

**ER**

Summer 2025 **£Free**

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

**magazine**

# The unique benefits of employing veterans

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



## **CELEBRATING 20 YEARS OF TDI**

This year marks an incredible milestone for TDI, two decades of clearing landmines ordnance in the mine action industry. **P14**

## **NEW UK-WIDE SUPPORT NETWORK**

Veterans across the UK will have easier access to essential care and support under a new VALOUR system that has been announced. **P26**

## **#BEYOND THEUNIFORM**

Morson has a dedicated recruitment arm which is completely focused on securing skilled employment for ex-forces personnel. **P42**

## **THE ELC SCHEME**

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

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08

THE UNIQUE BENEFITS OF EMPLOYING VETERANS

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



12



16



38



48



06 CAREERS WITH THE ARMED FORCES RECRUITMENT SERVICE

Join our team and help shape the future of the Armed Forces Recruitment Service

10 CIVIL NUCLEAR CONSTABULARY

The Civil Nuclear Constabulary is a specialist armed police service dedicated to protecting the civil nuclear industry.

12 CONTINUE YOUR PROFESSIONAL REGISTRATION JOURNEY

When you become an Engineering Technician, it demonstrates to your employers and clients that you have had your competence independently assessed.

14 CELEBRATING 20 YEARS OF TDI

A Company Built on Clearing the Way for Others

16 THE MILITARY PROVUST GUARD SERVICE

We look at four personnel from the military, that have joined the MPGS.

20 NATIONAL MEMORIAL ARBORETUM

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

24 WHY ARN'T YOU STUDYING WITH THE OU?

Stuck in a rut, thinking about resettlement or just wanting to advance your career?

26 THOUSANDS OF VETERANS TO BENEFIT FROM NEW UK-WIDE SUPPORT NETWORK

Veterans across the UK will have easier access to essential care and support under a new VALOUR system that has been announced.

30 FIRE SAFETY

There is currently an abundance of career opportunities within fire risk assessment industry.

32 CERTIFICATE IN EXECUTIVE COACHING

A Coaching Accreditation Programme for Experienced Managers and Leaders.

42 HELPING VETERANS LOOK #BEYONDTHEUNIFORM

Morson has a dedicated recruitment arm which is completely focused on securing skilled employment for ex-forces personnel.



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# Welcome...



Welcome to the Summer 2025 issue of Easy Resettlement Magazine...

As always we feature various recruitment and resettlement training opportunities, as well as various charity news and information from forces friendly organisations that will be able to assist in your resettlement process. These include the CTP and Elcas to name a few.

If you have not already done so, then please do subscribe for free [www.easyresettlement.com/subscription](http://www.easyresettlement.com/subscription) to receive each quarterly issue of the magazine by email as a PDF. By subscribing you will also keep you up to date with any additional opportunities and lots more relevant forces news and information.

We are always looking for new ways to reach our readers, as well as include any relevant information to assist service leavers and veterans.

We attend various recruitment and resettlement events where you can receive hard copies. If you wish to receive hard copies in future please speak with your CTP resettlement and education centre to collect each quarterly issue.

Easy Resettlement magazine is also excited to offer various roles including: Telesales Executives, Trainee Editor, Content Researchers, Social Media Assistant and an Assistant Sales Manager. Anyone wishing to apply for any of these roles should email [James@easyresettlement.co.uk](mailto:James@easyresettlement.co.uk)

When applying for any of the opportunities that are featured in Easy Resettlement magazine, please be sure to mention where you found out about them as this helps us to keep working alongside the advertisers that we feature. If you have already been trained by, or found employment through any of our advertisers, we would love to hear from you and possibly even feature you and your resettlement story in a future issue.

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

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

**PHILIPPA DAVENPORT**  
EASY RESETTLEMENT EDITOR





Be part of an exciting new chapter

# Careers with the Armed Forces Recruitment Service

Join our team and help shape the future of the Armed Forces Recruitment Service (AFRS)

**ABOUT THE AFRS**  
At Serco, we're proud to partner with the UK Ministry of Defence (MOD) in providing critical recruitment services for the UK's Armed Forces. For the first time, this new approach will see the Royal Navy, the British Army, and the Royal Air Force have a joint Armed Forces Recruitment Service (AFRS).  
This service will be delivered through a partnership of the MOD, Serco, and our consortium of partners, providing end-to-end support from candidate attraction to assessment, onboarding and preparation for attending Phase 1 training.  
As a team we bring together best-in-class integrated technology and specialist partners for a holistic recruitment and skills solution for the UK Armed Forces, designed to modernise and improve the overall candidate experience.  
We're driven by the values of doing the right thing for our people, the MOD,

His Majesty's Government (HMG), broader society, and the candidates we source.  
Our services are varied and include:  
• Programme Management, Recruitment Strategy and Demand Planning  
• Marketing and Attraction  
• Contact and Assessment, including Medical Assessment  
• Estate, Facilities and Infrastructure  
• Assets and Equipment  
• Analytics and Data Technology

**DISCOVER CAREER OPPORTUNITIES THAT MAKE AN IMPACT**  
We're hiring for a range of full-time, part-time, hybrid and flexible working positions.  
Our footprint spans the UK, with opportunities available at our contract headquarters at MOD Abbey Wood (near Bristol), plus a range of regional locations and career centres across the UK.

where you can meet new people, share knowledge, and address any challenges you might have. We're committed to ensuring all our people feel they belong.

**FIND NEW WAYS TO GROW**  
As part of our team, you'll discover a place where you can grow, with plenty of opportunities to enrich your skills, knowledge, and experience, through training, mentoring, funding for qualifications, and more. Whether you're working towards future progression or you're keen to hone your expertise, let us know your ambitions, and we'll be beside you every step of the way.



In 2025 we will be focussed on building capability in our Contract Management team and Core Support functions, including, but not limited to:  
• Digital, Data and Technology;  
• Estates, Facilities, and Infrastructure; and  
• Strategy, Governance and Programme Management  
As this service grows, we're excited to expand career opportunities across various functions — enhancing our team and strengthening our capabilities to meet future needs as the service evolves.  
Join us and you'll be part of a highly collaborative and inclusive team, creating impactful solutions that contribute to the security of our nation.

**DISCOVER A PLACE FOR YOU**  
While everyone's place may look a little different, you'll find yours at Serco. We offer tailored approaches to career development and a range of supportive and diverse employee networks

**ABOUT SERCO**  
We bring together the right people, the right technology and the right partners to create innovative solutions that make positive impact and address some of the most urgent and complex challenges facing the modern world.  
With a primary focus on serving governments around the globe, Serco's operations in the UK span defence, space, healthcare, justice and immigration, transport, and citizen services. Our core capabilities include service design and advisory, resourcing, complex programme management, systems integration, case management, engineering, and asset and facilities management.  
Our work touches the lives of millions across the UK, offering you unique opportunities to apply your skills and make a real difference, all while growing your experience in a supportive and purpose-driven environment.  
Join us and be part of a highly supportive culture with trusted leaders that will help you achieve your goals.

**A WIDE RANGE OF BENEFITS**  
Bring your skills, dedication, and passion to our team, and in return, we'll provide you with opportunities to grow, a supportive environment, and the chance to make a real difference. Here's what you can look forward to when you join us:

**Holidays**  
Annual leave plus Bank Holidays, and the option to buy five additional leave days per year.  
**Pension**  
Up to 6% contributory pension scheme

**Training and development**  
We offer a wide range of learning opportunities with over 1,100 internal courses available, funding for qualifications and apprenticeships, mentoring opportunities, and a focus on internal progression.  
**CPD days**  
Three day allowance for Continuing Professional Development each year.

**Health and wellbeing benefits**  
Employee Assistance Programme, Bupa Anytime Healthline, Wellbeing App, 30% off Serco managed leisure centres, and 24/7 access to a virtual GP service.  
**Discounts**  
Save around 1,000 retailers, from food and clothing, days out, entertainment and travel.

**ShareSave scheme**  
Helps you save regularly, with the choice to buy Serco shares at a discount at the end of your savings period.

**Employee networks**  
Dedicated networks where colleagues can come together to find support, share challenges, discuss ideas, network and be part of a community.  
**Charity**  
Support the Defence Enterprise, communities, and charities with dedicated volunteering days each year. You can also choose to donate to your favourite charity tax-free, through our Payroll Giving Scheme, and donate your pennies from your monthly pay to the Serco People Fund Charity.

**OUR INCLUSIVE RECRUITMENT PROCESS**  
We see people first and foremost for their performance and potential. We are a proud holder of the Gold Inclusive Employer Standard, championing fair access to employment and equal opportunities for all. As such we're open to flexible working arrangements and will make reasonable adjustments from interview through to employment.  
We are a Disability Confident Leader, committed to employing and retaining people with disabilities. Disabled applicants who meet the minimum criteria for the job will be given the opportunity to demonstrate their abilities at an interview.  
Serco also actively encourage veterans, military spouses, and reservists to apply.

For help with your application, please contact **0345 010 4000**.



# 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.

## LEADERSHIP

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

## 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.

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 workarounds.

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

## 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.

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.

## 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. ●





# Civil Nuclear Constabulary

With over 1,300 highly trained police officers and police staff, the Civil Nuclear Constabulary (CNC) is a specialist armed police service dedicated to protecting the civil nuclear industry.

**T**hey currently protect 10 civil nuclear sites across England and Scotland, safeguarding nuclear material in transit and playing a key role in national security.

The Civil Nuclear Constabulary utilises many of the essential skills and attributes acquired during Military service. With a range of career opportunities for police officers and police staff in a variety of different teams, Service leavers will find that their existing skills are brought to the fore while at the same time they are given opportunity to develop new ones.

There is no question that Service-leavers are well placed to deliver the skills and expertise required by the Constabulary. There are few employers that reflect Military characteristics and practices as closely as the CNC.

## DIFFERENT SITES, DIFFERENT ROLES

As well as opportunities at operational units at a number of nuclear sites, CNC have a number of specialist teams that require specific expertise. Once you have successfully completed your probationary training you could apply to join one of these team, such as Dog Handlers, Specialist Escort Group (marine and road) and special branch. There is plenty of scope for Service leavers to utilise the skills and experiences they acquired in the Military.

Of course, it's not only about 'frontline staff'. The Constabulary uses a variety of skilled people to operate, develop and manage their support teams. This includes ensuring that the Constabulary runs smoothly through the use of effective IT systems, to managing finances and recruiting and developing its people.



## EASY RESETTLEMENT SPOKE WITH CHIEF SUPERINTENDENT DUNCAN WORSSELL, DIVISIONAL COMMANDER, ABOUT HOW THE CIVIL NUCLEAR CONSTABULARY OPERATES

### What can Service-leavers bring to the CNC?

Leaving the armed forces can be challenging for many reasons, but when you come to the CNC you will be pleased to find a sense of belonging. You come from a disciplined background, you will be used to operating as part of a team, you understand the need for personal responsibility as well as caring for those around you and on whom you may depend if your armed role becomes "active". You will be physically fit and you will have the personal resilience and courage to deliver a quality and dependable armed response service which protects the public, the country and your colleagues.

