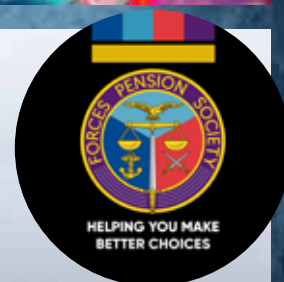


# ER

Summer 2024 **£Free**

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

# magazine



## JOB CREATION UP BY +27%

The jobs market got off to a positive start at the beginning of 2024, with the number of new jobs increasing by +27%. **P18**

## FILL WIDENING CYBER SKILLS GAP

Ex-military personnel are well-matched to fill roles in the cyber industry and help close a widening skills gap. **P28**

## LOGISTICS, A WORLD OF OPPORTUNITIES

Logistics. An invisible industry that transports everything. The Freight Transport Association is the UK's biggest transport trade body. **P40**

## THE ELC SCHEME

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



**You need to know what  
you're worth before you  
decide when to leave.  
Join us. Job done.**



Many who are serving, decide to leave before taking all considerations about their pension, into account. Worse, many do not appreciate their worth, often underestimating their pension value. At today's values, a pension income of £20,000pa would require a pension pot of at least £400,000.

Seeking individual guidance from the Forces Pensions Consultants at the Forces Pension Society will help you secure a firm financial foundation before advancing into the outside world. Even timing your departure to best advantage can make a significant difference to what you receive.

Here's what one Society Member wrote to us recently:

**“ As I approach my final weeks in the Army, the Forces Pension Society has been amazing. Incredibly patient with my questions. A brilliant organisation, providing such important support to Service leavers. Thank you!”**

Your pension will be a significant element in your entry into the civilian sector or into retirement. Either way, your, and your family's, well-being depends on matching your pension choices to your personal circumstances. Join us and arm yourself with the information you need about your real worth before you decide when to leave.

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

Annual membership for you and your spouse/partner is just **£45**. 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 THE VALUE OF YOUR PENSION**

**Forces Pension Society**

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Charity

## PTSD Resolution Launches **New Film** to Support Armed Forces Veterans on D-Day Anniversary

PTSD Resolution, a UK charity providing free and effective therapy for the mental welfare of Forces' Veterans, Reservists and their families, has launched a new short film to raise awareness of the mental health issues faced by veterans and the support available to them. The film's release is on 6th June, the 80th anniversary of D-Day, paying tribute to the sacrifices made by the armed forces.

The charity is highlighting the often-overlooked struggles of veterans, reservists and their families as they cope with the psychological impact of their service. PTSD Resolution's film aims to shed light on these issues and offer hope to those in need by showcasing the free, tailored therapy provided by the charity's nationwide network of 200 therapists.

Colonel Tony Gauvain (Retired), chairman of PTSD Resolution, emphasised the importance of the film's message: "On this significant anniversary, we remember the bravery and sacrifices of our armed forces.

However, we must also acknowledge the ongoing mental health battles many veterans face long after their service ends. This film serves as a reminder that help is available, and no one should suffer in silence."

Since its founding in 2009, PTSD Resolution has received over 4,000 referrals, completing therapy in an average of seven sessions. The charity's unique



approach allows them to support veterans facing addiction issues or those in prison, as well as family members who may experience secondary trauma from living with a traumatised veteran.

The film launch is part of PTSD Resolution's

ongoing efforts to raise awareness and provide support to the armed forces community. With a lean operation and no salaried staff or assets, the charity ensures that funds are used primarily to deliver therapy and conduct essential research and public information campaigns.

Veterans, reservists, and their families are encouraged to reach out to PTSD Resolution for free, confidential support. The charity's network of Human Givens trained therapists is available to provide support locally, by phone, and online, ensuring that help is accessible to all who need it.



To learn more about PTSD Resolution and the support they offer, please see the Impact Report and visit [www.ptsdresolution.org](http://www.ptsdresolution.org).



Career Opportunities for Armed Forces Personnel

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Armed Forces Day 2024 is on Saturday, June 29.

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**BECOME A HEALTH AND SAFETY ADVISOR**

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**LOGISTICS, A WORLD OF OPPORTUNITIES**

Logistics. An invisible industry that transports everything we eat, wear, buy and use.



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# Welcome...



Yes apparently this is summer! As I write this editor's welcome in early June, it is fair to say the weather has been typically British.

As this magazine is produced on a quarterly basis I am hoping those of you reading this in July and August will have experienced some nicer weather and possibly even watched a successful England European campaign in Germany.

For our regular readers you will already know that 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. To our new readers you will be able to find lots of support and advice as well as opportunities throughout this magazine.

As always we feature companies that are offering various recruitment opportunities for service leavers and also veterans, the companies we feature already see the value in employing service leavers and

veterans and many of these will have already signed the armed forces covenant and be Employer Recognition scheme award winners. We also feature numerous resettlement training providers who offer a wide range of MOD approved training courses, as well as information from the British Franchise Association known as the BFA, whose members recognise the value that service leavers and veterans bring to franchising.

In addition to the above, we also 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, explaining your entitlements and how to apply.

Many of our readers may have already seen and spoken with the (CTP) Career Transition Partnership. We attend their events which enables us to speak to our readers and find out about your resettlement process and answer any questions you may have. So 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.

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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**





# 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, transferees 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 27 years ago	Strength 2900+
Guard 119	Maximum age for joining 57
Serve until 60	Locations across the UK 57
Starting Salary £24,238	Days Annual Leave 30

**DEFENCE CONNECT**

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

**FACEBOOK**

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

**RECRUITING NOW**

**CONTACT THE MPGS RECRUITMENT TEAM**



# The Firefly Scheme

From Regular to Maritime Reserves (MR)

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

to remain part of the Navy/Corps Family.

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

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

- Good rates of pay
- A pension and a respectable

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

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

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

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

## THE FIREFLY SCHEME

### From Regular To Maritime Reserves

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



#### Job Opportunities

There are a wide range of specialisations available.

#### Commitment

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

#### Benefits Include

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

#### Who is eligible?

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



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

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



# SSAFA commemorates the 80th anniversary of D-DAY

Armed Forces Day 2024 is on Saturday, June 29, but as with previous years, the commemorations and celebrations tend to stretch over the preceding week.

But 2024 is different. This year marks the 80th anniversary of D-Day. Few reading this will need a reminder of what D-Day entailed, but briefly, it was the largest combined air and seaborne assault of World War Two.

The numbers are staggering: In total, some 156,000 soldiers and nearly 196,000 naval personnel took part facing an embedded German military force of 50,000 men and more than 170 artillery pieces pointing at the Channel, pointing at them. It is an easy misconception to make, but it was not only American, British, and Canadian forces that took part.

D-Day, and subsequent days, saw military personnel of a further 10 nations take part, which were drawn from Poland, Australia, Norway, the-then Czechoslovakia, New Zealand, Greece, The Netherlands, South Africa, Southern Rhodesia (now part of Zimbabwe), and – of course – France.

If the number of nations and the number of military personnel taking part causes one to draw breath, then so do the casualty figures. Approximately 4,400 Allied deaths happened on D-Day alone.

Viewed another way, that's roughly the population of Sedgfield, Fordingbridge, Kintore, or Penrhyn dead on one day.

In the Battle of Normandy that followed, however, around 73,500 Allied personnel died. That's the population of a town the size of Harrogate, Aylesbury, East Kilbride...

But they are not just numbers. Each one is a person and while those who survived "The Longest Day", and survived another 11 months of battle and bloodshed, are fewer each year, Armed Forces Day 2024 will surely be a commemoration of their lives and their achievements.

SSAFA, the Armed Forces charity supported families of those deployed during D-Day and later, as well as the wounded on their return. The charity has featured a number of stories of

D-Day veterans on its website, and although those stories are of people now dead, it is a way of keeping alive their memory.

The extracts below give a snapshot of the blood, toil, tears, sweat, and sacrifice made by so many, but also the humour needed to get through the hard slog.

**LIEUTENANT COLONEL PETER MIDDLEMISS, FATHER OF ANDY MIDDLEMISS, BRANCH CHAIR SSAFA PERTH & KINROSS, AND ALSO A LIEUTENANT COLONEL**

Peter was a regular soldier, joining up as Hitler was rattling his sabre in 1936. He joined the Royal Army Service Corps, and was to specialise in ambulance units in WWII. Later he became a bi-lingual Arabist, serving in the Sudan Defence Force, the Trans-Jordan Bedouin Legion, and the Sultan of Oman's Armed Forces at the start of the Dhofar rebellion.

In WWII he found himself on the Dunkirk beaches in 1940 and was luckily ("Especially for me and my family!" adds Andy) rescued by one of the famed "Little Boats".

Fast forward to 1944. Peter landed on Sword Beach with his wheeled ambulance convoy on D +1 day, on June 7 to take wounded off the beaches.

Peter then followed the fighting all the way up through Northwest Europe to the German surrender at Lunenburg Heath, finishing as an acting lieutenant colonel.

In the six years of WWII, Peter returned home twice: once after Dunkirk, and once to prepare for D-Day.

Post-war, he was involved in the atomic tests at Christmas Island. The MoD has recently awarded Peter another gong (his seventh) with the Nuclear Test Medal. It is a posthumous award as Peter died in 1999.

**PRIVATE GWYNETH EVANS, ATS. MOTHER OF GLIN HORTON SSAFA DIVISIONAL SECRETARY, SALFORD**

Probably the most famous member of the Auxiliary Transport Service (ATS) is Her Late Majesty Queen Elizabeth, who was SSAFA's Patron and during WWII a trained motor mechanic.

