

ER

Summer 2019 £Free

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

# magazine



THE  
BIG  
BREW  
UP  
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#### OPPORTUNITIES FOR EX-FORCES PERSONNEL

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Promotes lifelong learning and  
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# How to make Resettlement less unsettling.



GUIDANCE WHEN YOU  
NEED IT MOST



## Join us. Today.

### So many options

We know Resettlement can be stressful. We also know how it focuses the mind on your pension options and entitlements. And we know how important it is for you to choose the right options. Commutation, Inverse Commutation, when is the right moment to leave (and when not), tax implications, what happens if you become a Reservist, and so on.

These are the issues we deal with on a daily basis. That's why so many people are joining us (currently more than 50,000 have recognised the value of membership).

### Guidance when you need it most

Our role is to inform and guide you toward making the choice that will work best for you and your family. The experts in our Pension Advisory Team are the first to say that each individual's circumstances are different so there is no "one size fits all" solution.

### More benefits of membership

Our Members also have access to wide and growing range of discounted products and services. These include exceptional no-age-limit travel insurance, discounts on new cars, white goods, pet insurance, best-in-class health insurance, low-cost money transfers, cruises – the list

goes on. What they have in common is that they reflect the interests of our Members and they are provided by trusted affiliates who meet the highest standards we set for ourselves.



FPS Health



FPS Travel



FPS Motoring



FPS Legal  
& Financial



FPS Personal  
& Home

### Independent, not-for-profit

Independence is critical to our work. We call governments to account wherever we spot unfairness or injustice in the Armed Forces Pension Schemes and we campaign for improvements on behalf of the whole military community.

### Join us online today

Take some of the stress out of Resettlement by joining us today. Annual membership for you and your spouse/partner costs just £39. When you join online quote promo code **EAS2019** and we'll send you a free voucher worth £150 off a Rambling & Adventure holiday (T's & C's apply). Visit [www.forcespensionsociety.org](http://www.forcespensionsociety.org)



## IT PAYS TO UNDERSTAND YOUR PENSION

### Forces Pension Society

68 South Lambeth Road, Vauxhall, London, SW8 1RL

Tel: 020 7820 9988 - email: [memsec@forpen.co.uk](mailto:memsec@forpen.co.uk) - [www.forcespensionsociety.org](http://www.forcespensionsociety.org)



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- Dynamic approach to Preventative Maintenance
- Great Team Spirit

Visit **Jet2careers.com** to register your interest and to find out more...



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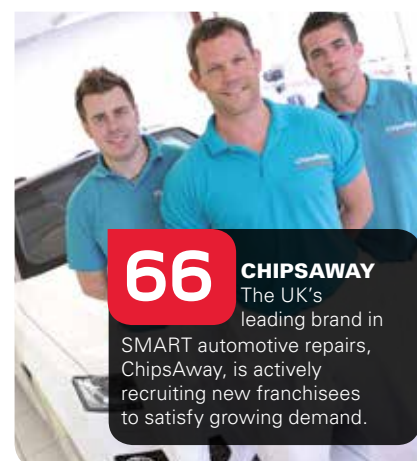
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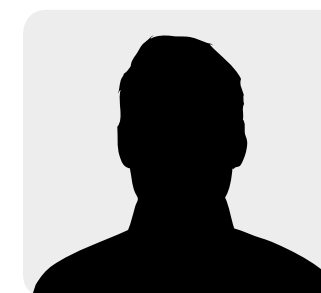
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# Welcome...

Welcome to the Summer 2019 issue.



Within this issue we have some fantastic opportunities from various employers, one of which is

Morson, we are proud to have teamed up with Morson to be able to bring you their numerous opportunities. They have supported the British military over the past 20 years and recently achieved the Employer Recognition Scheme Gold award. Morson Forces have a dedicated team of ex-military personnel with over 70 years of experience, they also have various forces ambassadors, one of which is Corporal Andy Reid. Furthermore they support the ABF Soldiers charity who we also feature in each issue of the magazine.

We actively seek employment opportunities for you our readers, we have great pleasure in working with the companies that are known to be "forces friendly employers" and look to recruit those of you making the transition from leaving the Armed Forces and moving in to a new civilian career.

Some of these include the East of England Ambulance service, St Johns Ambulance service, The Civil Nuclear Constabulary, Amazon Web Services, Cerco IT and Oakwick Utility services.

Other regular features include Franchising for Veterans, the franchise section includes information from the British Franchise Association, to help highlight the benefits of joining a successful franchise and what to look for when considering investing in one. There are

numerous Resettlement training opportunities with companies that can offer ELC funded training.

As always, we include information from the Career Transition Partnership also known as the CTP about the resettlement process, we attend their employment fairs at various locations throughout the year and are always happy to speak face to face with our readers. You will find information at the back of every magazine about The ELC Scheme, informing you of your entitlements and how to apply for your funded training.

As we are proudly sponsored by SSAFA we bring you their Charity News and updates, as well as information and case studies from other forces charities and organisations such as The ABF Soldiers charity and Combat Stress, these articles are really useful as they show the various networks of help and support that is available for those that need it most.

Easy Resettlement magazine is distributed by BFPO to 825 addresses in the UK and Overseas, you can also receive a digital version by subscribing online for free, and having each issue emailed to you along with monthly employment opportunities.

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**KIND REGARDS  
THE EDITOR**



# Careers beyond the front line

Morson launches ex-military recruitment arm to bridge transition from HM Forces into industry.

**G**lobal talent solutions specialist, Morson Group, has launched a dedicated recruitment arm that is completely focused on securing skilled employment for ex-forces personnel and supporting the transition into civilian life.

The Morson Group has been supporting the British military for more than 20 years, with its dedicated Morson Forces team

comprising a number of ex-military personnel that possess a combined 70+ years' forces experience. Collectively, they have successfully placed thousands of ex-Forces personnel into roles that are perfectly-suited for these skillsets, with employers that seek out the specialist expertise held by armed forces personnel.

Currently, Morson Forces has in excess of 2,500 ex-military personnel working across a variety of client projects in the UK and overseas. Its placements of contractors and permanent staff have included mechanical, electrical and avionics roles with the Ministry of Defence (MOD), Royal Navy, Army and RAF.

Other notable projects include providing line maintenance and logistical support to Apache flying training at the Army Air Corps Centre, as well as on-aircraft and off-aircraft roles with RNAS

Yeovilton, RAF Odiham and Wattisham Flying Station to deliver base and line maintenance for the Wildcat helicopter fleet, Wildcat training centre, Chinook helicopter fleet and the Apache fleet.

Jon Moon served for 15 years with Corps of the Royal Electrical and Mechanical Engineers (REME), before joining Morson in 2010 as a contracts manager. He explains: "My transition when leaving the Army wasn't straight forward. I was injured whilst serving and this restricted what I could do. So after discussing my career options, I decided to leave in 1999.

"There were initial challenges working for a civilian company, one being the language, as I'd been so used to talking in military abbreviations and acronyms. Morson reassured me from day one not to be afraid to make decisions, which has allowed me to develop as a manager and given me more confidence in my role.

"Serving in the Army means I understand the skills that those working in the Forces possess and our greatest USP is having this first-hand military experience. We help candidates translate their expertise into their CV and work together to discuss the career paths that are relevant to them and their future ambitions, so we can create a solid match between the candidate and the client."

Morson Forces also works closely with the Careers Transition Partnership (CTP) and British Forces Resettlement Services (BFRS) to ensure smooth recruitment journeys, attending numerous annual events to build an invaluable network.

Morson also possesses a Gold Award from the Employment Recognition Scheme (ERS), which is the MOD's a recognition of a company's commitment to our armed forces and their transition into civilian life which in turn translates into tangible career opportunities. Our covenant is signed by Ged and commits Morson to support various topics inc: military charities, reservists and spouses.

The Gold award is recognition, at the highest level, of our support.

The Morson Group's substantial focus towards charitable giving as a core business value, and a commitment to giving back to the communities within which it operates, sees its 2019 appointed charity partners include ABF The Soldiers' Charity.

The company also appointed corporal Andy Reid as its first official 'Morson Armed Forces Ambassador'

in 2018. Andy was injured by a Taliban IED while on patrol with the 3rd Battalion, The Yorkshire Regiment, in Afghanistan in 2009 and lost both legs and his right arm. Describing himself as 'a survivor, not a victim', Andy's attitude has seen him become an inspirational motivational speaker and he works closely with the Morson Group to empower its workforce and strengthen the work it does in bridging the gap between the armed forces and 'civvy street'.



*There were initial challenges working for a civilian company, one being the language, as I'd been so used to talking in military abbreviations and acronyms.*

Adrian Head, head of Morson Forces, explains: "Our success stems from a deep understanding of the armed forces and our ability to translate these skills for life into language and benefits that resonate with our clients.

"A number of our clients actively seek out ex-military staff due to their transferable skills, cultural values and ability to hit the ground running. Discipline, teamwork, calmness under process, agility, compliance and safety behaviours are all essential qualities in the military and are highly sought after by our clients. Combine this with Forces personnel working in some of the most challenging of environments, makes them an incredibly useful asset in business.

"Our goal is to establish Morson Forces as a 'go-to' partner for ex-military talent and we're focused on expanding our footprint into alternative sectors where armed forces staff are currently underutilised. We would welcome the opportunity to replicate the standards and experience we've delivered within aerospace, defence and marine into other sectors."

To support Forces candidates through their online recruitment journey, Morson has created a bespoke digital talent experience for ex-military personnel, through a dedicated microsite. Here, candidates can join the Morson Forces network to access tailored 'Forces friendly' jobs, specific career advice and learn from candidates who have successfully transitioned to civilian roles. Morson has also implemented the latest accessibility technology to help visitors who have disabilities, such as visual impairment, access the online content and enable a truly inclusive candidate journey.

For more information, visit: [www.morson.com/ex-military-jobs](http://www.morson.com/ex-military-jobs)



**MORSON**  
**FORCES**



Career Opportunities for Armed Forces Personnel





# Airbus supporting the Armed Forces

With a global workforce of around 134,000 working in Airbus Commercial Aircraft, Defence & Space and Helicopters divisions, the company's UK operations involves more than 14,000 people working across 20 sites spanning all three divisions. In 2017, the UK's Airbus was one of 33 companies to achieve the ERS Gold. The award recognises employers that are supporting the Armed Forces and making a real difference to the lives of those who serve and their families.

## AEROSPACE ALLY

In collaboration with a number of service charities, Airbus has delivered a number of schemes which are dedicated to supporting veterans, service leavers, the wounded, injured and sick, in

As a European leader providing tanker, combat, transport and mission aircraft, as well as one of the world's leading space companies, Airbus understands the importance its industry plays in supporting the UK's defence sector.

addition to military spouses and partners. Initiatives have included working in partnership with recruitment agencies to offer employment and coaching to military spouses along with work experience transition placements for service leavers and the wounded. To date the schemes have been informal however work is currently taking place to formalise some of the activities. It is hoped this

will lead to outcomes such as military personnel completing work placements with Airbus during which time they will work on specific business problems which will utilise the extensive skills and expertise military personnel bring to the table. The plan is for a specific process to be launched within Airbus' UK sites so all parts of the business can submit a request for support from military personnel on projects.

## FORCE FRIENDLY FACILITIES

With more than 20 sites in the UK, a number of Airbus facilities are in high demand from visitors particularly sites such as Broughton where all the wings for commercial aircraft are made, and Stevenage's Defence & Space site which is home to MARS Rover and an impressive STEM (Science, Technology, Engineering and Maths) Centre. Understandably, access to sites is closely controlled and visits are not always possible but requests from groups such as local cadet units and squadrons are always highly ranked and in some locations, there is a specific programme of visits underway which is dedicated to hosting Armed Forces groups on a regular basis. This is really starting to gather pace and the ambition is for this to be a standard approach on appropriate UK Airbus sites.

## RECOGNISING RESERVISTS

People are at the heart of Airbus' business and the company takes great pride in celebrating the achievements of its employees. This has led to a number of internal and external communication campaigns which showcase Reservists and Veterans, giving the audience an insight into the fantastic work they have done or do away from the workplace. The communications are always well received attracting comments of support and many "likes" and "shares" across social media platforms. Annual events such as Armed Forces Day and Remembrance Day provide the perfect opportunity to run the campaigns and in 2019, a Remembrance Day service which started life on one site a number of years ago is expected to be adopted by a number of other Airbus UK locations. Employees who are Reservists or Veterans will be encouraged to attend wearing their uniforms and medals. The ceremonies will feature a short reading and time for reflection and

remembrance in honour of those who have lost their lives in conflict.

Airbus' recognition work does not end at communication. As a proud signatory of the Armed Forces Covenant, Airbus ensures its Armed Forces community members are not only treated with the fairness and respect they deserve but that they are also celebrated and recognised. From a Human Resources policy perspective, this includes up to 10 days paid leave, and an additional 5 days unpaid leave, to attend military training camps in any one year for Reservists. In addition, the company is always looking for opportunities which represent small tokens of thanks for example in 2018, the organisation's military-related employees were invited to Farnborough International Airshow to be part of a special event to mark the re-signing of the Armed Forces Covenant, which is signed every two years. The event attracted a number of high ranking Armed Forces officials and a platform for Airbus to send a clear message of support for the military to the wider aviation industry. ●



## LOOKING TO THE FUTURE

In October 2019 it will be two years since Airbus collected its Gold Award and its commitment to building on the success of that accolade is as strong as ever. An Armed Forces Ambassador network designed to connect Airbus' Reservists and ex-services employees across the country is established and its members have ambitious plans to increase in number and impact. First up, the network will focus on

recruiting more support and plans for information roadshows at Airbus sites in locations such as Portsmouth, Filton, Broughton and Stevenage are in the pipeline. This is just one of a series of actions captured in an annual action plan which is led by an Armed Forces Steering Committee. The plan includes sections such as Advocacy and its overarching aim is to provide support to all military personnel from spouses and the sick to cadet volunteers and cadet forces.

## CASE STUDY

Ryan McAnerney is a Process Manager on the A350 programme in Broughton in North Wales. The site is home to 4,000 skilled workers who make the wings for Airbus' single aisle and wide body aircraft.



## How long have you been a reservist?

I've been an Army reservist with C Squadron Queen's Own Yeomanry based in Chester since 2011. We are a light cavalry unit in the reconnaissance role. It's been a fantastic 7 years, full of opportunities to build new skills and develop myself and others in both a civilian and a professional capacity. I've been involved with everything from military exercises in both the UK and overseas to adventure training such as skiing in the Alps and diving in Malta.

## What motivated you to sign up?

During high school I was a member of the Air Cadets, which gave me an insight into the potential of military service. I really enjoyed the regimentation and discipline that is instilled in you as an individual and as a collective – this is something that influenced me massively throughout my early years. As a result when I started my apprenticeship with Airbus I sought my local Territorial Army unit and never looked back. The learning curve was massive, but I soon realised that what you put into the Reserves you will get back tenfold – both personally and professionally.

## What has been your most memorable moment as a reservist so far?

What I most enjoy about being a reservist are the military exercises, where you can actually put into practice all the knowledge and skills you have gained within your role. Whether you are a driver, a weapons systems operator or a commander, the exercises give you the chance to work as part of a close-knit team. My best exercise to date was in 2014 when we deployed to Denmark and conducted a three-week exercise working in partnership with the American and the Danish armies.

## CASE STUDY

Jamie Stokes works as a Programme & Service Lead in Communication, Intelligence and Security at Airbus' Stevenage site which supports the UK's military satellite communications services to the country's armed forces, including mobile voice, video, internet and broadcast communications.



## How long have you been a reservist?

I have served 7 years as a Captain in the Cyber Specialist Unit, LIAG (Land Information Assurance Group). During this time I have carried out tasks in Afghanistan, the Falklands, Ascension Islands, Germany, Cyprus and all over the UK, working on Cyber and Information Assurance activities. Before this, I spent 2 years in the R(Aux)AF Regiment as a soldier, on exercises in Germany, France and the UK.

## What motivated you to sign up?

Working closely with the UK Military for the last 15 years, I realised that I could offer skills, experience and perspectives that were in high demand at the UK Armed Forces. I think the Reserves provide a win-win platform for both Airbus and the UK Army, by building a better understanding of current and future issues, and ways of working together. On a personal note, the Army also provides fantastic opportunities for adventurous training, shooting and gliding, which are keen interests of mine... and I get paid for doing them!

## What has been your most memorable moment as a reservist so far?

Perhaps my most memorable moment was standing in the Falkland Islands, on Mount Pleasant, after fixing an issue on the Threat Database for the Eurofighters. To express their gratitude, the Aircrew performed a personal air show, flying up the mountain towards us, close enough to touch... or so it seemed! This was followed by tea and medals in the Officers' Mess, and the obligatory cheese and biscuits. A great trip!







powerlines to cause potential issues with electrical supply and they then use a chainsaw (a large metal object) at arm's length to remove those branches closest to the overhead powerline. This type of work is very specialised and incredibly dangerous. Not only do the operatives require all the certification, equipment and learning required for an arborist operating in a domestic setting, they also require an understanding of the electrical network in the proximity of which they are operating. This additional requirement for certification can act as a barrier to entry for many, not necessarily due to the difficulty of the testing but due to the lack of necessity for the larger part of the sector.

We are always on the lookout for committed and enthusiastic staff willing to push and challenge themselves on a daily basis. At Oakwick want everybody to feel a valued part of the business and everyone receives a warm welcome and introduction the Company. We work with our staff to ensure they remain focussed and driven and offer training and development throughout their career to ensure that when the time comes for someone to take the next step on the ladder they have all the tools necessary to be a success.

provide to our clients include not only the day to day maintenance of the vegetation in proximity to the electrical network but also a 24 hour-a-day seven day-a-week emergency response service in case the worst should happen and the integrity of the network be compromised by trees either through unforeseen failures or, through catastrophic events such as high winds and storms.

Utility arboriculture is the management of vegetation in the proximity to overhead powerlines. This means we send our staff to work at height in trees that are close enough to overhead

If you are a team player with a good work ethic, good decision making, flexibility, excellent communication and computer skills then we will look forward to hearing from you. ●



# Oakwick

We were incorporated in 2005 and have grown year on year from that point.

