-minute pre-recorded commentary.

The Arboretum is beautiful all year round, with a range of activities you can enjoy whatever the weather. At the heart of the Remembrance Centre is Landscapes of Life, a permanent exhibition which introduces the concept of Remembrance and why it is an important human need spanning thousands of years.

Across the year, the Arboretum creates an exciting and thought-provoking programme of temporary exhibitions that reflect the Arboretum through themes of Remembrance, natural landscape and hidden histories.

The Arboretum also hosts many groups-only packages annually to coincide with many of its events including those for D-Day 80, Armed Forces Weekend and Remembrance Sunday.

A range of pre-ordered food and drink packages are available for groups visitors, as well as a large Restaurant serving a range of items prepared by in-house chefs using seasonal ingredients sourced from suppliers within a

40-mile radius of the Arboretum.

A short walk from the Remembrance Centre, the Far East Prisoners of War Memorial Building features a permanent exhibition established by the Children (and Families) of the Far East Prisoners of War. The memorial roll found here, contains the name and rank of all British servicemen taken prisoner during the conflict in the Far East and tells the story of their treatment and the thousands who died as a result.

If you're struggling to visit the Arboretum, book an external talk\* and bring the Arboretum to you. External talks are interesting, informative and full of fascinating stories and anecdotes.

Smaller groups of 5 – 7 can discover more of the Arboretum on Tailor Made Tours\*. Aboard an electric buggy, a personal guide and driver will take you to memorials you'd love to see. Whether you have a keen interest in specific military campaigns, or would like to hear and see more without the walk. Coupled with half or full day catering options, they're an incredible way to make new memories with friends and family.

In recent years, the Arboretum has added many new memorials to its ever-changing landscape ensuring there's something new to see.

The Submariners Association Memorial, dedicated by The Prince of Wales, Commodore-in-Chief Submarines, remembers the 5,000 submariners who lost their lives while serving in the years before, between and during the two World Wars.

The Desert Rats Memorial remembers the 7th Armoured

Division that saw distinguished service during the Second World War, where its exploits in the Western Desert Campaign gained it the 'Desert Rat's' nickname. The stylised sculpture at the Arboretum, while representing the Desert Rats insignia, also symbolises armour both light and heavy.

The National Miners' Memorial honours and commemorates the hundreds and thousands of men, women and children who worked in the United Kingdom coal mining industry and those who have served or died in the service of their country.

With so much to explore, the Arboretum has something to offer groups of all interests. Peaceful woodlands, colourful gardens, riverside walks and fascinating stories are all waiting to be discovered.

\*Charges apply.

## ASPECTS AT THE NATIONAL MEMORIAL ARBORETUM

The National Memorial Arboretum is also home to Aspects, a modern conferencing and events facility set within its grounds.

Named 'Business Event Venue of the Year 2023 – Gold' by VisitEngland, Aspects at the National Memorial Arboretum is a unique conferencing and events venue for 10 – 300 guests in South Staffordshire.

Centrally located, 30 minutes from Derby and less than 60 minutes from Leicester, Nottingham, Stoke on Trent and Coventry, it's the perfect place to bring people together.

Designed to host some of the Arboretum's most important

events, the quality of the building coupled with the gravitas of the Arboretum creates an impressive backdrop for events.

It's contemporary and stylish facilities coupled with its desire for world-class customer service and locally-sourced menus offer an unrivalled experience while showing your support for Armed Forces Personnel.

## STORIES TO INSPIRE

Aspects at the National Memorial Arboretum offers more than conferencing and events facilities. It has become a powerful place to bring together disparate and homeworking teams for training and away days and especially for those with connections to the Arboretum.

Each memorial recognises the service and sacrifice of both military and civilian personnel. From the WAS(B) women supplying tea and sandwiches on the front lines of Burma, to the 16,000 men and women who have given their lives since the end of the Second World War.

The Arboretum is home to hundreds of stories, tales of camaraderie, inspirational leadership, heroism in extraordinary circumstances and accounts of sheer strength and resilience.

While many of these stories herald from difficult times, they offer teams the opportunity to shift perspective and think differently about the challenges we face in all elements of business.

In 2024, the Arboretum will commemorate the 80th anniversaries of D-Day, Monte Cassino, Operation Market Garden and the Battle of Kohima and

Imphal with a special programme of events and exhibitions.

Guided walks exploring the memorials linked to 1944 will also be available and the stories behind the memorials, can be used as a powerful tool to train teams. For example, the Combined Operational Command Memorial reveals how the three services worked together as a unified force to deliver one of the biggest tri-service mobilisations in history.

At the Royal Tank Regiment memorial garden, teams can hear about the work of Sir Percy Hobart an engineer who adapted specialised armoured vehicles to overcome the problem of landing on the beaches of Normandy. Known as 'Hobart's Funnies' the tanks were adapted to swim ashore, flame-throw and clear minefields, advancing them up the beaches and into the countryside.

A short walk away, at the Royal Logistics Corps Memorial Garden, hear how they were the backbone of operations responsible for moving personnel, supplies, munitions and equipment, and the innovations created to support transporting 250 tons of food per day, for 100,000 troops.

Couple guided walks, with the Arboretum's handpicked coaches rooted in the Arboretum's ethos. They can work with events organisers and business leaders to build a deeper connection to company aims, offering a space to reflect on past challenges and achievements, explore feelings of inertia and to discover how to move forward together.

## SUSTAINABLE AT HEART

Established on a once barren reclaimed mineral extraction site,

the Arboretum is a paragon of regeneration and the continue to ensure sustainability prevails in all their operations. From their Green Flag managed grounds to seasonal local menus created by their in-house chefs and recycling and waste management practices, you can be assured that they take their commitment to sustainability very seriously.

## SUPPORTING A NATIONAL CHARITY

The National Memorial Arboretum is the nation's year-round place to remember and receives no central government funding. A part of the Royal British Legion family of charities, all profits generated through conferences and events, training and teambuilding, corporate partnerships and group visits support its charitable mission to help keep the Arboretum free to enter, beautifully maintained and most importantly here for families, friends and comrades to reunite, reflect and remember.

## SHOW YOUR SUPPORT

It costs £8 per minute to keep the Arboretum freely open year-round for families, friends and comrades to reflect, reunite and remember. Whether you're looking for a day out for your Armed Forces & Veterans Breakfast Club, a conference location with meaning for your organisation, or simply a day out with family and friends, show your support by visiting the National Memorial Arboretum and ensure that this special place continues to develop and grow for future generations.

[www.thenma.org.uk](http://www.thenma.org.uk)







**“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.”*







## YOUR EXPERIENCE

PASS IT ON AS A CADET LEADER



Are you interested in inspiring, shaping and leading the next generation?  
Then being a Cadet Force Adult Volunteer could be an exciting option for you.

To find out more visit: [armycadets.com/military](https://armycadets.com/military)




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# Resettlement Support from CTP



Here to support your resettlement journey

## INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS

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

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

In addition to the face-to-face courses, workshops and one-to-one career guidance we deliver throughout our centres, many of our courses, facilitated sessions and events are also available virtually, making our provision more accessible and flexible than ever. Read on for a reminder of the wealth of support available to you as you make the transition from the military to civilian life.

## WHERE DO I START WITH RESETTLEMENT?

All Service leavers are entitled to resettlement support, consisting of time, financial support, training/upskilling and careers advice. Getting started is a three-step process.