Working in a different role, with particular emphasis to the success of D-Day was Private Gwyneth Evans. Her daughter, Glin Horton – ex-WRAC – takes up the story: Gwyneth was born in Salford in 1925 and was a qualified tracer working in a draughtman's office in Manchester before joining up in 1942.

Her skills and experience soon found a function in the war effort, and she became a tracer of maps and plans. This involved making copies of important documents by hand, carefully tracing over the original documents.

One set of plans and maps she worked on were for Operation Neptune, or D-Day as it became more commonly known.

The top-secret nature of her work and the importance of these documents is evidenced by my mother being held in quarantine under guard for a fortnight before the maps were released. She was livid as she wasn't allowed to go out at night to the NAAFI with her friends!

Gwyneth remained in the ATS and she married Henry (Harry) Horton in September 1945. Harry was a qualified engineer before enlisting in 1939. Initially in the RAOC, he transferred to REME at its formation from an existing branch of the RAOC. Harry was one of Monty's Desert Rats, a member of REME British Recovery troops, whose job it was to retrieve tanks, armoured cars, and other equipment from the battlefield, often under appalling conditions with bombs and shells raining down on them. Harry became REME's first Artificer Quartermaster Sergeant.

She died on September 22, 2011 – the 66th anniversary of her and Harry's marriage.

In her later years, Gwyneth lived with Alzheimer's, but this never diminished her memories or took away her ability to remember features on the D-Day maps,



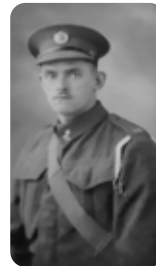
Église Saint-Martin, Normandy.

and she could still recall all the names of the Normandy beaches. She remained rightly proud of the part she played in D-Day and how it led to victory in 1945.

**WILLIAM "BILL" KENNEDY, GRANDFATHER OF SSAFA REGIONAL CASEWORK MANAGER CHRISTIE LISLE**

Christie did not know her grandfather, Driver Bill Kennedy MM of the Royal Engineers, but of his actions during and after D-Day, she writes: "So, as so the story goes, he had to drive a truck full of explosives, under fire, while injured."

"He had a leg injury and his oppo had an arm injury, so between them, they had to navigate their way across Normandy, with my grandfather steering, and his oppo using the pedals. I have no idea how they managed it, but like I said, that's the story."



"I've always pictured it to be a bit of a comedy skit, especially as he was quite a 'jolly chap' for a Glaswegian. "I never knew him but those that did spoke so highly of him."



**LIEUTENANT GENERAL SIR ANDREW GREGORY, CEO OF SSAFA, THE ARMED FORCES CHARITY**

My mother, Alison Egerton, joined the Women's Royal Naval Service (WRNS), commonly called the Wrens, in December 1940 and by June 1944 she was a Third Officer and working in the Operations Room of Southwick House [the headquarters of the main Allied commanders].

Meanwhile my father, Dick Gregory, had joined the Royal

Artillery in 1936 and, after an initial spell in India, fought in the desert in North Africa.

On June 6, 1944, he was a captain in 7th Field Regiment RA and landed on Sword Beach around 10.30am that day as a Forward Observation Officer, attached to 2nd Battalion The Royal Warwickshire Regiment, which was part of 185 Brigade within 3rd British Division.

So, my mother was moving markers on the map board at Southwick House that showed the progress of the invasion fleet – with one of those markers carrying my father, though they didn't know each other then.

Two Warwicks were ordered to advance south along the west side of the River Orne to try and seize Caen. Having got south of Pegasus Bridge – Bénouville, and just short of Blainville, at about 10:30pm my father's Comet tank took a direct hit from an 88mm anti-tank weapon.

Lance Bombardier Boddy was killed, and my father and Lance Bombardier Wicks were both wounded. My father was evacuated that night; as he said,

## Hattons of London

SSAFA, the Armed Forces charity is extremely proud of its partnership with Hattons of London, a company with a strong and respected brand with values that align with ours. Over the years, more than £750,000 has been raised for SSAFA by the sale of these coins.

The release of a new coin coincides with major anniversaries and events, with a poignant one struck to commemorate the first anniversary of the funeral of Her Late Majesty Queen Elizabeth II, who was SSAFA's Patron for 70 years. New for 2024 is series of nine coins, in solid 22 carat gold, each featuring a design to commemorate the D-Day landings, sold in support of SSAFA.

The coins feature Britannia and Liberty advancing right, in the background a curved coastal beach section with the word 'D-DAY'

layered onto it, behind is the horizon with a lighthouse (modelled on that found at Ouistreham on the Normandy coast) and daylight rays.

Each coin will have the portrait and titles of His Majesty King Charles III – recently announced as SSAFA's new Patron – on the obverse.

Thanks to Hattons of London, the UK's Armed Forces' community can depend on a non-judgemental, listening ear at Forcesline or at a local SSAFA branch because no-one – serving or retired, regulars or reserves, or their families – should battle on alone.

For more information and to order, visit [hattonsoflondon.co.uk/ssafa/](https://hattonsoflondon.co.uk/ssafa/).



he spent less than a day in France and two years being patched back up again. My father was 28 when he was wounded.

Despite constant pain from shrapnel in his leg, he never complained through to his death in 2010 aged 93. He talked little about the war, as was the case for so many who had been involved in the fighting.

I am very proud of my parents' service to this nation and I know they were delighted when I joined my father's Regiment, The Royal Regiment of Artillery. They would be very proud both of my military service, and also of the fact that I am now part of SSAFA, the Armed Forces charity.

SSAFA was there then for service men and women, veterans, and their families just as we are here today; I take great comfort in that as I remember them and seek to sustain their legacies, as well as SSAFA's ability to assist those needing some help.



Sir Andrew Gregory

**ssafa** | the Armed Forces charity

Sir Andrew and others took part in the D-Day 80 Cycle Ride, a three-day, 240-mile ride through Normandy that began on June 6, 2024 – exactly 80 years since D-Day. Donations are still being accepted.

To donate or to find out more about support, visit [ssafa.org.uk](https://ssafa.org.uk).



The Specialist Careers Fair  
Register for FREE at  
[www.VeteranUK.com](http://www.VeteranUK.com)



## The Best Career Options for Former Military Service Members

Leaving the armed forces isn't an easy task for many people.

Whether your formal engagement has come to an end, or your time in the forces has been cut short by a health issue or other circumstances - a return to civilian life is a big adjustment for many veterans.

If this sounds familiar, you're not alone; around 15,000 military personnel leave the forces

each year, with the majority rejoining civilian society each year. While everyone's struggles are different, one of the key concerns for ex-military personnel is finding a new career.

Transitioning into a brand new job with a different structure and new responsibilities can feel like starting your life all over again. However, with the right career move, you can

make the whole process much less of a dramatic shift, easing yourself into your new role.

At SecurityClearedJobs we specialise in careers for people with a security clearance, meaning you can find employment in an area that makes the best use of your existing skills. We know exactly what employers are looking for, so we help connect them with ex-military personnel in search of a new career.

### TYPES OF JOBS FOR FORMER MILITARY MEMBERS

What types of jobs are appropriate for people once they have left the armed forces? Anything is theoretically an option, especially if you're willing to take on an academic or professional qualification, but are there any careers for which ex-service people are particularly well-suited?

To understand this, it is a good idea to understand what skills veterans have that employers can make use of. You might be surprised at what the armed forces taught you that can help you out in civilian situations. Of course, your military experience is also a valuable skill in itself.

### WHAT DO CIVILIAN EMPLOYERS LOOK FOR IN EX-MILITARY APPLICANTS?

Civilian employers in a range of different industries can benefit from the skills veterans develop during their military careers. Most industries are facing significant skills gaps that can be addressed with your talents and experience. Research by the Royal British Legion found that skills related to IT, engineering, security, transport and logistics are some of the most in demand right now.

A Mind Trust study found that employers are particularly interested in six skills that are often gained by military personnel. These are:

- Active listening
- Time management
- Critical thinking
- Speaking
- Judgement and decision making
- Complex problem solving

### WHAT JOBS ARE AVAILABLE FOR EX-MILITARY?

If you think about the skills you have gained in the military, you might be surprised at how qualified you are for a wide range of other jobs. While working as a contractor within the wider military sphere might still be an option, there is a plethora of other career paths available to you.

For example, someone who was in the army might have gained skills in transport, logistics, construction or medicine. They could find work managing similar projects in the civilian world. Someone from the navy could continue to work offshore in the oil and gas industry, or even use their experience in intelligence to work in research or market analysis.

### WHAT SKILLS DOES MILITARY SERVICE TEACH YOU THAT CAN BE APPLIED TO CIVILIAN JOBS?

In addition to the skills mentioned above, military service can teach you a wide range of useful abilities. For example, most veterans will have plenty of experience with teamwork and working under pressure. You might have developed strong IT skills, or have leadership experience.

Then there are the personal qualities a military career can bring out in you. Reliability is one that is often mentioned, and many ex-servicepeople have reputations for being dependable and keeping a cool head in a crisis. Think about all the different things you learned in the military and how they could apply to civilian life.

### HOW TO USE FREE CAREER PLACEMENT SERVICES FOR FORMER MILITARY OFFICERS

Ex-military officers have a few options available to them that can help with finding jobs after the armed forces. One of these is career placement services, which temporarily pay the salaries of ex-officers to give businesses an incentive to take them on.

There are several different types of this service. One of the most common is civilian work attachments, which can be undertaken at any point in your last two years of service. Talking to your chain of command is a good way of getting this process started.

### WHAT ARE THE SPECIAL HIRING OPTIONS FOR EX-MILITARY?

There are a few options available to you as an ex-serviceperson. Civilian work attachments, for example, can be undertaken through the Career Transition Partnership (CTP), an organisation formed through a partnership with the Ministry of Defence and Right Management.