We started out working as a sub-contractor working predominantly in the Midlands and then grew to encompass the Midlands and South East before winning our first Tier 1 contract in 2012 with the ESB in Ireland. Following the completion of that contract we won a large Tier 1 contract in the South East with UKPN covering the 132kV network in two of their three areas. Since that point we have grown and during the last round of tenders in 2015 we successfully won the 132kV and 33kV vegetation management contracts across the entire UKPN footprint.

Oakwick are essentially a tree surgery business, we carry out the felling, trimming and shaping that any other tree surgery Company would carry out often in gardens, parks and schools. What makes us unusual, although not unique,

is that we have chosen from our very inception to focus on the electrical Distribution Network Operators (DNOs) as our mainstay. Unlike tree surgery companies that focus on the domestic market our work is less seasonal offering year-round cutting to some of the largest DNOs in the country. We employ 35 people directly with another 103 sub-contract cutting staff who are employees of smaller Companies. The services we

## CASE STUDY: STEVE, REGIONAL SUPERVISOR

I started working in Utility Arboriculture in July 1991 when I was 16 starting at the bottom as a brash dragger with no qualifications. Since that point I have worked for Companies on all the DNOs in the Country like WPD, SSE and UKPN. Improving myself along the way with a National Diploma and all the certificates required for climbing and cutting trees, working from a MEWP and CSCS training. Having spent 28 years now in the industry and having worked at every level within the business from the lowest level dragging brash to running the whole region of Norfolk, Suffolk, Cambridgeshire and the home counties North of London. I feel I can offer a comprehensive insight into the life of a tree-cutter at all levels within the industry.

The basic principle behind what we do is to ensure that trees and powerlines remain a safe distance from each other and that all the work we do is carried out in the safest possible manner. Utility Arboriculture certainly has its dangerous moments: sending a man up a tree near a powerline with 132kV Volts flowing through

it with a piece of metal in your hand is just about as dangerous as we get in the civilian world.

During my years in the industry I have worked in a number of roles. These can be broken down into the following categories:

**Operatives:** Essentially the tree surgeons, those guys working in a team usually of two although some of three with a climber and a groundsmen; one cutting the branches away from the line, the other on the ground managing the site, watching for hazards and clearing brash to make sure all is safe. The guy on the ground also acts as the aerial rescuer should



there be an incident leaving the climber incapacitated at height.

**Surveyors:** Generally lone workers in a van surveying the line ahead of the team ensuring the teams have sufficient work to keep them busy. This a very customer focussed role with a lot of dealing with the public. Either in negotiating consent for the work or in dealing with potential issues that arise during or after the works

## Senior Surveyor/Supervisors:

Covering a larger area or region planning and booking work and mechanical intervention and dealing with higher level complaints and issues as well as larger stakeholders to ensure they are given the best service and suffer the least disruption possible. This is in addition to carrying out audits and putting teams to work. Also spending time with the Client in the audits and looking at potential additional sites that have been escalated by the Surveyors.

The days can be long in any of the roles sometimes starting at 4am but it is also incredibly rewarding knowing that we are keeping the lights on for millions of people!



Oakwick is a Lincolnshire based tree surgery company and we specialise in:

- Sympathetic tree reductions
- Tree removal
- Hedge trimming or flailing
- Removing dangerous trees and branches, especially when close to houses
- Larger scale site clearances

We are **fully insured** and **highly qualified** so please do not hesitate to contact us.



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Our clients are looking to place Cerco students into their roles and see the significant benefit that ex-military candidates bring to their organisations. Previous IT experience has never been a pre-requisite of ours, so don't worry about not being up to speed with the latest technology, we'll teach you what you need to know and you will be paid full market pay rates for any work you do for us.

More and more employers are looking for vocationally trained people. They need to know that they have been trained to do the job, not just to pass exams. Cerco have been at the forefront of this type of hands on IT Training for nearly three decades.

Recently, these two candidates signed a permanent contract with Computacenter, having successfully completed their 12 month temp to perm assignment with Cerco. We have roles UK wide. This could be you! This is what their regional manager had to say:

On behalf of everyone I'd like to say well done and congratulations to both JS and DG who have worked extremely hard and delivered above expectations. I know from experience that embarking on a new career outside of the services isn't easy. The initiative is national so we're looking across other regions and I'm confident that working together collaboratively we'll get there. I mentioned at the outset that this was a really great day for Computacenter, but similarly it is for Cerco IT and I'm sure that the partnership will continue to flourish.



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### **CERCO IT LTD**

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Crewe, CW1 6GU

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info@cercoit.co.uk

Tel: 01270 219760



# Cerco IT Ltd

**Do you want a career in IT?  
We can make it happen!**

#### **SERVICES THAT WE DELIVER IN PARTNERSHIP WITH OUR CUSTOMERS**

- Installation and project support
- Short/medium term backfill
- Temp to perm
- Perm recruitment
- Technical courier/porter
- Body-shopping and temp solutions
- Data migration
- Floor walking
- IMAC (Installations, moves and changes)
- Software upgrades/refresh
- Non-technical basic hardware swaps
- Fault finding and diagnostics
- Printer maintenance and support
- Epos and AV Installation
- Deskside support
- Build technicians

#### **OUR CANDIDATES**

Our candidates come from a variety of backgrounds and are generally self-taught or have a keen interest in IT. The practical training provided ensures a logical approach is adopted and that the customer is put first. Cerco looks for candidates that fundamentally have a positive attitude and are eager to learn and succeed.

#### **FORMER SERVICE PERSONNEL**

Cerco have over the last 25+ years formed strong relations with the British Armed Forces as well as the organisations that serve to help people when leaving. We hold relations with Education Officers and Learning Centres at several Barracks across

the UK. These relationships ensure 30% of our candidate intake is ex-military. The security clearances many leave with is also very desirable to employers. Because of this a career in IT can be an excellent choice for an aspiring Forces leaver.

#### **TECHNICAL TRAINING**

The theory of computer hardware, operating systems, networks, communications and printers is thoroughly covered and reinforced by extensive practical work.

Other vital topics include Health and Safety and customer Care.

On completion of the course, graduates will possess the necessary skills and knowledge for effective customer support of networked PC systems and common peripherals together with a sound foundation on which to build further product training

The course includes assessments for Cerco's exclusive Cerco Certificate in Systems and Networking (CCSN), which is recognised by our employer partners as an entry-level qualification for systems service technicians

The course covers many fundamental topics and therefore prepares delegates to go on to achieve other certification such as the CompTIA A+, Network+, MCP (Microsoft Certified Professional), etc.

No prior formal computer training is required but applicants must have awareness of and some familiarity with the PC's hardware, use of PC Systems and possess suitable aptitude as assessed through our entry tests.

Technical topics included are:

- **Fundamental Concepts**
- PC Operating Systems
- Hardware/Software Devices
- BIOS/CMOS
- Electro-static Discharge
- Windows Operating Systems
- Command Line Operating System
- Windows Installation via images and WDS

#### **• Networks**

- Topologies and Protocols
- Security and Resource Sharing
- Network Administration, Peer-to-Peer and Client/Server
- Windows Professional Environments
- TCP/IP Networking

#### **• PC Hardware**

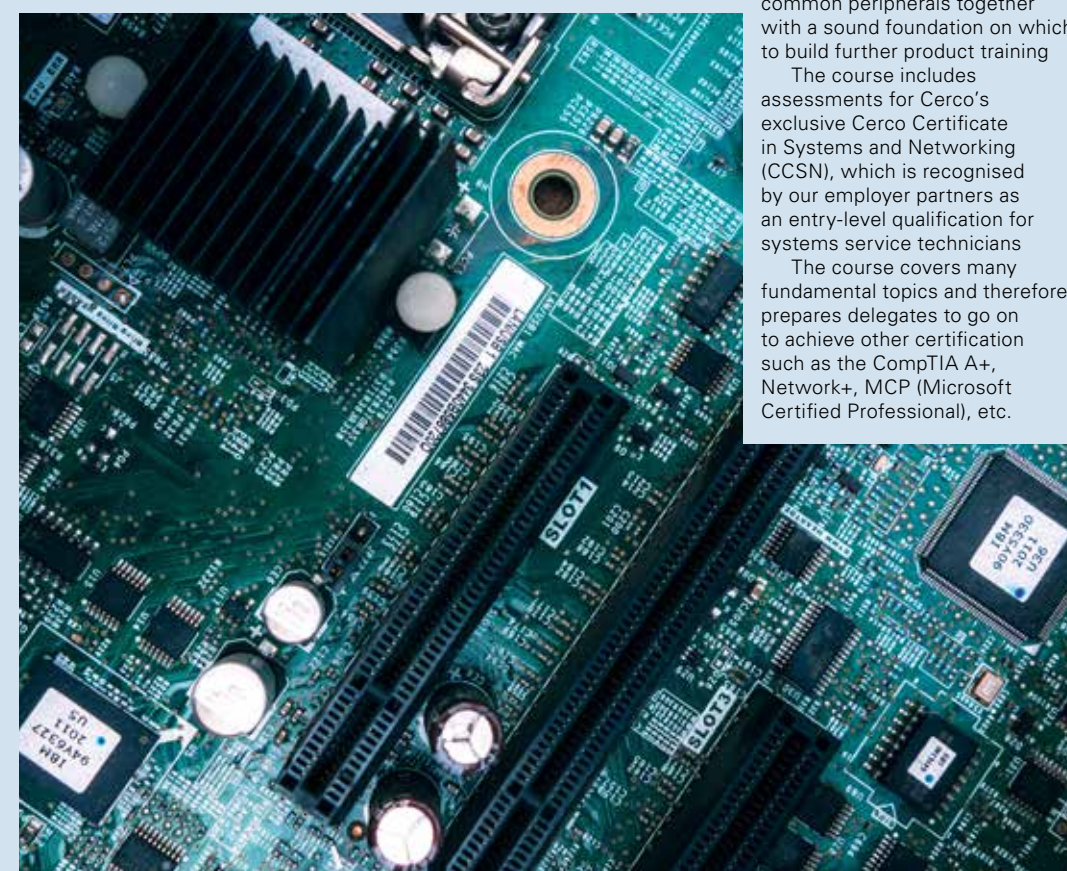
- Data Storage
- PC Strip down and rebuild with component recognition
- Diagnostic Troubleshooting
- Laptop Maintenance including strip down
- Communications
- Routers/Gateways
- Remote Desktop
- Intranet/Internet access

#### **• Printer Technology**

- Laser/Matrix/Inkjet Printer Principles
- Removal and Replacement Procedures
- Local and Network Printers
- Troubleshooting

#### **• Soft Skills**

- Customer Care for IT Support Personnel
- Communication
- Appearance
- Listening skills
- Handling complaints and difficult situations
- Telephone techniques







# 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 teams, 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 WORSELL, 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



**DETER, DEFEND, DENY, RECOVER**





# THERE'S A UNIQUE PATH TO BECOMING A POLICE OFFICER

## IT STARTS HERE

The Civil Nuclear Constabulary (CNC) is an award winning, specialist armed police force. We protect 10 civil nuclear sites across England and Scotland, safeguarding nuclear material in transit and play a key role in national security.

To support us in achieving our mission to **DETER, DEFEND, DENY & RECOVER** we are looking to recruit Authorised Firearms Officers (AFO) nationally.

We ask that our AFO's maintain a high level of fitness and firearms skill throughout their career, enabling them to remain effective in repetitive or pressurised situations. In return we develop the requisite skills to meet the demands and expectations of the role through specialist training and continual assessment.



### The role comes with a range of fantastic benefits, including:

Starting salary of **£22,440** rising to **£24,654** on completion of a satisfactory probationary period (plus **£2,000** south-east allowance for officers based at Harwell and Dungeness)  
Annual leave of **22** days increasing to **30** days with increased length of service  
Generous pension scheme  
Training and development throughout your career

For further information please visit [www.cnc.jobs](http://www.cnc.jobs)  
CNC is an equal opportunities employer

**DETER • DEFEND • DENY • RECOVER**

**NHS**

East of England  
Ambulance Service  
NHS Trust



# Recruiting now

**East of England Ambulance Service NHS Trust is recruiting for Paramedics, Newly Qualified Paramedics, Emergency Medical Technicians, Apprentice Emergency Care Support Workers, Apprentice Medical Technicians, Specialist Clinician in Hear and Treat, Call Handlers and Dispatchers**

To apply, visit the website at [eastamb.nhs.uk](http://eastamb.nhs.uk)

For more information, contact the recruitment team on  
**01234 243200**

**On an ordinary day...  
...an extraordinary service**







# Be seen in green

The East of England Ambulance Service NHS Trust (EEAST) provides emergency, urgent and primary care services throughout Bedfordshire, Cambridgeshire, Hertfordshire, Essex, Norfolk and Suffolk.

**T**here are so many opportunities to join EEAST as either an employee or as a volunteer. Every role is important, as everyone plays a part in meeting our vision - to provide an innovative, response, excellent service which is always community focused and patient driven. We recognise that veterans and people leaving the Armed Forces have transferable skill sets and the aptitude to work in a dynamic and diverse environment, like the ambulance service. These people and their skills can make

a tremendous impact within the communities that we serve.

## SO, ARE YOU THINKING ABOUT WORKING FOR THE AMBULANCE SERVICE?

Our dedicated and skilled staff work 365 days a year, 24 hours a day to make sure patients receive the best possible care. Doing this job is not all about having medical knowledge; it's often about applying a common-sense approach to dealing with patients in their hour of need, or demonstrating personal resilience when a patient's life is at risk. Of course, the training

will provide you with the skills and knowledge to assess and treat a range of patients in need of your help. We have more than 4,000 staff operating from 140 sites and a fleet of 1,000 vehicles. We are supported by more than 1,500 volunteers who provide community first responder and volunteer ambulance car services. The eastern region is made up of both urban and rural areas with a population of nearly six million, as well as several thousand more.

What sets us apart and makes the six counties of Essex, Hertfordshire, Bedfordshire, Suffolk, Norfolk and Cambridgeshire so special?

You get to work in one of the most diverse areas of the country; the bustling capital city is on our doorstep and the bracing North Sea coast envelops our shores to the east.

We've got historical cathedral towns and cities, brand new

communities, rural broadlands and some of the busiest arteries of road and rail networks, including the M25, A14, M1, M11 and A12, and railway lines from London Liverpool Street out to Cambridge, Norwich, Peterborough, Colchester and Southend.

Wherever you go in the east of England there is always something to see and do; but if travelling around the UK and beyond is a must for you as well, the Luton, Stansted, Norwich and Southend airports couldn't make it more easier to stay in touch with loved ones or send you on a deserved holiday or short break.

In short, our region has got just about everything you need to call it your home and join our 4,000+ staff who already call it home. Together they help make sure we can respond to anyone needing our help 24 hours a day, every day of the year.

We value care, teamwork, quality, respect and honesty in order to transform the care we deliver to our communities and welcome applicants who share these values to apply to work at EEAST.

The Care Quality Commission has rated the care patients receive as outstanding – staff demonstrate compassion and respect whilst promoting patient dignity and respecting individual needs, patients are involved in their care and treatment, and staff act with the utmost professionalism and support patients and the public in the most trying of circumstances to provide positive outcomes.

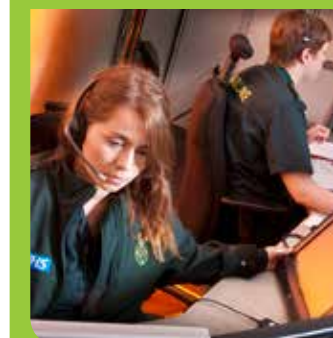
If this sounds like you, and it's time to make the change, then

it's time you applied to work at the ambulance service.

All our vacancies are posted on the NHS Jobs website so see what opportunities are available to you today! Visit <https://bit.ly/2Nv60PD> and learn more [www.eeastamb.nhs.uk](http://www.eeastamb.nhs.uk) [www.jobs.nhs.uk](http://www.jobs.nhs.uk)

## SUPPORTING OUR ARMED FORCES

We are very proud to support our Armed Forces and recently gained recognition from The Ministry of Defence where we were awarded the Employer Recognition Scheme (ERS) Gold Award for showing outstanding



## HOW TO APPLY

To search and apply for the job that's right for you, or to see what other single positions we have available that may be of more interest, please visit our website [eastamb.nhs.uk](http://eastamb.nhs.uk) and find out more about joining us under current vacancies.

Join us on Facebook or follow us on Twitter for all the latest information from the Trust

**We look forward to welcoming you..**







## Expect more from your next Paramedic opportunity?

Join St John Ambulance as a Paramedic working alongside the NHS and Ambulance Trusts, as well as providing lifesaving support at events.

### More variety

- Work on a varied job plan
- Work on Ambulance shifts supporting NHS clients
- Provide clinical support at events
- Educate our staff and volunteers

### More education

- Provide clinical education to our people
- Funding and study leave to obtain BSc or MSc in Paramedic Sciences

To find out how you can develop your Paramedic career with St John Ambulance, visit:

[sja.org.uk/ambulancejobs](http://sja.org.uk/ambulancejobs)



# St John Ambulance

Most people know St John Ambulance as the health and first aid charity, that keeps thousands of people safe at hundreds of events every week - from football matches and pop concerts to local fetes.

However, they may not know that they are also a leading ambulance service provider in England, offering emergency and non-emergency ambulance services. St John Ambulance Operations have a wealth of experience in providing ambulance services across the NHS to both the hospital and ambulance sectors.

St John Ambulance transports over 70,000 patients a year through specialist services including: caring for bariatric patients; neonatal transfer patients; paediatric patients and their parents during transfers; palliative care and end of life patients on their final journeys, GP urgent admissions to hospital and dedicated discharge journeys. They offer national coverage, with regional knowledge, supported by our fleet of almost 200 ambulances.

St John Ambulance has a bold vision to transform care provided in local communities over the next decade. Its ambition is to help transform out-of-hospital care, having a positive impact on the people they treat, the communities they serve, and their own St John people.

To help the organisation achieve this vision, chief operating officer Richard Lee has recently joined St John. Prior to this, he was director of operations for the Welsh Ambulance Service (WAST) and has spent 25 years in the NHS ambulance sector. He is also a registered paramedic and continues to practice with St John.

Richard Lee says:  
"St John Ambulance delivers first class care to thousands of patients every year across the country both through our ambulance services

and our cover at events. Our St John people are the difference in the communities that they serve. As we develop our services during 2019 and beyond, we will be continuing to modernise our fleet and equipment as well as our specialist capabilities such as cycle responders".