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

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

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

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

## WHAT SUPPORT AM I ENTITLED TO?

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

### Less than 4 years service or administratively discharged: CTP Future Horizons programme

This programme helps individuals to tackle any barriers to employment, and supports them post-discharge to ensure personnel gain a route into sustainable employment, education or further training after leaving. Personnel will be referred to the programme upon discharge.

### 4 – 6 Years service: Employment Support Programme (ESP)

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

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

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

## CTP ASSIST PROGRAMME

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

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

## HOW CAN CTP HELP ME?

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

Your resettlement consists of three broad areas: Transition, Training and Employment. From creating a CV through to learning interview skills plus researching and applying for jobs, what the CTP offers can help you not just with your first civilian job, but skills and knowledge to help you throughout your working lifetime. CTP support is delivered at ten Resettlement Centres in the UK, and the Resettlement Training Centre in Aldershot. The resettlement provision includes face-to face guidance, online

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

## TRANSITION

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

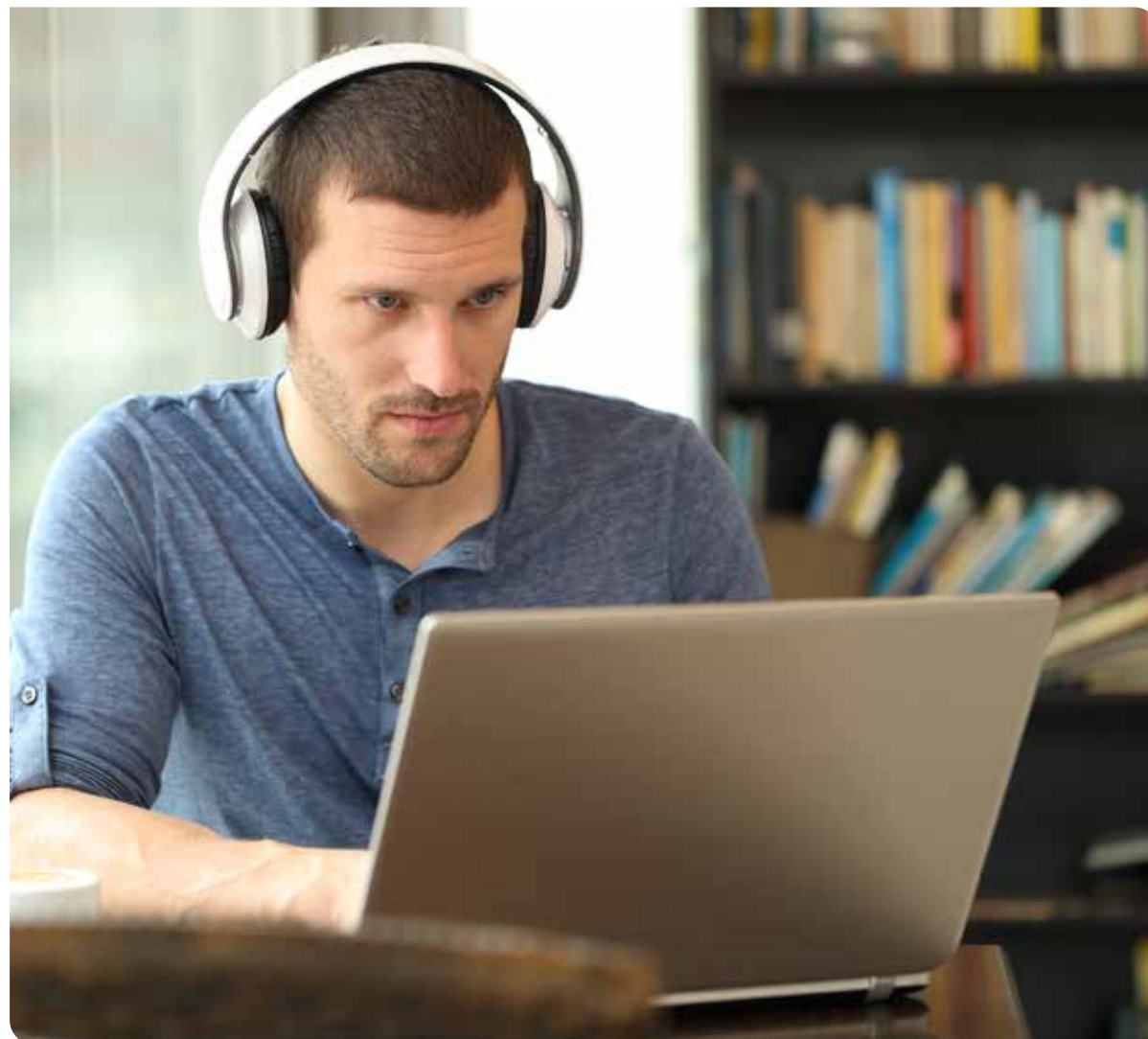
achieving your desired outcome upon leaving the Armed Forces. A range of additional workshops and briefings are available, including Financial Aspects of Resettlement, Business Start Up, Networking and Interview Techniques.

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

**Online Resources** - myPlan, the personalised area of the CTP website, enables Service leavers to manage their own resettlement and offers career assessment activities, video library, Interview Simulator, CV Builder, Personal Resettlement Plan (PRP), resettlement tracker and checklists.

## TRAINING

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



## ROUTE MAP FOR SERVICE LEAVERS START HERE:



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

Funded training has been 'pre-paid' for you by the MOD. This offers exceptional value for money and is the best way to make the most of your 'GRT pound'. Non-Contract funded training can be funded using your Individual Resettlement Training Costs (IRTC) or ELC grants.

## EMPLOYMENT

The Armed Forces equips its people with a vast range of skills applicable to many industry sectors and the CTP targets a wide range of employers to promote the skills, experience and strong work ethos Service leavers bring with them after a military career. The employers themselves benefit from a high quality, no cost recruitment service and exclusive access to thousands of skilled and qualified individuals, like you.

CTP RightJob is our online job site that lists thousands of live vacancies for Service leavers, with new ones added daily. You can

browse and search for available jobs by Industry, Location or Company Name, receive job notifications and alerts via email and submit job applications directly to employers. The platform is easy to use and compatible with smartphones and tablets, plus you'll find video tips to highlight features on all key areas of the site. The CTP Employment Team works closely with local, national and international organisations from all industry sectors to source and match suitable job vacancies for Service leavers. You'll receive regular job alerts based on the preferences listed in your RightJob profile, plus employers can also search the database for Service leavers with the skills they're looking for, and invite them to apply.

Your career consultant is available to provide advice and guidance on job applications, CVs and covering letters, and the central employment team provide assistance with

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

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

Served over 6 years or medical discharge?

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





The Ministry of Defence  
partnering with Right Management

# 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



Join us as we begin the countdown to our highly anticipated 2024 Employment Fairs.