Other organisations can also provide help and support. For instance, charities such as the Royal British Legion run programmes specifically designed to help, from general career advice to financial support to help with retraining. Make sure you take all of your options into account to ensure you're not missing out on any potentially helpful programmes that could ease you into civilian life.

### WHERE CAN YOU GET HELP LOOKING FOR A JOB AS EX-MILITARY?

Before your career in the armed forces ends, you will be able to access support from the military in the form of Transition Individual Planning and Personal Development, or IPPD. This programme exists to provide veterans with support so the move into civilian life doesn't happen too suddenly.

Completing IPPD is ultimately your personal responsibility, and you should be undertaking it throughout your military career. Of course, there are plenty of other options once you leave the armed forces, such as specialist recruitment sites. SecurityClearedJobs can match you up with jobs looking directly for people with the kind of security clearance you will have.

### WHY SHOULD YOU USE CAREER PLACEMENT SERVICES FOR EX-MILITARY OFFICERS?

While many employers would love to hire ex-military personnel, often the barrier to this is the officers themselves. Years or even decades spent in the military can leave you with little experience of the world of civilian jobs and you might have to relearn things like how to put a CV together or interviewing skills.

Career placement services can help you with this, as not only can they provide support in areas with which you might need help, but they also provide a direct line of communication between employers and ex-members of the armed forces. For example, at SecurityClearedJobs.com, we specialise in providing employers with candidates who have a security clearance, so you can find companies looking for someone with your exact skills.

### BEST WAYS TO FIND JOBS FOR EX-MILITARY

Once you leave the armed forces, what are the best options when it comes to finding employment? You will have plenty of useful, marketable skills and great experience in a career for which people have a lot of respect. How can you transfer all that into the perfect civilian career?

There are a few steps that can make the hunt for a job easier. Veterans should consider their career options as early as possible, so they don't end up reaching the end of their term in the military without a good idea of what to do next.

### HOW CAN YOU MAKE YOUR TRANSITION TO CIVILIAN LIFE AND EMPLOYMENT MORE SEAMLESS?

As mentioned above, IPPD is one excellent way to ensure your transition into civilian life goes smoothly. The armed forces should support you with the move away from your military role, and IPPD is one way it does this. Career placements are another option, providing you with valuable civilian work experience before your term in the armed forces ends.

It's a good idea to get as much done as possible before your military service ends. For example, creating and updating a CV is a good idea, as well as researching the career areas

you would like to go into as a civilian. This will enable you to hit the ground running as soon as you leave the armed forces.

### WHAT ARE SOME TIPS FOR GETTING BETTER RESULTS FROM JOB POSTINGS FOR EX-MILITARY?

When applying for jobs as an ex-serviceperson, you will need to think about what employers are actually looking for. While many businesses are interested in taking on veterans, some still struggle to understand what transferable skills ex-military personnel actually have.

Something as simple as listing your main skills on your CV can go a long way towards providing you with better results when job hunting. Using simple terms like flexibility, reliability, IT skills or good communication can help employers understand exactly what you have learned from the military and why it makes you qualified for the role.

You should also think about listing your security clearance, as this can give you an advantage over other candidates, particularly in some sectors. Industries as varied as security, finance and petrochemicals require employees with security clearance, so this could be a great opportunity for you.

### WHAT NEXT STEPS SHOULD EX-MILITARY PERSONNEL LOOKING FOR EMPLOYMENT TAKE?

The clear next step for anyone either approaching the end of their military career or having passed that milestone is to create or update a CV. Once at this stage, you can upload it onto a specialised jobs board such as SecurityClearedJobs.com, which is designed for candidates with a security clearance.

We can help get your CV in front of the most relevant businesses that are looking to hire people with your experience. You can also sign up for job alerts, newsletters and career fairs, all designed to help people with a security clearance find the right career for them.

### HOW TO APPLY TO JOBS FOR VETERANS

Applying for civilian jobs as a veteran can be a nerve-wracking process. However, it usually involves a few simple steps. You will need to create a CV (or update an old one), upload it to a jobs board or hand it to a potential employer, and hope for an interview. The only difference for members of the armed forces is the skills and experience they will want to mention.

### WHAT CAN EX-MILITARY PERSONNEL LIST ON THEIR CV?

As a member of the armed forces, you will have amassed some fairly

unique skills and abilities. Some of these have been mentioned above, but others could include proficiency with vehicles, project management, health and safety credentials or more. Anything you think is a relevant skill can and should be listed on your CV.

You should also make sure you're including any qualifications or credentials you might have gained. This includes security clearances, which not only show you are responsible and trustworthy but also are major advantages for certain careers.

Security clearances you could list on your CV include:

- Developed Vetting (DV)
- Security Check (SC)
- Counter Terrorism Check (CTC)
- Recruitment Vetting (RV)
- Management Vetting (MV)
- Non-Police Personnel Vetting (NPPV)

### WHAT ARE SOME TIPS FOR APPLYING FOR CIVILIAN JOBS AS EX-MILITARY?

One of the most useful things ex-service people can do when looking for jobs is to choose specialist recruiters or job boards, such as SecurityClearedJobs.com, to find the most relevant opportunities. Without doing this, you could find yourself trawling through irrelevant jobs for hours.

Specialist job boards not only will provide you with the most relevant positions to apply for, but can also give you useful information about how to apply and inform you of new opportunities in industries looking for people with military experience. They are a great way to give yourself a leg up above the competition when applying for civilian jobs.

### WHERE CAN YOU FIND JOB POSTINGS SPECIFICALLY FOR VETERANS?

One specific job board for veterans is SecurityClearedJobs.com. It is the largest job board in the UK that caters for vacancies with a level of security clearance. We specialise in matching up employers with experienced candidates from fields such as the military, who have the skills and security clearances needed to undertake some of the most exciting jobs around.



You can view our latest jobs here or find out more information on how we work at [www.SecurityClearedJobs.com](http://www.SecurityClearedJobs.com).



The Specialist Careers Fair  
Register for FREE at  
[www.VeteranUK.com](http://www.VeteranUK.com)

**VETERAN UK**  
MANCHESTER 24 JULY  
LONDON 31 OCTOBER

CONNECTING THE ARMED FORCES AND INDUSTRY AT  
**VETERAN UK**  
LONDON. MANCHESTER.

**The EXPO is hosted to provide those that are leaving the armed forces the opportunity to engage with companies looking to hire candidates with transferable skills.**

#### The Attraction

The EXPOs are run in London and Manchester, attracting hundreds of leavers from the armed forces to each event. If you are looking to hire candidates that have served within the armed forces and the skills that come with recruiting from the military, the EXPO will provide you the opportunity to network with candidates face to face.

#### Working Together

Veteran UK is delivered alongside our three other recruitment EXPOs, Security Cleared EXPO, Cyber Security EXPO and Police Resettlement EXPO. These three events are industries leaders and attract a high number of attendees, year in, year out.

All attendees have free access to all the EXPOs, adding an additional footfall of 1,000+.

#### Exhibiting

Companies that should exhibit include:

- Private companies looking for skills acquired in the armed forces
- Government departments
- Specialist Veteran recruitment agencies
- Reservist units looking to grow intakes
- CV and LinkedIn profiling
- ELCAS Training providers
- Franchising opportunities.



“THE EXPOS PROVIDE US THE OPPORTUNITY TO REALLY GET TO KNOW PEOPLE AND DISCUSS OUR ROLES IN DEPTH.”

COUNTER TERRORISM  
POLICING

”

4 EXPOS.  
1 GREAT DAY.



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# Do you have Security Clearance?

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instantly.

## 3. RELAX

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government, defence & nuclear sectors.

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DV

Aerospace  
Biometrics  
Communications

SC

Cyber Security  
Defence  
Engineering

CTC

Forensic  
Government  
Information Technology

NATO

Intelligence  
Nuclear  
Telecoms



# STEP & UP STEP ON

to the property ladder



## Get moving with Home Reach

Home Reach is a Shared Ownership scheme that lets you buy a share of a newly built home and pay a monthly rent on the part you don't buy. Your budget decides the size of your share, not the size of your home.

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Many more homes available across the country



## Sublet your home when on Deployment

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

\* Pets may need the permission of the managing agent or developer.

\*\* New reservations only. You must provide valid Armed Forces ID, presented at the time of reserving and a copy sent with a reservation form, £500 will be deducted from the completion, no cash alternative.

\*\*\* Shared Ownership eligibility criteria will apply. Starting shares vary across plots. Rent on the unsold share charged at 2.75% and increases annually by RPI + 0.5%. Prices are correct at the time of printing.

\*\*\*\* You will be required to provide a copy of your posting letter.





# Job creation up by +27%

however key sectors struggle

In the past month, over 25,000 new jobs have been posted online in the professional services sector – an increase of +7% from January 2019 (pre-pandemic).

In addition, job creation in 2023 surpassed what we saw in 2019 pre-pandemic – increasing by 16%. The findings come from international recruitment consultancy Robert Walters and data analytics firm, Vacancysoft.

Chris Eldridge – CEO of Robert Walters UK comments: “The post-pandemic hiring boom skewed our understanding of the jobs market. In 2021-22 we saw unprecedented levels of hiring, however the majority of this was a backlog of roles that needed to be filled post-lockdown.

The jobs market got off to a positive start at the beginning of 2024, with the number of new jobs advertised across the professional services market increasing by +27%.

“2024 looks set to be the first year where recruitment returns to its ‘normal’ cycle - with the usual seasonal lows across the summer and Christmas period taking effect.”

**NOT OUT THE DARK YET**  
When comparing new job creation in January 2024 to the previous year, job volumes are down -20%. Comparing January 2024 to the previous 5-year average then job vacancies are down -15.6%.