### WORKING FOR ST JOHN AMBULANCE

St John Ambulance invests heavily in its people, through a range of training and development opportunities. As a leader in Ambulance Services, Event Medicine, First Aid and Mental Health First Aid training, St John Ambulance also offers a suite of wellbeing resources to its employees and volunteers including health and wellbeing advice, financial guidance and a wide range of employee discounts. The organisation is driven by its values of 'HEART': Humanity, Excellence, Accountability, Responsiveness and Teamwork and these are at the core of its culture.

### PARAMEDIC OFFER

Due to St John's range of services, it is in a unique position to offer something new to the paramedic community. St John is now offering

a new type of paramedic role to work from a job plan, rather than a standard rota. This job plan will incorporate three key areas.

- Ambulance duties – Paramedics will still work closely with the NHS and provide a high-quality of patient care as they do now whilst crewing a St John ambulance.
  - Events – St John Ambulance provides first aid and pre-hospital care at thousands of events every month; more and more events require medical support from paramedics. As part of your job plan, you will be able to attend events such as concerts, sporting events and major events across the England.
  - Education – Paramedics will spend time delivering clinical education to our Ambulance Crew and 18,000 first aid volunteers
  - In addition to this, paramedics will be provided with funding and study leave to complete a further relevant qualification such as a degree or masters in a relevant subject.
- St John Ambulance is currently recruiting for paramedics across the country, however, if you are not a paramedic and interested in starting an exciting new career. Visit [sja.org.uk/ambulancejobs](http://sja.org.uk/ambulancejobs) to learn more about becoming an ambulance crew team member or [sja.org.uk/jobs](http://sja.org.uk/jobs) using your skills to become a first aid trainer for St John Ambulance. ●



# A career in the Civil Service

You are getting ready to leave the Services and thinking about what to do next. Have you ever thought of joining the Civil Service? No?

Is it because you think civil servants are a bunch of pen pushers? That we sit around all day drinking tea? Let's see if I can help change your mind.

Across the Civil Service there are a wide range of jobs and professions and these include project managers, analysts, statisticians, lawyers, finance and Human Resources roles – all the typical roles that any government department or private sector company might have.

But there is so much more to the Civil Service – there are departments such as the Home Office and National Crime Agency who lead on reducing and preventing crime and ensuring people feel safe in their homes and communities. Others, such as the Department for Work and Pensions (DWP), are responsible for understanding and dealing with the causes of poverty rather than its symptoms

and encouraging people to work and making work pay.

But the civil service department with the widest range of roles is the Ministry of Defence (MOD). Think of a job and you will probably find it in the MOD. In addition to the typical jobs mentioned before we also have teachers, police, doctors, nurses, dentists, surveyors, architects, divers, range wardens, farriers, falconers, dog handlers, guards, pool attendants (yes really). I could go on, but I hope you get the idea – there is most likely a role for you.

Maybe you think applying for a job will be complicated – you've heard about those tedious application forms asking for 250 words against a list of competencies that don't really make sense to you. Do you wonder how you can tell people about your skills and experience? The Civil Service has changed the way we recruit. We use Success Profiles and they have

NEW  
CAREER  
START

five elements that we can use to help assess if you are suitable for our jobs. Depending on the job will depend on which elements are used and it's unlikely you would apply for a job that tests against all five elements.

But what are the five elements of Success Profiles?

- **Behaviours** – the actions and activities that people do which result in effective performance in a job.
- **Experience** – the knowledge or mastery of an activity or subject gained through involvement in or exposure to it.
- **Ability** – the aptitude or potential to perform to the required standard.
- **Technical** – the demonstration of specific professional skills, knowledge or qualifications.
- **Strengths** – the things we do regularly, do well and that motivate us.

Using Success Profiles helps us identify the right person for the job and enables us to meet our legal duty to appoint on merit based on a fair and open competition.

Being part of one of the three Services will have given you a great set of skills and experience which the Civil Service needs. We can offer you variety, in the roles that you do and where you will be based, training and professional development (including apprenticeships), flexible working, family leave and the opportunity to make a difference. The Civil Service aims to be the most inclusive employer by 2020 ensuring you can be yourself no

*There is something for everyone; the opportunities are there for the taking!*

**Helen**  
Training Aircraft  
Portfolio Manager

matter who you are, where you come from or how you think.

You have served your country protecting the security, independence and interests of our country at home and abroad and being part of the Civil Service, you can continue to make a difference to people's lives in the UK.

So, have I changed your mind? Have I persuaded you to think about joining the Civil Service and using your skills and experience to make a difference? If I have then you should consider signing up for an account on CS Jobs where all our jobs are advertised. There's also wealth of places where you can find out more about what we do and why it makes a real difference. Here are a few to get you started:

- **Civil Service Careers**  
[www.civil-service-careers.gov.uk/](http://www.civil-service-careers.gov.uk/)
- **Civil Service Careers MOD**  
[www.civil-service-careers.gov.uk/departments/working-for-the-ministry-of-defence/](http://www.civil-service-careers.gov.uk/departments/working-for-the-ministry-of-defence/)
- **LinkedIn (MOD)**  
[www.linkedin.com/company/uk-ministry-of-defence](http://www.linkedin.com/company/uk-ministry-of-defence)
- **Working for the Ministry of Defence**  
[www.gov.uk/government/organisations/ministry-of-defence/about/recruitment](http://www.gov.uk/government/organisations/ministry-of-defence/about/recruitment)

If I haven't persuaded you to think of a career in the Civil Service, then I wish you all the best wherever you decide to work next. Remember you can always keep up to date on the latest developments in the Civil Service by following us @UKCivilService on Twitter, Facebook or Instagram. ●



Civil Service



## ROY'S STORY

I joined the Army in 1970 and retired in 1994, I must admit I knew little of the Civil Service having spent a considerable amount of time serving in Germany. On my last posting and return to the UK I worked at the Royal School of Artillery in Larkhill and that was my first exposure to civilians working with the military. When I retired I got an 18 months contract with the MOD working in security, before moving to the private sector where I spent 7 years learning to become a civilian.

I wanted a change of direction and returning to the MOD seemed like coming home, I was of course attracted by the good terms and conditions of service; the ability to build a good second pension, generous annual leave allowance and flexible working. I joined as an Admin Officer and have so far progressed to Senior Executive Officer, working in a variety of roles dealing with Army Resourcing, Employee Relations and Human Resources. Like many of my work colleagues I am very proud to continue my relationship with and support to the Services, particularly with the Army which is still very much in my blood.

I have adapted to the challenge of civilian life finding the transition easy and I have been supported in my journey along the way by some really remarkable people that I have worked with and who share my values and commitment to the Services. So, would I recommend the Civil Service and MOD to colleagues leaving the service as a second career, absolutely – it offers a challenging career and of course, there are the great terms of service.

## KATE'S STORY

When I was in uniform I worked alongside civilians but never really gave a thought to 'what' they were. It was only when I left the Service and was looking for another career (I wasn't interested in just a job) that I bumped into a military colleague I'd previously served with who told me about the Civil Service. She was in the process of making an application and suggested I investigate for myself. The application and recruitment process was quite straightforward and I was fortunate enough to receive an offer of a post in Human Resources.

Since then I've worked in a variety of civil service roles within Army, Air and at the centre of the Department in HOCS. Experience gained in my previous uniformed roles has been invaluable in supporting and advancing my civil service career (I've had 3 promotions) and it's great to still be part of the wider MOD 'family'. The MOD is a great place to work, it offers a huge variety of jobs, real promotion prospects, learning and development opportunities, and last but not least excellent terms and conditions of service. The saying goes that the grass is greener on the other side – well for me, this is the other side!





# Forces Recruiting need you!

The phrase skills gap is often used, some may even say over used, but what does it actually mean?

A skills gap is the difference between what an employer wants or needs and the skills that their work force can offer.

Numerous industries have recognised the shortfall of qualified people that are available for the roles in which they need to fill, we believe that Ex-forces personnel and Veterans have many of the transferrable skills that are needed to fill these skills gaps.

The MOD have recognised the need to further assist service leavers with their resettlement process and created the Defence Relationship Management team, known as DRM, they actively high-light the benefits that service leavers and veterans bring to business, thus encouraging companies to sign the Armed Forces Covenant, and often having forces liaison officers to help with the employment process and the

transition back in to civilian life. The most proactive and successful of these companies have been receiving acknowledgement for their efforts by way of the Employer Recognition scheme Gold, Silver and Bronze awards.

Forces Recruiting a Bronze award holder have been promoting hundreds of companies over the past 10 years by offering them the opportunity to advertise employment opportunities and vacancies on their website, along with various training providers and franchises, the website offers information from numerous forces charities and organisations, such as The Career Transition Partnership known as the CTP and ELCAS about your funded training which are the enhanced learning credits.

Forces Recruiting are determined to always offer this service as it allows companies the chance to recruit service leavers

and veterans who visit our website. However since many of their viewers still send them CV's asking for advice, or to assist with helping them find employment, they have now decided to take the next step in helping service leavers and veterans find their next career path.

## SO WHAT HAPPENS NEXT?

Making the transition from serving in the armed forces to embarking on your new career can be a daunting and somewhat arduous task. Choosing an industry that offers the chance of job satisfaction as well as gaining a sustainable career is one thing, however getting through the door and having the opportunity to get that dream role and job offer is another.

To ensure you have the best possible chance of gaining future employment, it is imperative that the skills you have already gained whilst serving in the armed

## FORCES RECRUITING ARE PROUD TO ANNOUNCE THAT THEY HAVE TEAMED UP WITH TERRY WATERS TO CREATE FORCES RECRUITING SOLUTIONS.

Forces Recruiting Solutions will be a new employment service, unlike an agency where they take a proportion from the salary of those finding employment, agencies also work on volumes and send large numbers of CVs forward for the various roles they have, this is often referred to as a numbers game, meaning they are more likely to fill the opportunity, but this can be demoralising for those applying, as well as being frustrating and time consuming for the company looking to find the right candidate, often spending valuable man hours having interviews with people not always fit for the opportunity they have applied for.



Terry states that "We will not take a cut from your salary, and will only charge the companies that we work with a small fee to find the right people for the right jobs. In addition we will be able to assist you with CV whilst also giving help and advice about the whole resettlement process. We will also be helping with interviewing and strategy planning to ensure you to realise the skills you have to offer in the civilian roles that we will have available, ensuring you are confident and interview ready, which in turn means you are more likely to get the job offer and the employer benefits from getting the right candidates."

I served for 22 years in the Royal Anglian Regiment, aka The Poachers. Having served I then worked in the Security Industry for many years with many of my former colleagues and friends being recruited through me, before leaving service I worked in various careers centres helping others with their resettlement process. So I have experienced first hand the resettlement process and the difficulties that can arise from simple things like having a good CV to recognising the skillsets you have and making a positive impression at the interview stage."



WWW.FORCESRECRUITING.COM

Need a Job?  
Looking for training?  
Leaving the armed forces?

If you are an employer wishing to work with us and receive the best candidates that are interview ready and looking to start their new career please email [Leanne@forcesrecruiting.com](mailto:Leanne@forcesrecruiting.com) who will send you details and arrange appointments if needed or call **01733 203939** ●





## “An easy move for me to make” The Transition from the Military to Mine Action

Deciding what your next step will be after serving in the Army can be daunting.

The resettlement countdown may be on for you so it is never too early to start thinking about the future. The demand for qualified individuals in the Mine Action industry is high, and The Development Initiative Ltd has a rich history of providing opportunities to former Army personnel in search of a new career path.

Peter Oldfield, Quality Assurance and Operations Manager for The Development Initiative Ltd (TDI) in South Sudan talks about his transition from 26 years in the British Army to now working for one of the largest humanitarian mine clearance companies operating today.

### WHAT DO YOU LIKE MOST ABOUT WORKING FOR TDI?

I like keeping busy. Although there is often a lot going on, I am never

at a loss for what to do next! At the end of each day, it is always pleasant to walk away and catch up with the rest of the team. Most of us are working away from home so there is familiar camaraderie between us all.

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

During my time in the Army, I specialised as a Diver but eventually changed to Explosive Ordnance Disposal for the last 10 years of my military career. The nature of the work offered in the Mine Action industry was a natural transition for me as I have spent much of my life operating in this area of expertise. After almost three decades in the Army, I felt that my time there had ended. The Army was shifting rapidly and I needed the change. Ultimately,

joining the Mine Action industry was an easy move for me to make.

### HOW LONG HAVE YOU WORKED IN THE MINE ACTION INDUSTRY?

I retired from the Army in 2011 after working in the Royal Engineers for 26 years. I started working in the Mine Action industry in October of that year. I initially began in South Sudan however; this industry has taken me to a few countries within Africa and the Middle East. I am now back where it all started for me; employed with TDI in South Sudan.

### ARE THERE ANY SIMILARITIES BETWEEN YOUR CURRENT ROLE WITH TDI AND THE ROLE THAT YOU HELD WITHIN THE ARMY?

There are some similarities between my role with TDI and my life in the Army. The clearance work conducted on the project that I am based is predominantly focused on explosive safety and

the disposal of unserviceable ammunition, which is almost parallel to my military career. Although working for TDI keeps me busier for most of the time, day-to-day life is somewhat more casual. My colleagues and I all get along well; together we make a great team.

### TELL US A BIT MORE ABOUT YOUR ROLE WITH TDI, WHAT DOES IT ENTAIL?

I am the Quality Assurance and Operations Manager for TDI in South Sudan. I also act as the Deputy Project Manager and Mine Risk Education Coordinator during leave rotations with these colleagues. The primary focus of my role is to work with the operations team.

I routinely visit the teams on the ground while collating all of the internal and external quality assurance reports. Based on these reports, I have to determine whether any action is required and if so, that it is conducted in a timely manner. During team visits, I look at all aspects of the Operations from clearance tasks, the welfare of the teams, and the maintenance of vehicles to finance management. My days are long and busy!

### EACH DAY BRINGS SOMETHING NEW; WHAT IS THE MOST INTERESTING TASK THAT YOU HAVE WORKED ON SINCE JOINING TDI?

On my project, the work conducted presents something different every day. Being out in the field with the teams is challenging, yet nonetheless, extremely interesting.



What springs to mind was a visit to Kodok by boat up the Nile River. Kodok is not far from where we are based, however, the journey took six hours. Despite the boat being slow, the crocodiles and hippos certainly kept us alert for the duration of the trip! Maybe not so surprisingly, I always enjoy a good demolition – it is the reason why we are in South Sudan.

### HOW DO YOU KEEP IN TOUCH WITH YOUR FAMILY WHILE YOU ARE AWAY WORKING?

My family are based in the United Kingdom so there is a 2-3 hour difference, which can make keeping in touch challenging at times.

However, the internet and Wi-Fi in the major hubs around South Sudan, and in the TDI camp, make it possible for me to communicate with them regularly on WhatsApp or via Email.

### WHAT DO YOU DO AFTER YOUR DAY'S WORK? WHAT SORT OF FACILITIES DO YOU HAVE WHERE YOU ARE BASED?

In the TDI camp in South Sudan, there is a collection of basic fitness equipment for anybody who feels energetic enough to use it! At the end of each working day, we invariably meet at the communal mess hall in the camp to wind down. While congregating here, we will have a drink, watch some television and play a few games of pool.

### TDI EMPLOY PERSONNEL FROM ALL OVER THE WORLD SO IT MUST MAKE FOR SOME INTERESTING CONVERSATION AT TIMES. WHERE ARE SOME OF YOUR COLLEAGUES FROM?

Working in South Sudan, the main work force is the South Sudanese. However, there are also a mixture of Expat nationalities that I work with on a daily basis. Some of the personnel are from South Africa, Zimbabwe, Mozambique and a few from Kenya, although I do have a few fellow British colleagues working alongside me too. The difference in backgrounds makes for a great team!

### HAVE THE COMMUNITIES IN THE AREAS THAT YOU HAVE BEEN WORKING SHOWN THEIR GRATITUDE IN ANY PARTICULAR WAY? HAVE THEY THANKED YOU FOR THE CLEARANCE EFFORTS CONDUCTED?

The local communities appreciate the clearance work conducted by TDI, as many of them have lived in fear of returning to their homes because of the hidden dangers there. The South Sudanese nationals living in the areas that have been cleared often thank the TDI Multi-Task Teams on the ground.

### HOW HAS YOUR LIFE CHANGED SINCE JOINING TDI?

Since joining TDI, my life has changed somewhat. Apart from the obvious time away from home, I have adjusted to the lifestyle due to my previous years in the Army. We are given rotational leave so I can still go home to visit my family periodically. Although Mine Action comes with its stresses, characteristic of this industry, I am financially more secure, which will help when I eventually decide to retire.

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

Being part of the large TDI team is a reward in itself for me

Additionally, being respected by the people we work with makes the job worthwhile.

### WHAT WOULD YOU SAY TO SOMEONE LEAVING THE ARMY AND CONSIDERING TDI AS A CAREER CHANGE?

I would definitely recommend TDI as a potential employer for those who are interested in a new career path. As is the nature of the industry, Mine Action is demanding but TDI is a great company to work for. There is a very close-knit family atmosphere about the company and each staff member is looked after. The standard of training and support in South Sudan is second to none, and something that I have not seen delivered with other companies.

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



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

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# AA

## Opportunities for Ex-Forces Personnel

### Gold standard support

We know that both service leavers and reservists are Ready for Anything and we're proud to have them on our team. That's why we actively give them a great deal of support, which we've been officially recognised for. We were awarded Gold in the Armed Forces Covenant Employer Recognition Scheme. The AA was one of just 15 organisations to receive this award in 2016 and we've been awarded Gold again this year. The award recognises businesses that are supporters of the Armed Forces Covenant - a promise from the nation that those who serve or have served in the Armed Forces or their families are treated fairly.

### A great fit for your experience

If you're ex-Forces and looking for a rewarding career that makes the most of your skills, strengths and mindset, the AA is the right choice for you. We think your service is invaluable and we appreciate that your military experience means you can act calmly and decisively in any situation, which is ideal for a career with us. You'll be where you're needed and ready for whatever arises, always ready to give our members and customers the best possible advice, help and service.

Our connections with the Armed Forces go back over a hundred years when the AA was formed, and most of our Patrols were ex-soldiers. Together, we've got an impressive history of serving the people of the UK and have exciting prospects for your future.