### What does the CNC offer as an employer?

As well as a competitive salary and other benefits, the CNC offers a transition from the Military that protects and maintains many of the principles which you will have lived by and which are held dear by those who have fought and worked to protect our country and its assets. We employ many former Military personnel, and many of our leaders come from similar backgrounds, so we understand the challenge which you face and the adjustments which are required to make a seamless transition. We offer fairness, equality, recognition and reward, we train our armed police officers to national standards which will give you the confidence that you need to meet the challenge of a complex and ever changing terrorist threat. Finally, we recruit from all backgrounds, the diversity of our workplace is very important to us so if you feel that you don't fit one particular model or type, you are not excluded, you will be welcomed.



## Civil Nuclear Constabulary sites



## APPLICATION PROCESS

The nature of the work that the CNC is involved in means that they are obliged to conduct a rigorous application process. The process involves a variety of screening checks, as well as security, reference, medical and fitness checks. The Constabulary view this as an essential part of ensuring that they recruit the most able individuals as well as ensuring that joining the CNC is the right move for you.



More: See the FAQs section on: [www.cnc.jobs](http://www.cnc.jobs)  
For further information please visit [www.cnc.jobs](http://www.cnc.jobs)  
CNC is an equal opportunities employer

## SALARY AND BENEFITS

### Starting salary

The starting salary for new recruit police officers is currently £22,440 per year. This will increase after successful completion of the probationary period to £24,171. With satisfactory performance and the achievement of requisite skills this will rise to £39,150.

Police staff salaries are determined by salary bands, depending on the level of the role.

## BENEFITS

### Police Officers:

- 22 days annual leave rising to 30 days after 20 years' service
- Final contribution salary pension scheme
- South-east allowance, for officers based at specific locations
- Paid overtime

### Police Staff:

- 27.5 days annual leave per year rising to 32.5 days after 20 years' service
- Flexi-time
- Flexible working scheme

Final contribution salary pension scheme  
Corporate bonus scheme



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

**VETERAN UK**  
MANCHESTER 10 JULY  
LONDON 23 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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Aerospace  
Biometrics  
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SC

Cyber Security  
Defence  
Engineering

CTC

Forensic  
Government  
Information Technology

NATO

Intelligence  
Nuclear  
Telecoms



# Celebrating 20 Years of TDI

## A Company Built on Clearing the Way for Others



This year marks an incredible milestone for The Development Initiative Ltd (TDI), two decades of clearing landmines and unexploded ordnance in the mine action industry.

From its humble beginnings in June 2005, TDI has always been people-driven, committed to helping those who are at risk of explosive devices and forging long lasting relationships in many of the countries that we have worked in over the past 20 years, alongside other major competitors in the industry.

### SMALL BEGINNINGS

TDI was founded in June 2005 by Hugh Morris, a Zimbabwean and former British Army Officer who had spent a decade working in the mine action industry before branching off and starting his

own company. At the time, Hugh 'thought that there was space in the market for another operator' however, one of the key factors was 'finding others with completely different yet complimentary skill sets to work with.'

Twenty years ago, and beginning with one printer, a fax machine, dial-up internet, and a two-door Mitsubishi Pajero in a shared office space in Harare, Zimbabwe. TDI has grown into a thriving organisation with twenty-one permanent employees and over 500 contract staff. At the time, TDI was made up of just a handful of permanent and contract staff; Stephen Saffin, Edward Cross, Clive Meakin, Estelle Robinson, Denise Billings,

Chris Chimuti, Patrick and Trust Sibanda, and Paymore Soko, who all complemented each other to get the company up and running in those early days.

Although Hugh had already made some connections in the industry before TDI was started, it took four months after registering the company to secure the first United Nations (UN) contract. "It's a chicken and egg game – you need experience to get the contracts, but the contracts are the

experience – but from there, work continued coming in". To date, TDI has successfully undertaken contracts across Africa, Asia, Europe and the Middle East.

The first few contracts that TDI managed to win mainly involved landmine clearance in Sudan. North and South Sudan were one country then. At the time, staff contracted for these projects drove over 3000km from Harare to Juba in convoy which is now a thing of the past. Only a few staff flew by plane on Air Zimbabwe; a stark contrast to the movement of all personnel done by air now. Management would spend many long nights mobilising the project, having it up and running with everything ready before the project team arrived. This was done in a matter of days!

### THE MINE ACTION INDUSTRY OVER THE YEARS

Having worked in this industry for thirty years himself, Hugh is of the opinion that "the job has not changed all that much over the past two decades. We are still surrounded by the same tools that were used during the Second World War and many of the larger competitors are still up against each other vying for contracts." Yet, many of the long serving staff at TDI do recall the industry being more engaging in the early days when TDI started.



Perhaps it is a result of the evolving digital age and losing meaningful connections as now much of the communication regarding contracts takes place over a screen rather than in person.

Ian Anderson, TDI's current Head of Operations, recalls a time standing on a mound in South Lebanon with his Team Leader and the Operations Manager from the UN, overlooking the minefield that needed to be cleared and discussing the plan of action together. It is these sorts of interactions and socialising "that doesn't happen so much

these days and it is an experience that we all miss to a degree."

### LOOKING TO THE FUTURE

This milestone is not a pat on the back for TDI but a testament to the relationships formed along the way, resilience and the people who have helped make TDI the company it is today. This occasion is also about saying thank you to our staff, past and present, and partners who have made this journey possible. TDI would not be where it is if it were not for the commitment of every person to their role, be it large or small.



## Clearing the way for business and people for two decades.

### 2005 - 2025



For two decades, TDI has successfully provided support to multiple organisations in humanitarian and commercial sectors, offering landmine clearance, UXO disposal, mine risk education, IEDD and Search Training, Fleet Maintenance and detection dog services.

**Apply now and join TDI.**

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

**Contact us on:**

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







### MY JOURNEY LCPL BIZERAY. MPGS RAF COSFORD

I am LCpl Bizeray and I would like to share my Military/MPGS Journey with you. I come from a working-class family from Wolverhampton with no previous links to the Armed Forces and with few qualifications, I had no real aspirations for my future. I found myself working temporary jobs and not being happy where my life was going. At the age of 22, I made the decision to join the RAF to make something out of my life and get the opportunity to travel the world.

The things that drew me to join were the stability, as well as educational courses to develop myself academically, and the opportunity to work with a diverse culture of people from various backgrounds which I would never have done, had I chosen to remain in civilian jobs at home. I enjoyed 12 wonderful years in the RAF and made some great lifelong friends as well as the opportunities to see the world. I was deployed to both Iraq and Afghanistan and proud to of served

## The Military Provost Guard Service

my country, I enjoyed the best of what the forces could offer me.

I then became a mother and I found that my priorities had changed, and I wanted more for my family. I had become a single parent and I no longer wanted to go out of area or to be posted to a new unit and lose my support network, but I still wanted to be in the Forces. A colleague informed me about the MPGS, which I discovered offered everything that I was after. The shift patterns are 4 on and 4 off, allowing me to work around my ex-partner, with caring for my children and having half the year off was a bonus, with 30 days leave on top. What more could you ask for? It allowed me to stay in the area I wanted, and I would never be sent out of area. Also, you get all the benefits of having a military housing and getting free medical and dental care. Transferring into the MPGS was the best decision I have made, for myself and for my family.

I have now been in the MPGS for 10 years and have been promoted to LCpl managing to stay at the same unit. This would not have happened in the RAF, and I am happy that the MPGS have given me this opportunity to develop myself and I cannot wait to develop myself further for the next step in my career. So, if you are like me and don't want to go out of area or be posted away from your family and still want to be in the military then join the MPGS. What are you waiting for? Your future is in your hands.

Good luck with your journey.

### MY JOURNEY LCPL SELLWOOD MPGS RAF VALLEY

My journey in the military commenced at the age of 23 when I joined the Royal Air Force (RAF) as a Logistic driver. Initially feeling adrift after struggling to secure employment after university, I found myself in a role as a care assistant for 12 months, which failed to resonate with me. However, upon delving deeper into military life, I found my calling in the RAF. I relished the opportunities it presented, particularly the chance to travel extensively with postings to 2 MT Sqn, a deployable logistics squadron within the RAF. Serving on 2 MT Sqn took me to Al-Udeid in Qatar, Bari in Italy, and Affoudh in France. Additionally, I participated in exercises across Scotland, Portsmouth, and Germany. Following my tenure with 2 MT Sqn, I secured a position as a CO's driver at MDHU Peterborough, where I spent two fulfilling years.

Unfortunately, as my grandparents' health declined, they required considerable assistance at home. Consequently, I made the transition to the Military Provost Guard Service (MPGS) in pursuit of a role closer to home. The transition from the RAF to MPGS was seamless, given my prior service, facilitating a smooth shift from one day serving in the RAF to the next under the MPGS cap badge. Stationed at RAF Wittering for three years while awaiting a transfer to station closer to home, I eventually received an

offer for a position at RAF Valley.

Being closer to home not only allowed me to provide essential support to my grandparents but also enabled me to purchase my own home. With a schedule that permits me to be home every 4 days, I now have the freedom to plan holidays for the entire year without concern for sudden deployments or extended exercises. Moreover, my time in the MPGS has been enriched by participation in numerous challenging yet enjoyable Adventurous Training activities,

which have not only bolstered my physical fitness and resilience, but also fostered personal growth and camaraderie among fellow soldiers.

During my shift period, I reside in Single Living Accommodation (SLA) on camp, utilising on-site amenities such as the gym and learning centre to enhance my current skillset with the courses available. Additionally, I benefit from financial support to pursue civilian accredited courses. The Adventurous Training opportunities through the Station Gym at RAF Valley are abundant, ranging from caving in Cornwall to hiking in the Highlands. Detachment-level force development / cohesion days further enrich our experiences, with activities like paintballing, go-karting, zip-lining, and mountain climbing fostering teamwork and camaraderie.

As a female soldier, I've found the MPGS to offer substantial benefits. Encouraged to leverage my leadership qualities, I've been rewarded with a promotion to Lance Corporal, and the increased confidence gained from this role has positioned me for further advancement. With a decade dedicated to the MPGS, I'm now pursuing further progression, eager to continue learning and recently applying to start my Award in Education and Training (AET) course. The MPGS has instilled in me newfound confidence, and my role as a Junior Non-Commissioned Officer (JNCO) has honed managerial skills, paving the way for future progression within the MPGS.