Chris adds: “With inflation rates yet to fully stabilise, a number of large firms announcing a restructure, calls for a 2024 election, and ongoing geo-political conflicts – it is not surprising to see that January has been lukewarm on the jobs front compared to last year.”

**TECHNOLOGY RECOVERS FROM BRUISING**  
Tech was dealt some major blows in 2023, which the sector is still

recouping from. Pandemic over-hiring - resulting in mass lay-offs - and diminished VC funding for tech start-ups have all had considerable effect on hiring within the sector.

Despite this there are still key skillsets in demand: information security, software engineer (+2% YoY) and data scientist roles (+6% YoY) are all still in-demand – especially within financial disciplines.

Chris comments: “During the pandemic the technology industry experienced such exponential growth that it’s post-pandemic fall was almost written in the stars – this was a ‘levelling-off’ not a decline of the sectors growth. AI and automation, information security and cyber-security – are all areas which show definite promise.”

## BANKING REMAINS RESILIENT

Hiring within banking and financial services has stayed resilient, on the one hand, due to its integration of tech – in both Fintech and generative AI and Automation to enhance customer experience and on the other, through London’s continued attractiveness as a hotspot to international financial services firms.

According to Robert Walters’ 2024 salary survey, in-demand operational roles in the sector are still commanding considerable salaries – with Investment Analysts working at AVP/ Associate level and Associate Level Regulatory Reporting roles seeing annual earnings of £110k and £90k respectively.

## LEGAL

The pandemic led to a lack of new talent entering the market between 2021-22, resulting in hefty salaries being dealt to entry level legal positions. Now the dust has settled on this bottleneck and firms are having to implement cost-cutting strategies.

In January, news came of City law firms requesting employees either agree to reduced hours or voluntary pay cuts to avoid layoffs in the wake of a work slowdown.

On the flip side, regulatory law is one of the most in-demand specialisms in 2024 – with roles in regulatory compliance in legal up +30% over the last year.

Not only that, AI skills in legal have seen a +137% rise in UK professionals over the last year – this is only predicted

- January job vacancies are up over a quarter on December 2023
- +25,000 new jobs posted across professional services in January 2024
- Accounting hiring is down -40.8% on the average across 2019-23
- January vacancies across Big 4 are also down by almost three-quarters (-74.9%)
- Roles within regulatory compliance are up +30% on the same time last year
- AI and cyber-security skills in Legal are up +137% & +47 respectively on last year



Chris comments:

“The digitisation of the finance sector, as well as the rise in GenAI and crypto has had a significant impact on the need for risk and compliance professionals – this is something that will only increase throughout the year.”

Chris concludes:

“Coming off-the-back of what was a record year for hiring in 2022, last year proved a notoriously difficult year – with hiring for the year down -32.45% compared to 2019, pre-pandemic levels.

“Though we aren’t completely out of the clear yet – January 2024 is down -15.6% compared to the previous 5-year averages – we can safely say that there is a much more positive outlook. The number of jobs being advertised online remains conservative – this isn’t indicative of the internal work, hiring and training many companies are currently doing.

“Not only that, but we are already seeing the green shoots of growth with many sectors in professional services retaining resilient vacancies within in-demand specialisms.”

## ACCOUNTING SECTOR TAKING A HIT

Accountancy was one of the hardest hit sectors in 2023 for vacancy activity – with many of the Big Four announcing pay-freezes or job cuts. January hiring for this year is down -40.8% on the 5-year average between 2019-23. In total, this January saw vacancies posted by KPMG, EY, Deloitte and PwC down by almost three-quarters (74.9%) compared to January 2023.

Not only that, but side effects from the pandemic saw a skills crisis ensue in 2022 which led to not only a decline in skilled candidates but firms having to turn away work due to the skills gap.

Chris comments: “The pandemic resulted in one of the lowest cohorts of finance graduates entering the market, which hit accountancy firms hard once they were ready to hire and they haven’t recovered since.”





# Become a Health and safety adviser

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

## HOW TO BECOME A HEALTH AND SAFETY ADVISER

You can get into this job through:

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

## SKILLS AND KNOWLEDGE

### You'll need:

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

## WHAT YOU'LL DO

### Day-to-day tasks

Your day-to-day tasks may include:

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

## APPRENTICESHIP

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

## Entry requirements

You'll usually need:

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

## WORKING ENVIRONMENT

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

## MORE INFORMATION

### Professional and industry bodies

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

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

## CASE STUDY

### A forces friendly employer

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

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

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

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

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

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



GUIDANCE WHEN YOU NEED IT MOST



If you are a Member of the Forces Pension Society and have pension-related questions, please contact us via 'Submit a Question' in the Members' area on the website. If you are not a Member but would like to learn more about us, visit [www.forcespensionsociety.org](http://www.forcespensionsociety.org)

**Nobody ever complains that they have too much money in retirement and it is never too early to think about improving your retirement income. In this article, Mary Petley of the Forces Pension Society sets out the basics about AFPS 15 Added Pension provisions and how to get a quote.**



# AFPS 15

AFPS 15 allows members to purchase Added Pension by means of a contract which lasts up to a year.

If you wish to continue making added contributions, you need to renew the contract annually. Contributions can be as little as a £300 lump sum or monthly instalments of £25 per month. This short commitment period, and the option to pay by lump sum, means that even if you are thinking of leaving shortly, you are not excluded.

The contributions can either boost just the member's pension or those of their dependants too. Obviously, if it is to boost the member's pension AND those of their dependants, the cost will be greater as more is being enhanced. The cost depends upon various factors, for example:

- what is to be enhanced and by how much
- the member's age when the contribution is made
- when in the 'contract year' the contract begins
- their State Pension Age (SPA)
- whether the contribution is by lump sum or by monthly instalments

The last time I looked at the Added Pension cost factors, there were over a dozen assumption tables!

Using the current cost factors, the following is a simple example of someone who joined the Armed Forces at age 20 and takes out an Added Pension contract at age 38 to purchase £100 per year of Added Pension payable from SPA. Their age on joining, their age at the point of purchase and their SPA (currently 68 in this case) has a bearing on the cost:

- If the **member's benefits only** are enhanced the cost would be £1,566 as a lump sum or £133 per month for 12 months.
- If the **member's and the dependants'** benefits were enhanced the cost would be £1,687 as a lump sum or £144 per month for 12 months.

This £100 purchase will then rise by the Consumer Price Index each year thereafter.

The benefits include:

- Providing value for money.
- Flexibility as the commitment can be short term.
- Tax efficiency, as contributions come from pay before tax.
- Increasing the AFPS 15 pension will improve Early Departure Payment benefits.
- The sum is guaranteed in one year, HMRC's Annual Allowance could be breached.

But remember:

- You cannot take the money out of the scheme as a cash lump sum.
- If a pension increases too much in one year, HMRC's Annual Allowance could be breached.

It is easy to obtain a quote. Simply submit an AFPS Form 6 to Defence Business Services (Glasgow). There is no commitment at this stage – it is only when the AFPS Form 6A application is submitted that the contract begins.

These forms are available at [www.gov.uk/guidance/veterans-uk-armed-forces-pensions-forms](http://www.gov.uk/guidance/veterans-uk-armed-forces-pensions-forms).



# Are you ready to take the leap?

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

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

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



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

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

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

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

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

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



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

## WHAT ATTRACTED YOU TO THIS ROLE WITH TDI?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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



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“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

The 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?  
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- 5 You're an adventurer. You'll get 22 days' paid leave and bank holidays to travel.
- 6 You're hunting for a bargain. Get great discounts on smartphones, speakers and tablets.
- 7 You're big-hearted. Everyone in Openreach is paid to do three days' charity work a year.
- 8 You're planning for the future. You'll automatically work towards a pension.
- 9 You're a natural problem solver.
- 10 You're ready to help Britain get connected to the future.





Joe Coulter served in the Army Reserves for 23-years, retiring as a Warrant Officer Class 2, from the 253 Medical Regiment based in Belfast, in May, 2017. He is currently on the 'Pen Testing' Pathway course, hoping to pursue a career in the same field, and believes ex-military personnel are well-equipped to fill a huge number of cyber roles. "Many of the skills attained or honed in the military are transferable into the cybersecurity arena, the use of standard procedures and methodologies used is akin to the military drills that we are all used to," Joe said. "The cybersecurity environment fits well with the military environment. I believe that a veteran would fit in well and quickly into a cybersecurity environment."



As well as the Pen Testing Course, SaluteMyJob, alongside IBM's Skillsbuild platform, provides a number of dedicated training pathways to the Armed Forces Community, you can find out more here and if you would like to provide work placements for any of our pathways - we'd love to hear from you. And if you want to hear more about the most recent candidates, including veteran reservist Joe, get in touch with Managing Director, Andrew Jackson, at [andrew@salutemyjob.com](mailto:andrew@salutemyjob.com) today.



## Fill widening cyber skills gap with highly-skilled ex-military cyber warriors

With their sharp decision-making skills, security mindsets, risk and crisis management experience and cross functional 'soft skills', ex-military personnel are well-matched to fill roles in the cyber industry and help close a widening skills gap.