### Careers that keep the UK moving

We have a great range of career opportunities in different locations right across the UK, encompassing Road Operations, Contact Centres, Membership Sales and a wide variety of Head Office roles.

For all our roles, we look for people from all kinds of backgrounds who can think on their feet and take the initiative. It's also important to have strong interpersonal and listening skills, with a calm, confident approach to problem solving. Opportunities in our Road Operations team are ideal for people who thrive on working on their own, are happy working outdoors, and are comfortable working night or day shifts.

Whatever opportunity you go for, you'll be in a role where you can still make a real difference to the people of the UK and be rewarded with a competitive salary and benefits package.

We have many ex-Forces and reserve people at all levels in our teams and find their skills and values are a strong fit with ours. We're always on the lookout for bright, motivated problem solvers.

David Brambell, Head of Outdoor Operations



## At the frontline of our business

Michael Thompson was in the Army from 1990 to 2013 as a Sergeant in the 1st Battalion Scots Guards. Since joining our Recovery Patrol team in 2014, he's enjoying the view from his new office.

### Why did you choose to join the AA?

I got my HGV licence whilst serving with the Scots Guards, and when I first left the Army I was working with an agency driving articulated lorries. The AA offered stability, the opportunity for a new career, and enabled me to utilise many of the skills I had developed during my time in the Army. It was an added bonus to join an organisation that supports those who have served in the Armed Forces.

### How does it compare to being in the Army?

It is difficult to compare my role in Recovery Patrol to my career in the Army, however you have an abundance of transferable skills, which allow you to adapt. When you are at a breakdown you have to assess the situation, thinking on your feet, whilst taking the initiative to solve the problem. You have to be ready for the unexpected, remaining composed under pressure, and must consider the safety of the member, other members of the public, and yourself.

### How did you find the transition from leaving the Army to working for the AA?

It has been a challenging time, and has required a period of adjustment, however I have been fortunate to have supportive colleagues within the recovery team. My Area Manager has also been very supportive, which has aided my transition, and helped me settle into my role in Recovery Patrol.



“You get to go to various towns and cities, and see some amazing scenery. The view from ‘my office’ is always changing.”

Michael Thompson, Recovery Patrol

### What kind of support do you get?

The three week residential Recovery Training course prepares you for starting out in your role. The instructors train you in all aspects of Recovery. They are very supportive and guide you through scenarios that may occur whilst out on patrol. There is a further week of on-the-job training with an experienced Recovery Patrol which prepares you for real-time breakdowns, whilst having the additional support of a colleague.

### What do you enjoy most about being a Recovery Patrol driver?

I enjoy being out on the open road. You get to go to various towns and cities, and see some amazing scenery. The view from ‘my office’ is always changing. You're meeting different people from different walks of life and have the opportunity to help people in difficult situations. I feel that I can still make a difference to people, and I find it very rewarding to see the customers happy.

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# Coventry, Solihull and Warwickshire Armed Forces Covenant partnership launches innovative e-learning programme aimed at those leaving or who have left the Armed Forces

Warwickshire County Council, on behalf of the Coventry, Solihull and Warwickshire Armed Forces Covenant partnership has launched an innovative e-learning resource for those who are leaving or have recently left the Armed Forces and their families.

This training programme has been designed to support those leaving or who have left the Armed Forces and helps in the process of adjusting to life outside of the Armed Forces. It addresses issues that are commonly experienced within the transition and adjustment process such as acquiring accommodation, employment, health as well as personal and family adjustment. It also raises awareness of the Armed Forces Covenant and the support that exists for veterans and their families.

Minister for Defence People and Veterans Tobias Ellwood said: "I am very pleased to welcome this new resource focused on Service Leavers and Veterans. We know that the period of transition and adjustment to civilian life can be difficult for some individuals and families and this e-learning will aid them in settling back

into civilian life. One excellent feature is the 'Three Top Tips' being shared from veterans of all 3 services as well as spouses who have made the transition."

Cllr Izzi Seccombe OBE, Leader of Warwickshire County Council said "I am delighted that the Covenant Team at the Council have developed these fabulous resources for those who are leaving the Services or who have recently left. These resources will also help families supporting Service leavers and veterans. This work is part of the local partnership's contribution to supporting the Armed Forces and their families and delivering on the Covenant promise to reduce disadvantage for the Armed Forces community."

The purpose of the launch is to highlight this FREE resource and encourage people to use this specially designed resource. This work is majority funded by WCC

with additional funds coming from the MOD Covenant Fund. The launch campaign is through Twitter with @Warwickshire\_CC tweeting today: [https://twitter.com/Warwickshire\\_CC/status/1123916529412784130](https://twitter.com/Warwickshire_CC/status/1123916529412784130)

These modules were created by the Armed Forces Covenant Team within the Council, in collaboration with ex-serving personnel, Naval, Army and RAF Families Federations and organisations within the local partnership.

Anna Wright, Chief Executive of the Naval Families Federation said "I am delighted to lend my support to this fifth, and final, Armed Forces Covenant e-learning module, which has been developed by the Coventry, Solihull and Warwickshire Covenant Partnership. We have worked with Phil Deakin and his colleagues on all of these modules and have been thrilled to see how successful they

have been in not only raising awareness of the issues faced by serving personnel and their families, but also providing advice about how the Covenant can help to overcome them.

This final module really strikes a chord as it coincides with the research that we and the other Families Federations have recently published, in partnership with the Forces in Mind Trust, which puts the spotlight on how families transition out of the Armed Forces. I am sure that the module will help the individual and whole family make a successful move back to civilian life"

The e-learning is available at [www.armedforcescovenant.gov.uk/learning/adjusting-to-life-outside-the-armed-forces/#/](http://www.armedforcescovenant.gov.uk/learning/adjusting-to-life-outside-the-armed-forces/#/) From here individuals will be able to work through different aspects of the module such as Housing, Employment, Adjusting etc. ●



## IT'S AMAZING WHAT A BREW CAN DO

Host a Big Brew Up with family and friends to raise vital funds to support our Armed Forces. At SSAFA, we support the person behind the uniform; any time they need us, for as long as they need us. We're here for those currently serving, reserves, veterans and their families. And we couldn't do it without people like you.

### HELP US MAKE A DIFFERENCE TO OUR FORCES

Download your **FREE Big Brew Up** fundraising pack for lots of fun, easy ways you can support our Forces family at: [www.ssafa.org.uk/bigbrewup](http://www.ssafa.org.uk/bigbrewup)



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# SSAFA The Big Brew Up

SSAFA's most appetising fundraising event Big Brew Up is back for 2019, and we want you to join us in making it the biggest and best to date!

Research shows that making a cuppa can help people deal with a difficult situations or conversation. Almost three quarters (73%) of Brits reveal a cuppa has the power to make 'everything better'. Like a brew, SSAFA is there to connect, comfort, and support our Armed Forces; currently serving, veterans and their families – some of whom are in need of a 'safe place' to talk in their hour of need.

So, put the kettle on and get involved. This is a perfect way to get together and have a natter over a cup of tea and cake with friends, family, colleagues and neighbours all whilst raising vital funds for our Armed Forces, veterans and their families. The official date for the nationwide event is 26 June, Reservists Day, in the lead up to Armed Forces Day on Saturday 30 June. However, you can hold your own Big Brew Up event at any time! Download your free fundraising pack today at [ssafa.org.uk/sign-big-brew](http://ssafa.org.uk/sign-big-brew). If you can't hold your own event but would still like to donate, please text 'BREW' to 70085 to donate £5 or visit [ssafa.org.uk/donate](http://ssafa.org.uk/donate).



## CASE STUDY

Mike served for 20 years in the Army Air Corps, before joining Atkins through their Partnering with the Armed Forces programme.



"On 1 July 2015, I walked out of Army HQ in uniform for the last time. I decided to spend the next 18 months with my family, postponing the call of civilian employment as my heart was not really in it. However, my time away from employment (which had extended into a third year) needed to come to an end. During my renewed search, I was looking to connect with a company that shared my values and would give me a sense of purpose by making a difference. In early October 2018, I attended the Atkins Military Insight Day in Bristol, alongside many others who had left the forces or were planning to do so. Listening to a genuine discussion from current and past attendees on the Atkins experience, I was sold. What was clear to me was that by identifying with a company I felt I could work for made the application process significantly easier."

I have my debt of thanks to repay to the Atkins Partnering with Armed Forces programme, which I began to repay by assisting at the second Insight Day in York in April 2019, and I will continue to do so in the future. Lessons learnt? Seek and listen to advice, be flexible, chase up opportunities, prepare for disappointment, but be honest with yourself. Above all, network!"

one of the first companies signed up to the Military Covenant and received Gold award status by the Defence Employer Recognition Scheme in 2015.

The Armed Forces advocacy programme, also known as Atkins Partnering with the Armed Forces (PwAF), is led by an Armed Forces Champion.

PwAF has three principal strands of activity to engage with the wider Armed Forces community;

- Interactive insight days to attract veterans, reservists and Armed Forces employment organisations
- An informal advice and mentoring service, where current veteran and reservist employees can offer vital support and 'pay forward' the support they once received
- Sponsorship of the SSAFA Reservist Reception during Armed Forces Week, to promote and support Reservist employees who take their specialist engineering consultancy skills to the military, bringing back valuable leadership experience.

Many benefits can be obtained from the programme, including;

- Signposting staff to Armed Forces charities when support and advice is needed
- Personal network management including Defence Pensions information
- Reservists are provided with 10 days paid leave to fulfil any training commitments.
- Military leadership opportunities for Atkins employees

Hiring managers are encouraged to value the unique knowledge, skills and experience the Armed Forces community possess, and how this will transfer into exceptional employees. Atkins is always looking for ways to improve on internal education and communications on this issue.

Members of the workforce can also network regularly in the Atkins Yammer groups, currently counting at 120 reservists and 45 ex-Forces, with numbers increasing. ●



## ATKINS

### HAVE A BREW WITH ATKINS AND SUPPORT A FORCES LEADER OF THE FUTURE

Each year Atkins partners with SSAFA for the Big Brew Up, and 2019 is no different. Seizing the chance to celebrate the men and women who serve in the Forces, the Atkins Big Brew Up event will be held on Reservists Day, 26 June.

However, it's not just one day a year that Atkins shows their commitment to supporting the Forces community. As well as supporting current and ex-military staff through its Armed Forces advocacy programme, Atkins was





# Forces Pension Society

The Armed Forces Pension Scheme 2015 (AFPS 15) was introduced on 1 April 2015 and the majority of you were transferred to it on that date.

**In this article Mary Petley of the Forces Pension Society looks at what an adult dependant might expect to receive from your pension scheme should the worst happen.**



**A**s a transferee, you can't now do anything to improve your benefits in your 'old' scheme (AFPS 75 or AFPS 05) but, even with only a short period left to serve, you can improve your AFPS 15 pension should you so wish.

AFPS 15 offers members the opportunity to purchase Added Pension. Contracts are for one year only which means that members can buy Added Pension in years when they feel they can afford it and even someone approaching retirement can participate. The scheme year runs from 1 April to 31 March and only one Added Pension contact may be entered into in any scheme year.

There are two types of contract: the first boosts just the member's pension and the second boosts both the member's pension and his or her dependants' benefits. Members can take out a new contract every year should they so wish, in the sum they choose to contribute, deciding each time whether the improvement is just for themselves or to include dependants. The rules do not include a 'dependants only' option.

Currently, the maximum amount of extra annual pension that someone can purchase is £6,500 but this would cost up to £200,000 depending upon the member's circumstances. £6,500 is the overall maximum by which you can improve your pension by NOT the maximum you can pay in to an Added Pension contract in any one year. The minimum amount you can pay towards Added Pension is £300 per year as a lump sum or £25 per month. As a rule of thumb, about £1,000 paid at the age of 30 buys an extra £100 of annual pension for the member.

Exactly what any given sum will buy is arrived at by employing factors which are produced by the Scheme Actuary. The factors cater for many variables including:

- your age when you start to pay for Added Pension,
- whether you pay monthly or by lump sum,
- whether you take out the contract at the beginning of the contractual year or part way through, and
- whether you buy Added Pension just for yourself or yourself and your dependants.

Your gender makes no difference in terms of the factors and the amount you pay.

To obtain a quote, simply submit an AFPS Form 6 to Defence Business Services. It is not until you accept the quote in writing on an AFPS Form 6A that the contract begins. Once you have entered into the contract, if you need for some reason to stop paying the instalments, you do so by submitting a further AFPS Form 6A which cancels all previous instructions. If you do stop paying, the improvement to your pension will reflect only what you have actually paid for, rather than the amount specified in the original Added Pension contract. Further, you will not be able to enter into a new contract until on or after 1 April of the next scheme year.

Once Added Pension has been purchased, it increases each year by Consumer Prices Index until it is paid out. It is paid out at the same time as the pension becomes payable.

Obviously, with every financial arrangement you enter into, there are pros and cons.



**FIGHTING FOR THE FORCES AND THEIR FAMILIES**

The pros are:

- Purchasing Added Pension is cost effective. You get value for money;
- Purchasing Added Pension is tax efficient as the money you pay into the scheme to improve your pension comes from your pay before tax. For many of you, it will reduce your 40% tax liability; and
- the increase in pension will feed through to Early Departure Payment (EDP) lump sum and income stream. So, if you buy £100 Added Pension your EDP lump sum (which is tax-free) is £225 more than it would otherwise have been!

The cons are:

- AFPS 15 is less flexible than many civilian pension schemes in respect of how you take your pension. For example, you cannot take your pension pot in cash; and
- You need to be careful not to breach the Annual Allowance (AA). The AA, which is set by HMRC, is currently £40,000 which means that, if your pension increases by more than about £2,250 per year, you could be liable for a tax charge.



**If you are a Member of the Forces Pension Society and have any pension-related questions, contact us at [pensionenquiries@forpen.co.uk](mailto:pensionenquiries@forpen.co.uk). If you are not a Member but would like to know more about us, please visit [www.forcespensionsociety.org](http://www.forcespensionsociety.org).**

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ABF The Soldiers' Charity is a registered charity in England and Wales (1146420) and Scotland (039189)

Registered Office:  
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London SW1W 9RB



Left to right: Brenda Hale, John Tyson, Mark Smith







# Army veteran cleans up with New Venture

In 2016, a back injury and mental illness cut short Lee's Army career. Now, with the support of The Soldiers' Charity, he runs a specialist cleaning company offering services across North Yorkshire and beyond.

Lee joined the Royal Artillery as a young 17-year-old eager to see the world. He was deployed to Afghanistan in 2010 and again in 2012, serving a total of eight years and rising to the rank of Lance Bombardier. Lee loved life in the Army, saying:



'Everyone's got your back. It's that brotherhood and sisterhood that you get that makes it special.'

Lee was 24 when things started to unravel. He was lifting a piece of heavy matting over his head when he began to experience back problems. He remembers: "They thought I had arthritis, then curvature of the spine. What with the two bulging disks too, they said my spine looked like I'd been in a car crash."

For a fit young soldier, the news was devastating. Lee struggled with feelings of worthlessness and developed anxiety and depression. Eventually, he entered the Personal Recovery Unit (PRU) in Catterick and was assigned a Personal Recovery Officer (PRO) who helped to transform his outlook. With a wife and young child at home, Lee knew he needed to plan for their future. He decided to use the skills he'd developed in the Army to start his own carpet-cleaning business.

Lee named his business White Horse Cleaning Services after the Kilburn White Horse carved onto the hillside near Thirsk, North Yorkshire. The Soldiers' Charity supported Lee with a grant towards his new venture, helping him to attend training courses in Leicester and to purchase specialist cleaning equipment.

After several months, Lee decided to expand his business to offer general cleaning services. He was approached by a friend requesting he carry out cleaning work when she reached the end of a tenancy

agreement. Lee was reluctant at first, but finally accepted. The friend was delighted, and soon offers of work began pouring in. After two weeks, he had to take on another member of staff, followed by another.

Lee's big break came six months later. He was approached by the Director of an international company, who offered him a contract to clean their factory. It was a massive jump for the fledgling business, but Lee's Army career had taught him to take risks. He signed the contract and was helped with a business expansion loan from X-Forces – a business enterprise charity for the Armed Forces which is supported by The Soldiers' Charity.

Two years on, Lee's business is thriving. White Horse Cleaning Services now offers a full suite of domestic cleaning services, including private housekeeping and packages for commercial buildings and factories across North Yorkshire. He employs 28 staff and the business continues to grow. Lee sees his employees as part of the family, with the same brother and sisterhood he remembers from his Army days. This year, he was nominated for a Soldiering On award, which recognises outstanding achievements of people, teams and businesses who work in support of the Armed Forces community. Lee reached the final four of the 'Business of



the Year – Scale Up' award, competing against businesses with a turnover of £4 million.

Over the next two years, Lee plans to double his team and further expand the business. His commitment to the Armed Forces remains a driving force behind White Horse Cleaning Services. Lee has received a Bronze Award from the Armed Forces Covenant Employer Recognition Scheme, and plans to create

a new business to support the military spouse network. He says: "We will launch a new business selling and supporting cleaning franchises through the military spouse network, allowing them to own their own businesses, which works around the challenges of supporting a loved one who is still serving."

Lee is grateful to The Soldiers' Charity for its support in his early days. He says: "I don't think I'd have done it without the

support network, without The Soldiers' Charity." He is keen to use his experience to give back to support other soldiers, veterans and families. "It's not all about the taking," He says. "I like to give back." Last year, with a mere four days of training behind him, Lee completed the Great North Run for The Soldiers' Charity. Looking forward, he plans to complete the London Marathon 2020 and continue expanding his cleaning empire. ●



The Army's National Charity

## ABF THE SOLDIERS' CHARITY

The Soldiers' Charity was formed 75 years ago to ensure that soldiers returning from the Second World War and campaigns such as D-Day were taken care of. Our purpose remains unchanged – to ensure that all soldiers, veterans and their immediate families can live a life of independence and dignity.

This year, the charity has provided support to around 70,000 British Army soldiers, veterans and their families in 68 countries across the globe. The youngest person we supported was two, the eldest was 102. We have been proud to assist 33 Second World War veterans this year – as well as funding 92 other charities and organisations that help the Army family at large.