### MY JOURNEY PTE WIDDOWSON MPGS HMS SULTAN

My military journey begun when I was just 11 years old, and I was introduced to the R.M.L.I.C.M in Gosport. I had an ex Royal Marines Bugler that taught me as much as I could soak up. I then went onto join HMS Sultan Volunteer Band where I had opportunities to mix, parade and travel with serving and ex men and women, this grew my thirst to join the military and at 16 I auditioned for the Royal Marines Band Service as a Bugler, unfortunately 2 auditions, 2 basic trainings and a lot of heart ache the decision was made that the RMBS was not right for me. Dreams shattered I took a job in Wetherspoons which I hated, so I went onto train as a gym instructor. My time in the leisure industry was short lived and I went onto work in a warehouse. After a couple of years I felt myself hungry for another go at military life so I applied for the Royal Air Force, I joined as a steward (AGS) and although I had family challenges I had a 9 year career where I gained my trade knowledge in the Officers Mess, and later as the Station Commander's Steward, I then applied for 3MCS (field Catering) where I travelled extensively and was fortunate to

have a 4 month tour on HMS Queen Elizabeth where I worked in the Wardroom and Bridge Mess. On return to my home unit, I completed a range of driving qualifications and trade courses and was promoted to Corporal. This brought a new challenge, I was posted to Brize Norton to complete a flying tour, however this wasn't for me and even though I was fully qualified, my transfer to the MPGS was accepted and I was fortunate enough to get my preferred posting to HMS Sultan, Gosport.

Since being a part of the AGC, I've found that it's the best decision I've made. I can plan my life up to a year in advance, enjoy my hobbies which are performing with the Volunteer Band and teaching the Corps of Drums for the RMVCC Band Gosport. I also get to see my family and friends so much more. Like the mainstream regular Services, I'm entitled to many of the same benefits, including free healthcare and reduced cost meals, with the bonus of not deploying. The four-on-four shift pattern is great for holidays without necessarily having to book annual leave. The 30 days leave entitlement doesn't go unnoticed either, as I'm able to be take this at times that suit me rather than the demands of the wider military and operations across the globe.

### MY JOURNEY CPL SPICER MPGS RAF CRANWELL

I joined the Army as a driver in the RLC in 1997, I have been to many places including Bosnia, Sierra Leone, and Cyprus. I did love it but as many people do, I thought the grass is greener in civilian life and left. While out of the Services, I found that I missed the camaraderie and banter of military life.

In 2005 I found out about MPGS and decided it was the career for. My first posting to an MPGS Detachment, was to RM Poole, Dorset, where I was stationed for 12yrs. While at RM Poole, I completed a Military Skills Competition for the MPGS. While working a regular shift pattern, I also gained valuable experience in the Passes & Permits office for 3yrs and achieved the Train the Trainer qualification on the site booking system (SISYS), before gaining promotion to Cpl, and being posted to RAF Cranwell, Lincolnshire. During my time in the MPGS so far, I've taken part in Adventurous Training (AT), including a hike up Mount Snowden and mountain biking. Since being at RAF Cranwell I've completed a Range Management



Qualification where I can now plan, prepare, and deliver range packages to ensure personnel are competent, current & meet the legal requirements with their military shooting skills. While at work, my role has extended to Guard Commander, deputising in the absence of Detachment Sgt when they are away including the management of a team of 5 Soldiers.

I met my husband in MPGS and now have 2 beautiful children. We live in SFA now but will take the leap of faith and get our own house soon, I hope. My family can use the Medical Centre if they are ill which is a god send and is only a short distance away.

The shift pattern of 4 on 4 off enables me balancing a busy home life with my family and still training for 2 Marathons which I've since completed.

The next step in my Career path is to reach the rank of Sgt and carry on enjoying the lifestyle the MPGS allows me to do.

**“Custodem Custodire”**  
Guarding the Guardians

**DID YOU KNOW**

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

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

**IN NUMBERS**

Established 28 years ago	Strength 2500+
Guard 120+	Maximum age for joining 57
Serve until 60	Locations across the UK 57
Starting Salary £26,849	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**



# Continue your Professional Registration journey

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

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

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

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

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

## Benefits of Professional Registration:

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

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

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

## The importance of Professional Registration in the Armed Forces

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

Professional Registration is increasingly important in the Armed Forces and plays a significant part in creating a competent and skilled work force across the UK. Qualifications and associated Continued Professional Development should help bridge the gap between military and civilian trades. Although simply being registered doesn't guarantee ex-military engineers a job, it could level the playing field and get someone an interview.

After a 40-year career in the Royal Air Force (RAF), I've always supported people developing themselves further through additional qualifications. The route often is through distance learning, which is hard work in a busy job. However, when you're dipping into academia and then back into the workplace, the first time you answer a question or write an essay, you are better in your role because you are instantly applying that new knowledge and thinking.

I led the team with the MOD and HM Treasury that helped the roll out of the Defence Engineer Registration Scheme (DERS) across different branches within the Armed Forces; the scheme demonstrates clear value in people. The streamlined application process is excellent, and the Professional Engineering Institutions (PEIs) that step forward and take on the work to translate military skills and experience into qualifications will benefit greatly from doing so. I'm proud to be a member of the IET, because when I started campaigning on professionalisation within the RAF some 15 years ago, it was the first PEI to offer a streamlined route to Chartered Engineer (CEng). The IET for me was the RAF's PEI of choice. Anything that can help streamline both the route of people into a PEI and the payment of fees is a positive.

As well as the DERS agreements, the IET is working hard to implement Central Payment Schemes in the Armed Forces. Having been successful with the RAF, with over 1,000 members Professionally Registered, we should be looking to roll Central Payment Schemes out for the other Services as widely as we can, including more companies in industry that already have had a lot of success with it. The IET welcomes engineers and technicians from all backgrounds; if you care about engineering in any or multiple sectors, the IET can be your professional home and has a unique position to fill. We need to be engaging with seniors and Fellows in all engineering organisations to promote the value in their people being Professionally Registered.

I'm looking forward to my term as IET President (2021-2022) and follow in the successful steps of all past Presidents. My specific area of focus will be to champion technicians and seek to facilitate the continued growth in their membership. I believe the majority of the 'missing 3 million' mentioned in Professor Uff's 2017 review of our engineering profession are technicians. We need to understand better what technicians are, what it means to be a technician and then offer them more through membership of the IET.

Find out more about professional registration schemes here:

[theiet.org/armedforces-registration](http://theiet.org/armedforces-registration)

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

Find out more here:

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

**Eat, sleep, engineer, repeat**

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

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

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



# Welcome to the National Memorial Arboretum

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

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

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

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

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

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

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

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

## GROUP VISITS TO THE NATIONAL MEMORIAL ARBORETUM

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

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

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

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

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

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

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

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

40-mile radius of the Arboretum.

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

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

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

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

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

The Desert Rats Memorial remembers the 7th Armoured

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

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

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

\*Charges apply.

## ASPECTS AT THE NATIONAL MEMORIAL ARBORETUM

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

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

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

Designed to host some of the Arboretum's most important

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

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

## STORIES TO INSPIRE

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

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

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

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

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

Imphal with a special programme of events and exhibitions.

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

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

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

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

## SUSTAINABLE AT HEART

Established on a once barren reclaimed mineral extraction site,

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

## SUPPORTING A NATIONAL CHARITY

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

## SHOW YOUR SUPPORT

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

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







## Dependable, Exceptional and Trusted

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

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

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

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

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

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

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

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

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

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

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



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





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Stuck in a rut, thinking about resettlement or just wanting to advance your career?

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*"Studying with the OU was flexible, manageable and interesting, exactly what I was looking for."*  
Flight Lt James Coulman

## I CAN'T AFFORD A QUALIFICATION

The cost of enhancing your education shouldn't be prohibitive - especially not for service personnel. That's why you can take advantage of:

- The MOD's Enhanced Learning Credits (ELC) to contribute towards your personal and career development - you've earned them, use them;
- The OU's flexible payment options, financial support packages and bursaries - making education affordable; and
- A wide range of certified qualifications that enhance your earning potential, delivering you return on investment.

See what financial support you can access.

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- Build upon your existing skills and talents to help achieve your future goals - whether that's lifelong learning, career enhancement or resettlement;
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*"The OU deserves huge credit for enabling me to do this. I doubt there is another institution anywhere that would have taken me from seven O-levels to LSE in five years whilst I was holding down a busy job stretching across the globe."*

**Mike Niblett**

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We don't care. With more than 50 years' of teaching experience, we know how adults learn, and we know how to get the best from you - regardless of how good you think you are at studying.

- Your personal tutor will give you all of the academic guidance and feedback you need to get you back into study and achieving results;
- Our dedicated student support service is always on hand for professional advice on everything from learning methods and career guidance to module choices and IT support; and
- The worldwide OU student community provides support, networks and advice from people just like you.

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There are many distance education providers out there - but very few who have been doing it for as long or as well as we have. Take advantage of our 50 years' experience, expert tutors and company partnerships for:

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## I'M NOT AN ACADEMIC

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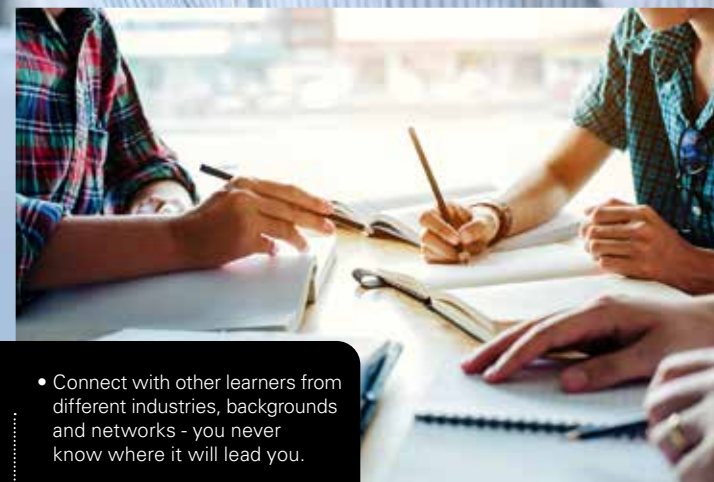
- Learn practical skills and applicable knowledge from industry-experienced tutors;
- Stretch yourself to achieve more, with an inspiring, challenging and rewarding educational experience; and

- Connect with other learners from different industries, backgrounds and networks - you never know where it will lead you.

*"Having a BSc after my name definitely helped me to find a job - in fact I was headhunted by a gas turbine company, and I left the Navy on a Friday and started work on Monday."*

**Andy Murray**

**Find a course that interests you**







# Thousands of veterans to benefit from new UK-wide support network

Veterans across the UK will have easier access to essential care and support under a new VALOUR system that has been announced, as part of the Government's commitment to renew the nation's contract with those who have served through the Plan for Change.

- As nation prepares to celebrate VE Day, the Government announces new UK-wide veteran support system, called VALOUR.
- New VALOUR network will deliver easier access to care and support with new regional networks connecting housing, employment and health services in every corner of the UK.
- Backed by £50m of funding, VALOUR will foster the enterprising spirit of veteran charities, better connect local and national services and ensure veterans' support is truly data driven.