A pioneering programme that attracts, selects, trains and places talent from the Armed Forces into employment in cyber jobs, aims to develop new ways to help employers access new talent pools and fill their skills gaps - and to remove some of the barriers facing people from the military community. SaluteMyJob has teamed up with Abertay University and the Scottish Cyber and Fraud Centre to deliver an 'Ethical Hacking'

pathway, part of SaluteMyJob's innovative Cyber Jumpstart programme. This is designed to support members of the Armed Forces community on their journey towards a promising and exciting career in roles where employers face a significant skills shortage. Currently, there are 50+ members of the Armed Forces community taking part in the 'Pen Testing' Pathway course due to graduate this month (June), with more applicants waiting for future Pathways courses, keen to learn

new skills to springboard them into their new careers. SaluteMyJob is proving that demand is high for programmes such as these, helping people from the military community into employment in cyber jobs with our biggest cohorts to date. Having acquired the sought-after skills through the training, the biggest barrier faced by this unique talent pool is practical and commercial experience. To overcome this, from summer 2023 onwards, the social enterprise is looking for employer partners

to provide paid work placement opportunities and entry level employment opportunities. "We need the help of companies, large and small, to provide these placement opportunities for the Pathways graduates and help them overcome this substantial obstacle, on their way to an exciting new career filled with possibilities," said SaluteMyJob MD, Andrew Jackson "We provide the skills if you can provide paid work placements to fill the experience gap."



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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

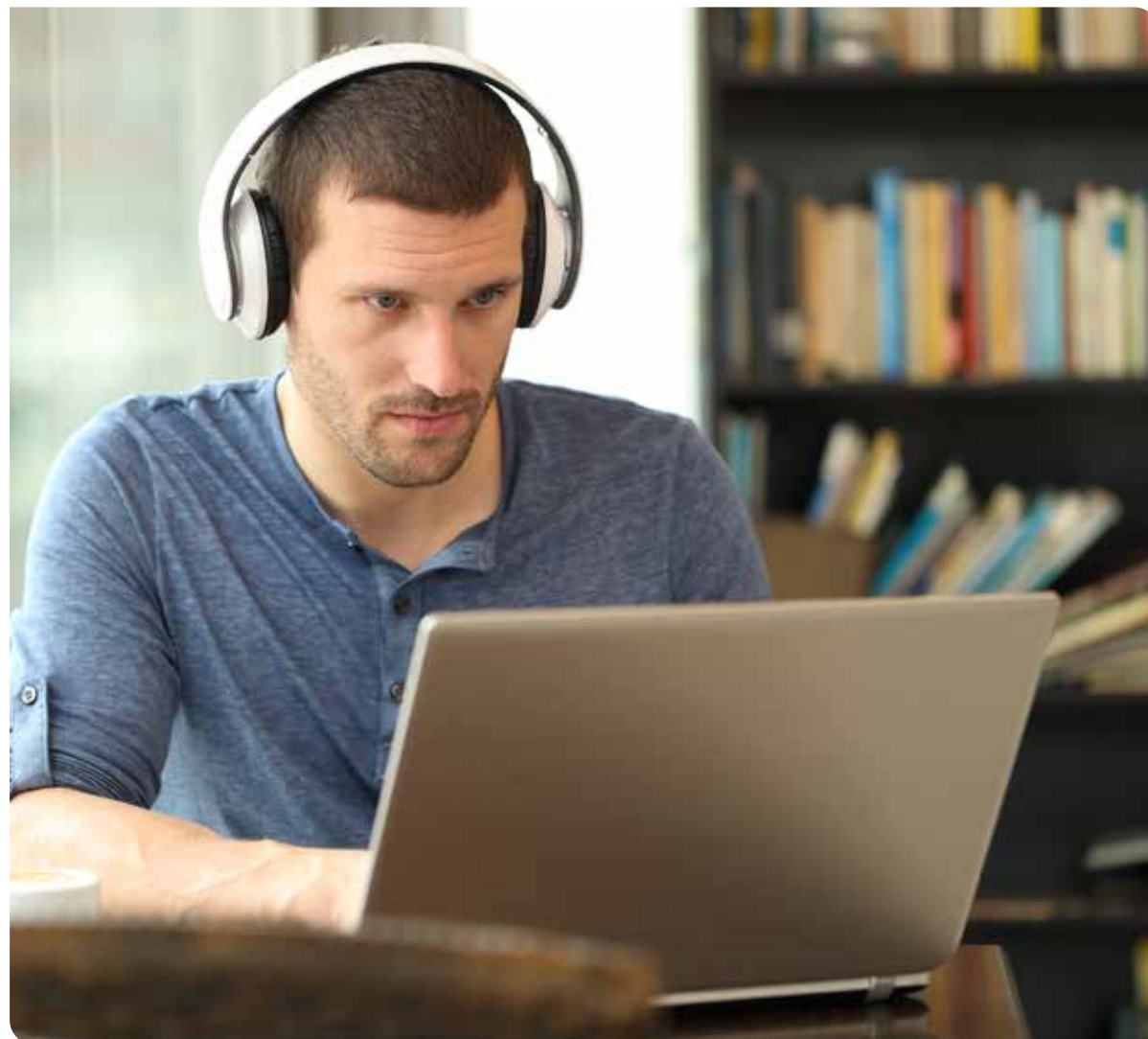
achieving your desired outcome upon leaving the Armed Forces. A range of additional workshops and briefings are available, including Financial Aspects of Resettlement, Business Start Up, Networking and Interview Techniques.

**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).





# 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 a 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.

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"I would encourage any former Military personnel to make good use of their ELCAS funds by considering enrolling on the Sava diploma."

Matthew Barton, Sava graduate, ex-Military

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## WHAT IS CILT(UK)?

The Chartered Institute of Logistics and Transport in the UK is the membership organisation for those working across all areas of the supply chain. We support members with tools, information and networks to help them progress throughout every career stage. Through our organisational partnership with the MOD, CILT(UK) membership provides pathways that recognise your unique skills and experience as a current or former member of the UK Armed Forces.

## LEARNING AT CILT(UK)

CILT(UK) and its Learning Centre are proud to partner with the MOD's Enhanced Learning Credits for several of its popular

Qualifications. Whether you see yourself as a Transport Manager, responsible for ensuring a best-practice fleet operation, or want to work more broadly across the supply chain, we deliver a range of regulated qualifications that can be taken around your busy schedule.

- CILT(UK) Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage or Passenger Transport)
- CILT(UK) Level 3 Practitioners Certificate in Logistics, Supply Chain & Operations Management
- CILT(UK) Level 5 Professional Certificate in Supply Chain & Operations Management

Our expert trainers and learning centre staff will support your learning with a blended approach. Enjoy a mix of digital classrooms and self-study. CILT(UK)'s qualifications are developed by professionals, for professionals and regulated by OFQUAL, providing reassurance for busy learners.



## MEMBERSHIP ALONGSIDE LEARNING

Membership provides a ready-made community of like-minded individuals. Opt for discounted affiliate membership alongside your learning and gain access to our mentoring scheme, sector-specific and local events, data and information via our knowledge centre, discounts, legal advice, and much more. With membership, you get back what you put in, and active members find themselves with enhanced networks, career confidence, knowledge and opportunities for progression.

Upon successful completion of a CILT(UK) Qualification, you may be eligible to upgrade your membership to one of our assessed grades, benefiting from designatory letters (MILT, CMILT, FCILT); demonstrating your experience outwardly to both peers and future employers.

## WANT TO FIND OUT MORE?

Visit [ciltuk.org.uk/elcas](http://ciltuk.org.uk/elcas) to discover the full range of qualifications available under the ELC scheme or email [learningcentre@ciltuk.org.uk](mailto:learningcentre@ciltuk.org.uk) for help and guidance on which qualification would be most appropriate for you.



## REGISTERED OFFICE

Earlstrees Court,  
Earlstrees Road, Corby  
Northants, NN17 4AX  
Main Switchboard:  
01536 740100



The Chartered  
Institute of Logistics  
and Transport

# Supporting military leavers

How can we help?

- ✓ ELCAS-Approved Qualifications
- ✓ Mentoring
- ✓ Professional Recognition
- ✓ Community



Approved Training  
Provider

ELC Number:

1415



SCAN FOR INFO OR VISIT

➔ [www.ciltuk.org.uk/ELCAS](http://www.ciltuk.org.uk/ELCAS)

➔ [learningcentre@ciltuk.org.uk](mailto:learningcentre@ciltuk.org.uk)





# 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).

Demonstratable 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 IOSH, 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)



# South Central Ambulance Service

South Central Ambulance Service NHS Foundation Trust (SCAS) is part of the National Health Service (NHS).

SCAS' clinical co-ordination centres handle in excess of 500,000 emergency and urgent calls each year, and around 1.25 million NHS 111 calls. The Trust serves a population of approximately 4 million people over our 4 counties: Berkshire, Buckinghamshire, Hampshire and Oxfordshire. In April 2017, SCAS was appointed as the provider of the NEPTS service in Surrey and Sussex.

In 2017 SCAS was delighted to receive the prestigious Ministry of Defence Employer Recognition Scheme, Gold Award, in recognition of the Trust's commitment to employing veterans, supporting cadets and reservists who continue to serve.

SCAS works with a number of charities and initiatives such as Career Transition Partnership (CTP) and the Officers Association (OA). From early 2016 SCAS began a focused recruit strategy targeting military service leavers through engagement events and job fairs. Since then, Military recruitment at SCAS has grown considerably and more in-depth recruitment related activity is now taking place.

## JOIN US

We are proud to be holding a Military Insight Day on the 3rd April 2019, in Portsmouth, Hampshire. Insight Days are a fantastic opportunity for you to find out about our Ambulance Service from a number of subject matter experts' (SME's); the SME's will be on hand to give you precise information relating to all roles/areas of the business you may be interested in.

The event allows you to get hands on with SCAS' equipment, look around the vehicles that are used daily and familiarise yourself with an operational station working environment.



## The best bit about the event

If you meet the minimum criteria for your set role of interest, then SCAS will offer you a guaranteed interview – just be sure to take your CV with you on the day!

To book a space at this event, visit the CTP website and click on their event list, from there you will be able to view the yearly calendar and select the date of the SCAS Insight Day.