Exhibitors are already busy confirming their attendance and the companies who are joining us are, as ever, fantastic. There will be both larger national and smaller local companies in attendance at our national fairs, keen to showcase what they have to offer you. This year we are introducing a fourth regional Employment Fair, in Saltash, where more local companies join us to promote their organisations and job requirements. Remember - attending a CTP Employment Fair provides you with the opportunity to connect with these companies, but importantly it creates an environment where these organisations can impress you too - they want the skills and experience you have, that's why they're joining us! They are all enthusiastic about sharing valuable insights regarding their organisations and the exciting job opportunities they have available, keen to see if you are a good fit for their company. In addition to the impressive line-up of exhibitors already signed up for 2024, various organisations will be present on-site to offer guidance on other crucial aspects of resettlement, covering topics such as pensions, finance, and charitable support.

- CTP EMPLOYMENT FAIRS PROVIDE YOU WITH:**
- Direct engagement opportunities with employers actively seeking to hire Service leavers, recognising, and valuing the skills and experience you bring.
  - Insights into the current job market to aid in your planning.
  - Knowledge about diverse industries, qualifications, and roles.
  - An outstanding networking platform with both employers and fellow Service leavers.



The Ministry of Defence  
partnering with Right Management

# EMPLOYMENT FAIRS 2024



**Scan to book your place**





## Have what it takes to become a residential building surveyor?

5 transferable skills that make surveying the perfect post-military career move.

For most serving in the military, returning to civilian life is an inevitability, but the shift from the demands of military service to the often-unfamiliar landscape of everyday society can be both exhilarating and disorienting. Finding a new career is just one of the many challenges faced by military leavers and having a plan in advance is crucial, if only to ease the anxiety felt during the transition period.

In this article, we focus on one career – that of a **residential building surveyor** – and explore the 5 transferable skills acquired in the military that seamlessly translate into this exciting profession, making it a compelling choice when considering your next career move.

### FIRST OF ALL, WHAT IS A RESIDENTIAL BUILDING SURVEYOR?

Residential building surveyors perform a vital role in the property market, keeping it moving by providing homebuyers

and homeowners with crucial information on the condition of their current or dream home. Using their property and surveying expertise, they inspect homes to uncover risks, defects and opportunities, and report their findings back to the client.

### WHAT DOES IT TAKE TO BE A GREAT SURVEYOR?

Surveyors come from all walks of life, but what binds them is a passion for property. Beyond technical know-how, military service instils a range of skills that lend themselves perfectly to the surveying profession. Here are our top 5:

#### 1. Problem-solving

This fundamental skill enables service members to think critically and make informed decisions in a dynamic and challenging military environment. For example, during your career you may have had to gather and assess new information quickly, troubleshoot problems, adjust

tactics or repair equipment under pressure.

As a residential building surveyor, you'll use your problem-solving skills in a less pressurised environment, following evidence trails during property inspections, identifying and assessing issues and defects, and evaluating the severity of these issues, before reporting your findings. You might have to make quick decisions at a property and adjust your surveying technique – for instance, if an area is inaccessible or unsafe to inspect.

#### 2. Time management

Time is a precious asset during military operations. It's the backbone of mission success, resource optimisation, and discipline. The military values time management as a crucial factor in ensuring personnel readiness, and this skill is equally as important as a residential building surveyor.

Whether working independently or through an established firm,

residential building surveyors have clients to serve and a schedule to keep. The role of a surveyor is multifaceted, involving desktop research, property inspections, report writing and, throughout the entire journey, providing excellent customer care, so great work ethic and the ability to manage your own time is paramount.

#### 3. Effective communication

In the military, effective communication can make or break a mission. It is essential for ensuring success, safety, and unity among personnel. The same can be said about communicating effectively as a residential building surveyor.

Clear, concise and regular communication is crucial, both in your survey reports and when speaking to clients directly. If carrying out a pre-purchase survey for a homebuyer, your expertise could make or break their purchase decision, so clarity is key. By prioritising effective client communications, you will ensure they are well informed, and encourage repeat business and recommendations.

### HEAR FROM A MILITARY LEAVER TURNED RESIDENTIAL BUILDING SURVEYOR

"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 Level 6 Diploma in Residential Surveying and Valuation alongside my career in the Army.

"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." Lee Dowdall, Independent Residential Surveyor and former First Line Manager, Corp of Royal Engineers

#### 4. Adaptability

Military service demands quick thinking, versatility, and the ability to pivot at a moment's notice. Frequently faced with unpredictable scenarios, changing environments and rapidly evolving technologies, adaptability has become a core competency of military personnel, ensuring they can tackle any challenge that comes their way.

For a residential building surveyor, being adaptable under pressure is an essential skill. No two properties are the same and each comes with its own story and challenges. Whilst desktop research about the property will help to prepare you for your inspection, a house that seems

straightforward on paper can be any but when you get there. In that respect, every inspection is a journey of discovery and requires an agile and adaptable approach.

#### 5. Professionalism

Part and parcel of serving in the military is respecting the chain of command and showing a level of professionalism towards those with whom you interact every day. As a residential building surveyor, you'll be eligible for memberships with respected professional bodies such as the Royal Institution of Chartered Surveyors (RICS) and the Chartered Association of Building Engineers (CABE). Each professional body has its own expectations regarding the behaviour and professionalism of its members, with a code of conduct to follow, so your military experience will stand you in good stead.

For as long as homes are bought and sold, the expertise of residential building surveyors will always be needed. If you're a problem solver with a curious mind and an interest in property, here at Sava we offer the only vocational route into the residential surveying



profession through our industry-recognised and ABBE accredited Level 6 Diploma in Residential Surveying and Valuation.

The diploma is focused on residential property and designed for those without a relevant degree or experience. During this part-time programme, you'll learn everything you need to become a competent and successful residential building surveyor in just 24 months.



To find out more about the role of a residential building surveyor, the rewards, training to enter the profession and ELCAS funding opportunities, please get in touch with a course advisor at [hello@sava.co.uk](mailto:hello@sava.co.uk), call Sava on **01908 442158** or scan the QR code below for further information.

## READY TO RETRAIN AS A RESIDENTIAL SURVEYOR?

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Christopher Moran, Google review

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# Service leavers in demand across digital infrastructure industry

The digital infrastructure industry, encompassing the network infrastructure and data centre sectors, is growing at an exponential rate due to the ever-increasing demand for digital connectivity across the globe, and therefore the requirement for professionals to choose to pursue careers in the industry is at an all-time high.

Ollie Day is Resettlement Adviser for CNet Training, the global leader in technical education for the digital infrastructure industry. Ollie is passionate about helping individuals achieve their career goals upon leaving the Forces and he is CNet's main contact for all resettlement and ex-Forces related queries – he also manages work placements for Service Leavers. Here he shares the answers to some of the most commonly asked questions.

## WHAT IS THE DIGITAL INFRASTRUCTURE INDUSTRY?

It's one of those industries that everyone relies on but probably struggles to explain. Relatively little is talked about it publicly, even though it's really the scaffolding that our digitally focused world is built on, providing the connectivity that supports a huge amount of our day-to-day activity. The industry is made up of the network cable installation and data centre sectors,

and we offer technical education for roles throughout both sectors.

## WHAT WILL I GET FROM A WORK PLACEMENT?

The work placement will give you invaluable on-the-job experience and equally important industry connections. Many of the companies we work with to provide the placements are actively looking for new recruits, so the placement is often the stepping stone to securing a job offer. What better opportunity to show your knowledge and skills than being put in front of a team every day for two weeks?