Veterans across the UK will have easier access to essential care and support under a new VALOUR system being announced today, as part of the Government's commitment to renew the nation's contract with those who have served through the Plan for Change. £50m of funding will establish a new network of VALOUR-recognised support centres across the UK and deploy Regional Field Officers to connect local, regional and national services – while harnessing the power of data to shape better services. Defence Secretary John Healey MP and Veterans Minister Al Carns are announcing the new service during VE week, marking a major milestone in meeting this government's manifesto promise to fully implement the Armed Forces Covenant. The new Regional Field Officers will bring together charities, service providers and local government to provide more evidence and feedback driven support for veterans, across housing, employment, health and welfare. The first VALOUR support centres will be operational next year, tailored to the specific needs on the ground and focused on the demands for each location. This could include advice on how to book GP appointments, access welfare or support with housing issues.

The Ministry of Defence is announcing today it will invite veterans to help design VALOUR through research, focus groups and feedback. While VALOUR will initially focus on veterans, the service is designed to be scaled up to support the wider Armed Forces community in the future.

Defence Secretary, John Healey MP said: The nation owes a duty to those who've served to defend our country, and it is only right that the Government steps up our support to them. The Armed Forces set most people up for success in life but when veterans need help then support is too often a postcode patchwork. Our plan to develop a UK-wide veterans support service will work with enterprising health, employment and housing charities and it is backed by the one of the largest ever Government funding commitments to veterans.



This Government is delivering on our Plan for Change and renewing the nation's contract with those who serve.

VALOUR will harness the power of data to shape better service provision and ensure the right type of support is available for veterans at a local level. As the delivery arm, field officers will work with local services including local government bodies, to share best practice and guidance. This will include applying the principles of the Armed Forces Covenant, the nation's promise to support the armed forces community and their families, which will soon gain legal footing as part of the manifesto commitment.

Veterans Minister, Al Carns, said: As a veteran who served for 24 years, I recognise the unique challenges they've faced and the skills they possess. This new investment will ensure that every veteran, regardless of where they live, can access joined up support services in the way they need it. We are creating the UK's first ever data-driven framework for veterans' services, ensuring our resources are channelled to where they're most needed and can make the greatest difference to those who have courageously served their country.

Director General of the British Royal Legion, Mark Atkinson, said: The Royal British Legion welcomes today's announcement to improve and better coordinate government support for veterans under VALOUR. Whilst there are a range of government services already in place for veterans, these services can vary depending on where you live and your access to information about the services available. Improved coordination across health, housing, employment, and mental wellbeing services is crucial to helping veterans lead successful lives. We look forward to working closely with government and partner organisations to help turn these commitments into meaningful change.

Over the past year, the Government has delivered for veterans, including by removing the local connection requirement for veterans seeking social housing and awarding £3.5m of new funding for homelessness services. The recent launch of Op ASCEND has been critical in ensuring veterans can get onto the career ladder and access meaningful jobs.



# Gear up for a new mission!

## Leading Scottish business calls on veterans to join their HGV team



Are you ex-military and a CPC holder? Do you want to work for a top Glasgow business dedicated to supporting the Armed Forces Community into employment? If so, Troopr has a fantastic opportunity for you!

One of the UK's leading logistics companies, Bullet Express, has been around for over 30-years, providing first-rate transportation, storage, and supply chain solutions to a wide range of industries. As a Bronze Award winner of the Armed Forces Covenant Employer Recognition Scheme, the Glasgow-based company is proud to support the Armed Forces Community, recognising the invaluable skills, leadership, and experience that members of the military bring to the workforce, and are committed to offering meaningful career opportunities to veterans, reservists, and military spouses.

"We are dedicated to providing a supportive and inclusive environment where those who have served or are currently serving can thrive." Says Graeme Lovatt, Head of HR

"Our recruitment practices are designed to recognise and value military experience, ensuring that our Armed Forces personnel have

the opportunity to succeed in their transition to civilian employment."

Bullet Express is looking to expand its support of the Armed Forces community with a recruitment drive to employ six Class 2 HGV drivers, looking at the military talent pool to fulfil these roles.

"We have a great opportunity for veterans who are CPC holders to come join our team. With their navigation skills, discipline, adaptability and strong work ethic, ex-military personnel are well-equipped with a number of transferable skills that would be well-suited to our HGV driver roles." Says Siobhan Bullet Express hiring manager. "You will receive comprehensive training, great benefits, including a car leasing scheme, and the chance to work in a friendly and supportive environment. We look forward to meeting you!"



**ABOUT BULLET EXPRESS** Bullet Express is a leading logistics and distribution company based in Glasgow, Scotland, with over 30 years of experience providing top-tier transportation, storage, and supply chain solutions to a wide range of industries. Known for its reliability, efficiency, and commitment to service, Bullet Express has cemented itself as a key player in the UK logistics sector.

### HGV DRIVER CLASS 2 (NIGHTSHIFT)

**Industry** Transportation and Storage  
**Salary** 29,244  
**Employment Level** Junior  
**Type** Employment  
**Job Type** Full time job  
**Job Function** Operations

### DESCRIPTION

Veterans, we want YOU! Bullet Express is looking for six Class 2 HGV Drivers to join our team on a dedicated customer contract. We understand the unique skills you bring from military service, and we're ready to put them to work! Whether you're a newly transitioned service member or a veteran with years of experience, we're offering a secure, rewarding role with great benefits and plenty of room for growth.

### WHY THIS JOB IS PERFECT FOR VETERANS

- **Structured & Team-Focused:** The military has shaped you into a disciplined, team-oriented leader. Bullet Express is the perfect place to continue that mindset, working within a supportive and professional team environment.
- **Immediate Impact:** Your attention to detail and ability to meet deadlines will ensure timely deliveries, making you a crucial part of our success. Your role isn't just a job – it's an essential mission.
- **No Prior Civvy Experience Needed:** We value the skills you already have, like logistical coordination, responsibility, and excellent customer service. You

Founded in 1990, Bullet Express operates from four locations across Scotland, including its headquarters at Bullet House in Bothwell, Glasgow. The company specialises in offering comprehensive logistics services that include express network pallet services, worldwide supply chain management, aerospace logistics, customs services, secure storage, and contract logistics. With its innovative approach and customer-centric mindset, Bullet Express has consistently adapted to meet the ever-changing needs of the logistics and distribution sectors.

won't have to start from scratch – we'll provide you with all the training you need to succeed.

### YOUR MISSION

- **Transport Goods:** Assist with unloading trailers, loading vehicles using cantilever tail lifts, and delivering goods using a pallet truck.
- **Daily Vehicle Checks:** Ensure your vehicle is in tip-top condition before each journey.
- **Proof of Delivery:** Provide electronic proof of delivery and maintain the accuracy of all records.
- **Customer Relations:** Open and close customer premises as needed to complete deliveries.
- **Timely & Efficient Delivery:** Meet deadlines, stay on schedule, and contribute to smooth operations on every shift.

### WHAT YOU BRING TO THE TABLE

- **A Team Player:** Like in the military, you thrive in a team environment and value working together to get the job done.
- **CPC Holder:** A valid CPC is essential to make sure everything runs safely and smoothly.
- **Customer-Focused:** You take pride in providing excellent service and representing Bullet Express with professionalism.
- **Reliable & Responsible:** You understand the importance of trust in the workplace and will ensure the job is done right, every time.

### WHAT'S IN IT FOR YOU?

- **£29,244 per Year:** Competitive salary with guaranteed hours and regular pay.
- **Annual Leave:** Get the time you deserve to recharge – and it increases with service!
- **EC Car Leasing:** Access to car leasing schemes to support your personal mobility.
- **Cycle to Work:** Get healthier while saving money with our Cycle to Work scheme.
- **Financial Wellbeing:** Access our financial wellbeing platform, Nous, to manage your finances effectively.
- **Supportive Team Culture:** Join a workplace where veterans are respected and thrive.

### READY TO DRIVE YOUR CAREER FORWARD?

This is your chance to join a company that values your military background and gives you the opportunity to continue serving in a new way. If you're ready for a role that challenges you and rewards your hard work, apply now and start your new mission with us.

Location Scotland - Lowlands  
To apply visit [www.troopr.co.uk/opportunities/2073725--](http://www.troopr.co.uk/opportunities/2073725--)



# 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

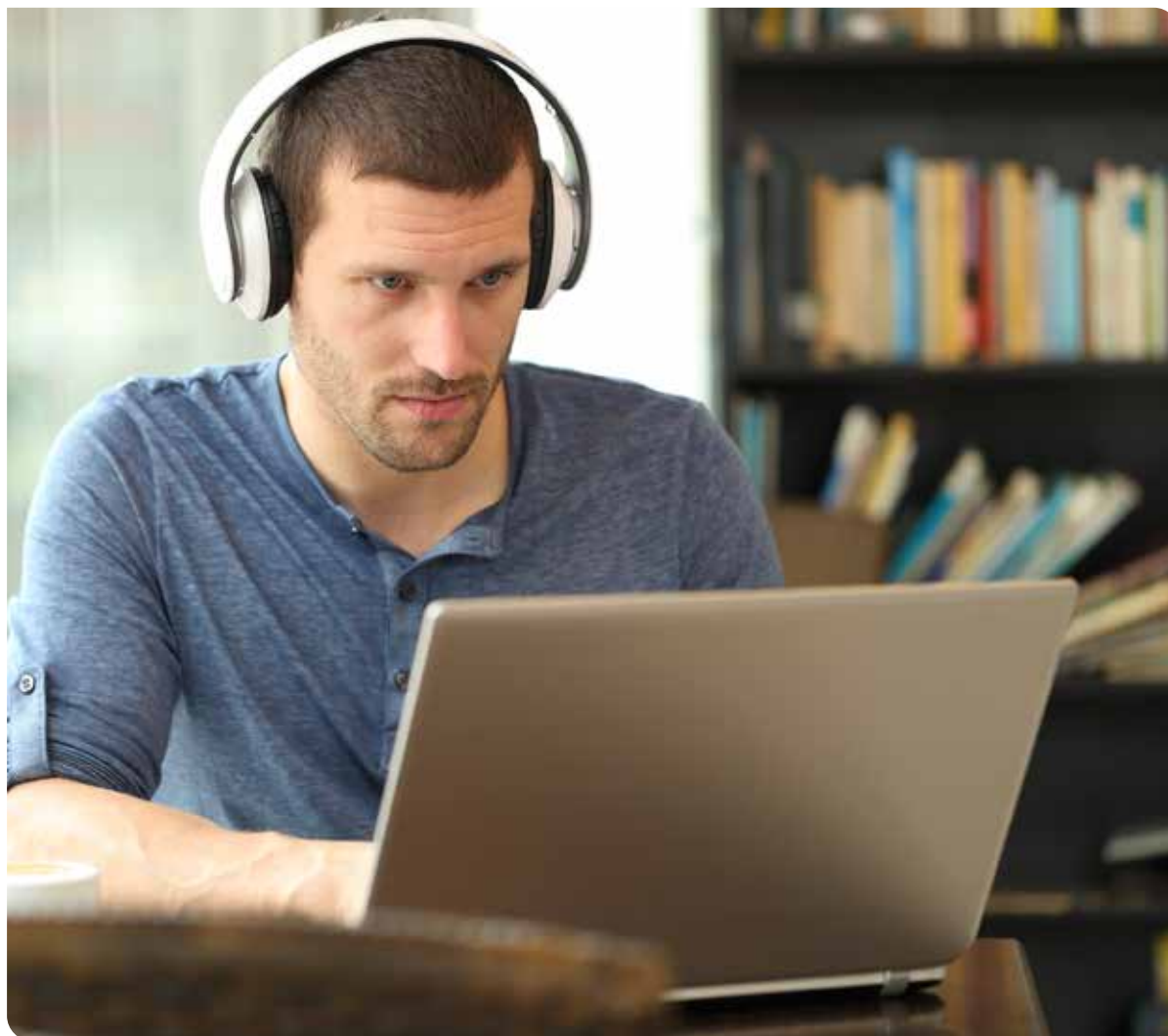
Armed Forces. A range of additional workshops and briefings are available, including Financial Aspects of Resettlement, Business Start Up, Networking and Interview Techniques.