## SCAS' main functions are:

- Accident and emergency service responding to 999 calls
- Provision of NHS 111 service for when medical help is needed but it's not an emergency
- Non-Emergency Patient Transport Service (NEPTS)



## WHY IS SCAS A GOOD FUTURE EMPLOYER?

SCAS acknowledges the experience and skills veterans have obtained during their Armed Forces career. These can include excellent communication, organisational and leadership skills, as well as delivering high standards of performance in teamwork, problem solving, flexibility and reliability.

Right across the organisation, SCAS has veterans working on frontline emergency 999 services, in the clinical co-ordination centres, in non-emergency patient transport services and also has a number

of service leavers who are now appointed into corporate and support function roles.

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

As the recruitment initiatives continue to grow in strength, SCAS is putting in place a system to measure the successes. SCAS realises the benefits of recruiting people who are passionate about their role give 100%, and who have similar values to the Military: Teamwork, Innovation, Caring and Professionalism. SCAS benefits from the transferable qualities and the Trust looks forward to continuing to build upon the relationship within the Military for many more years to come.

## Case studies

### JEFF PORTER PTS TEAM LEADER



## What's your Armed Forces background?

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

## What interested you about joining the ambulance service?

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

## What transferable skills gained in the Armed Forces do you utilise in your role with SCAS?

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

## What do you enjoy most about working for SCAS?

I have travelled the world, tried various jobs and can quite honestly state that working for the SCAS is the most rewarding job that I have ever had. I joined SCAS just over 2 years ago when I was 60 years of age thinking this is it, especially as I had suffered a heart attack a year earlier! But with the same mentality and aid as the forces, I was back in the zone and looked to further my career. There is no upper age limit here and people are welcomed with open arms.

## What advice would you give someone thinking about leaving the Armed Forces who may be interested in working for SCAS?

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

Opportunity does exist for those that want it... come join us!

### DAI TAMPLIN PROJECT MANAGER



## What's your Armed Forces background?

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

## What interested you about joining the Ambulance Service?

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

## What do you enjoy most about working for SCAS?

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

## What advice would you give someone thinking about leaving the Armed Forces who may be interested in working for SCAS?

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



For further information on SCAS please visit our website: [scasjobs.co.uk](http://scasjobs.co.uk)  
You could also visit our social media pages [Facebook](https://www.facebook.com/SCASjobs) [Instagram](https://www.instagram.com/SCASjobs) [LinkedIn](https://www.linkedin.com/company/SCASjobs) [YouTube](https://www.youtube.com/channel/UCSCASjobs) @SCASjobs

Or email our Recruitment Team: [recruitment@scas.nhs.uk](mailto:recruitment@scas.nhs.uk)



# Logistics

## a world of opportunities

Logistics. An invisible industry that transports everything we eat, wear, buy and use.

In the UK, one in 12 people work in the logistics sector – that's more than two million employees – yet it's an industry that few set out to be part of.

So what roles make up the logistics industry? There are obvious ones like HGV drivers, transport managers, forklift operators and vehicle engineers. But how about procurement, accountancy and product development? In logistics there's no end of opportunities...

Over the past few years, the sector has experienced serious skills shortages. At its height, the HGV driver crisis reached 60,000 and there's still a deficit of 35,000 drivers across the industry. Vehicle mechanics and technicians are also in short supply, as are warehousing staff.

The Freight Transport Association (FTA) is the UK's biggest transport trade body, representing more than 16,000

members who move goods by road, rail, sea and air. The organisation's members operate 200,000 trucks – that's half the UK fleet – so recruitment is a major issue. Raising the profile of the industry and changing people's perceptions is central to FTA's role, and the Association believes service leavers in the Armed Forces are exceptionally well equipped to take up many of the jobs currently on offer.

Making the transition from one industry to another is never easy – and leaving the services is a huge challenge – but many servicemen and women already have the necessary skills and need only industry-specific training and qualifications to progress. For HGV drivers, that's the Driver Certificate of Professional Competence (CPC) and perhaps dangerous goods (ADR) training.

FTA's own training business offers all of these courses and



can provide advice on career paths within the logistics industry. FTA Head of Skills Campaigning Sally Gilson said: "The skills gaps the industry

has experienced over the past few years could be exacerbated by Brexit and the prospect of foreign workers deciding to leave the UK and return home.

"With 12% of all logistics workers coming from EU countries – a figure that rises to 25 % for warehouse staff – this is a crucial industry issue. We need to find new ways to fill the skills gap and ex service personnel are an area that FTA is keen to explore.

"We have been meeting with MoD representatives and attending skills fairs to spread the word about the opportunities on

offer. Logistics is a diverse and exciting industry. New technology means modern truck drivers need brains rather than brawn and many roles in the services mirror those in the logistics industry."

FTA has been working hard behind the scenes to improve the situation, successfully lobbying the Government for an HGV driver apprenticeship and developing industry-wide qualifications for transport professionals.

It has also developed its own apprenticeship scheme for vehicle engineers, collaborating with supply chain company Gist Ltd which already has a very well established programme of its own. FTA plans to expand on

this scheme over time, with a commitment to offer permanent positions to all of those who complete their apprenticeships.

The age of those currently working in the industry means it's vital to find ways of appealing to young people. Currently the average age of a truck driver in the UK is 47.7 and FTA is keen to encourage school leavers to consider an apprenticeship as an alternative to university.

The new Apprenticeship Levy which came into force at the beginning of April is also offering opportunities to both young and old who want to enter the logistics industry or re-train in a new career.

Ms Gilson said: "Apprenticeships are often viewed as a route into industry for young people, but the Government's commitment to expanding their availability means older people who want to switch careers can also benefit.

"This could be advantageous for service leavers who don't have industry-appropriate skills and are looking to retrain. It can be a valuable method of HGV licence acquisition as it reduces the cost to the individual which is often a barrier."

FTA is working on ways of highlighting available apprenticeships across the logistics sector and aligning them with suitable candidates.

*We have been meeting with MoD representatives and attending skills fairs to spread the word about the opportunities on offer.*



Apprentice James Halsey working on a truck

### JAMES HALSEY APPRENTICE CASE STUDY

FTA apprentice **James Halsey** is pleased he opted to go straight into the industry. "There's skills gaps in my sector that I'm working in and other sectors too. The money is there to earn, you don't have to go to university to get a degree and do well," he said.

James found his first year on the job to be both challenging and rewarding, and reported a "massive" improvement in his practical skills. He said: "Learning from experienced mechanics in a workshop combined with studying the theory side at college has

allowed me to consistently move forward and develop. Not only has this apprenticeship given me a valuable foot in the door at FTA but it is also giving me transferable skills that I could take all over the world."

James will eventually become an FTA vehicle inspection engineer like Ryan Hutchinson, who joined the Association in October 2016 after 14 years in the Royal Air Force, where he completed two tours of Afghanistan and was a mechanical transport technician which involved working on HGVs.

### RAF LEAVER RYAN HUTCHINSON'S TRANSITION TO THE FTA

Moving from the RAF to FTA has enabled **Ryan** to directly use the skills he gained during his 14 years' service. It was a natural progression for him to work as an FTA technician as much of his RAF career was spent inspecting heavy machinery, but interestingly he doesn't see himself as part of the logistics industry.

Ms Gilson said: "Ryan sees himself as a technician and doesn't appreciate the importance of his role within the industry. Without HGV technicians, the fleets wouldn't keep going so actually it's a vital role within logistics just not on the frontline. For Ryan, coming from a RAF background, the word logistics has a different meaning – it was more to do with planning and transporting."

Ryan says the best aspect of his new career is the variety. He's in a different location each day working on a different type of vehicle. For someone who has been in the RAF for 14 years, this is important.

"There are so many reasons why logistics is a good fit for service leavers. Their skills are transferable but the variety of work and locations means it's not like going to the office every day," said Ms Gilson.



Ryan Hutchinson working on a vehicle

For more information see [www.fta.co.uk/media\\_and\\_campaigns/campaigns/driver\\_shortage.html](http://www.fta.co.uk/media_and_campaigns/campaigns/driver_shortage.html)



# Top marks for apprenticeship scheme

UK Power Networks' apprenticeship programme has achieved the highest standards set by the Institution of Engineering and Technology (IET).

The apprenticeship has been accredited by the IET, recognising the quality of the company's specialist training to keep power supplies flowing to 8.4 million homes and businesses across London, the South East and East of England.

Assessors endorsed the high quality of training programmes which prepare apprentices for key roles as electricity cable jointers, linespeople, substation fitters and engineers.

Dudley Sparks, head of technical training at UK Power Networks, said: "IET Accreditation is recognised as a high-quality seal of approval throughout industry and it aids companies in the recruitment, retention and development of graduates and professional engineers."

"IET accreditation of our apprenticeship programme is a fantastic achievement and is a recognition for all those involved that have made contributions from our technical training and assurance department to our in-business mentors, managers and apprentices alike."

The firm operates dedicated training schools in Sundridge in Kent, Frant in East Sussex, and Bury St Edmunds and Risby, in Suffolk, where power apprentices gain the skills needed to help maintain safe and reliable electricity supplies and enable low carbon technologies for a Net Zero future.

IET Accreditation Manager, Dan Canty said: "The IET congratulates UK Power Networks on being awarded accredited status, which demonstrates that they maintain the highest standards of quality, content, technician support and assessment and continuously improve on those standards."

An IET Accredited Apprenticeship demonstrates UK Power Networks' commitment to development and progression and endorses the quality of the company's scheme against IET benchmarks.

Accreditation entailed assessment by trained and experienced engineers who considered a range of evidence including roles undertaken by apprentices, how the scheme

supports the wider business and mentoring and support available to apprentices.