To find out more, visit [www.soldierscharity.org](http://www.soldierscharity.org)

*I don't think I'd have done it without the support network, without The Soldiers' Charity.*



## Gulf war veteran's firm racks up £100 million in savings for military community and everyday heroes since 2001

To mark 18 years in business, the managing director of Lincoln-based Forces Cars Direct Ltd, Steve Thornton, has announced a new milestone: £100 million in savings on car purchases passed on to the military community and everyday heroes, via subsidiary Motor Source Group, since 2001.

After leaving the Army and becoming disheartened with the lack of appreciation or support extended to military personnel by companies on civvy street, Steve established Forces Cars Direct to offer substantial savings to members of the armed forces posted overseas. Through securing discounts with all major vehicle manufacturers and passing savings on, Steve and his fledgling firm were able to offer up to 35 per cent off RRP's, becoming the

first online car sales company of its kind in the process.

Shortly after the global economic recession and with many men and women leaving the forces due to redundancy or following the mass withdrawal of UK troops from Germany in 2010, Steve recognised the need to extend the eligibility criteria to include former military personnel and those stationed in the UK too. It was at this point Steve captioned the firm's ethos: if you serve, you save.

Brand ambassador for Forces Cars Direct, adventurer, former soldier

and presenter of Channel 4's SAS: Who Dares Wins, Ant Middleton, believes building a business on the desire to do good stands the firm apart from the herd: "People are baffled that a business like Forces Cars Direct exists – that a profit-making business can be philanthropic and operate on the basis of giving back, whether that's through passing on savings to customers or donating a portion of each sale to charities like SSAFA. I'm extremely proud to be associated with the company. Here's to the next £100 million!"

In 2013 the company evolved further, launching Motor Source Group, to offer the same benefits to Britain's everyday heroes, including teachers, NHS workers, paramedics, police officers, prison officers and the fire and rescue services.

Six years on, the mission of offering the best possible deals and services for Steve's military colleagues, past and present, as well as public sector workers who go above and beyond the call of duty, with little recognition or reward, has been well and truly accomplished.

Commenting on the milestone, Steve – who was nominated this month for Entrepreneur of the Year in the Ex Military in Business awards – attributes the firm's success to its underlying desire to give something back. "When I came out of the Army in 1994, after serving in the first Gulf war, I bought a car and it's no exaggeration to say, I got well and truly turned over. Although it didn't feel like it at the time, this was the beginning of something really positive. For all their sacrifice, the poor treatment and inflexibility offered to the military community by most companies

aggravated me. It also ignited a spark of an idea: what if I could give something back? What if I could convince manufacturers to provide discounts on new vehicles, especially for the men and women who put their lives on the line for their country?"

Steve continues: "Fast forward 18 years and Forces Cars Direct Ltd, which includes Motor Source group, has expanded to offer the same savings to military personnel, regardless of when or how long they served or where they're posted. Opening the offers up to public sector workers, "or everyday heroes" as we like to call them, who, let's face it, don't go into their line of work for the money or the fame, also seemed like the right thing to do."

"Saving this community £100 million is mind blowing and something I didn't imagine would be possible when I started out. Yet meeting that milestone has only made me more determined to keep on giving back and, in doing so, helping to get the message out that we owe these people a continuous debt of gratitude."



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## HAVE YOU GOT A PROBLEM WITH ALCOHOL? ONLY YOU CAN DECIDE!

To answer this question ask yourself the following questions and answer them as honestly as you can

1. Is drinking making your home life unhappy?
2. Does your drinking make you careless of your families welfare?
3. Do you drink because you are shy with other people?
4. Is drinking affecting your reputation?
5. Do you drink to escape from worries or trouble?
6. Do you drink alone?
7. Have you lost time from work due to drinking?
8. Has your ambition decreased since drinking?
9. Has your efficiency decreased since drinking?
10. Is drinking jeopardising your job or business?
11. Have you ever felt remorse after drinking?
12. Are you in financial difficulties as a result of drinking?
13. Do you turn to or seek an inferior environment when drinking?
14. Do you crave a drink at a definite time daily?
15. Does drinking cause you to have difficulty in sleeping?
16. Do you want a drink the next morning?
17. Do you drink to build up your confidence?
18. Have you ever had a complete loss of memory as a result of drinking?
19. Has your Dr ever treated you for drinking?

**If you have answered "YES" to any one of the questions, there is a definite warning...**

**If you have answered "YES" to any two, the chances are that you have a problem...**

**If you have answered "YES" to three or more, you most certainly have a problem...**

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## Enhanced Resettlement Provision from CTP

### INTEGRATED SUPPORT FOR ALL SERVICE LEAVERS

The new Career Transition Partnership (CTP) contract between the Ministry of Defence and Right Management commenced on 1st October 2015.

Essentially it is business as usual and any changes will be in addition to the wide range of services and support we have delivered since 1998 as the MOD's official provider of Armed Forces resettlement.

The most obvious change you may notice is that we have unveiled our new brand image and logo as shown on this page. We are also excited to announce some other online tools such as an interview simulator and Plotr, a game to match skills and interests to civilian careers.

Under the new contract we are delighted to now deliver integrated support to all Service leavers, regardless of time served or reason for leaving. This includes support for Wounded, Injured and Sick service personnel via CTP Assist (formerly the Recovery Career Services) and support for Early Service Leavers via CTP Future Horizons (formerly the Future Horizons Programme).

CTP will also be delivering two trial programmes, which will support spouses and partners of RAF personnel and one for eligible Reservists. Further details of the spouse trial can be found on the CTP website and the reservist trial will commence in 2016.

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.

**STEP 1:** You are responsible for dealing with your resettlement arrangements and the first step in the process is to speak with your unit Resettlement Information Staff, who offer advice on your entitlement and the administrative process to access it.

**STEP 2:** You should then make contact with your Service Resettlement Adviser (SRA), in order to discuss your resettlement package and to register with CTP.

**STEP 3:** 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.

### 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

CTP Future Horizons offers referral to tackle any barriers to employment, and a post-discharge tracking service 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)

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

# Resettlement Support from CTP



### 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 interview and ongoing access to a personal Career Consultant, along with additional resettlement workshops and briefings. The programme also includes job-finding support, employment fairs and events, and access to vocational training courses, along with travel and subsistence.

### \*Wounded, Injured and Sick Service Personnel

In addition to the Full Resettlement Programme, CTP Assist is available to help those individuals who have the greatest barriers to employment due to serious illness or injury, through personalised support and Specialist Employment Consultants. Individuals are referred to the programme prior to Medical Discharge.

### HOW CAN CTP HELP ME?

CTP support covers 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 throughout your working lifetime.



The programme is delivered at nine Resettlement Centres in the UK and one in Germany, along with the Resettlement Training Centre in Aldershot.

The resettlement provision includes face-to face support, online resettlement planning via myPlan, the personalised area of the CTP website, and access to our ex-military job board, CTP RightJob.

Successful resettlement requires clear aims, good job intelligence, effective networking and an intelligent approach to employers. It can also help to acquire extra skills. It's therefore vital that you take full advantage of the 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 those 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, Housing, 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 Support - 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, Plotr career matching game, Personal Resettlement Plan, resettlement tracker and checklists.

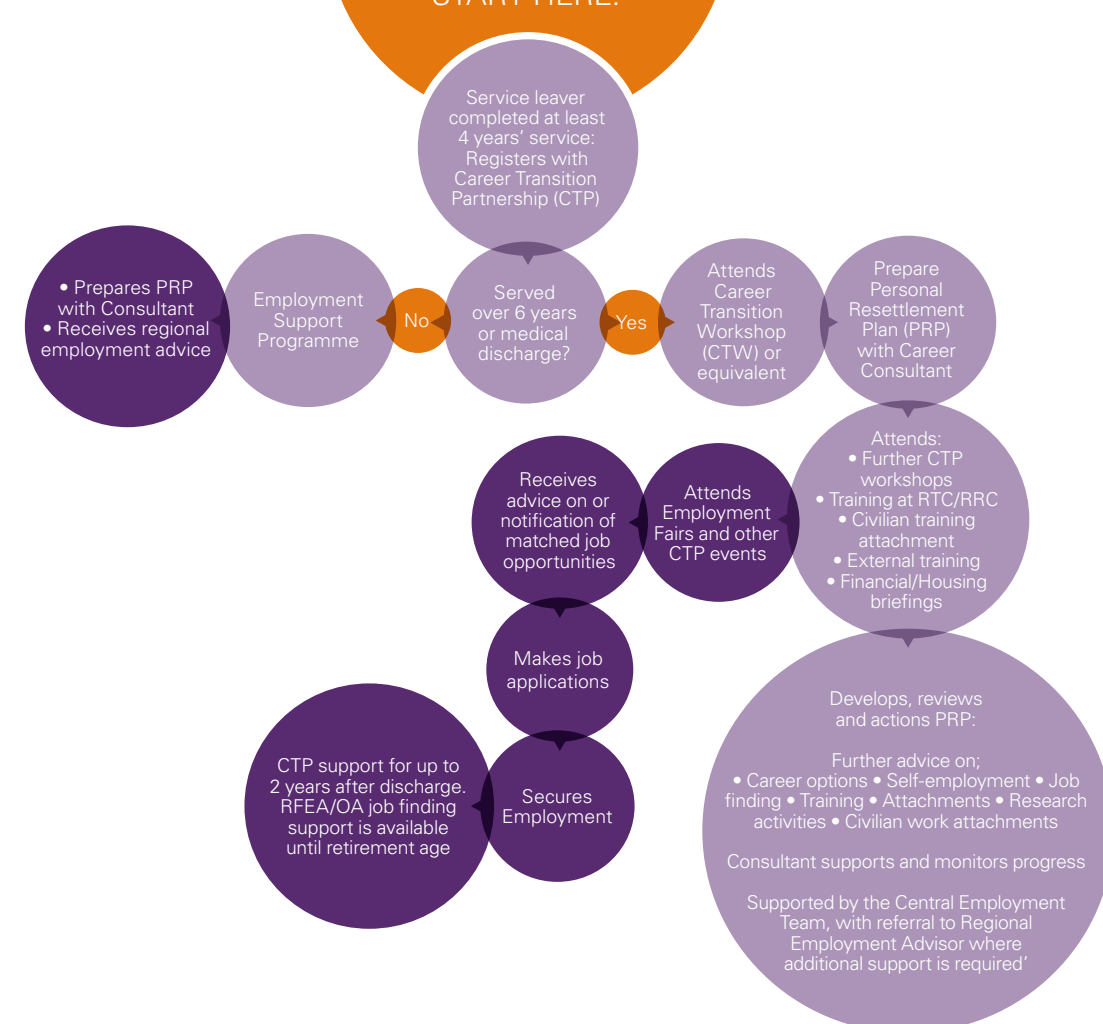
### TRAINING

When leaving the Service, you get the chance to 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 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 for; it is closely monitored for quality and is very competitively priced.

## ROUTE MAP FOR SERVICE LEAVERS START HERE:



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

If CTP does not offer the course you are interested in then you are able to find details of courses offered by hundreds of MOD approved Preferred Suppliers on the CTP website. All companies on this list have undertaken a stringent accreditation process to make sure their training is of the highest quality and value for money – so you can book with confidence.

The correct choice of training course can be the vital link between the skills you have gained during your military career and gaining successful civilian employment. Your Career Consultant is on hand to provide advice and guidance on choosing the right training to suit your future plans.

### EMPLOYMENT

The Armed Forces equips its employees with a vast range of skills applicable to many industry sectors and 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 gain a high quality, no cost recruitment service and access to thousands of skilled and qualified individuals.

CTP RightJob is our online job finding service that lists thousands of live vacancies for Service leavers, with new ones being added every day. 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 website 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. Registration is completed during the Career Transition Workshop.

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 online profile, plus employers can also search the database for Service leavers with the skills they're looking for, and notify them of current vacancies.

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 RightJob, along with links to further employment support where required.

Whilst we are making some changes, be assured that our support and the provision to help you through your resettlement remains unchanged, and will be enhanced in the coming months. We are here for you throughout your career transition - from two years pre-discharge and up to two years post-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)



# Resettlement Success

From Military to Wealth Manager with St. James's Place

It's only now, on the far side of transition, that former Royal Marine Nick O'Sullivan is truly aware of the range of skills Service leavers have that are of significant value to employers. Read his interview to learn more.

An interview with Nick O'Sullivan, St. James's Place Wealth Management



## WHAT WORK WERE YOU DOING PREVIOUSLY?

I joined the Royal Marines 13 years ago. Much of my career was centred around military communications. I completed two tours of Afghanistan and was fortunate enough to earn an MBE three years ago. In 2018, having achieved the rank of Major, I decided to seek new challenges and rewards.

## WHAT ARE YOU DOING NOW?

Establishing my own wealth management company through St. James's Place Academy.

## HOW DID YOU GO ABOUT MAKING THE SHIFT? AND HOW SPECIFICALLY DID YOU CHOOSE YOUR NEW CAREER?

I attended a CTP workshop (CTW), networked with former colleagues and those they put me in touch with. I thought I'd move into cyber and technology as my military career had provided me with significant experience in that area. However, my networking indicated I might not achieve what I wanted down that route. Instead, deciding to look more broadly, I happened across St. James's Place Academy thanks to a former colleague and friend.

*I would recommend any Service leaver to look to fully exploit courses and workshops on offer and use wisely your learning credits. They can only help. To do this, plan your exit well in advance to make a timeline to your exit day. Don't leave the planning until one or two months out.*

Researching that option further I realised a number of things:

1. That I didn't have a clue about financial services or how they map across to the needs of individuals.
2. That I was fairly certain that most people I knew understood about as much as I did regarding financial protection and the considerations that actually are hugely relevant to our lives, with potentially significant positive (or negative) impacts.
3. That I could help those like myself by gaining qualifications and then helping to protect and enhance their personal financial circumstances. And that through this I could hopefully help them to address their own work – life balance.
4. I could do so by being self-employed, which would give me much of the self-determination and freedom to explore opportunities I was looking for.
5. Although setting up a business in financial services and financial planning was unfamiliar ground and no doubt hard work, the military had probably prepared me well for long hours and a high tempo. I then researched the requirements of the role, qualifications and attributes required. At this point I'd decided that financial planning was what I wanted to do as a means to make a career out of helping people. Via the St. James's Place Academy selection process, I subsequently developed a business plan and did what essentially amounted to a feasibility study by asking my peers what they thought of the career move. By the time I started the Academy I had a fairly good idea of what I wanted to achieve in establishing my own business.

## HOW DID YOU HANDLE YOUR FINANCES TO MAKE YOUR CHANGE POSSIBLE?

This was difficult. I knew my earnings would cease for much of the period in which I had to retrain to gain the necessary qualifications. Only through the incredible support of my wife did we develop a workable plan. Having not lived in a home we'd owned before (as we'd always had military quarters), we bought a small house which we knew would mean our income requirements were modest. We bought a house near my wife's parents so that we had support to pick up and drop off our daughter from nursery if required. This meant my wife could return to full-time employment to help cover the bills in the interim. In addition, the Academy did offer some financial support to help me and my family through the transition.

## WHAT HELP DID YOU GET?

The Career Transition Partnership (CTP), for Service leavers, was very good at consolidating various advice I'd received. There also seems to be a well-established tradition of continuing the esprit de corps within the former Service community, and it's almost limitless in terms of the will to help others. It has made all the difference to me in helping me make my choices and indeed shaping future opportunities as I look to launch my business. The support of the former servicemen and women has made me incredibly proud to be part of the Service community, and determined to uphold the tradition by helping any Service leaver I can, in whatever way I can. Since joining the St. James's Place Academy, the support has been excellent. As a mechanism to start a business in financial services, I can't imagine a better option for those with the determination to succeed.

## WHAT RESOURCES WOULD YOU RECOMMEND TO OTHERS?

The CTP workshops are good. Use them. The Advanced Management Achievement course (AMAC) is something I also found very useful; if nothing else, it helped to illustrate just how much of what I'd learned in the military is applicable to the civilian world.

## WHAT HAVE YOU LEARNT IN THE PROCESS?

I was always told not to underestimate what Service leavers have to offer that is highly prized by the civilian sector, but bar leadership and communications skills and a high work ethic, I wasn't sure what else we had. It's only now, on the far side of that transition, I'm more aware of the range of skills we have that are of significant value, including: the planning process, risk analysis and mitigation planning, logistics, the ability to war game and anticipate requirements, the relevance of supporting functions to any operational activity and how to include them, significant levels of integrity and honesty, selflessness and putting the needs of others first; an ability to handle pressure and difficult news with a smile, and a vast range of technical skills. The Service community has a huge amount to offer.

For more information about St. James's Place Academy, visit [www.rightjob.ctp.org.uk/jobsearch/jobs/259722](http://www.rightjob.ctp.org.uk/jobsearch/jobs/259722)



ST. JAMES'S PLACE  
WEALTH MANAGEMENT

## Secure your place at a 2019 CTP Employment Fair

Don't miss out on the chance to meet local and national employers with both current and future job vacancies. book your place today!

The CTP hosts a programme of Employment Fairs taking place throughout the rest of the year across the UK, giving you the chance to meet with representatives from a wide range of companies, to research your career options and maybe even find your next job role. The events are free to attend and are open to all Service leavers, regardless of when you're leaving or where you're planning to settle post-discharge.



CTP Employment Fairs offer:

- A fantastic networking opportunity - whether you're ready to apply for live jobs or simply researching the market to get a feel for what's out there
- The chance to meet employers who already recognise the skills and experience Service leavers can offer and are keen to recruit from the pool of talent leaving the Armed Forces
- Presentations from key employers speaking about their current vacancies, recruitment processes and the skills and qualities they are looking for
- A great way to learn more about different industries and any specific qualifications required for roles you are interested in to help you plan your training and development to get job ready
- The opportunity to meet with other Service leavers to share your experiences and idea about ways to approach the civilian job marketing and build your network
- The opportunity to chat with Service support organisations about housing, pensions and related topics, and CTP staff who can offer advice on other aspects of resettlement.

## UPCOMING 2019 EMPLOYMENT FAIRS

South West  
Bristol - 13th June

South East  
Chelmsford - 4th July

North\*  
Sheffield - 24th July

North East  
Newcastle - 19th September

South Coast  
Southampton - 8th October

West Midlands  
Telford - 28th November

\* We are excited to invite you to a very special additional Job Fair that we are running as part of the **Invictus UK Trials in Sheffield on 24th July**.