## WHY SHOULD I PURSUE A CAREER IN THE DIGITAL INFRASTRUCTURE INDUSTRY?

Due to the fact that globally we rely so heavily on this relatively new and incredibly fast-growing industry, it is experiencing a mass skills shortage. This means there's plenty of opportunities for people in all areas of the industry, and for those who have the right qualifications and certifications, the salary levels are higher than average because of this scarcity. Naturally, employers also love the transferable expertise that Service Leavers possess,

such as experience working in mission critical environments, a built-in determination and total 'can-do' attitude, and they really value having ex-forces personnel as part of their teams and actively seek to employ them.

## DO YOU WORK WITH TRI-SERVICE MILITARY MEMBERS?

Yes, in fact, since 1996 CNet has advised and educated thousands of service leavers from all three strands of the military, and our longstanding commitment was recognised in 2021 when we were enormously proud to be awarded the MoD's highest badge of honour, the Gold Defence Employment Engagement Award.

## CAN I USE MY ELC FUNDING FOR YOUR EDUCATION PROGRAMS?

ELC funding can be used for all CNet programs that offer a qualification. Our 20-day resettlement package (by far the most popular option) is made up of the 10-day Certified Network Cable Installer (CNCI®) program, which covers copper and fibre optic cable installation, and is followed by a 10-day work placement. However, as previously mentioned, we have programs spanning the entire industry, so we will be able to find one that is perfect to meet your aspirations to join and progress within the industry.

## HOW SECURE IS A CAREER WITHIN THE DIGITAL INFRASTRUCTURE INDUSTRY?

About as secure as it gets! Our world totally relies on digital

connectivity to communicate, share data, control processes – basically, the majority of industries in the world need this connectivity to enable them to operate successfully. Some examples of this are air traffic control, operating theatres, building entry systems, traffic lights and contactless payments – and this is without our billions of daily emails and general reliance on the internet. Technology is also developing at a rapid pace with more mobile devices and smart, internet-connected devices in our homes. This is one industry that is forever evolving and will always be needed. Even in times where other industries can suffer, the digital infrastructure industry needs to be active 24/7/365 in order to keep the world working.

## I'VE GAINED A LOT OF RELEVANT EXPERIENCE IN THE ARMED FORCES. DO YOU HAVE A PROGRAM THAT WILL SUIT ME?

Whatever your job role, you will be able to find a program to suit you. To help people planning careers in the industry, we have developed the Global Digital Infrastructure Education Framework which has since become recognised and respected all over the world. The framework is like a career map that matches our programs to the skills and knowledge requirements of those actually working in different areas of these vibrant and fast-moving sectors. This isn't based on guesswork; we regularly get together with a panel of industry-leading companies to review the evolving skills requirements

and update our programs to ensure they provide learners with exactly the right skills and knowledge that is in demand. You can enter the education framework at any level and choose just one program or follow the path with the programs flowing perfectly from one to another as you progress. I'm always happy to talk through which is the best program or path for you.

## WHAT HAPPENS AFTER I GAIN THE CERTIFIED NETWORK CABLE (CNCI®) PROGRAM?

After you've completed the CNCI® certification and qualification, we work with you to find a suitable 10-day work placement within a cable installation company at a time to suit you (from 8 weeks post CNCI® completion). This work placement is likened to a 10-day job interview that regularly results in an offer of employment. Work placements are run all over the UK and I will work closely with you to try and find a placement in one of your preferred locations.

## WHAT SHOULD MY REALISTIC SALARY EXPECTATIONS BE FOR A ROLE IN THIS INDUSTRY?

Although this is variable depending on where you are located and the role that you undertake, the industry is experiencing an ongoing skills shortage which is driving up salaries, especially for those with recognised qualifications and certifications. As a guide, network cable installers can expect to earn between £30-35K per annum and data centre



CNet Training has pledged to support the armed forces community by signing the national Armed Forces Covenant and proudly holds the gold award from the Defence Employer Recognition Scheme (ERS). CNet has a longstanding commitment to support the Armed Forces during their time in service and throughout their resettlement. Since 1996, CNet has educated thousands of Service Leavers, providing them with the skills, hands-on experience and sought after qualifications to enter the lucrative network cable and data centre sectors. Today, CNet is the only industry dedicated education provider in the world to provide both internationally recognised qualifications and official certification for their programs.

CNet is proud to be the originator of the Global Digital Infrastructure Education Framework which forms the benchmark for industry education across the world. It maps professional education programs to actual career routes and

progression throughout the industry allowing learners to enhance their skills, knowledge, industry recognised qualifications and official certifications as they progress. And, of course, many programs are eligible for ELC funding allowing Service Leavers extra help to continue to progress their careers.

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 regularly reviews the content of each program alongside major companies throughout the global industry to ensure education reflects the very latest changes in technology, in order to prepare students for new and emerging industry trends.

CNet believes that it's the combination of program design, alongside the quality of expert instructors, many of whom are ex-Forces themselves, that forms the secret of its ongoing success.



technicians upwards of £45k+ per annum. However, using your ELCs to further your professional knowledge, certifications and qualifications can lead to career progression which usually means more responsibility and an even better salary. CNet's Global Digital Infrastructure Education Framework is the perfect aid to planning your future career development as it has been created with actual career routes through the industry in mind.

## HOW IS THIS RELATED TO THE BIG FIBRE ROLLOUT ACROSS THE COUNTRY?

The fibre rollout is all about putting in place the infrastructure to achieve the Government's commitment of delivering nationwide (at least 99% of premises) gigabit-capable broadband by 2030, that is a download speed of at least 1 gigabit-per-second that would allow a high-definition film to be downloaded in under 1 minute. CNet specialise predominantly in the internal fibre environment although we do have an external fibre course – our Certified Outside Plant Technician program. Although opportunities are vast within the external environment at the moment due to the rollout, we recommend the Certified Network Cable Installer (CNCI®) program, which enables you to demonstrate the highest levels of knowledge, skills and competency in network cable infrastructure, both copper

and fibre optic. It's worth noting that the external environment is not as protected as the rest of the industry as there is a relative shelf life to it; once all the fibre has been laid in the ground, it should not need replacing for a significant period of time. For transferrable skills related to the external environment and national fibre rollout, we recommend gaining the knowledge from the CNCI® as it provides the skills to hit the ground running in the industry and the longevity of career opportunities, post rollout.

## I LEAVE THE ARMED FORCES IN TWO YEARS; IS IT TOO EARLY TO CONTACT YOU ABOUT MY RESETTLEMENT?

Absolutely not! I'm always happy to chat with anyone planning their career outside of the Forces to see if a future in digital infrastructure is right for them. If you aren't ready to talk to someone, our digital infrastructure briefing events (link/more info) are a great way to learn a bit more and get a feel of whether you're interested in this field of work. It's never too early to find out your options and work out what's important to you moving forwards. At CNet, we also continue our support for Service Leavers post-resettlement, in order to help you make the best decisions to develop your career further down the line. We are here to help you at any stage of your resettlement journey.



Ollie has been working at CNet Training since January 2020. He lives in the Suffolk countryside just outside Bury St Edmunds and enjoys supporting and playing sports, particularly Rugby and Cricket, which keeps his weekends occupied all year round. His interest in helping Service Leavers began shortly after joining CNet and he is always happy to chat about the different career pathways within the digital infrastructure industry. Ollie can be found at several resettlement events up and down the country throughout the year. If you have any questions or for some informal advice, you can contact Ollie at [oday@cnnet-training.com](mailto:oday@cnnet-training.com) on LinkedIn or by phone on **07884 751510**.