Earlier this year, Ofsted inspectors also praised the quality of technical training at UK Power Networks following its first full inspection of the company's training centres. UK Power Networks achieved an overall effectiveness rating of Good, plus Outstanding in the areas of 'personal development' and 'behaviour and attitudes'.

The IET accredits apprenticeships delivered by

organisations that have potential to deliver competencies required for professional registration, usually at Engineering Technician (EngTech) or ICT Technician (ICTTech) level. Registration, awarded by the Engineering Council, is only available to professional, competent technicians and engineers, and is recognised throughout the world.



UK Power Networks' apprenticeship programme has been accredited by the Institution of Engineering and Technology (IET).

## Duke of Norfolk hosts event for veterans falling through employment cracks

The Duke of Norfolk, Earl Marshal of England has welcomed a first-of-its-kind networking event to support veterans to be hosted at his home, Arundel Castle in West Sussex.



Renford had with Jean Rogers, veteran advocate and actress known for her role as Dolly Skilbeck on ITV's Emmerdale. Jean came up with the event concept when discussing the challenges of the pervasive discrimination faced by veterans with Renford.

"I envisaged an exciting coming together in Arundel Castle's Barons' Hall on a significant day in the British Military's history - July 1st - for those who have the need and those who can assist," says Jean.

The event aims to connect former Armed Forces members with prospective employers and organisations that have come forward expressing a wish to help them, including JobOppo, Southern Railway and Sussex Police. It has garnered widespread support, with over 70 guests confirmed interest.

"Many veterans are lonely, overlooked, and desperately needing help to find employment so this unique event will help them to get the support and friendship they need to improve their lives and even find gainful employment," says Renford.

"I am overjoyed that we have been able to put together this opportunity to bridge the gap between veterans and employers," says Renford. "We hope to encourage as many companies as possible to participate and pledge a donation of £1000 each to RBLI to help Lifeworks in Sussex. We could all feel incredibly proud if we are able to achieve this — bringing unemployed veterans into exciting teams and great companies in dignified paid work across Sussex and further out into other parts of the UK."

This unique veterans event at Arundel Castle in July 2024, of which RBLI is charity partner, is sponsored by: Wordsmith & Paper Limited and its trade mark brand, The Trainer Explainer®, under the leadership of its CEO and Founder, Mr Renford Marsden. The event will make a difference in promoting the values and goals of The Armed Forces Covenant county-wide and shine a spotlight on veteran recruitment in Sussex. The event aims to help veterans find out more about RBLI's Lifeworks programme and link them to veteran-friendly employers in Sussex directly.

This free landmark event is designed to connect veterans struggling to find employment with organisations that wish to support them, is scheduled for July 1st.

"I had no hesitation in believing in the idea or concept and the connection to the Armed Forces Covenant to benefit veterans' employment. I believe it is a great initiative to support veterans with a successful outcome."

Renford Marsden, the son of a WWII British Army veteran, is the organiser and sponsor of the event in partnership with RBLI, whose work involves finding employment for veterans.

Renford spent much of his late career working with the UK Ministry of Defence (MoD), making business trips to Afghanistan (OP HERRICK). His brief was to install and deliver end-user training for a database designed for the military. During one of his many extended business trips to Afghanistan, he was there so long that he qualified and was awarded the OP Herrick Operational Service Medal in 2007 as a civilian.

After a consuming but rewarding career, Renford faced struggles similar to those of many veterans when his contract ended. He found himself unemployed in his 50s, contending with the pervasive issue of ageism in the workforce. Unable to find work, he swallowed his pride and took on a zero-hours contract at McDonald's while retraining through distance learning. He later founded his business, The Trainer Explainer®.

Renford is also the author of a book designed to help job seekers over 50, with a specific chapter addressing the unique needs of veterans. This chapter is used by the military employment company JobOPPO.

The idea of the event came about because of a conversation







# Alcoholics Anonymous

## National Helpline 0800 917 7650

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

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

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

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

For information:

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

Tel: 01904 644 026

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

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

THE ONLY REQUIREMENT IS A DESIRE TO STOP DRINKING

# 0800 917 7650

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

## Drinking on the Job...

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

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

Do you want help with a drinking problem?

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

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

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

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

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

Former Detective Inspector

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

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

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

Former Inspector

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

Former Superintendent



# The unique benefits of employing veterans

A look at the unique benefits and transferable skills that veterans bring to the work-place.

Attention to detail, discipline and time-management are drilled into recruits from the very start of basic training but you would be surprised how many civilians struggle with even the basics of turning up to work on time.

Military service naturally entails early starts, irregular and long hours, working in unpleasant conditions and having the dedication and commitment to getting the job done but unfortunately, many civilians won't understand what military service entails and the benefits of having veterans in the workplace.

Your CV, covering letter, application form and interviews are all opportunities to show future employers your unique skill-set and the value you can bring to their organisation.

## CIVILIANISE YOUR SKILLSET

This is extremely important but easy to get wrong. Don't use military acronyms or jargon. There is a civilian equivalent to everything you do in the forces so make sure you find out what it is.

Soldiers, sailors and airmen become staff, employees, workforce or team. Weapons, vehicles and uniform become equipment (mechanical, electronic or heavy), supplies and logistics. A tank crewman becomes a heavy systems operator, a combat operation is a hazardous environment and reconnaissance could become data collection and analysis.

## TEAMWORK

This is something lots of people put down but may struggle to explain. A successful team will utilise its member's strengths and weaknesses to achieve results. Use examples of when you have worked as part of a (probably diverse) team effectively and explain how your role contributed towards its success, and what skills were involved.

Collaborative skills are essential in most roles and knowing when

to lead and when to follow in a team can be vital to its success.

An extra bonus for prospective employers is if they think you are able to install some of that team spirit and military camaraderie into their working environment.

## PLANNING AND ORGANISATION

Being able to plan, prepare, prioritise, multi-task, delegate, coordinate, assess situations and make quick effective decisions reduces inefficiency in the workplace and helps create an organised and structured workforce.

An employee bringing in these skills saves employers time and money and something most former members of the Armed Forces will have in spades. Make sure you highlight these skills, explain how these will benefit them if you were to get offered the position and be ready with examples to back up your statements.

## LEADERSHIP

Leadership and respect for leadership is instilled into military personnel from the start of basic

training and applies throughout your career no matter what rank you are. There are different leadership styles but regardless of which one you use, employers know that a good leader will be able to communicate, motivate, delegate, inspire and influence and their behaviour will impact on employee morale, product quality and productivity.

Military personnel are likely to have managed a team (with a diverse range of skills and backgrounds) in challenging environments, are likely to have had to make effective critical decisions and will have been responsible for the training, development and welfare of their subordinates.

All you need to do is ensure your prospective employer can see what an asset you could be to them by highlighting your experience and making it easy for them to see that your leadership skills would be an asset to them.

## PROBLEM SOLVING

Analytical people who can identify problems and solve them save companies money, time and resources. It's easy to identify problems but what can make those with military experience stand out against their competition is their ability to quickly find workaround solutions.

A 'can-do' attitude, positive mindset and ability to show initiative is invaluable to employers. No matter what trade you were in the military, there will be great examples when you've had to think on your feet, perhaps when navigating logistical or bureaucratic issues, and be resourceful in order to complete the task at hand.

When using or describing situations like these, it's important to translate the outcome into something tangible that an employer will understand, like how many working hours or how much money was saved.

Numbers, figures and percentages are all useful ways for employers to understand the impact of your actions.

## COMMUNICATION

Good communication skills are essential in any occupation but especially vital in the military. Being able to understand and communicate complicated



information in a clear and concise way to both superiors and subordinates and knowing when to be tactful and diplomatic requires a special skill set that most military personnel won't even realise they have developed.

Written, verbal, non-verbal and visual communication skills are all methods of communication and can often be used in conjunction with each other. There are many military examples to demonstrate to prospective employers including working alongside foreign nations and civilians, different branches and arms of the military, on operations or exercises or for when you made presentations or worked in a training role.

When it comes to interviewing time, make sure you speak clearly, don't interrupt and engage your active listening skills.

## FLEXIBLE, ADAPTABLE AND REMAINING CALM UNDER PRESSURE

Things rarely go to plan in the military and being able to change course, adapt methods and improvise are all key attributes transferrable to any organisation.

Remaining calm under pressure and being able to adapt quickly when circumstances change and deadlines shorten are qualities that military personnel are particularly skilled at and there are likely to be many scenarios when you have worked in extremely pressurised or time-sensitive environments.

Whether you can prep three torpedo missiles in under half an hour or call in accurate air support while under fire, what is important for prospective employers to know is that you can handle this stress constructively or that you're one of those people who thrive under pressure.

## VALUE YOUR EXPERIENCE

These 'soft skills' are hard to teach and can prove invaluable for future employers and

workplaces and this is without all the additional 'hard skills' (technical skills, trades and qualifications) that veterans leave the Armed Forces with.

Many civilian employers won't know about a lot of these skills or understand how they may benefit their workforce, so it is important for veterans to recognise their own value and highlight them throughout the job application process.

Moving into a new career outside of the Armed Forces is unlikely to be easy but there's a lot of help for veterans including free CV workshops, interview advice, networking events and work placement/job boards. Take advantage of all these services and begin the process as soon as possible. ●





# The Good, the bad and the ugly

## How to excel at being a franchisee

Many retiring members of the armed forces and police force have made huge successes with their franchise purchases. Understanding how franchising works is key to their success. Pip Wilkins, Chief Executive of the BFA (British Franchise Association) gives us her top tips for making a success of your new franchise business.