**Our 2020 Employment Fair Programme is out now – check our website for dates and more information.**

Call **0203 162 4410** or visit [www.ctp.org.uk/events](http://www.ctp.org.uk/events) to secure your place at any of these events - you're welcome to attend as many as you'd like.

Please note: These events are open to serving and ex-military personnel who have pre-registered to attend through the Career Transition Partnership, and not to the general public.



# ADVANCE YOUR CAREER WITH THE OPEN UNIVERSITY

Preparing for the move to civilian life? Whether or not you already have a career option in mind, take a look into the exciting and relevant qualifications that we offer. You'll enjoy the reassurance that we're a world-leading provider of distance learning and that over 1,500 forces personnel are currently studying with us.



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The Open  
University

50  
YEARS



Education

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Every year, many armed forces personnel achieve qualifications with The Open University (OU). You could be one of them...

No matter what rank you've achieved, where you've served or what trade you're in, the OU can help you to develop on a new career path. We understand that getting ready for a new career in civvy street can be a daunting prospect. Rest assured that our qualifications can help you to feel better prepared and gain the kind of knowledge and skills that employers are looking for.

*"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, Royal Navy

**A FLEXIBLE, PRACTICAL OPTION**  
Back in March 2016, the OU signed The Corporate Covenant, underlining our commitment to

the Armed Forces and pledging to continue supporting servicemen and women with access to flexible higher education. You'll find that the flexible distance learning and practical support we offer makes our service ideal for you as a member of the Forces. You can choose from over 400 OU modules across a wide range of subjects and levels, so whatever career you have in mind, or however you want to challenge yourself, there's sure to be a choice to help you.

Here are five reasons to talk to us about getting a qualification to help you onto the next stage of your journey.

### 1. EARN A VALUABLE QUALIFICATION WHEREVER YOU'RE STATIONED

Of course, you won't always know where or when you can do your learning, which is where our practical approach comes in. You can study on your computer, tablet or smart phone, so you can adapt your schedule around your commitments. You'll find that our learning content is varied and interactive – it's designed to be engaging as well as useful.

Depending on the qualification or the course you choose, you'll come across people from different industries and backgrounds in

our online forums and discussion groups. You may even be able to make useful connections for career opportunities.

### 2. MAKE A MORE AFFORDABLE CHOICE

As you're in the Armed Forces, you may be eligible for financial support (whatever you choose to study). Our courses can be wholly or partly financed by Enhanced Learning Credits (ELCs). To find out more, [www.openuniversity.co.uk/elcs](https://www.openuniversity.co.uk/elcs).

### 3. ENJOY SUPPORT AT EVERY STAGE

With 50 years of teaching experience behind us, we can say with confidence that we truly understand how adults learn. We also pride ourselves on quality teaching and on providing support at every stage, whether that's from our tutors – most of whom work in industry – or from our professional careers and education advisers to support your OU study choices and career planning. What's more, the vast majority of our courses have no entry requirements.

### 4. IT'S ABOUT MORE THAN JUST THE LEARNING

Another advantage of choosing the OU is that you'll also gain a deep learning experience that's well recognised for how it stretches people to achieve more. Many

employers recognise this benefit of studying with the OU.

### 5. GET ALL THIS PEACE OF MIND

We've worked closely with the MOD for a long time, supporting in-service education and training. More than 1,500 service personnel and their dependents are currently studying with us.

78% of FTSE 100 companies have also trained their staff with us. There's more reassurance too – the OU is the world's leading provider of online learning. Our business school is one of the largest in the world to be triple-accredited and we're world leaders in STEM (Science, Technology, Engineering and Mathematics) teaching and research. You can come away with a respected degree – and an inspiring, challenging, rewarding experience that you won't find anywhere else.

### SO WHAT COURSE ARE YOU LOOKING FOR?

When you browse through our courses, you'll see that they're available at a number of different levels, from short free courses to degrees and beyond. To find out more about how the OU could help you broaden your career horizons or become better equipped for civilian life, visit [openuniversity.co.uk/easyresettlement](https://openuniversity.co.uk/easyresettlement).







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**WESTOVER JAGUAR POOLE** Westover House, West Quay Road, Poole BH15 1JF  
+44 (0)1202 974 328. [westovermilitarysales.co.uk/jaguar](http://westovermilitarysales.co.uk/jaguar)

Models shown Jaguar XF and the Land Rover Range Rover Evoque. \*Finance is subject to status and only available to full time members of HM Forces and Ex full time Serving members qualify up to 5 years from date of termination, aged 18 and over resident in Mainland UK and N.Ireland. Indemnities may be required. Prices and savings correct at time of going to press. Terms and conditions apply.



# The College of Policing

The College of Policing Direct Entry police superintendent and inspector training programmes change more than your career path.

The College of Policing's Direct Entry inspector and superintendent training schemes are exceptional development programmes that will equip you to make the transition from civilian leader to police leader for you to forge a new career in the police service. In 2015, the College of Policing, the professional body of policing who set standards of practice and supports the development of those working in policing, carried out a review of leadership in policing. The review looked at future police leadership needs, identifying the challenges and opportunities that policing will face in the coming decades.

Several recommendations were proposed in order to meet these challenges including new entry points into policing, which would allow those with no prior experience of policing to enter the service at the ranks of inspector and superintendent via the Direct Entry training programmes.

The College of Policing developed the Direct Entry programmes to allow civilian leaders to join policing directly at the ranks of inspector and superintendent. Programme members are trained over 18 months by the College and their chosen police force and are equipped with the necessary policing skills required to perform as an inspector or superintendent who inspires confidence in officers, staff and the public.

Policing has not traditionally recognised the value added by those with outside experience

therefore the introduction of the Direct Entry training programmes is a fundamental and crucial change to equip the police service with the right leadership, business skills and knowledge to be able to deliver policing which is professional, efficient and capable of dealing with the growing pressures of today and beyond.

Direct Entry supports the development of police leadership and change within the service by introducing new cohorts of trained officers with diverse backgrounds, experience, thinking and perspectives, all playing a positive part in effecting change. Superintendent Adam Thomson,

North Yorkshire Police, joined the police service via the Direct Entry Superintendent programme from the Royal Air Force, where his most recent role was working in operational resourcing for the Ministry of Defence. During his 20 years' experience in the military, his operational deployments included Kosovo, Afghanistan and the Democratic Republic of Congo.

He has been responsible for operations in chemical, biological, radiological and nuclear (CBRN) units, the protection of airbases and was a staff officer in the United Nations' Mission in Sudan. Adam says 'the superintendent role is an ideal position to come in and make change to the police service'. His military role had him leading teams all over the world, and now, as a Direct Entry Superintendent, he has the chance to lead in a different but equally challenging environment.

Adam had reached a point in his career where he was reasonably stable and happy, but he saw the Direct Entry programme as a new opportunity for an exciting role in which he could 'still have the opportunity to lead, and make a difference to the local community'. Adam has brought in useful skills from his past military roles, leadership and strategy.

During his training with the College and upon settling into his new position, he has given others in the service the opportunity to learn from him while he learns from their own styles. The largest benefit of joining the programme and the police service has been to continue his career in 'something that I feel I can make a difference, can influence inside the organisation, influence communities, take that forward, and progress my learning and leadership style in a new environment.' The Direct Entry programmes target professionals outside policing with several years' industry experience.

While there are no specific academic or educational qualifications, you will need to demonstrate high-level leadership qualities, business skills, impressive ideas and the determination to make tangible differences in modern policing. To apply you will need to be ambitious, resilient, determined and realistic about what is required of you. Being a police officer is not a nine-to-five job, you will be expected to manage dangerous and difficult situations.

The hours are unpredictable, and the shifts can be long. You will have to justify and account for every action to ensure that you are working ethically and to the high standards that the public

expect. Now in his fifth year, the Direct Entry Superintendent programme attract senior managers, executives and directors who have excelled in their careers to date at executive level and are considering a career change.

Programme members have entered the police from a wide variety of professions including academia, legal, marketing, banking, military and social services to name but a few. Working with his team of police officers and staff, who understand police perspective and who help advise and guide has shown Adam that 'the superintendent level is the best point you can come into the service with enough leadership understanding, and enough structural, management and business understanding to make a difference internally.' As an operational superintendent, Adam is a senior manager who is responsible for setting the strategy, establishing standards, operational policy and putting a force's strategic plan into action.

His priority is to determine the key concerns of communities in relation to safety, social inclusion and the prevention (and reduction) of crime and antisocial behaviour. By joining and completing the Direct Entry Superintendent scheme, Adam is now within the

top one per cent of officers in the police service. The Direct Entry Inspector programme specifically recruits for middle managers to apply their leadership and operational skills to policing, those who graduated five to ten years ago and whom demonstrate strong leadership skills with management experience in their chosen field. An inspector is an operational leader generally responsible for planning and directing the work of a team of police officers and staff in a diverse range of policing activities. As an inspector you will be managing policing operations, leading briefings and reviewing incidents as they come in, allocating resources as well as responding immediately to critical situations.

You will need to assimilate complex information quickly, make sound decisions and direct your team in response to numerous demands. Candidates entering the Direct Entry programmes will hold the rank of inspector or superintendent from the start and will undergo operational rotations at the rank of constable, sergeant and finally inspector. The programmes combine classroom learning with operational training at your local force. You will be given everything that you need to progress and shown how to put that learning into practice.

Your selected force will take responsibility for most of your training, but the College of Policing will be on hand at various stages to support you. You will be given a mentor, a tailored personal development plan, leadership coaching and media training. Importantly, you will benefit from immersive learning that simulates real-life police operations.

The programmes are designed to get the very best out of your skills and experience and equip you with what you need to become a high-performing police officer. Adam has enjoyed the College of Policing's training and spending a lot of time within his force, in particular the rotations from PC to inspector: 'at each stage there were different things to learn, a huge opportunity to get out and do things as a PC, sergeant and inspector.' His career to date has given him strategic vision and he sees one of the benefits of his new role as being able to 'increase opportunity to look internally at the business and make a difference in a structured way that applies to policing ethics' as well as being able to run operations and make a positive impact on his local community.

The Direct Entry programmes are an excellent opportunity to join the police at senior and prestigious ranks and contribute to cultural change within the police. The issues faced by today's police service call for fresh ideas and new ways of working so if you are looking for a new career challenge, find out more and consider applying for 2020.

You will need to draw upon your transferable skills and use your resilience and outstanding leadership in the intensive training and your role. You will need a proven track record in improving organisation performance, managing budgets and resources, and to use your strategic experience, bringing fresh ideas and thinking to a role where you can have a real impact on people's lives and your community. Anyone with a fresh perspective, sense of belief in public service, different way of thinking or background is welcome to apply.



The Direct Entry programmes open for recruitment annually, however it is now closed for 2019 but we recommend you to register your interest now for 2020. To find out more about the programmes, the application process and to check application dates, visit [www.leadbeyond.police.uk](http://www.leadbeyond.police.uk)





# Army Cadet Force

Many young people are missing out on the challenges and adventures that could transform their lives but the Army Cadet Force (ACF) aims to change that by giving young people - from all walks of life - access to fun, friendship, action and adventure. With 39,000 cadets and over 9,000 adults in more than 1,600 locations, the ACF is making a big impact on people and communities all around the UK.

Adult volunteers play a vital role in the Army Cadet Force - acting as role models for the cadets and teaching young people all sorts of skills from fieldcraft, skill at arms and adventurous training through to music and first aid. As well as the satisfaction of seeing young people achieve what they never thought possible, volunteers also have the opportunity to learn new skills, gain qualifications and make new friends.

Army Cadet Force volunteers come from all sorts of backgrounds and those with military experience excel in helping to deliver the broad range of adventurous and military themed activities the cadets love.

Philip Kendrick was in the Royal Engineers for 18

years (five years at 33 Explosive Ordnance Disposal Regiment, five years as a Combat Engineer and eight years as an Armoured Engineer) and served on Operations in Iraq, as well as on Exercises in Kenya, Cyprus, Belize, Canada and Germany. Before joining the army Philip was a cadet with the ACF. When he was medically discharged from the army, due to a severe neck injury, he decided to put his experiences to good use: "I always said when I leave the army I will go back as an adult volunteer to help if I can in any way to give something back".

As well as working full-time as a Deputy Production Supervisor and Weighbridge Administrator, Philip is a volunteer Sergeant Instructor with Bovington Detachment, Dorset ACF. He joined in 2015 and is enjoying every minute: "It's important to have fun and we do. I get the chance to experience new challenges, new adventures and meet new people every time I go away or on a course. I have made some amazing friends who will be friends for life. I am a happy, outgoing person normally, but am at my peak when I do anything with the ACF" he says.

Philip's ACF training and experience has also benefitted his career prospects - helping him to secure job interviews and giving him practical examples of



coaching and mentoring skills to talk about with recruiters. He is now in the process of signing up for the City and Guilds Level 4 Award in Leadership and Management, through the ACF's partnership with the educational charity CVQO, which is just one of the many subsidised vocational training courses on offer to volunteers.

## HELPING YOUNG PEOPLE TO DEVELOP

However the best and most unique part about being in the ACF, according to Philip, is seeing how the cadets benefit:

"As a volunteer it has given me immense pride watching the cadets achieve and overcome some of their own problems. The cadets always surprise me with their effort, commitment and spirit and the best thing is that I get to be part of it. There is a real sense of family, friendship, equality and inclusion within the Army Cadets."

Philip would encourage others to join as volunteers: "You can't teach experience and, with the right attitude and willingness to learn how the ACF works as a youth organisation, I'd encourage any former soldiers to join up."

## COMBINING WORK, ARMY CADETS AND THE ARMY RESERVE

As well as being a Signalling Systems Trainer for London Underground Kate Dunscombe also finds time to be an Army Reservist and a Company Sergeant Major with the ACF.

Kate loved being an Army cadet so much that she, and a number of her friends, went on to join the ACF as volunteer instructors. When another ex-cadet who had joined the Army Reserve came along to help at an ACF camp Kate was persuaded to become a Reservist as well.

"Having been in the Army Reserve and the ACF for a while I can see that the two roles complement each other," says Kate, who is now a Company Sergeant Major with Beds & Herts ACF. "The leadership and management are similar and the values and standards are the same. There are also skills and training that you can take from one role to the other, such as skill at arms and range qualifications and people management skills."

## DEVELOPING YOUR SKILLS

Kate has found that her ACF skills and training, particularly in supervising people and in having the confidence to command and lead groups of people, has been very helpful in her day job.

"At London Underground I'm responsible for training their future signal engineers: the staff members and apprentices who will be responsible for everything from the control logistics, software and hardware to operating equipment on the signals and points. As an ACF instructor you gradually build up your confidence as a leader and trainer. You also develop the skills and patience to work with young people, something that's been very useful in my work with apprentices."

Having risen through the volunteer ranks to become a Company Sergeant Major, Kate is responsible for helping to mentor younger adult instructors as well as organising activities for groups of cadets. "Recently I took a group of cadets on a battlefield tour to Ypres, she says. "The cadets had the chance to take part in a ceremony of remembrance at the Menin Gate. They loved it and they learnt so much."

## SUPPORTING THE NEXT GENERATION

For Kate, inspiring her cadets to become ACF leaders and to get on in life is one of the best rewards in being an ACF volunteer.

"I've had quite a few cadets who've gone on to become volunteers. Some are now Detachment Commanders and it's great to see them embracing the



To find out more about becoming a volunteer with the Army Cadet Force, visit [www.armycadets.com/resettlement](http://www.armycadets.com/resettlement)







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# Let's shape **your** world together

## Kier Highways is recruiting for highways maintenance operatives across the UK

**Kier** is a leading property, residential, construction and services group which invests in, builds, maintains and renews the places where we work, live and play. We operate across a range of sectors including defence, education, housing, industrials, power, transport and utilities. Listed on the London Stock Exchange, we are a constituent of the FTSE 250 Index, employing over 20000 people.

**Kier Highways** is responsible for maintaining the road networks on a number of contracts across the UK.

We are a specialist roads asset maintenance and management business, carrying out maintenance contracts and projects. We design roads, bridges and intelligent transport systems (ITS), covering strategic and nationally important roads, as well as local roads serving a range of communities. We also have dedicated design centres all over England.

Our projects range from major improvements to complete renewals of roads and structures. With specialist teams, we manage complex works from conception through to handover at the end of the maintenance periods.

We are responsible for maintaining over **50,000km** of local authority and strategic roads

### What are the key responsibilities of a Highways Maintenance Operative?

These employees are responsible for providing a 24/7 support function to maintain the local road networks by delivering:

- Traffic management installations
- Winter maintenance services to keep the roads snow and ice free
- Support to the emergency services to ensure road safety
- Routine works to maintain roads to meet the standards of the client
- The installation, maintenance and repair of road barriers, kerbs and paving
- Response to incidents/emergency situations that could cause hazards to the public

### What do we look for in our employees?

Kier is always on the lookout for enthusiastic, forward thinking and collaborative individuals who show a passion for what they do. It is important that our staff enjoy their job and embrace the industry.

Highways maintenance operatives need to be able to adapt to different situations and have a good awareness of associated safety risks. Being able to think on your feet and provide innovative solutions to problems is important in the role. Flexibility to work both day and night shifts is also necessary.

### What support are Highways Maintenance Operatives given when they first join Kier?

All new employees are given a full induction that covers Kier policies around health and safety, fleet, PPE and drugs and alcohol testing.

New starters are put on both a half day temporary traffic management basic course and a half day manual handling course, to ensure they have the basic knowledge required before going out on the road network.

During their first few weeks, new employees will have regular meetings with their line manager and are provided with additional support to ensure they are settling in to the company and their role smoothly.

### What career progression opportunities are there for Highways Maintenance Operatives?

We encourage career progression for employees who show ambition and a drive to develop. At Kier, we hold one-to-one yearly performance reviews where we set goals and discuss opportunities for career progression with our

employees. In addition to this, our line managers also have ad hoc conversations around job satisfaction and opportunities for promotion.

Over the past few years, a number of our highways maintenance operatives have shown an interest in progressing and have since moved in to positions as gangers, supervisors and depot managers.

As a company, we specialise in a number of sectors such as construction, civil engineering and housing maintenance. Employees are not restricted to the business unit where they first joined and are given the opportunity to move between different disciplines and divisions.

### What is our application process?

Once the Kier recruitment team receives your application, it will be forwarded on to the relevant hiring manager to review.