# 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
- 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)



# 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







## Dependable, Exceptional and Trusted

Pulleyn provides specialist ambient and temperature-controlled transportation throughout the UK, Europe and beyond with extensive storage facilities at our 4-acre site in Reading.

Whatever the load, you can trust Pulleyn to transport or store the extraordinary and the ordinary, safely, securely and on time whenever you need us. Pulleyn is a family business founded by Adrian Pulleyn in 1976.

Adrian and his sons Scott and Ryan remain deeply involved in the business as Directors, heading up their respective teams they are often seen in the driving seat themselves! We employ very experienced drivers and staff and have a 55-strong fleet of vehicles that are customised to provide state-of-the-art temperature-controlled or ambient transportation. All are fitted with high quality security devices and monitoring plus satellite tracking to ensure

that consignments are always protected. We pride ourselves in precise logistical planning which means that every possible eventuality along your products journey will have been considered, examined, and taken care of before it leaves our storage facility or collected from its starting point. Continual checks and updates are made to this information to allow for any lastminute changes beyond our control. We have attained an unrivalled reputation for providing uncompromisingly high standards of customer service and our tried, tested and trusted approach means that customers are provided with peace of mind as they can rely on us to be proactive and deliver each and every time.

We could write a book on the weird and wonderful things that

we have been responsible for transporting and storing over the years and each holds its unique story that we look back on with a smile and great pride. We relish a challenge and our Quick Response Team are experienced at planning and managing what sometimes seems like the impossible. If this is a company that you would like to work for then keep reading, as we are currently accepting applications from LGV 1 drivers based in or around the Berkshire area.

Applicants should hold a valid driver CPC and clean C+E License, a good background of temperature-controlled transportation, handling of chilled/frozen products to distribute across the U.K. and Ireland Experience of driving in other European countries would be an advantage.

We are looking for professional career drivers that take pride in their chosen field of work and look after the equipment entrusted

to them. For these attributes, we will offer full-time employment with a competitive salary, uniform and paid nights away. We are also taking applications from LGV1 and 2 drivers that are interested in touring for periods away for up to 3 weeks. Experience of handling delicate instruments and good customer liaison will be an advantage. Applicants must have European driving experience and be physically fit Clean driving license Full Driver CPC References required.

### ABOUT THESE POSITIONS

All of the above positions are full time. In return Pulleyn Transport offers a competitive salary paid monthly, full uniform, mobile communication device, paid nights away. After a period of probation, the applicants will be offered full time employment and pension scheme.

Clean driving licenses, in date CPC and security background checks are the required.

Pulleyn Transport is located in Reading, Berkshire. For more information and an application form contact: Elaine Walker **01189 840300** [elaine.walker@pulleyn.co.uk](mailto:elaine.walker@pulleyn.co.uk)



# PULLEYN

*Transporting the extraordinary every day*



## DRIVERS REQUIRED

*“Since joining Pulleyn back in 2000 I have achieved LGV (C & C+E) licences, passed national and international CPC qualifications and undertaken multiple training courses, from forklift training through to aviation security.”*

**PULLEYN DELIVERS**  
Chilled or Frozen Products  
Pharmaceuticals & Medical Equipment  
Fine Art & Valuables  
Installations, Large Machinery  
Pallet Distribution  
Events & Exhibitions  
Orchestra Tours & Bands  
The Weird & Wonderful!



SEE MORE OF WHAT WE DO AT [WWW.PULLEYN.CO.UK](http://WWW.PULLEYN.CO.UK)

*Applicants must have Clean LGV 1 and LGV2 licenses and be based in the south east region*

# PULLEYN





**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)





## ACS teams up with Leeds Rhinos and the Army Benevolent Fund to support communities at Remembrance Day, and raise funds for the Armed Forces

Yorkshire-based manufacturer ACS Stainless Steel Fixings maintained tradition this month, supporting local communities across the country by creating free of charge Silhouette Soldiers this Remembrance Day.

The initiative sees Leeds-based ACS create steel structures of Tommy soldiers, which are then distributed to communities across the country where they will be displayed for Remembrance Sunday services and events. This year, in a bid to raise more awareness and funds for the Armed Forces, the company has drafted in two new partners; Leeds Rhinos whose players will loan their support to the campaign, as well as ABF The Soldiers Charity who will be this year's beneficiary. ACS has also drafted in the support of DX (Group) PLC, with the parcel carrier kindly delivering 250 of the steel soldiers across the country.

Speaking at a launch at Leeds Rhinos' Headingley Stadium today, ACS Managing director David Flannery explained: "Honouring those who serve, and have served in the Armed Forces, continues to be our motivation as we head into our third year of this campaign. I am delighted to unveil two fantastic new partners in the hope of raising even more funds and supporting communities across the country. We also extend our thanks to DX whose kind offer will make the steel soldiers even more accessible."

It is the third year in which ACS has donated its time and resources to the cause; over the last two

year, apprentices in the Leeds-based factory created over 670 soldier silhouettes, raising £2700 for charity. The new campaign is now open, with ACS inviting businesses and individuals across the country to place an order. David continued: "It's humbling to see how far spread this campaign has reached in past years, and it is our hope is to extend that into even more areas for 2023. It's a great way for people to give something back this Remembrance Sunday and I urge anybody to get in touch with my colleagues at ACS for their extra hard work in making

it come together once again."

ACS colleagues will create four sizes of silhouettes, ranging from the small 155mm model up to an extra-large 1.5m structure – each expertly cut from a mild steel, with the welding carried out by ACS' team of keen apprentices. The structures will be created and delivered free of charge, however a Just Giving page has been established to encourage donations to the armed forces via ABF The Soldiers Charity, something ACS has a long history of supporting. The company guarantees a face-to-face interview for anyone who has served in the UK military, and has signed the Armed Forces Covenant in 2021 – a promise to help veterans and their families.

Jim Duffy of ABF The Soldiers Charity said: "We stand at the forefront of support for the Army family, last year supporting 70,000 people in 45 countries around the world so it is a joy to see the track record of a company like ACS as it finds its own ways to aid soldiers – be that through new training and career opportunities, or through fundraising.

"Campaigns like these help us continue our work, and we are honoured to stand shoulder to shoulder with ACS and the Rhinos for this campaign – something which will help us support soldiers, both past and present."

Concluded Rob Oates of Leeds Rhinos: "We're fortunate enough to have a platform from which we can promote worthy causes in Yorkshire and beyond. We are proud to lend our support to this campaign and hope that we can help ACS and ABF The Soldiers Charity reach more people, encouraging them to get involved this Remembrance Sunday. ACS are fantastic partners and friend of the Rhinos and have great values that we are only too happy to help and support."

ACS is a leading manufacturer and designer of structural building components, including but not exclusive to wall ties, windposts, masonry support and brick slip systems – all essential components used for the construction of modern-day structures, large or small. The 128-strong team operate from a factory in Yorkshire.

Find out more about ACS here: <https://acsstainless.co.uk>; the Just Giving page can be found here: <https://www.justgiving.com/page/acs-stainless-steel-fixings-1695981096773>.