If you are considering buying a franchise operation as your next career move, it makes sense to understand how to excel at it, to maximise on your investment and build a really successful business. That not only provides you with an income now, but also a valuable asset to sell when the time comes.

### BFA FRANCHISORS

As the largest and oldest franchise association in the UK, with over 300 members whose franchises have been audited to ensure they are ethical, professional, and sustainable before we award them our coveted membership status, we feel safe in saying we've heard just about every story about franchisees, the good, the bad and sometimes, the downright ugly.

### AWARD-WINNING FRANCHISEES

The good franchisees we hear about through contact with our members, their news updates on our website and the entries we receive for our annual awards. Considered the 'Oscars' of the franchising world, they give us an unparalleled opportunity to read about the great work being done by franchisors and franchisees, not only in their individual brands but also in their local communities and across the franchising sector as a whole. We hear amazing success stories like the franchisee who started with one humble territory and now runs a multi-million-pound operation across a large portfolio of brands.

The bad franchisees we usually hear about in the bar afterwards and the ugly, well sometimes they end up in our mediation service or in the most extreme cases, in court. Thankfully the latter are extremely rare.

### WHAT MAKES A BAD FRANCHISEE- AND THEREFORE WHAT 'NOT' TO DO

Ask any franchisor what makes a 'bad' franchisee, and they'll tell you

it is the one who doesn't 'stick to the franchise model.' You might think that sounds incredibly simple to fix, just make them toe the line, but franchisees are individuals and remarkably, even though they have spent a considerable amount of money investing in a brand they admire and will have been through a recruitment process that will have explained to them, in minute detail, the reasons why adhering to the model is so important, they still come in and decide 'their way' is better.

Examples of this kind of behaviour might be having their own branding designed for their vehicle, not following the rules for advertising the business – 'flyers don't work in my area' - using the brand's logo on unapproved social media posts and causing a post to go viral, but not in a good way. Not buying equipment from the brand's supplier, adding new products or services to the offering and generally not thinking about how their actions could negatively affect the entire brand and all the franchisees in it.

### WHAT MAKES A GOOD FRANCHISEE?

The clever franchisees, the successful ones, are those who see business format franchising for the extremely clever product that it is and put every ounce of

their energy into following the model, exactly as laid out by head office, and growing their business as fast as they can with the full support of their franchisor. They know it is counterproductive to try to change things, as the system is tried and tested, and all they have to do is replicate it. That's not to say suggestions aren't welcome, they absolutely are and if they benefit the entire network, they may well be adopted into the model but only after consultation and approval from the franchisor.

### MAKING A DIFFERENCE TO OTHERS

Our case study is with Tim Corry, who left the RAF as a Flight Lieutenant and now owns a BFA member domiciliary care franchise Guardian Angel Carers. MD, Vikki Craig-Vickers explains to us what the crème de la crème for her franchisees looks like: "An excellent franchisee for us is someone who not only shares our values but also lives them. They need to have a tireless desire to make a difference to others lives, whilst having the drive to grow a profitable and successful business. They need to follow the Guardian Angel Carer franchise model, and even work in partnership with us to evolve the model for the greater good of the network."



### CASE STUDY

1. Your name – Tim Corry
2. When did you join the forces? Jun 2015
3. When did you leave the forces? Dec 2022
4. What regiment/unit/division were you with? RAF: 230 Sqn, 7 Sqn
5. What role did you play? Puma and Chinook pilot. Officer.
6. What rank did you leave at? Flight Lieutenant

7. What attracted you to buying a franchise? The quality of the parent company and the support available to get going immediately.
8. How did you find your franchise? Google
9. Which franchise did you buy? Guardian Angel Carers
10. How did you know it was the right franchise for you? From the moment we walked into head office, I could tell that it was right.
11. How did you finance your purchase? Bank loan.
12. Why do you think ex-service/military people make good franchisees? What are the transferable skills? Many transferrable skills, particularly in people management and the determination, tenacity, and resilience to succeed.
13. What are some of the best things about being a franchisee? The support and knowledge that you always have someone to call for advice.
14. What advice would you give to someone about to leave the forces/police and thinking of buying a franchise? Do your research, speak to other franchisees within the organisation. Be prepared for long hours and lack of sleep, but it's worth it!





## 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.



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

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



## COMMUNITY NETWORK

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

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

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



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

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

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

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

## DETERMINATION = SUCCESS

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

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

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

## EXECUTING A PLAN

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

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

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

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

## MENTORING

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

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

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

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

## ADAPTING TO CHANGE

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

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

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

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

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

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

## NATIONAL MARKETING CAMPAIGN

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

## THE CHIPSAWAY FRANCHISE PACKAGE

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

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

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

## MAKING A CAREER CHANGE INTO FRANCHISING

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

# From Forces to Franchising

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

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

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



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



Market-leading Brand with Proven Demand



National Marketing Campaigns, inc. TV, Social & Digital

Get started from £15,000 + VAT\*\*

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

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

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



Call now 0800 980 5422  
www.chipsaway.co.uk

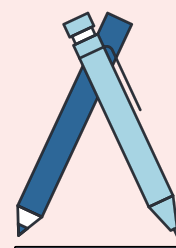
**ChipsAway**  
LIKE IT NEVER HAPPENED



# 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).

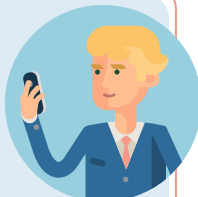
- Or a first foundation degree or first full undergraduate degree or national equivalent. Typically to be eligible for this support, the higher education qualifications would be at levels four-six of the Framework for Higher Education and Qualifications in England, Wales and Northern Ireland (FHEQ) eg: 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**.



# The importance of ticking all the right pension boxes before you leave

Right now, there are so many considerations to take into account before deciding to leave, or, if you have already decided, fixing exactly when to go, if you can.



Choosing the right departure date carefully can make a significant difference to the pension you receive after departure. You need to weigh your personal circumstances to decide whether to opt for a larger tax-free lump sum, or a smaller sum and larger pension payments (involving commutation or inverse commutation). And you need to consider the needs of your dependants.

If this wasn't complex enough, there's the AFPS Remedy (McCloud), which requires you to choose between the benefits of your legacy pension scheme and AFPS15 (for the Remedy period between 1st April 2015 and 31st March 2022). Even here, as our Forces Pensions Consultants have identified, the "obvious choice", on closer examination, may not be quite so obvious.

At an even more basic level, it is critical to understand your pension entitlements and how to select the

right options on your AFPS Pension Form 1. A tick in the wrong box can have profound consequences which may not be reversible. Your personal requirements and the timing of your discharge will determine the options available to you.

Underlining the critical nature of your decisions prior to departure, Maj Gen Neil Marshall, CEO of the Forces Pension Society said:

**"It's a fact, that at today's values, a pension of £20,000 pa would require a pension pot of at least £400,000. And your Armed Forces pension is inflation-proofed and not subject to the vagaries of the stock market."**

**"In dealing with the thousands of pension queries raised by the AFPS Remedy, our pensions experts at the Forces Pension Society, have frequently advised our Members to reconsider their**

**initial inclination to opt for their legacy scheme benefits. So much depends on your individual circumstances, objective guidance can be invaluable. As and when you receive your RSS, we're here to support you."**

**"That's why we say- "it pays to understand your pension"- now more than ever."**



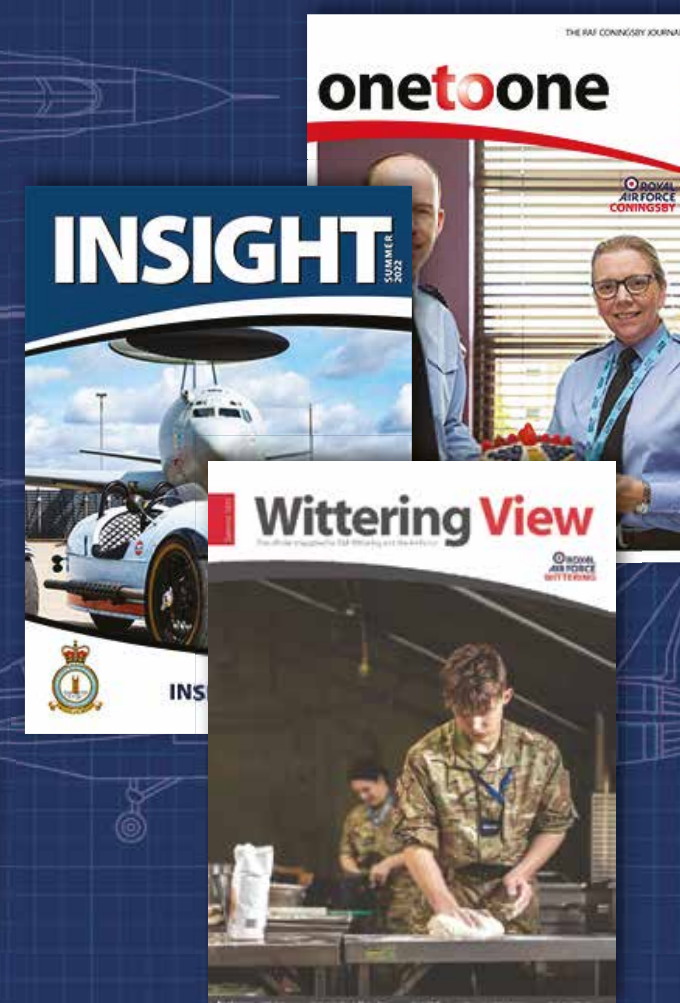
The Forces Pension Society is an independent, not-for-profit organisation that serves as a watchdog for the whole military community. If you would like to know more about our work and how we can help you make the most of your personal pension worth, visit [forcespensionsociety.org](https://forcespensionsociety.org)

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