**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 Funded training has been 'pre-paid' for you by the MOD. This offers exceptional value for money and is



## ROUTE MAP FOR SERVICE LEAVERS START HERE:



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

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).



# 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)



# Certificate in Executive Coaching

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

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

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

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

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

### HOW WILL THIS HELP ME?

*"The skills the course provides are focused on professional coaching but have applications to all walks of life and I will use them for years to come."*

Tony Underwood

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

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

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

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

### WHO IS THIS PROGRAMME FOR?

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

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

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

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

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

### WHAT IS THE TEACHING METHOD?

*"It provides a great all round learning experience: formal teaching, personal reflection, practice in a safe environment, direct encounter with real clients, and the ability to revisit any aspect of the course via the learning platform – this combined approach, spread out over 6 months made it the success it was."* Paul

This programme is taught "asynchronously". This means that you can sign up to it at any time and start studying immediately.



### WHAT WILL I LEARN?

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

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

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

Participants will learn...

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

The programme starts with at 1:1 online meeting with Tom Battye, the course director, to discuss your learning outcomes.

Following this, the timeline starts. There are ten online modules containing short, instructional videos. Homework includes reflective journals, reading, quizzes, practice sessions and submission of two recordings for assessment.

You will collect a total of 30 hours' practice coaching experience over six months.

The course is interactive, you will have regular contact with programme faculty, who will also give you written feedback on two recordings.

The programme concludes with final 1:1 tutorial with Tom Battye.



### WHEN CAN I START

Immediately. This programme is a hybrid between taught input that can be accessed online, with live contact with programme faculty which is scheduled according to availability.

### HOW MUCH DOES IT COST?

The discounted price for service leavers is £2,500.

### HOW DO I FIND OUT MORE?

Click here to book a call with Tom Battye to discuss whether this is

the right programme for you.

<https://calendly.com/tombattye/call-with-tom>

Full information about the programme is available on our website: <https://tombattye.co.uk/certificate-in-executive-coaching/>

Alternatively, you can contact [lisa@tombattye.com](mailto:lisa@tombattye.com) to find out more.

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



### WHO IS TEACHING THE PROGRAMME?

*"Well structured, brilliantly delivered."* Rosie Robbins, Lt Col

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

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

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

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

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

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

*"Having had the fortune to participate in several coaching courses before, I can safely say none have come close to this, either in delivery or content."* Ian Moore, Lt Col



## CERTIFICATE IN EXECUTIVE COACHING

**Transform your military leadership experience into a recognised business qualification.**

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

120-hours Total Qualification Time

- 10 x modules containing short instructional videos
- Fortnightly reflective journal assignments
- Experiential learning methodology
- Personalised one-to-one expert feedback
- State-of-the-art online learning platform

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

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



Provider ID 11906





OnBoardingOfficers  
Building High Ranking Boards

## OnBoarding Officers

Launched in 2019, OnBoarding Officers has been supporting officers to understand how to transfer their skillset into a commercial boardroom via their Non-Executive Director Programme.

**N**ow, OnBoarding Officers is preparing to launch the newly created Executive Programme, which aims to support officers seeking to transition into a full-time managerial, executive or director position.

Founded by award-winning Businesswoman and Non-Executive Director Jo Haigh, OnBoarding Officers is an exclusive community for exiting military officers to help them transfer their skills into the commercial world and become world-class business leaders.

OnBoarding Officers was specifically developed to assist in positively exploiting the substantial pool of talent that exists within

our elite Armed Forces personnel and increase the opportunities for those available to secure a board or an executive appointment.

The first part of the OnBoarding Officers journey is to complete either of the training programmes, both of which are delivered by award-winning and highly experienced tutors in their field.

The Non-Executive Director Programme is suitable for exiting senior officers who are seeking to create a portfolio career of non-executive director appointments. Whilst the Executive Programme is designed to prepare officers, reservists, and warrant officers who aspire to move into executive-level roles within a commercial setting.

The programmes have been constructed to provide innate knowledge on issues that boards and companies face regularly, including best practices and corporate governance, applicable financial acumen skills, risk management and strategy, leadership, and an intuitive understanding of marketing strategy.

"The five-day course, aside from being great fun, opened my eyes and whetted my appetite. The three modules dealt with the essentials, but in a 'vocational' style, in action rather than in theory, and taught by clear leaders and experts in their fields." – Former British Army Lieutenant General Richard Felton CBE.

Following either programme, ongoing support and resources are available via the unique offering in the Community, as it was paramount a collaborative, supportive, exclusive community would still be available post-service, via the OnBoarding network.

The Community includes access to executive and non-executive vacancies. A group of 'Allies' who are all on hand to provide ongoing support post-cohort, plus private LinkedIn Groups to continue communications and share opportunities, news, insights, online resources and networking events.



If you would like to know more about OnBoarding Officers or the training programmes and Community please visit [www.onboardingofficers.co.uk](http://www.onboardingofficers.co.uk) or get in touch at [info@onboarding-group.com](mailto:info@onboarding-group.com).

# OnBoardingOfficers

Building High Ranking Boards

**Win a place on one of OnBoarding Officers' upcoming three cohorts with Easy Resettlement's £100,000 training giveaway.**

OnBoarding Officers is an exclusive community for exiting military officers to help them transfer their skills into the commercial world and become world-class business leaders. We have created two programmes, specifically tailored for exiting officers, who wish to resettle and learn how to successfully transfer their skillset whilst receiving post-programme support via our Community, programmes include The Non-Executive Director Programme and The Executive Programme.

### The Non-Executive Director Programme (5 days)

Suitable for exiting senior officers who are seeking to create a portfolio career of non-executive director appointments and is accredited to the TQUK Level 6 Certificate in Strategic Planning and Leadership (RQF).

### The Executive Programme (4 days)

Designed to prepare officers, reservists, and warrant officers who aspire to move into executive-level roles within a commercial setting and is TQUK Level 4 Award in Business Essentials for Business Leaders (RQF) accredited.

Both programmes are delivered in-person across a series of days focusing on the commercial skills required in a non-executive director or board role, or executive, managerial or director role, including:

- Understanding the role and responsibilities
- How to transfer your existing skillset
- Understanding financial terminology
- How marketing and strategy are applied
- How to transfer or build on your leadership skills
- How to build your personal brand and position yourself within the market

### Benefits

In addition to the course offering, OnBoarding Officers has established a Community to support its members post-cohort. This Community includes job opportunities and ways to build your industry network via our Super NEDs, Ambassadors, Mentors, Partners and Tutors. Plus, access to online resources and insight videos, as well as invitations to networking events and private LinkedIn groups.

### Apply

Please email us with your name, email address and exit date, along with which course you are interested in attending and any information of previous training you may have done. You will then be entered into our draw to qualify for your chance of winning one of three free places.



Please contact us for more information on the OnBoarding Officers programme or to reserve your place as a delegate.

### Contact Our Team

Office – 0204 537 8049

Website – [www.onboardingofficers.co.uk](http://www.onboardingofficers.co.uk)

Email – [info@onboarding-group.com](mailto:info@onboarding-group.com)



# Why is now the right time to train or re-train for a new Fully Approved Trades Career with a Job Ready Course 'Your Building Career Foundation'

With the growing global importance of harvesting energy, and the national shortage of properties, and on-going build of new commercial projects - The UK government has identified a huge skills shortage; the demand for qualified trades individuals is growing.

## TRADESCAREERS.CO.UK - THE BRICKS & MORTAR OF EDUCATION

A blend of online & practical training, taking-place within a fully equipped national training centre to suit your location

Our courses are designed to take you from a beginner to fully qualified (both Theory & Signed Practical), providing you with a detailed grounding in principles and evolving technologies - for you to work safely and legally across this sector (Residential & Commercial).

- From Tech Cert To BPEC / NVQ In 6 Weeks
- Unique On-site Signed Portfolio Training
- Flexible Part-Time Learning (Evenings & Weekends)
- National Training Centres & On-Site Practical Modular Learning
- New courses start every month
- Courses from £35 per week
- Interest-Free Payment Plans available

The main objective of this job-ready training course, to give you "hands-on" knowledge and

practical skills - regardless of your current level. A uniquely structured blended learning program both theory and practical - Interest-Free Payment Plans Available...

### FLEXIBLE TO SUIT EACH INDIVIDUAL /HOW LONG DOES IT TAKE

The courses are designed to suit your personal circumstances & can studied full or part-time - allowing you to fit the study around your work or family commitments. The training centres are also open weekdays and weekends

### HOW MUCH DOES FULL TRAINING COST

All both theory & practical courses are competitively priced with no extra hidden costs (from £35 per week). With flexible interest-free payment plans available to help spread the course cost - don't delay, apply today;

### QUALIFIED EXPERIENCED TUTORS

The experienced tutors share their knowledge to teach you the required skills, so you pass your exam modules at your own pace to suit you

### ON-SITE TRAINING; WITH A SIGNED PORTFOLIO-OF-WORK

Employers require to see all individuals have relevant Trades experience, carried out on-site. Trades training ensure you receive both NVQ practical training, not just an online theory certificate



### QUALIFICATIONS & CERTIFICATE MODULES

Trades individuals have to obtain the correct qualifications & certificates to gain employment. All the courses are fully accredited by academic bodies such as City & Guilds, ACS and to NVQ Level 2/Level 3 standard. You're taken from a novice to be fully qualified Trades professional ECS & CSCS Cards arranged for individuals.

### 'WHO WE ARE...'

For over a decade we've assisted individuals discover their potential, starting a new career within the trades industry. If you want to re-train or simply change your career to higher earnings - we can help you kick-start your new career.

Other Trades Training websites offer different Trades courses; some short (theory only), some long (our aim is to get your fully trained as-soon-as-possible & earning), and some with out-of-date non-relevant accepted courses.

We want you to choose the most suitable course; offering not just the technical theory certificate but can also the important vocational practical NVQ (National Vocational Qualification).

An NVQ is the on-site training employers require; you can progress from a novice level, to being fully qualified and employable.