We operate on a single interview basis which will be an interview covering both behavioural and competency based questions. All candidates who attend an interview will receive feedback regardless of the outcome.

If we wish to make you an offer of employment, the Kier recruitment team or hiring manager will be in touch to discuss the details of the offer.

**“We have recruited various ex-service personnel on our Strategic Highways contract to date with great success where individuals have clearly demonstrated their determination, commitment and excellent attributes to work within the teams. They have proven that their skills and experience they bring to the industry are 100% transferable from their time in the forces with the drive and ability to develop further.”** **Scott Farthing, Kier Highways Operations Manager**

### Make the journey, leave a legacy

Bring your talent and ambition to Kier and you will be given the scope and opportunity to invest in your own future, to build your expertise and contribute to a rich and diverse culture.

Let's shape your world together!

We employ more than **3,100** people, **12%** are apprentices and graduates



If you demonstrate the Kier Values: Collaborative, Forward Thinking and Enthusiastic and would like to help Kier Highways keep our world on the move, please apply by submitting an application through our careers website: **[www.kier.co.uk/careers](http://www.kier.co.uk/careers)**

Alternatively, please email a copy of your CV to: **[Highwaysjobs@kier.co.uk](mailto:Highwaysjobs@kier.co.uk)**



# Dean's story

## from Combat Stress to fitness instructor

Today, Dean is a qualified fitness instructor, but there was a time when the prospect of a career seemed remote.

**D**iagnosed with post-traumatic stress disorder (PTSD), Dean was being treated by Combat Stress, the UK's leading charity for veterans' mental health, when he came to realise how good exercise made him feel.

### FROM COMBAT STRESS TO FITNESS INSTRUCTOR

Dean took part in British Military Fitness (BMF) classes at one of Combat Stress' treatment centres. He noticed how good exercise made him feel and was determined to keep it up. He's now a qualified PT and BMF instructor.

"I joined the Army when I came to a crossroads in my life at 24.

"Just months after I came out of training I was deployed to Afghanistan. During a firefight with the Taliban one of our sections got hit badly and we lost three guys from our platoon.

"I was so affected by what happened that I couldn't function, even after the tour. So in 2008 I left the Army.

"I struggled adapting to civilian life. I lived turbulently, gambled and neglected my family.

"I started having nightmares, so I never got a proper night's sleep.

"One day, it all became too much. I walked aimlessly for 40 miles until I reached a bridge. I was ready to jump, but then I thought about my family."

Dean was picked up by the police and taken to hospital. After some time in hospital Dean's local mental health team referred him to Combat Stress.

"I was diagnosed with post-traumatic stress disorder – PTSD – and in 2018 I did the six-week PTSD Intensive Treatment Programme (ITP).

"Talking about everything had such an impact on me – I'm more open about my feelings now. And the support from the other guys doing the ITP was amazing; being with other veterans who understood helped me have a different perspective.

"I took part in British Military Fitness (BMF) classes at the treatment centre. I noticed how good exercise made me feel, and was determined to keep it up.

"Things are going well for me at the moment. I still have my ups and downs, but I feel like I can cope.

"Now my life is about spending as much time with my family as I can. I still use what I learnt in occupational therapy to keep a good balance of everything and I still meet up with the guys from ITP: they're part of my journey now.

"Since I got in contact with Combat Stress, I haven't looked back."

### WHAT DOES COMBAT STRESS DO?

Combat Stress is the UK's leading charity for veterans' mental health. This year it commemorates 100 years of helping former servicemen and women deal with trauma-related mental health problems such as anxiety, depression and post-traumatic stress disorder (PTSD). They support veterans from every service and every conflict – including reservists and those from the Merchant Navy.

Without the charity's unique specialist treatment and support, veterans' lives can become desperate. Anxiety, anger, depression, isolation and, in some cases, suicide can tear families apart, destroy relationships and devastate lives.

When a veteran is referred to Combat Stress for help, the charity develops a programme of support to meet that veteran's individual needs. This might include one-to-one sessions with a member of the charity's specialist clinical team or attending one of its treatment centres for an outpatient appointment, or a residential programme, and occupational therapy.

Combat Stress also provides support in the community through a team of psychiatric nurses, occupational therapists and a veteran-led peer support service.

Often, a veteran comes to Combat Stress through its 24-hour Helpline, which offers free, confidential mental health advice to them and their families. The helpline is **0800 138 1619**.

### FROM MARATHONS TO CORPORATE PARTNERSHIP: HOW TO SUPPORT COMBAT STRESS

There are many ways to help Combat Stress transform the lives of veterans who have gone to them for help. Here are some ideas:

Your single or regular donation (which can be set up by direct debit) can make a real difference to the veterans Combat Stress helps.

If you're a business, you could choose Combat Stress as your charity of the year – a chance for employees to support veterans with events, activities and challenges. A dedicated account manager from Combat Stress will work with you to create tailored fundraising initiatives to engage your employees and discuss other ways of partnering to find the best solution for your company.

If you're part of, or have links to a trust, foundation, livery company or other grant-making body, the charity can work with you to identify a specific project or discuss how you can support their services in a particular region.

You might choose to leave a gift in your Will. It's simple to do and will make a real difference for years to come.

If you'd like to champion a specific project or make a multi-year pledge of £5,000 or more a year, the charity will acknowledge you as a major gift benefactor.

There are many ways to support Combat Stress in tribute to a loved, such as asking for donations instead of flowers. Leaving a gift in your will to the charity can help also support its work in years to come.

If you're up for a challenge, then you could make your next run, cycle, trek or other challenge event

count towards providing the life-changing treatment to help former servicemen and rebuild their lives.

### WHY COMBAT STRESS NEEDS SUPPORT

The charity's need for funding is even more crucial today as greater numbers of younger veterans come forward for help much sooner than in the past.

On average, it takes 13 years after leaving the military for a veteran to ask for Combat Stress for help, but demand from those who served in Iraq and Afghanistan continues to increase and this group is seeking help much sooner (six and four years respectively).

Last year, the Combat Stress Helpline received more than 12,000 calls – 60 per cent of these were from first-time callers – and demand for services was at an

all-time high, with over 2,000 new veteran referrals; 3,416 veterans were directly helped and almost 600 veterans benefited from the peer support service.

More than 80 per cent of the veterans supported by Combat Stress tried to get help for their mental health from the NHS and MoD before contacting the charity.

King's College London research highlights that the rate of PTSD is nearly twice as high among veterans than among the general public. For those who served in Iraq and Afghanistan, the rate of PTSD is even higher, with 17 per cent predicted to develop PTSD.

With this increasing demand, and changes to the funding they received in past years, Combat Stress has launched The At Ease Appeal to raise an extra £10m over three years to help fund its world-renowned treatment.

### NEXT STEPS

Want to find out how you can make a difference? Then please call Claire at Combat Stress on **01372 587151** or email [fundraising@combatstress.org.uk](mailto:fundraising@combatstress.org.uk).

To find out more or to make a donation now, see [www.combatstress.org.uk/support-us](http://www.combatstress.org.uk/support-us).



## BE REMEMBERED FOR SOMETHING SPECIAL

One in five of the veterans Combat Stress helps is funded through gifts in Wills. With a 50% increase in referrals over the last ten years, we need your help now more than ever to ensure we can continue to be here for veterans.

Your support will help provide free, unique and tailored mental health services to support each veteran in the community, on the phone or at one of our residential treatment centres.

Please help by remembering veterans in your Will\*

Like to find out more? Have questions? Please contact Sarah Seddon on **01372 587144** or [sarah.seddon@combatstress.org.uk](mailto:sarah.seddon@combatstress.org.uk).

\* We can provide details of a free Will-writing service.

**COMBAT STRESS**  
FOR VETERANS' MENTAL HEALTH

**100 YEARS**  
1919-2019



# The British Franchise Association

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

## WHO ARE THE BRITISH FRANCHISE ASSOCIATION?

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

## WHAT CONSTITUTES A 'GOOD' FRANCHISE?

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

All members of the bfa have undergone and passed the bfa's rigorous accreditation process.

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

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



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

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

There are a host of resources available on the bfa website designed to help franchisees prepare to make this big choice. The bfa have developed a free online course in association with Lloyd's Bank to help prospective franchisees build a strong foundation of knowledge. The Prospect Franchise Certificate is easily accessible, modular and

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

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

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

That being said, do bear in mind that there are always two sides to the story. Do bring any concerns raised during online research to the franchisors attention. They may have a good explanation for what you found or alternatively, they could convince you that their brand is not where you want to place your trust and funds.

## Ask them detailed questions:

To name a few: how long did the business operate before they franchised? How long have they been franchising? How many franchisees are currently operating? Have many franchises failed whilst trading under the brand? These can feel like tough questions to ask, however, it is incredibly important that you ask them. Firstly, you can find out a lot about a franchisor from how transparent and forthcoming they are when answering these questions. Secondly, a 'good' franchisor will be selective about who they introduce into their network, being prepared with sensible and detailed questions proves commitment to the franchisor.

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

## Speak to existing franchisees:

This is a crucial step to check what training and ongoing support is received once the franchise agreement has been signed. Don't be fooled into only speaking to the franchisors favourites, they should be willing to allow you to choose from a list of their franchisees which you would like to speak to. You may wish to ask to choose

from lists of their top performers, average performers and under performers to determine how they support received is adapted to the requirements of their franchisee.

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

At this stage it is fairly common for a franchisor to ask for a refundable deposit before they reveal their financials to a prospect. This must be refundable and is usually refundable less any reasonable expenses. Reasonable expenses are genuine costs such as, paying a surveyor to scope out locations in your local territory, not administration charges for answering your questions. This refundable deposit will be returned to you if you decide the proposition is not for you. If you decide to proceed to invest in the franchise, this will usually be deducted from the franchise fee you pay at the start.

**Get the franchise agreement checked:** The bfa can't stress enough how important it is not to skip this step. This legally binding document will form the basis of your business relationship for

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

## WHAT ARE THE BENEFITS OF JOINING A FRANCHISE?

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

A great feature of franchising is that franchisees often do not need previous experience in the sector they are joining, this

is because the franchisor will provide comprehensive training and ongoing support to help the franchisee build and grow their business. The flexibility of franchising is allowing a variety of motivated individuals the opportunity to own their own business, including mothers who are returning to work. The plethora of franchise opportunities available cover a variety of sectors and models. As a result, franchisees are able to decide whether they would like a business that requires a larger time commitment in exchange for greater financial rewards and opportunity for business growth, or whether they would like a more flexible business that fits around

the duration of the contract. A single document that details both the franchisor and franchisee responsibilities, as well as what protections are in place to prevent you from being terminated from the network without cause.

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



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



# With **Hire A Hubby** you can turn your DIY skills into a **profitable business**



Hire A Hubby provides general property maintenance and DIY services to residential and commercial customers.

**T**ime pressures and lack of skills mean that there is a ready demand for the handyman services that Hire A Hubby franchisees provide. There are currently 25 franchisees in the UK and we are looking to grow this number in 2019. If you have strong DIY and property maintenance skills, a desire to own and run your own business, then a Hire A Hubby franchise could be just what you're looking for.

## HOW IT WORKS

Each Hire A Hubby franchisee runs their own business but they are backed by the security and support of a long established handyman franchise operation. Your franchise comes with an exclusive territory, a two week training package that includes both practical know how and business administration training, a company laptop and mobile phone, Police/DBS checks and insurance. There are only two things that new Hubbies have to provide, their tools; which most DIY enthusiasts already have, and a white van; which will be sign-written during their training.

Several of our franchisees come from the military. Paul Davies spent 10 years in the 1st Battalion the Welsh Guards before becoming a franchisee working in his local town of St Neots. In the past four years his business has gone from strength to strength. In common with many franchisees his business has developed from simple DIY tasks to more complex bathroom and kitchen renovations and house extensions. Speaking about his experience Paul says;

"It has been hard work but I have reaped the rewards of running my own business. Investing in a Hire A Hubby franchise has been the best move I've ever made."

Leigh Hathway, Hire A Hubby Westbury on Trym, spent two years as a Gunner in the RAF Regiment before leaving on medical grounds. Having trained as a plasterer he met his business partner while helping with some renovations for his local Scout group. Speaking about his decision he says "Hire A Hubby gives me the support network of a big business whilst allowing me to run my own business. I really enjoy the variety of work and no two days are ever the same."

## INCOME GUARANTEE

Hire A Hubby offers a first year's income guarantee of up to £50,000. The guarantee is dependent upon the initial investment and enables an individual to take the step into business ownership safe in the knowledge that they are able to call upon us for financial support should it be required.

We believe that this makes us unique within the franchise world. The income guarantee that is on offer represents the minimum turnover Hire A Hubby would expect a new franchisee to be able to achieve during their first year. Given the demand from home owners for the sorts of services that the Hubbies provide, many franchisees easily exceed this. Indeed many franchisees are able to scale their business to the point where they need to take on one or two members of staff by the end of their first year.

## SYSTEMS AND SUPPORT

Each franchisee has access to Hire A Hubby's very own computer system (hub e-connect) which allows quoting, scheduling, and administration to be simplified. However, more importantly it also allows a franchisee to monitor their operation, particularly from an efficiency and profitability perspective. This ensures

performance is always at its best and can then enable



the franchisee to understand their business performance, and decide whether to grow to a multiple vehicle operation. Something that can only be achieved if they know their KPIs (key performance indicators) are where they need to be.

## WORKING LOCALLY

Ideally franchisees like to have the territory of where they are living and most franchisees would be within a 30 minute drive of their home location. It is important for a franchisee, not to have to travel too far, as time is money. All Hire A Hubby franchisees are DBS / Police checked enabling them to offer their services to schools, care homes, children's day nurseries and other businesses, where they might come into contact with the vulnerable. After you've completed your training at

head office, you'll be supported in the field by one of the team. During your territory launch week you'll be introduced to your key customer groups including property managers and other regular, repeat business customers.

## SKILLS ASSESSMENT

Prospective Hire A Hubby franchisees are required to take a self-assessment, both of their interpersonal and DIY skills. Part of your training package includes a hands on week at a building training centre, this enables our franchisees to brush up on their DIY skills and learn a few tricks of the trade to add to their skill set. The success of the Hire A Hubby brand has been built on individual franchisees working in their local area, providing high quality services, which require excellent DIY skills.

## GROWING OPPORTUNITY

As demand for your services increase, there is opportunity to grow your business to a multiple vehicle operation. Choosing to operate multiple vehicles, allows you to become more of a project manager and to take on more work, thereby increasing the profitability of your business. However there is no obligation for a franchisee to have multiple vehicles and any franchisee will only grow their business if and when they wish to do so.

## FLAT FRANCHISE FEE

Hire A Hubby take a flat franchise fee so regardless of what a franchisee's turnover is, or how many vehicles they run, they will never have to pay any more. Whether a franchisee wishes to grow their business to a multi vehicle operation or not, they all benefit from strategic business support from the head office team. This includes regular business reviews to check a franchisee's performance against their business plan, and setting goals and business objectives, all things that as a sole trader they wouldn't have access to.

## INVESTMENT REQUIRED

Investment levels range from between £15,000 to £25,000 depending on the territory chosen and this can be part or wholly financed if needed. Hire A Hubby have a range of finance packages available from the likes of StartUp Finance or Natwest, who have accredited the Hire A Hubby franchise system and who also offer 75% unsecured funding finance package. From a business perspective there are tax advantages to financing your business and it is something that most franchisees tend to do.

## JOIN THE TEAM

In addition to having good practical DIY skills, it is likely that, with your military background, you'll also be a team player, who enjoys working to a plan and you might also have good time management skills. If that is the case then you are just the sort of person we are looking for. We have franchise areas and territories that have now been mapped and available across the UK, so it doesn't matter where you're based we can help you on your journey to becoming your own boss. ●



# RUN YOUR OWN PROPERTY MAINTENANCE BUSINESS



Ask about  
our £50,000  
Income  
Guarantee



If you have great DIY skills and the desire to run your own business we have the perfect career path for you.

Hire A Hubby is a specialist handyman service providing property maintenance and project management services to customers in the domestic, property management and commercial markets.

Franchisees are our backbone. Practical people with a passion for DIY, they run their own business with the security and support of a long established and successful handyman franchise operation.

Your business success over the short, medium and long term is our ultimate goal. Even though individual Hubbies are running their own business, they enjoy full operational support from head office and the Hire A Hubby network.

On top of loving DIY, we're after team players with customer service skills, good time management skills, a strong customer service ethic, be a team player and be able to work to a plan.

Franchises from just £15,000.  
Call today for more information.



**HIRE A HUBBY**  
PROPERTY MAINTENANCE

0800 111 4664 [www.hireahubby.com](http://www.hireahubby.com)





### UNIQUE CLEANING SYSTEM

Our cleaning system and products have been refined and developed over the years, we have developed the process down to the smallest detail allowing you to get on with running and growing your business.

Our tried and tested systems bring you the most simple and easy to use, cleaning system available today.

Zero dry time dry carpet, upholstery and hard floor specialists have 4 great solutions for your home, dry carpet cleaning, upholstery cleaning, hard floor cleaning and wooden floor restoration.



We will provide:

- Pat tested machines ready to use
- Fully equipped stock and products
- Uniform
- Van signage
- Tools
- Marketing materials
- Website including full comprehensive training
- ZDT Portal - Help videos
- Franchise forum access
- An exclusive territory
- A full ready to use business package
- Pat tested machines ready to use
- Fully equipped stock and products
- Uniform
- Van signage
- Tools
- Marketing materials

- Website including full comprehensive training
- ZDT Portal - Help videos
- Franchise forum access
- An exclusive territory
- A full ready to use business package

### FRANCHISEE TRAINING AND SUPPORT

Zerodrytime's extensive training programme will enable you to fully understand the practical aspects of your role so you can effectively run your business.

We offer:

- 2 day 'Kick Start' Programme
- 2 week course with classroom and customer facing training



- Real time job shadowing
- Marketing Materials
- Access to our E-learning portal with 'How to' Video Tutorials
- Continued back office support from qualified professionals

### KEY HIGHLIGHTS:

- A massive domestic and commercial markets to service.
- Amazing earning potential and the ability to run multiple vans.
- Build a residual customer base.
- Be part of a national network.
- Industry-leading training and support.
- A man in a van opportunity or management roles – you choose.
- Earning potentials of over £1,500 per week.
- A unique franchise built to help you succeed.