## Ageas Bowl hosts packed Employment Fair for Armed Forces Leavers to meet British businesses

Representatives from 120 leading British businesses met with more 550 ex-military personnel this week at a national Employment Fair hosted by the Career Transition Partnership (CTP) at the Ageas Bowl, Southampton.

With more than 14,000 people leaving the UK Armed Forces every year, employers, Service leavers and veterans came together to network and plan for their futures. There were hundreds of job

opportunities and career pathways available on the day and the one-day event gave exhibitors the chance to promote their brand and showcase the careers they offer.

Employers attending the Southampton event represented a wide range of sectors including

IT, renewables, engineering, technology, Public Sector, healthcare and many others. In attendance were Carnival UK (P&O Cruises & Cunard), EmcorUK and many others.

Leavers of the Armed Forces are highly driven, skilled and 'work-ready' but need support in weighing up their options to find the next suitable career pathway. Service leavers and veterans typically offer businesses exceptional technical skills and also power skills such as communication, commitment, problem solving and teamwork.

Daren Moss, Group Captain, TSLD in attendance said: "I am in charge of the military half of the Career Transition Partnership, so for me it was a pleasure to be at the Southampton event, a special one as it marked the 25-year anniversary of the official partnership with the Ministry of Defence. Southampton was also the biggest event we've had so far this year with over 500 service leavers and 120 employers – it was absolutely brilliant to see the buzz and the engagement that went on at that great venue. The jam-packed event represent the fact that industry is actively

looking for the skills our Service leavers have, and as of the end of last month we had almost 90,000 registered jobs specifically looking for service leavers for the 15, or 16,000 people we're going to have leaving over the next 12 months.

So, all in all, a fantastic venue playing host to a fantastic event, and it was brilliant to see smiles on the faces of both the employers and our Service leavers."

A spokesperson from EmcorUK, in attendance said: "The last CTP Employment Fair we went to was pre-covid and this one has been amazing, so much better. There's been more footfall here, more people that want to have a chat, more engagement – it's been great.

We'd like to share a tip for Service leavers from EmcorUK, to make sure to not only keep an open mind but have confidence in yourself and your abilities and the skills and traits you've learned - from the outside looking-in, you have lots to give and your skills are always transferable."

CTP is a partnering agreement between the Ministry of Defence and Right Management, the global career and talent development expert within ManpowerGroup. It provides resettlement support for those leaving the Royal Navy, Army, Royal Air Force and Royal Marines regardless of time served. CTP has been the official provider of Armed Forces resettlement for 25 years, helping 250,000 service leavers make their move into civilian life.

If you were not able to attend the Southampton event, make sure to visit the CTP website [2] to find out dates for all upcoming CTP Employment Fairs and similar events, with a combination of in-person and virtual offerings.







# December Deliberations

## Embrace Change in the New Year with Franchising Success!

As December, not only a time for Christmas festivities (shifts and deployments allowing), and time spent with family, but also a time to look back at the past year and reflect on the highs and the lows and ask yourself if you'd be happy to do the same again next year, or if it's time for something new?

### TIME FOR A CHANGE? OR IS RETIREMENT LOOMING?

After years, maybe decades in the Police Force or Military, contemplating retirement or simply stepping out of your uniform for a change of career can be daunting; maybe even so daunting you keep pushing it to the back of your mind telling yourself 'Better the devil you know?' But if you are seriously thinking about leaving, or retirement is on the horizon, we're here to tell you about one possible option for your next career path, franchising.

### WHAT IS FRANCHISING?

Franchising is a legal agreement between two parties, a franchisor (the company owner) and a franchisee (you), to allow you to run effectively a 'branch' of their business, with their full support. The franchisor has chosen the franchise route to expand their business and, for a price (the franchisee fee) they will let people like you buy one of their franchise territories to be run to their exact specifications and standards and with their full support. Although you won't actually 'own' the business, you own the franchise agreement to trade in that area, you will be offered the chance to renew your contract every five years and you can sell it on as a going concern when you decide to leave. If you break the terms of the franchise agreement the franchisor has the right to cancel the agreement and take the business back. We

cannot emphasise enough how important it is that you stick to the franchisor's model and seek independent expert franchise legal advice before you sign anything.

### WHO ARE THE BFA?

We, the BFA (British Franchise Association), are the hub for franchising in the UK. We are a self-regulatory body, set up in 1977 to raise the standards of franchising in the country. Think of us as your 'friend in franchising'. We have extremely strict entry requirements and if franchisors break our code of ethics, their membership is revoked. We currently have over 300 franchisor and 1200 franchisee members. Our tag line of 'Discover your Tomorrow' will give you an idea of what we're about. We are passionate about ethical franchising and having seen thousands of franchisees make huge successes with their franchises and we hope you will consider buying a franchise

as your next career move. Visit our website to see all 300 franchise opportunities available and if you have any questions, please contact us via social media, send us an email or give us a call.

### WHO BUYS FRANCHISES?

It doesn't matter if you are retiring as a General in the Army, an Airman in the RAF, a Mid Shipman in the Navy or a PC in the Police Force (and we've had most of them), there's a franchise out there for everyone. They range in size, price and sector. From dog walking to career coaching. From erecting estate agent's signs to quick service restaurants.

Examples of other kinds of people who buy franchises are social workers, post office owners, doctors, teachers, interior designers, accountants, admin staff, marketeers, designers, mum's returning to work or, sometimes, young people coming straight from school and university.

### REGAIN CONTROL OF YOUR LIFE

As you can see, there is no common denominator, except for one thing, all franchisees want to take back control of their working lives, be able to see more of their families, set their own working hours and build a business to support them for the future. Sound familiar?

### IS FRANCHISING SAFE?

It absolutely can be yes. If you 1) buy from a BFA member Franchisor (check their membership is up to date via our website [www.thebfa.org](http://www.thebfa.org)), 2) question ALL their franchisees thoroughly, and 3) make sure you get independent legal advice from a franchise specialist solicitor (not the firm who did your house sale) before signing the franchise agreement, then yes, it can be safe.

If, however you decide to ignore any of this advice, then you are potentially swimming with sharks and we'd advise you to think very carefully before parting with any money. Our standards are high, if brands are not a member you have to ask yourself why? Can't they meet our professional standards? If so, you have to ask yourself if this is a business you want to hand over your cash to?

We are delighted to introduce you to Steve Gaskell, a former RSM who is smashing life as a business coach with ActionCOACH.

## Case study Steve Gaskell, ActionCOACH



### YOUR NAME

Steve Gaskell

### WHICH FRANCHISE DID YOU BUY?

ActionCOACH

### WHEN DID YOU JOIN THE FORCES?

I joined the army in 1985 and 22 years later became the Regimental Sergeant Major of the Princess of Wales's Royal Regiment, ending my career as a commissioned Captain.

When I left the army, I hope that I would be able to spend more quality time with my family.

### WHEN DID YOU LEAVE THE FORCES?

In the run up to leaving the army, I carried out 18 months of extensive research into what to do and kept coming back to ActionCOACH. I went to The Franchise Show at ExCel in London and met the ActionCOACH team and things fell into place. I left the army in August 2013 and began training with ActionCOACH in September 2013. I had done some really cool courses in the military, including attempting

SAS selection, which was by far the hardest, most challenging and the best. ActionCOACH training came a close second – it was life changing!