There's a growing skills shortage across the UK for Trades professionals - Employers urgently require qualified trades individuals to fill this gap.

ECS & CSCS CARDS arranged for individuals.

### CAREER OPPORTUNITIES IN TRADES/WHAT WILL RE-TRAINING FOR A NEW SECURE CAREER MEAN FOR YOU

The on-going demand for qualified trades people, outweighs the supply - there's a UK & Overseas skills shortage. Many government reports predict there will be a huge demand for qualified trades people in plumbing, electrical, gas engineer, renewable engineer & welding. Learning & qualifying can mean; a job for life - potential to be your own boss / become self-employed.

### 'Facing Your Future with Confidence'

### WHO WE TRAIN FOR A NEW 'TRADES CAREER'

From school leavers, to adult re-trainers, to trades individuals who wish to obtain a further recognised Trades qualification. Armed forces personnel who have left the military and wish to re-train. Individuals who have been made redundant and see a career as a Trades professional as new start.

### WHERE STUDENTS FIND EMPLOYMENT AFTER QUALIFYING

- Residential House builds
- Property Management
- Commercial Projects
- Multi-Nationals
- Sole Trades/Self-employment - individuals working for themselves or setting up their own business/sub-contacting work
- ECS & CSCS CARDS arranged for individuals

TradesCareers.co.uk - The Bricks & Mortar of Education



Plumbing Courses • Electrical Courses • Gas Engineer Course • Renewable Engineer Courses • Welding Courses



## Why learn with us?

### Qualifications & Certificate Modules

Trades individuals have to obtain the correct qualifications & certificates to gain employment. All the courses are fully accredited by academic bodies such as City & Guilds, ACS and to NVQ Level 2/Level 3 standard. You're taken from a novice to be fully qualified Trades professional ECS & CSCS CARDS arranged for individuals.

### Train or Retrain for a new Trades Careers/Job Ready Course

A blend of online and practical training, taking-place within a fully equipped national training centre to suit your location.

### Flexible to suit each

#### Individual/How long does it take

The courses are designed to suit your personal circumstances and can studied full or part-time - allowing you to fit the study around your work or family commitments. The training centres are open weekdays and weekends, for you to book study times to suit you.

### Qualified Experienced Tutors

The experienced tutors share their knowledge to teach you the required skills, so you pass your exam modules at your own pace to suit you.

### On-site training; with

#### a signed portfolio-of-work

Employers require to see all individuals have relevant Trades experience, carried out on-site. Trades training ensure you receive both NVQ practical training, not just an online theory certificate.

### How much does full training Cost

All both theory and practical courses are competitively priced with no extra hidden costs. With flexible interest-free payment plans available to help spread the course cost - don't delay, apply today.

[www.tradescareers.co.uk](http://www.tradescareers.co.uk)





# Celebrating Exceptional Support

## 2025 Employer Recognition Scheme Silver Award Winners Announced

Over 300 UK organisations have been formally recognised for their outstanding commitment to the Armed Forces community as part of the Ministry of Defence's prestigious Employer Recognition Scheme (ERS) Silver Awards for 2025.

The Defence Employer Recognition Scheme (ERS) is a national initiative that acknowledges employers who actively support the Armed Forces and champion their role within civilian workplaces. The Silver Award is a significant milestone within the ERS and recipients must go above and beyond by actively integrating defence-friendly policies into their operations. Currently, 1,458 organisations across the UK hold the Silver ERS award.

Holding a Silver ERS status not only helps ensure Reservists receive the support and time off needed for their training and mobilisation, therefore directly contributing to the UK's operational capability – it also gives employers access to a

uniquely skilled, disciplined and adaptable talent pool. Veterans and Reservists bring transferable skills such as leadership, teamwork, resilience, and problem-solving – all of which directly benefit business performance.

"We aim to recruit members of the Armed Forces community as it helps us recognise their unique skills, experience and values that they can bring into the healthcare environment. Overall, recruiting veterans and Reservists enables us to tap into a pool of highly skilled, disciplined and experienced individuals who make a positive impact on our organisations' operations."

– Alison Taberner-Stokes,  
Great Ormond Street Hospital  
(Silver ERS holder)



### 2025 SILVER AWARD WINNERS ANNOUNCED

This year, 307 organisations across the UK have earned the ERS Silver Award – a testament to the growing culture of support for the Armed Forces community in the workplace. These employers demonstrate practical and sustained commitments that benefit Reservists, veterans, military families, and cadets alike.

Award-winning organisations typically:

- Provide paid leave for Reservist training and mobilisation
- Actively recruit and retain veterans
- Offer flexibility and support for military families
- Champion the Armed Forces

Covenant at the highest levels of leadership

Awardees will be formally recognised at award ceremonies taking place regionally across the country.

Major General Jamie Gordon, Chief Executive of the Council of Reserve Forces' and Cadets' Associations, praised this year's recipients, stating:

"These Silver Award winners are trusted allies of Defence. They don't just talk about support – they show it, every day, through flexible policies, visible advocacy, and long-term commitment to those who serve. This is about more than good intentions; it's about practical, sustained support that strengthens our national resilience. It is very pleasing that they have been recognised for all that they do for our Reservists, Veterans and Cadets."

The 2025 announcement aligns with the Ministry of Defence's broader strategy to deepen collaboration between Defence, industry, and wider society – helping create a modern and adaptable Armed Forces integrated with the communities it serves.



### GET INVOLVED

Organisations interested in showing their support for the Armed Forces community can find out more about signing the Armed Forces Covenant and applying for the ERS on Gov. uk – search Defence Employer Recognition Scheme and Armed Forces Covenant. For more information and updates, follow Defence Relationship Management on social media.



## Get More **For Less** with **Griffin Military**

In a joint venture with Easy Resettlement, Europe's largest Military & Diplomatic car dealer, brings you the very best in Military & Veteran discounts.

As 2021 ERS Gold Award Winners, as well as being owned and staffed by ex-military personnel we know more about the military than most. So we look after our own, whether you're serving or not.

With savings not found on the High St. you can now save more of your hard earned cash on a brand new car with Easy Resettlement

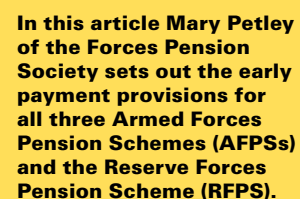
**If you've ever served your country,  
then we're here to serve you.**

For more info, please go to [Griffintaxfree.com/ER-Motoring](https://Griffintaxfree.com/ER-Motoring)



Call us now and start your new car adventure  
Call our UK Head Office on 01273 574000  
or email us at [info@Griffintaxfree.com](mailto:info@Griffintaxfree.com)





**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)**







# Morson

## Helping veterans look #BeyondTheUniform

Morson has a dedicated recruitment arm which is completely focused on securing skilled employment for ex-forces personnel, their spouses and partners, supporting their transition into civilian life.

It currently has in excess of 2,500 ex-military contract and permanent staff from the Royal Navy, Army and RAF, working across a variety of client projects in the UK and overseas.

Led by army veteran Dan McGuigan, our investment into a dedicated ex-forces team as a branch of our wider organisation has seen us place candidates in some of the most complex and niche roles within privatised MOD contracts, as well as in other industries such as aerospace, marine and nuclear.

And rather than viewing ex-forces transition as purely transactional, our people-centric approach means we're committed to supporting veterans with everything they need for a successful transition. This includes upskilling and reskilling, professional networking, and

spousal and partner support. We're also on hand to provide virtual LinkedIn workshops and CV tips sessions, with our team of ex-forces specialists, themselves veterans, providing tailored coaching on how to maximise these elements of the transition.

### EVENTS

Over the past few years, we have vastly increased the number of virtual events we've hosted in conjunction with our clients. This has allowed veterans from our own talent pool and the wider community to attend sessions directly with potential ex-forces friendly employers, finding out more about potential roles and how their skills can fit in.

In addition to these virtual events, a key development area in our ex-forces support has been our in-person recruitment



events, which also bridge the gap between veterans and our exhibitors. In November 2024, we marked Armistice Day in a unique way by hosting our largest-ever ex-forces recruitment event at Vitality Stadium in Bournemouth. This event reaffirmed our commitment to supporting veterans—past, present, and future—as a tribute to their sacrifices.

Bringing together exhibitors from aerospace, defence, rail, digital, and construction industries, we organised a specialised recruitment day to help veterans transition into civilian careers. Bournemouth was chosen as the event location based on feedback from ex-forces candidates at previous events and across Morson Group's social channels.

The day was split into two sections. In the morning, veteran Dan McGuigan led a comprehensive CV and myth-busting session, addressing common misconceptions about the transition to civilian careers. Veterans gained practical strategies to overcome these challenges and learned how to present themselves effectively on paper and in interviews.

In the afternoon, veterans moved into our exhibition space, with attendees free to network with our clients and guest exhibitors throughout the afternoon and find out what opportunities these force-friendly organisations had on offer.

Candidate and client feedback on the event:

*"Yesterday was a great day at the Morson Talent Careers Fair in Bournemouth! Massive thanks to the organisers for putting together such a worthwhile event. I have had the chance to connect with some genuinely impressive employers and plan to keep those conversations going throughout my resettlement journey."*

Service Leaver and attendee of the event

*"Morson have proven themselves to be the real deal when backing up their commitment to the Armed Forces Covenant and today they didn't fall short of that. Hosting a diverse range of top businesses spanning multiple sectors, all of which recognise the valuable skills and qualities that service leavers can bring...A thoroughly uplifting day filled with opportunities."*

Ex-Royal Marine who attended the event

*"It was an extremely friendly atmosphere. The Morson team on-site were all very friendly and helpful...I felt this created a great atmosphere for attendees, which led to plenty of conversation and a vibrant, buzzing room!"* Exhibitor from Liberty Group



### MEET DAN MCGUIGAN: MORSON'S EX-FORCES ENGAGEMENT LEAD

Having left the Army just four years ago, Dan McGuigan has seamlessly transferred his leadership, military knowledge and dedication to this community into the corporate world, making a significant impact at Morson Talent. As a former soldier in the British Army with extensive experience as a leader, physical and military instructor within an operational, engineering and training environment, Dan has leveraged his extensive experience to bridge the gap between service leavers and meaningful employment opportunities. Recognising the unique challenges that transitioning personnel face, using his own experience he has played a pivotal role in developing a structured pathway of guidance and support, ensuring that service leavers are well-equipped for success in civilian careers.

Over the past 18 months in particular, Dan has been instrumental in driving Morson's ex-forces recruitment division to new heights. During this

time, he's spearheaded our activities, delivering one-to-one coaching, virtual and in-person service leaver events, and tailored industry insights to help individuals understand the expectations of hiring managers, recruiters, and potential employers. He's done all this while working closely with companies to help them understand the benefits in employing service leavers and the extensive skillsets and experiences that they can bring with them.