### WHAT ATTRACTED YOU TO BUYING A FRANCHISE?

Coming from a military background, community and belonging were key; when I met the team at ActionCOACH and some of the franchise partners, it was clear that I'd be a valued partner and also would be able to contribute to others too. I can say with confidence being part of the ActionCOACH team for 10 years now, that's still very much the case... oh and it's getting better.

### HOW DID YOU FIND YOUR FRANCHISE?

I came across an advert in Pathfinder Resettlement publication during NAFFI break, that led me to London Excel and the rest is history.

### HOW DID YOU KNOW ACTIONCOACH WAS THE RIGHT FRANCHISE FOR YOU?

They made me feel part of the team before I'd even paid my license fee.

### WHY DO YOU THINK EX-MILITARY PERSONNEL MAKE GOOD FRANCHISEES? WHAT ARE THE TRANSFERABLE SKILLS?

I firmly believe that ex-military personnel are highly qualified for life outside the services. Personally, I bring all my military experience to my business and similarly, former service people have transferable skills. From logistics to human resources, systemisation to team building, equality and diversity to health and safety. It is these skills, combined with the ActionCOACH franchise system, that has allowed me to deliver my services, to my growing client base.

### WHAT ARE SOME OF THE BEST THINGS ABOUT BEING A FRANCHISEE?

The business very quickly allowed me to become part of the hub of my business community. I not only direct my local Business Network International Chapter, but I also became the Chairman of the Chamber of Commerce committee.

Through discipline and focus, I now own a successful business with great growth aspirations for the future. Whilst I have autonomy in the delivery of my coaching, I have the support of a national and global support team. Being a franchise owner has been a fantastic way to help me get underway in business and be master of my own destiny. It has given me the freedom and flexibility to live my life in a truly abundant way with my family, friends, and great clients.

I won the inaugural Nationwide Resettlement Awards as

Franchisee of the Year for 2015, beating off many other entrants and two other worthy finalists.

The business that I initially started from home has now moved into spacious offices where I offer one-to-one coaching and group sessions. The business has gone from strength to strength. Sometimes I have to pinch myself. It's been hard work, but I am proud of what has been achieved and we have some exciting plans for the future.

It sounds like a cliché but none of this would have been possible without my wife's unbelievable support. Sam has been my rock, looking after our family during my absence on deployment, always placing her needs second and always there for me and the kids.

My new office is now very close to home, so I don't have to miss out on family events. My son has learned and developed a career thanks to the business and my daughter has followed in my footsteps into the armed forces.

### WHAT ADVICE WOULD YOU GIVE TO SOMEONE ABOUT TO LEAVE THE FORCES AND THINKING OF BUYING A FRANCHISE?

Do your due diligence, dig deep into the franchise, meet other franchise partners, make sure you look at a plan (I'm always happy to assist any would-be franchisee in their plan by the way) and once you are certain... go for it, be committed, resilient, know that business is a roller coaster but also know it is so rewarding in the long run. One final bit of advice in any franchise is: follow the system, that's why it's a franchise.



If you'd like to meet us face to face, plus hundreds of franchise opportunities, come and visit us on our stall at the British and International Franchise Exhibition, 10-11 February 2024 at Olympia, London. Good luck!





## Screen Rescue Birmingham SETS NEW RECORD OF: £103,980 T/O in Y1



**CASE STUDY:** Franchisee, Glenn Bowker

**TERRITORY:** Screen Rescue BIRMINGHAM

**TRADING TIME:** 12 Months

**TURNOVER Y1:** £103,980

**GROSS PROFIT MARGIN:** 87.2%

**OPERATING VANS:** 1

# A Civilian Life of purpose with Screen Rescue

Why not 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 windscreen and glass repair services to all sectors of the thriving Commercial Automotive Industry, now worth £67bn to the UK economy.

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.

Our clients 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. Even 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 protected 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. The business model is simple to learn; highly profitable and easy to manage with Head Office support from Screen Rescue. Generating repeat business and multiple revenue streams, the rewards for hardworking franchisees really 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. In the VFA24 awards, record breaking franchisee, Glenn Bowker is already nominated for 'Franchisee of the Year'.

We are on a mission to recruit ambitious franchisees with the drive and energy to be their own boss. If you are looking to return to civilian life and want to take up a business with real purpose, owning and operating a Screen Rescue franchise business could be the right resettlement opportunity for you. But don't just take our word for it.

### Q1. Why did you decide to become a franchisee and start this franchise business?

I had come to a point in my life where I needed to make a definitive decision as to which direction I wanted my future working life to take and after much thought and soul searching I decided that I wanted to be my own boss and the Screen Rescue business model ticked the boxes that I was looking for in being able to manage my own business alongside the extensive support they provided.

### Q2. What research did you do before choosing Screen Rescue?

I performed as much local market research as possible, including looking at the numbers of potential clients in each business sector and trying to find out as much as I could about my local competition to see what kind of market may exist for the commercial screen repair services

### Q3. What were the challenges you faced, and how did you overcome them?

Initially it was a big challenge to get enough decision makers to talk to me and discuss my service offering but with tenacity and calling back, I managed to speak with them and once I was able to demonstrate my capabilities I repeatedly signed up new clients for regular fleet checking services over the first 3-4 months.

### Q4. How have your daily activities changed now you're in month 12 of trading?

My time is now spent mainly providing my repair services to my current client base rather than selling to new potential clients, because I'm pretty much at full capacity for a single van operation.

### Q5. How do your client numbers look now vs when you first started trading?

I currently have around 90 active clients and I'm still adding approximately 1-3 clients per month on average.

### Q6. What makes your business unique?

Alongside offering both chip and scratch repair – which no other provider in my area seems to do - I feel my professionalism, my repair quality and my reliability is what really sets my business apart from the competition.

### Q7: How do you feel about setting a brand-new Screen Rescue record of £103,980 turnover in your first trading year?

I'm absolutely delighted with how the first year's trading has gone. My original revenue target was for around £50k in my first year so the actual performance being double that has way exceeded my expectations of what the franchise business model could offer so early in the process. The challenge now

is to keep producing consistent results in my second year.

### Q8. What do you most enjoy about working for yourself?

I love the flexibility working for myself provides and the lack of any stifling corporate culture and structure.

### Q9. What would you say are your top three skills and attributes that helped to get you there?

I really don't think the answer is that complex; just a mixture of hard work, tenacity, delivering high quality repairs and being consistently reliable for your customers while following the proven business model – it does what it says on the tin.

### Q10. What is the greatest challenge you now face?

To keep the jobs rolling in and ensure I continue to use my time as effectively as possible. It genuinely does help with the daily support I receive from Head Office – without them I'd be desk bound chasing invoice payments and pushing paperwork.

### Q11. What are the qualities of a successful entrepreneur?

Hard work, tenacity, having a good understanding of which jobs and which clients make money and prioritising them accordingly while having a good handle on your P&L on an ongoing basis.



### KEITH HARRISON, AWARD-WINNING FRANCHISEE

"I was attracted to the extensive franchise package and the exceptional level of training and ongoing support you get with a turnkey Screen Rescue franchise. Right from the start 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."

"Now three years on, I'm expanding my business portfolio, having purchased my second territory from my own company profits. With award winning franchisee support and the Tailored Franchise Expansion Support Package, I'm recruiting my first Technician and opening Screen Rescue Milton Keynes in New Year."