Dan's proactive approach has helped empower countless service leavers to understand what a CV should look like to gain attention, how to best perform in interviews, and develop a strong professional profile, leading to successful employment placements that align with their long-term aspirations to provide the stability they were accustomed to within service.

Beyond individual success stories, Dan has worked tirelessly to cultivate a structured and proactive resettlement approach utilising his own experiences and struggles navigating the job market after service. This ensures that every transitioning service leaver is set up for long-term career success.

Interested in learning more about how Morson can aid your transition into civilian employment?

Contact Dan on [dan.mcguigan@morson.com](mailto:dan.mcguigan@morson.com)







# Why Health and Safety could be your next career

By the time members of the armed forces have finished their career in the military they have developed an affinity for discipline to the point where it's become second nature.

## WHAT ARE THE OPPORTUNITIES?

The health and safety profession is now more popular than ever. More and more people are entering the field to not only enjoy a long and satisfying career but to also make sure that at the end of a long day's work, everyone gets home safely.

And with pressure mounting on businesses to maintain a high health and safety performance, the door is wide open for health and safety professionals to make a real impact in the workplace and enjoy a rich and rewarding career at the same time.

Not only that, working in health and safety isn't just morally rewarding, the average top-end salary advertised this year came in at £47,500, well above the UK national average. But before all this, individuals must develop their career in the field, by expanding their skills and knowledge with an industry recognised qualification.

It's this approach to everyday life which makes them so compatible for health and safety - by taking the necessary steps to avoiding life-threatening and harmful situations.

When transitioning out of the military however, ex-military personnel may not always have the experience they might need to get into organisations right away without having actually done the job.

But more often than not they may have acquired key skills which can be utilised to great effect if given the right role. Indeed, many of the skills forged during an army career can prove invaluable in the transition to civilian life. This can include good communications skills, the ability to problem solve, attention to detail and having strong managerial skills.

## WHICH QUALIFICATIONS SHOULD YOU DO?

There are two levels of Health and Safety qualification available for individuals to attain, from short introductory courses to higher strategic level courses. Both routes

require strong communication skills along with presentation, knowledge management, problem-solving and critical thinking.

The most popular option is NEBOSH (National Examination Board in Occupational Safety and Health) which offers globally recognised vocationally-related qualifications designed to meet health, safety and risk management needs in all places of work. These qualifications include the NEBOSH National Diploma and NEBOSH National General Certificate, both of which are recognised by the Institution of Occupational Safety and Health (IOSH).

In addition to NEBOSH, there are also vocational qualifications available from RoSPAQualifications

which provide formal training to learners to move and handle people and objects safely within all industries and areas of work.

## WHY CHOOSE ROSPA FOR TRAINING?

RoSPA has over 100 years of safety expertise, offering one of the widest ranges of safety training courses in the UK.

We place client satisfaction at the forefront of what we do. Not only do we have an exceptionally high pass rate, we remain committed to our belief that learning should be an enjoyable experience for delegates.

Our team of expert trainers is our biggest asset. They use a variety of interactive training techniques designed to keep delegates engaged and involved while they learn, many of whom return again and again. Our tailor made solutions also ensure our client's specific needs are met more exactly than a general course would do.

RoSPA also works with the MOD's Enhanced Learning Credits Scheme Administration Service (ELCAS), which provides its members with financial support in the pursuit of higher level learning. ●

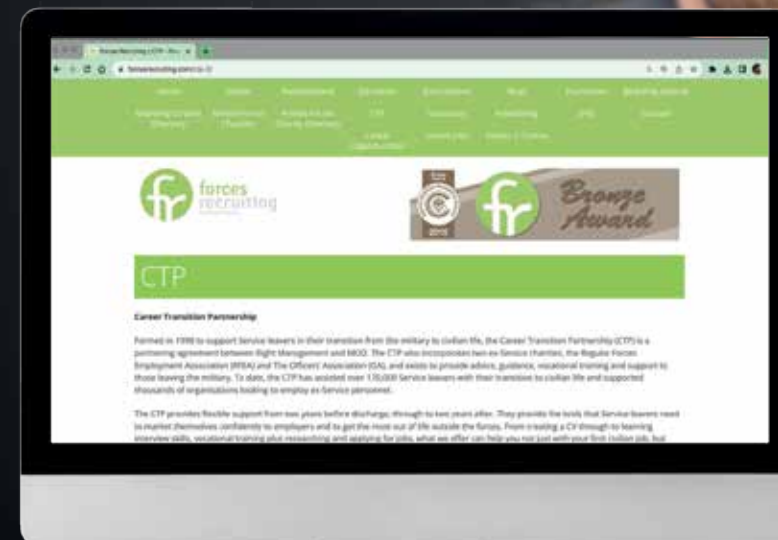


# forcesrecruiting

www.forcesrecruiting.com

The Forces Recruiting website is a hub of useful information for service leavers and veterans. Established in 2012 to assist service leavers and veterans find employment and training opportunities, it has since grown to also feature the following:

- Recruitment
- Resettlement Training
- Elcas approved training providers
- Directory of Boarding Schools for service parents
- Armed Forces Charity Directory
- Career Transition Partnership
- CTP information
- Franchising
- Insurance



Visit [www.forcesrecruiting.com](http://www.forcesrecruiting.com)





**Your name**  
Nell Light

**When did you join the forces/police?**  
2000



**When did you leave the forces/police?**  
2016 (although I'm still in the Reserves)

**What regiment/unit/division were you with?** Royal Army Medical Corps (RAMC)

**What role did you play?**  
Medical Support Officer (MSO)

**What rank did you leave at?**  
Major

**What attracted you to buying a franchise rather than going it alone?**

It is all about the support you receive and working with an established business model, as in the military you are not alone.

**How did you find your franchise?**

I went to a franchise exhibition following advice given in the resettlement process. I was blown away by all the options available in franchising, so I made a short list. I visited them all and found out as much as I could, it was great to get

to meet the people and be able to share in their vision and ethos.

**Which franchise did you buy?**  
Home Instead

**How did you know it was the right franchise for you?**  
They showed all the same values that I learned to consider important in the Army and they felt like people I could genuinely work with. There was also the scope to grow the business and support even more people in my local community.

**How did you finance your purchase?**  
I used my pension lump sum and a bank loan.

**Why do you think ex-service/military people make good franchisees? What are the transferable skills?**

The transferable skills are endless – I went for home care as it brings together all my experiences – community, care, family and high standards. The people are all important, we employ a large team, who care and believe in the business, which plays to my strengths of training, managing and leading people, something I enjoyed in the military.

**What are some of the best things about being a franchisee?**

Being your own boss! If I don't like the way something is done, I can change it, but of course following the model. It has really allowed me to run a significant business of which I am very proud.

**What advice would you give to someone about to leave the forces/police and thinking of buying a franchise?**

Use your resettlement time to visit lots of different organisations, even ones offering something you don't think you want to do – time spent in recce is never wasted and you can gain so much information from a couple of hours chatting to someone about what they do over a brew. There are lots of ex-military running successful franchises out there who are only too happy to tell you about what they do which will help guide you in finding out if it's for you.

## Transferable skills

### How franchising could be the perfect fit for your next role

Although many struggle to see it, skills picked up in the line of duty for King and country are eminently transferrable to careers in civvy street and even to owning your own franchise business.

**F**ounded in 1977 and with a strapline of 'Discover Your Tomorrow', the BFA is the hub of franchising in the UK. The association strives to brighten people's futures, by showcasing the opportunities for businesses and individuals to transform their lives through franchising, whilst also providing an educational space and accreditations, governed by high standards and a code of ethics.

All ex-forces or police force franchisees we speak to, tells us about the highly transferable skills they have acquired during their service.

#### WORK ETHIC

Without doubt the work ethic of those coming from the services is 2nd to none and a highly valued attribute by franchisors looking for hard-working franchisees. Never underestimate how your tenacity and diligence is prized.

#### ABILITY TO FOLLOW INSTRUCTION

You will probably have spent many years being educated and following instructions, which coincidentally are the bedrock of the franchise business model.

#### SEE ONE, DO ONE, TEACH ONE

Your franchisor will give you full instructions on how to run the

business during your intensive training period with them, then you'll return to your territory to begin running the business on your own, but with head office staff either with you for the first few days, or at the end of the phone. You will also be given a comprehensive operations manual that will include instructions for every single aspect of the business to take away with you (or access online). In time, as you build the business you will go through the teaching model again as you train your own staff.

Although you are not directly following orders, it is still very important to stick to the model, the secret recipe you are paying for in your franchise agreement, that has been tried and tested over countless years, to ensure it the business works.

#### COMMUNICATION

Whichever force you served in, you will have been required to communicate with bosses, colleagues and sometimes, the public. This skill is going to stand you in great stead in your new life as a franchisee where you'll be talking to customers, staff and your franchisor on a regular basis.

One former RAMC officer who has had great success using her transferable skills is Nell Light.

Nell spent 17 years in the Royal Army Medical Corps as a Medical Support Officer including eight months in command of the Ebola Hospital in Sierra Leone.

On leaving the army, Nell bought her Home Instead franchise in 2016. Home Instead specialises in caring for older people, supporting them so they can remain in their own homes for as long as possible. Nell now employs 50 care professionals from her Andover headquarters.

BFA Survey reveals 99.5% of franchises are successful

### could this be your route to safer self-employment?

In the latest BFA Survey sponsored by NIC Services Group, data has revealed that the commercial failure rate of UK franchises is just 0.5%, meaning they are virtually fool proof. Is this the evidence you need to consider franchising as a resettlement option?

**M**any people leaving the armed forces or police force dream of owning their own business, but realise, like our case study, former soldier Richard Elliot admits, he hadn't the first clue how to start or run a successful business.

#### VALUABLE SERVICE

After decades devoted to protecting our country and its citizens, your skills are exceptional but probably don't stretch to marketing, advertising and accountancy. With franchising you can still own your own business but with full support from day one and a 99.5% chance of making a success of it. Let the BFA help you take that next step.

#### WHO ARE THE BFA?

Founded in 1977 and with a strapline of 'Discover Your Tomorrow', the BFA is the hub of franchising in the UK. We strive to brighten people's futures, by showcasing the opportunities for businesses and individuals to transform their lives through franchising, whilst also providing an educational space and accreditations, governed by high standards and a code of ethics.

#### HOW THE BFA CAN HELP YOU BUY A FRANCHISE SAFELY

Not all franchise models are made equal. As in any walk of life (and business), some are better than others. All 350 of our members, who you'll find

on our website, have had their franchise business models thoroughly checked to make sure they are ethical, professional and sustainable. Furthermore, they have all pledged to adhere to our strict code of ethics, so you know you're in safe hands (but still do your due diligence).

#### FREE INFORMATION COURSE

Our website, [www.thebfa.org](http://www.thebfa.org) is full of information about how to buy a franchise safely, but in the first instance, we'd suggest you complete our free, online Prospect Franchisee Certificate. The course will cover what to expect as a franchisee, from your first call with the franchisor and what question to ask, to seeking funding and specialist legal advice. Some franchisors will ask you to complete the course, so you have a basic understanding of franchising before they talk to you in any kind of depth, so get it done early and be ahead of the research game.