"I know the Franchise Expansion Plan and the proven systems in place will take me through my multi-van scale-up and I can't wait to get going again!"

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

### Q12. What advice would you give to any other franchisee considering joining Screen Rescue?

Do your local market research and understand the local business potential.

### Q13. What plans do you have over the next three years?

I plan to consolidate and stabilize the business for the next 6-12 months and then look at possible expansion of a new technician in the Birmingham

area and then also review the possibility of expanding the operation into new postcode areas in the Midlands in the mid to long term.

### SCREEN RESCUE

- VFA24 Glenn Bowker nominated: Franchisee of the Year
- VFA23 Gold winners: Best Franchisee Support
- VFA22 Gold Winner: Franchisee of the Year
- VFA22 Silver Winner: Best Franchisee Support



**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.



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



# EDP benefits



**Since 1 April 2022 everybody has been a member of AFPS15 but many of you will have protected rights in AFPS05, thus giving you potential Early Departure Payment (EDP) entitlements under both schemes. In this article Mary Petley of the Forces Pension Society explains what happens to EDP benefits if you subsequently take up further employment.**

The EDP qualifying criteria are:

- EDP05 – at least 18 years' relevant Regular service and at least age 40 on discharge (the 18/40 Point).
- EDP15 – at least 20 years' reckonable Regular service and at least age 40 on discharge (the 20/40 Point).

Both EDPs feature an annual income and a lump sum. On re-joining the Regular Armed Forces or undertaking a Full Time Reserve Service (FTRS) post (including Additional Duties Commitments) an individual's EDP05 income stops. What happens when they leave this further employment depends upon what sort of service they undertook:

- For Regular service, the EDP05 benefits may be revised when they leave again unless the individual is aged 55 or over or they are entitled to an ill-health pension. In this case, any AFPS05 pension earned will be paid instead of the EDP05 income.
- For FTRS, the EDP05 income restarts when they leave again unless they are aged 55 or over or they are entitled to an

ill-health pension. As above, in these circumstances, AFPS05 pension benefits will be paid instead of the EDP05 income.

Depending upon how quickly the individual re-joins, the EDP05 lump sum may have to be repaid on undertaking this further service – how much depends upon how long it has been since they left. For example, if the EDP lump sum was equivalent to 430 days' pay, and they join the FTRS 180 days after receiving it, they would have to repay almost 60% of the original lump sum. What happens when they leave again depends upon whether the further service is Regular or FTRS:

- For FTRS, there is no further EDP05 lump sum payable.
- For Regular service, EDP05 benefits are recalculated, and a revised EDP05 lump sum will be paid unless AFPS05 pension benefits become payable, in which case the EDP05 benefits do not restart.

On entering into an FTRS commitment individuals keep both the EDP15 income and lump sum. If they re-join the Regulars after a break of 5 years or more, they will also keep both the EDP15 income and lump sum.

If they re-join the Regulars with a break of less than 5 years, they can to choose either:

- Keep the EDP15 benefits but they will not be recalculated on subsequent discharge; or
- Repay the EDP15 lump sum and give up the EDP income. If they leave again before age 60, the EDP15 benefits will be recalculated based on the increased service and pension earned.

Joining the Part Time Volunteer Reserve does NOT affect your EDP benefits!



If you are a Member of the Forces Pension Society and have pension-related questions, contact [pensionenquiries@forpen.co.uk](mailto:pensionenquiries@forpen.co.uk).

If you are not a Member but would like to learn more about us, visit [www.forcespensionsociety.org](http://www.forcespensionsociety.org)



## Siemens Healthineers signs Armed Forces Covenant, committing to continued support for UK service personnel

Siemens Healthineers has signed the Armed Forces Covenant, formalising support for service personnel in the UK and emphasising the value that serving members, Reservists, veterans and their families bring to business and to the country. This voluntary pledge solidifies commitment from Siemens Healthineers as they strengthen employment opportunities and ensure inclusive HR policies for the Armed Forces community. The signature was celebrated aboard HMS Victory in Portsmouth by team members from Siemens Healthineers and serving personnel.

With one in four UK-based Service Engineers at Siemens Healthineers having previously served, the company values the transferable skills and qualifications of UK Armed Forces personnel. Aligning with dedicated efforts to support candidates with different backgrounds, the organisation will work hand-in-hand with the Career Transition Partnership to enhance each step of the recruitment and selection process, ensuring candidates who serve

or have served are treated with fairness and equality. Inclusive HR policies are also in place to support members of the Reserve Forces with additional paid annual leave allowances for training and during periods of mobilisation.

"I am delighted to see Siemens Healthineers formalise their commitment to the Armed Forces community across the UK," states Lieutenant Commander BJ Smith Royal Navy, Commanding Officer HMS Victory. "This important step recognises, supports and encourages Armed Forces employees within the company, enabling them to thrive in the workplace while also continuing to support safety and security in the UK."

"As a Reservist myself, I understand the importance in formalising the historical support Siemens Healthineers has provided for the Armed Forces in the UK," states Ali Burns, Managing Director of Sudbury at Siemens Healthineers. "I'm proud to be part of an organisation that continually demonstrates commitment to supporting serving members, Reservists, veterans and their families and celebrates the

value that the Armed Forces community brings to our team at Siemens Healthineers."

Siemens Healthineers proudly embraces the differences that



**SIEMENS**  
Healthineers

- Siemens Healthineers formalises support for the Armed Forces community by signing the Armed Forces Covenant aboard HMS Victory in Portsmouth.
- Inclusive HR policies are in place to support Reserve Forces members with additional paid annual leave allowances for training and during periods of mobilisation.
- Supporting candidates with different backgrounds, Siemens Healthineers ensures those who serve or have served and their families are treated with fairness and equality.

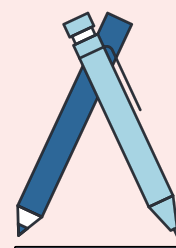
each colleague brings to the table. With a mission to create an environment for people to be themselves and spark ideas, the organisation encourages personal development, social activities and training, so employees can be the best versions of themselves. Hear from Service Engineers with an Armed Forces background at Siemens Healthineers who are making a difference in the company and explore career opportunities here.



# 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.

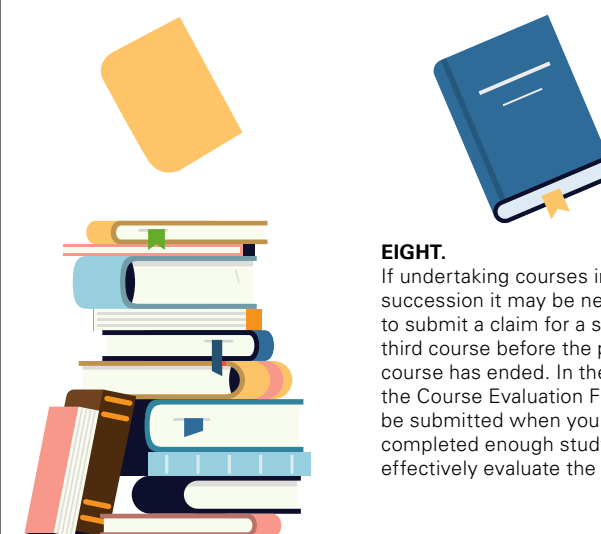
### FOUR.

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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