We sincerely hope you will give franchising a go and look forward to helping you make your self-employment dreams come true.



**Your name:** Richard Elliot

**When did you join the forces?**  
1999

**When did you leave the forces?**  
End of 2012

**What regiment/unit/division were you with?** 1st Bn The Staffordshire Regiment, completing tours of Kosovo, Bosnia and Iraq.



**What role did you play?**

I was in a rifle company in an armoured infantry battalion (warrior gunner/vehicle commander/section commander). Recruit training at ITC Catterick.

**What rank did you leave at?**  
Sgt

**What attracted you to buying a franchise rather than going it alone?**

I wanted to be self-employed but realised I hadn't a clue how to start or run my own business. That's when I looked into franchising because I believed that you would be starting a business but also having a support network and management systems already in place; and I was right!

**How did you find your franchise?**

I read an article with a current franchisee and arranged to meet him.

**Which franchise did you buy?**  
Drain Doctor (Derbyshire).

**How did you know it was the right franchise for you?**

The systems in place and the network were the main attraction having researched and met with a few different franchises. I felt this was the one for me.

**How did you finance your purchase?**

A loan through NatWest, who are really good with new franchise businesses, especially if they have worked with the franchise before and it's a reputable business with a track record.

**Why do you think ex-service/military people make good franchisees? What are the transferable skills?**

I think a lot of ex-squaddies under value our skill sets and do not feel ready for civilian life. It couldn't be further from the truth, there are so many transferable skills that just come natural to us but actually are difficult to acquire in civvy St. Eg: attention to detail along with doing the small things right, knowing then that the big things will be easier to deal with. Also being consistent and holding yourself and others to account comes more naturally if you have been in the 'green machine'.

**What are some of the best things about being a franchisee?**

Definitely being in charge of your own schedule and workload. Also, it's nice being able to give someone an opportunity and watch them progress within your business..

**What advice would you give to someone about to leave the forces/police and thinking of buying a franchise?**

I would tell them to find something they think they can throw themselves into. It's hard to leave the military and sometimes people struggle with their identity once they have left. I think you must put your heart and soul into something new, and trust that your background will help not hinder you.





# Join the UK's fastest growing hog roast franchise

Can't stand the thought of working in an office?



Do you have a desire for working outdoors, cooking on the BBQ and have a can-do attitude? Do you dream of managing your own time and career, taking control of everything from the jobs you take on to the hours you work? It's easier than you think. The Gourmet Hog Roast Company could be the right opportunity for you.

The Gourmet Hog Roast Company is a full-service event catering company specialising in outdoor cooking. Providing

hog roasts since 2012 at weddings, private parties and corporate functions.

The Gourmet Hog Roasts' goal is to become the UK's best hog roast and outdoor caterer. Focusing on exceptional customer service and delicious food we are looking to expand our presence UK wide. Become part of the growing success and join the UK's fastest growing hog roast franchise.

Since 2012 the founders of the company have been enjoying the lifestyle and benefits of running their own catering business. Now the Gourmet Hog Roast Company is helping others take control and ownership of their own destiny, creating an enjoyable lifestyle which also unlocks a lot of earning potential, with expected turnovers of £80,000 in year 1.

We provide excellent training and mentorship, helping you to turn your hog roast business into whatever you want it to be, whether that's making some extra money at weekends or launching your own full-time catering company. As an established brand, you'll already have what it takes to stand out from the crowd, with the company providing ongoing support to help you work from anywhere you like.

Running a Gourmet Hog Roast franchise doesn't require you

to have any previous catering experience – just a passion for food and delivering excellent customer service. These skills will help you to produce melt in the mouth dishes while giving your customers an enjoyable, positive experience throughout, helping you gain repeat business.

We'll provide all the training and documentation required to run a successful business. A catering company can demand long hours in the busy periods, but this is countered with



## MEET SCOTT, OUR HAMPSHIRE FRANCHISEE

Scott joined the Gourmet Hog Roast franchise in 2019 with zero catering or hospitality experience. What attracted him to the opportunity was the lifestyle that running a hog roast business offered. He knew he would have to work hard in the busy summer months, but in the quieter winter

extended periods of downtime in the off season to relax, travel or spend time with family.

People are joining the Gourmet Hog Roast Franchise from all walks of life. What unites them is the idea that working a 9-5 job in an office is not appealing. The recent pandemic has forced many people to re-evaluate what's important to them, and the idea of having a better work-life balance is becoming increasingly more important.

Some of key features

- of the franchise opportunity
- High net profits over 30%
- Low start up investment costs
- First year revenue of £80,000 +
- Pre-paid events only

Here are some of the key benefits of why people are choosing the Gourmet Hog Roast Franchise

## LEAD GENERATION

We'll generate leads for you, removing the hassle that comes with running your own business. You can just concentrate on running the event itself.

## A STAND OUT BRAND

The UK is full of various hog roast, BBQ and outdoor catering companies, so it's become

months he would get time off to go travelling. One of the key benefits of the franchise model is that Head Office secure and book in work for franchisees. Therefore, Scott could be away travelling all the while bookings & deposits were coming in for the next summer season, with no selling or sales experience required by Scott. Within his first full year, Scott's turnover was over £93,000. In 2022 Scott is on track to turnover £150,000.

*"I had been looking at franchise opportunities for a while, and joining the Gourmet Hog Roast was the best decision I've ever made"*

increasingly difficult to shine as a start-up business. When choosing the Gourmet Hog Roast, you'll have the backing of an existing strong brand in the event space, and we'll give you everything you need to make sure you stand out from the crowd.

## UNLIMITED EARNING POTENTIAL

The benefit of owning your own business is getting back what you put in, meaning that if you put in the hard work, your franchise will become a success. Gourmet Hog Roast franchises can expect to be profitable in their first year thanks to the training and support we provide.

## EXCLUSIVITY TO AREAS

We'll provide a territory area which you'll have total exclusivity to, including all enquiries generated within your designated zones.

## LIFESTYLE

Get that all important work-life balance. Have the ability to work your own hours. The idea of a rigid 9 to 5 lifestyle no longer applies – forget about only 25 days of paid leave, you can do whatever you like.

## WEB PRESENCE

We provide you with your own web page and ensure your



site has a strong presence on popular search engines. You'll be buying into a brand which spends tens of thousands a year on website advertising, just to ensure you're successful.

## BACK OFFICE SUPPORT

Not only will we generate the leads for you, but we will help with back office support. We will send out quotes on your behalf, follow up those leads, and then book in the events for you.

## TRAINING

You'll get full training and guidance on how to become successful.

This includes both online, onsite and on-job training.

## MENTORSHIP

Running a business can often be a lonely place which is why we believe in having someone to talk to. This is incredibly important for gaining the support you need, and we offer the mentorship to help guide you to set up and run your franchise.

## IS IT RIGHT FOR YOU?

When deciding on whether to invest in a Gourmet Hog Roast franchise, it's important to know if it's the right decision for you.



Alongside the greater work-life balance available through this type of work, it's a great chance to follow your love of food under the guidance of a company who have been in your position.

But is it right for you? Let's find out and arrange an informal telephone conversation, then come and visit us, and finally come out on a job with us. Nothing will help provide more clarity than actually cooking a pig on a live event. Get in contact now to start the process.



[gourmet-hog-roast.com](http://gourmet-hog-roast.com) | [gourmet-hog-roast-franchising.com](http://gourmet-hog-roast-franchising.com)



The Gourmet Hog Roast Company is a UK and London catering company, offering services nationwide thanks to our dedicated teams across the country. Our trained chefs provide the finest and freshest marinated free-range Hog Roasts, Canapes and BBQ-ed meats, which are available to hire for your function. We cater for corporate hospitality, weddings and private functions to clients across London and the length and breadth of the UK – from Hampshire to Lancashire.

0800 048 5160  
[info@gourmet-hog-roast.co.uk](mailto:info@gourmet-hog-roast.co.uk)  
[www.gourmet-hog-roast-franchising.com](http://www.gourmet-hog-roast-franchising.com)





# 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



## 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



**CALL NOW to learn more**  
**01728 860762**  
**www.screenrescue.co.uk**  
**WhatsApp: 07896 988661**



**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



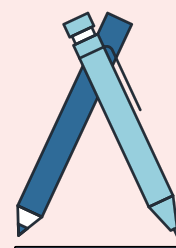
The Screen Rescue license fee is £19,750 + VAT (VAT is reclaimable). Our bank approved business model enables you to borrow up to 70% of the total investment. Personal investment of 30% is required. T&C's Apply. Utilising the bank funding option, means most individuals can enter this franchise with personal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



# 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.

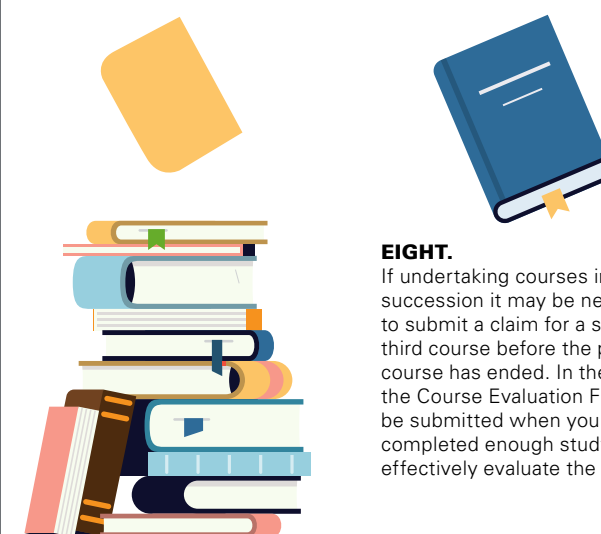
### FOUR.

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**

The easiest way to identify a suitable

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

### Points to note when booking your course

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

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



## Single Service Representatives

### AMENDING, CANCELLING & REINSTATING A CLAIM

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

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

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

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

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

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

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

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





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

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

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

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

## Single Service Representatives (SSR) Contact Details

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

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

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



### CONTACT US

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

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

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

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

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

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

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

## Eligibility Rules

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

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

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

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

### QUALIFICATION LEVEL

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

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

### CLAIMING

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

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

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



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

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

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





  
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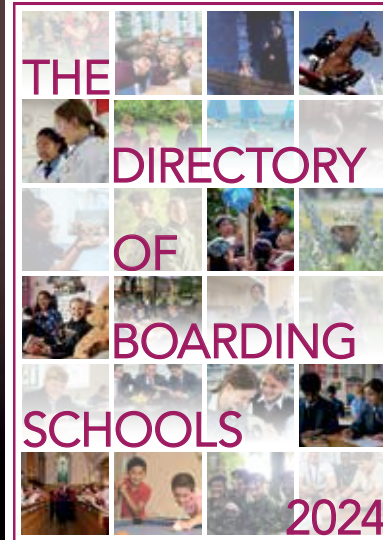
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