A Zerodrytime franchise

is £24,950 + vat\*

Finance and leasing options available

\* Franchise fee includes all equipment, machines and full training.

The fees include:

- Dedicated postcode area for you to market, both domestic and commercial customers.
- 9 professional machines, the right tools for the right job.
- Extensive training on all products.
- Access to video and information on our e-learning portal
- Bespoke products starter pack (includes everything to start and operate your new business).
- Marketing pack, shirts, jacket, trousers. Van logo.
- Advertising pack, business cards, leaflets, brochures and all bespoke material.

### LOW MONTHLY MANAGEMENT FEE

The fees include:

- Day to day and continuing, ongoing support.
- Dedicated 0800 number with online management of call and enquiries.
- Web enquiries
- Mentoring programme

Why not take the first step in becoming a Zerodrytime franchisee, come and visit us in Newcastle for a discovery day. •

# Zerodrytime

Being involved in the cleaning industry serving both domestic and commercial customers across the board, David Muirhead... zerodrytime founder, was asked the same questions repeatedly from facilities managers in large hotels, to the housewife, can you clean carpets and upholstery?

And if so how long will they take to dry? At this point, David realised the huge market out there for people wanting a type of dry carpet/upholstery cleaning service that no one seemed to supply.

After all, who wants wet carpets, heating on, windows open and the inconvenience that goes with it.

David started investigating and scouring the market for ways to give people what they want, dry clean carpets and upholstery ready for immediate use. In the early days it took a lot of hard work finding the right machines and products involving trips to the USA and numerous UK based chemists to help make the products needed, but it all paid off.

Zerodrytime are the UK's

number one dry carpet, upholstery and hard floor cleaners, with 70+ operational vans based across the UK, a Master Franchise in Northern Ireland, and the first overseas Master Franchise based in New Zealand.

Zerodrytime then evolved to what we have now, a unique franchise that offers unparalleled services with great earning potential for our franchisees.

When you join Zerodrytime, you are assured of the highest standard of training and ongoing business support, backed by a team with a long and successful history in professional cleaning and franchise development.

Our unique systems and processes, together with our own products make us industry leaders in the UK's domestic and commercial cleaning markets today.

Our franchise offers a real opportunity to change your life for you and your family by giving you a successful business that will grow year on year. A great work / life balance running and operating your own Zerodrytime franchise could be yours. You decide when and where you will be working.

### ITS CARPET CLEANING – BUT NOT AS YOU KNOW IT...

The 'on your hands and knees, scrubbing and carrying dirty water' process is now a thing of the past.

With the advancement of new technology and products, Zerodrytime have developed a fully robust cleaning system that will enable us to give... you, the home owner what you want when having your carpets cleaned.

"Dry carpets and upholstery ready for immediate use with no fuss" – what's not to like!

Imagine if you were having your carpets cleaned, would you like to be told: "that they're fresh, dry, clean and ready to use for immediate use."

OR "they are wet, please keep your children, pets and furniture out of the room with the heating on and windows open until they are dry."

At zerodrytime we have developed our own unique range of environmentally friendly products that have been tested to industry standards.

- Environmentally friendly
- Safe for babies, young children and animals
- Sanitises and deodorises
- Removes tough stains
- Leaves environments fresh and clean

### STARTER PACK

Once your training has been completed and you're ready to go.



## The UK's No1 dry carpet, upholstery and hard floor cleaners

### A great choice after you retire...

### Earn in excess of £50,000 per year

One franchise, 4 great cleaning solutions. If you're looking for an exciting career change that will bring you financial security without the constraints of working for someone else, a zerodrytime franchise could be the right choice for you.

### Franchise areas available near you

Zero Dry Time  
Unit 6 Ruby Park  
Newcastle Upon Tyne  
NE13 7BA

0191 691 4700  
zerodrytime.com/franchise  
info@zerodrytime.com



Zerodrytime franchisees come from all parts of the Military with different experiences.



Lee Yates  
Cardiff  
Ex Military Police

Liz Bayley  
Bath  
RAF Reservist  
Ex Close protection

Mark Taylor  
Milton Keynes  
Ex Royal Marine



**ANDY DARBY**

One such case is Andy Darby. A former Royal Engineer in the Forces, Andy launched his 'man and a van' business fifteen years ago. After 11 years in the army, Andy was concerned about the transition from military to owning his own business. Although it seemed daunting, by following the proven ChipsAway business model and taking advantage of the available training and support, Andy had a smooth transition. He was able to expand his business quickly and has now built up a multi-van operation and team of employees to serve his three territories.

"Whilst I had been very self-assured in the army, I knew that running a business was going to be a completely different challenge" Andy said. "I have always been passionate about cars and motorbikes, so ChipsAway seemed like a business that I would enjoy running, even if things got tough. ChipsAway offered everything that I wanted - a great product, excellent training and support along with the potential to grow and expand. It was also important to me to get out and start earning from the moment I finished training and with ChipsAway I was able to do that."

Andy now enjoys a great lifestyle, drives a top of the range sports car and estimates his net earnings are over three times more than his previous salary! "I'm really happy with the way my business has developed. ChipsAway are a huge organisation with the capability to really support their franchisees well." Andy enthuses. "I began by doing the initial research, meeting the people involved and taking home the information to mull over. 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." As part of their training, new franchisees spend an initial 4 weeks learning 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. Furthermore, there is also a sales and marketing module which provides a good grounding on selling and running your business.

Within a couple of months, Andy was already earning the same level

**STEVEN DANIEL**

Former Staff Sergeant Steven Daniel would agree with every word too. Steven celebrated 24 years in the Army before leaving the Forces in 2012. He was keen to be independent, and to continue



to make use of the skills he'd gained whilst in the forces.

"Franchising seemed ideal for me," Steven says. "Whilst in the forces, I needed self-motivation, planning and time management to juggle my workloads, and it was apparent franchising would too. By the time I'd finished training with ChipsAway, knowing I'd got the opportunity to use these skills, and seeing the support of the management team, I was confident that I'd made the right choice."

Steven's launch was a huge success, with work lined up for weeks ahead almost from the word go. "Ever since, I've always had a full diary and my reputation has spread by word of mouth," he says. "Recommendations now account for over 30% of all my new business leads." His quality of life has skyrocketed too. "I've got real flexibility, an excellent income and the freedom to choose my own working hours," he says. "Combined with the autonomy to take the business forward, and the support of such a huge national brand behind me - I'm thrilled. I loved being in the army, but I wouldn't change my life now for the world!"

**PAUL FABIAN**

Former Engineering Officer, Paul Fabian, spent thirteen years in the Forces before taking voluntary redundancy from the RAF. Like Andy, Paul started as a 'man and a van' franchise in 1999, and has since grown and grown the business.

"I could see the potential of the franchise from the outset," he says. "Even back then, being an owner-operator with one van, I could visualise my future path. It was very clear I'd develop things into a management franchise and make a lot of money - and that's exactly what I've done!"

Today, Paul has a thriving ChipsAway Car Care Centre (fixed base workshop), plus a fleet of mobile units and a team of six employees. Busier than ever, they see an average of sixteen cars a day. Paul agrees that the 'planning side of things' is vital and very similar to being in the Forces: "The realisation that spending ten minutes at the start of each day planning and briefing staff can save you hours of wasted time later on, is very much an old RAF habit!" he says.

His salary, however, is nothing like the RAF. "It's vastly different," he says. "I now earn at least six times more than I did in the RAF

- even allowing for indexation - and my business keeps going from strength to strength!"

"ChipsAway is a great franchise," Paul confirms. "I love being my own boss. If I want to earn more, I can set my own targets and work to achieve them, rather than waiting for someone to promote me. Or, if I want to take eight or ten week's holiday in a year, I can, knowing the business carries on without me! I have no regrets about taking this route - there are amazing results waiting to be achieved if you work hard enough."

Want to find out more about a ChipsAway franchise? ChipsAway hold regular, free, find-out-more Open Days at our West Midlands based Head Quarters. Open Days are very informal and require no presentation or input from you - we simply allow you to make your own evaluation. You will get to see and try out one of our repairs first hand and have the chance to meet a number of franchisees - both new and experienced.

Please call **0800 731 6914** to book your place, or visit **www.chipsaway.co.uk/franchise**.

## From Forces to Franchising with ChipsAway

The UK's leading brand in SMART automotive repairs, ChipsAway, is actively recruiting new franchisees to satisfy growing demand.

After a life of camaraderie and routine, many ex-members return from the forces and struggle to settle back into civilian life. However, there is one career path where they seem to thrive. Franchising provides the perfect combination of support, guidance, freedom and flexibility. It's a proven business model and safe bet for individuals looking to be their own boss.

ChipsAway has been established for over 20 years and are the originators of minor automotive paint repair (SMART repair) technology. In that time, we have built a fantastic reputation for providing high quality SMART car body work repairs such as: minor paintwork scratches, bumper scuffs, dents, and alloy wheel repairs.

The franchise package not only includes unrivalled, comprehensive

practical training, but also business mentoring from an experienced franchisee, ongoing franchise development from a dedicated support team, and full marketing and advertising support including national TV campaigns.

As a result of our extensive national marketing campaigns, regular national television advertising, and ever-increasing brand awareness, last year alone we were able to send our franchisees a record-breaking £75,000 worth of leads on average. The rewards for hard-working franchisees really are unlimited. The flexibility of the stable, tried and tested business model means that franchisees can expand as their ambition grows.

So, if you're driven, ambitious and not afraid of hard work, a ChipsAway franchise could be perfect for you.

of income he had as a soldier! But that was just the beginning. Andy now admits to making 'serious money' as he heads up a multi-van operation spanning three territories, with a ChipsAway Car Care Centre (fixed-base workshop) and a team of trained technicians providing high-quality automotive paintwork repairs to a growing customer base.

"I really enjoyed being a soldier," he says, "but I have no regrets whatsoever about my subsequent career choice. I'm more financially stable now than I have ever been! I certainly chose the best franchise and have been very happy with my decision to expand. Being my own boss is great, the rewards are there if you're prepared to work hard and the satisfaction of seeing your business become increasingly successful is absolutely fantastic!"



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

Join the ranks of successful franchisees with a ChipsAway SMART car repair franchise.

Be your own boss and take control of your life. ChipsAway offers unlimited earning potential, with full support including training, and national advertising, including TV adverts!

Turn over up to £75,000 per year with a ChipsAway Franchise



Get started from £15,000 + VAT  
CALL NOW for more information

**ChipsAway**  
Scratches and scuffs won't dent your pocket

**0800 980 5951**  
**www.chipsaway.co.uk**





# “Realistic training makes for the best operatives”

UCP Group employs your already gained military skills to make you the best Domestic UK Bodyguard/Close Protection Operator and Overseas Armed Private Security Contractor.

When it comes to Close Protection you need look no further than UCP. UCP UK instruct, train and operate at the highest industry standard. Training with UCP means you will finish the course with the correct qualifications to guide you into work.

For instance:

- Working as a Close Protection Operative Level 3 HABC leading to the application of the SIA licence.
- First Responder Emergency Care Level 3 award/FPSOI
- B6 Armoured Vehicle Award
- IED Awareness Award – Terrorism Awareness Award
- PSC (Private Security Contractor) Award

- HEP (Hostile Environment Close Protection) Award

The UCP 21 Day Training Course is ELCAS claimable. Training is delivered in London/Kent area with Accommodation free of charge for Former British Military.

*Bolt on the 7 day HABC Level 3 Combined Firearms Training for only £1000 training and join us in Sardinia for some of the very best Firearms Training you will ever receive.*

#### UCP DEVELOP THE BEST TRAINING ENVIRONMENTS FOR THEIR LEARNERS

**UCP UK deliver residential courses only and specialise in Close protection, making our instructors**

#### and training conditions the very best in the UK.

**UCP Bodyguard Academy** has 8 bed accommodation, operational Planning classrooms, CQB Centre, 5 Acre HECPO training area, Gym, Unarmed Combat training room and Vehicle training area.

The 21 day CPO Course is delivered every month of the year with a maximum of 8 students per month on a 1st come 1st serve basis.

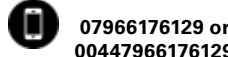
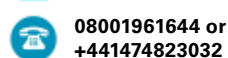
#### OUR GOAL OUR PLAN

UCP train no more than 100 former British Soldiers per annum.

There is a fine balance for training providers to run a successful business or operate a cattle market strategy... UCP policy is to train only 100 former



UCP support you all the way from PRE to POST training.







# 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. ●



The Royal Society for the Prevention of Accidents

# Looking for a career in health and safety?

CONTACT US  
TO FIND  
OUT MORE

## We can provide reputable and professional qualifications

Our wide range of high level workplace safety training provides ex-members of the armed forces and ELCAS scheme members with the skills and knowledge to further their career in health and safety. Courses are delivered with a tailored approach by our expert trainers across the UK. Our courses include:

- NEBOSH National Diploma
- NEBOSH National General Certificate
- RoSPA Qualifications Manual Handling Trainers
- RoSPA Qualifications Safer People Handling Trainers

**ROSPA**

accidents don't  
have to happen

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**nebosh**  
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026





**KLM UK Engineering**

**AIRFRANCE INDUSTRIES**  
KLM Engineering & Maintenance

KLM UK Engineering is a leading regional aircraft and narrow bodied Maintenance Repair Organisation, wholly owned by the AFI KLM E&M Network.

The Company is based in Norwich, Norfolk and has been situated here for over 40 years and has been known under various names such as Air Anglia and Air UK, before being taken over by KLM in 1997.

The Company's core business is heavy airframe maintenance at its Norwich facility, but also has line stations throughout the UK and operates an onsite component repair shop providing

services such as NDT, composite repairs, calibration and interior refurbishments. The organisation has been active in providing Part147 training for over 30 years and has an onsite technical training facility within the International Aviation Academy Norwich.

We are EASA Part145/147 & FAA Approved and hold other countries approvals & certificates, covering maintenance on Fokker 70/100, BAe146/Avro RJ's, Embraer 170/190, Boeing 737 all series, including the MAX which is new for 2018 and the Airbus A320 Family. Our customer base is worldwide ranging from Dublin to Dubai, through to Russia and as far as Australia and Canada.

The Company operates a continuous improvement programme which goes hand in hand with our Safety Management System to operate a cohesive way of working which is both efficient and safe for our staff. Within the continuous improvement programme, we encourage our staff to make suggestions for

improving the way we work and have a specific Innovations Team to bring these improvements to life throughout the year. We recognise that the people carrying out the job can make the difference.

We employ highly skilled & dedicated people that make our business a success, with a total headcount approx 380 across the maintenance & support departments, which includes our technical college. Many staff

have been with the company for over 15 years with our longest serving colleague at 45 years and believe in growing our own, which includes many management positions of all levels filled with ex-apprentices, as well as fresh faces with fresh ideas.

KLM UK Engineering has been training engineers for over 30 years in Norwich and has moved to a new facility within the recently opened International Aviation

Academy Norwich. This brand-new purpose built facility, not only has classrooms & workshops for students, but houses a live Boeing 737 Classic Generation aircraft within the emulation zone, so students can get hands on. This new facility is located next to the maintenance hangars making it an inspirational place to work & study and is close to the main hub of the business.

We work in partnership with Colleges & Universities to deliver apprenticeships and degree programmes which incorporate EASA courses & B1.1 Licence. As well as this we offer initial & continuation training and aircraft type training courses. Over recent years we have developed a variety of online training courses which include EASA CAT A, B 1.1 & B2 Licence, Fuel Tank Safety, Human Factors, and Electrical Wiring Interconnect System (EWIS) and can be studied anywhere, anytime via our Virtual Learning Environment (VLE) which was launched a couple of years ago with great feedback from users.

Enhanced Learning Credits can be used towards our courses and an ELC claims form needs to be completed via the ELCAS website. Our ELCAS number is 4624.

The industry identified a worldwide shortage of aircraft engineers a few years ago and this skills gap needs to be filled. KLM UK Engineering is committed to and passionate about training the next generation of aviation engineers and has been key in promoting this and making it happen through its own apprenticeship scheme, degree programmes and retraining out of industry engineers.

The Company also has a high percentage of ex-military staff and embraces their knowledge and skills across the hangars and in the support departments. The Company also supports the engineers through a night school to help gain licences while they continue with the day job.



#### JON MURRAY MAINTENANCE CERTIFYING ENGINEER

I had a diverse tour of duty with the Army, during which I saw peace break out in Northern Ireland, The Berlin Wall coming down and collapse of the Soviet Union. Hong Kong handed back and war in the Falklands, Gulf and Bosnia.

My service in the Army began in 1982 and I joined as an aircraft technician. I successfully completed the yearlong basics course in Middle Wallop and joined my first unit in Detmold, Germany as a Lance Corporal. Working on Lynx Mk7 anti tank and Gazelle Reconnaissance helicopters.

During the next 3 years, I completed two tours of Northern Ireland and spent a great deal of time living in and driving around the woods of Northern Germany. I was promoted to Corporal and posted to the second line (heavy maintenance) workshop also in Detmold.

During this time, I recovered many downed helicopters from muddy fields, had a punishment tour in the blade bay and returned to England to complete an 'Upgraders' course,

which allowed me to certify my own and others work.

I was lucky enough to miss a certain ferry, despite my best efforts, as it was The Herald of Free Enterprise on 6 March 1987. I also did another tour of Northern Ireland. Seeing the beginning of the peace process and a reduction of 'the troubles'. On my return to Germany the Berlin Wall came down beginning a new era for Germany and Europe.

In 1992 I was promoted to Sergeant and posted to 24 Airmobile Brigade in Dishforth, N. York's on Lynx Mk9s. A new role for the Army Air Corps, with the reduction in perceived threat from a Russian invasion lead by tanks and armoured vehicles. Then followed a tour of Hong Kong on Scout helicopters, sadly cut short as the Squadron was disbanded prior to the handback in 1997.

On to Wattisham to prepare for the arrival of Apache helicopters and another re-role to 'Airbourne Assault' Squadrons. Then finally an active deployment to Bosnia, Croatia and Italy.

After I broke my elbow in a fall from an assault course my career was in doubt. My girlfriend, who I had met prior to my tour of Hong Kong became my fiancée and so with plans to be married I decided to leave the Army for a new life together. We are now married and live in Gresham with our three sons.

Leaving and re-settlement were a daunting prospect. Whilst I came from a military family, none were in aviation and I had no points of reference. Perhaps surprisingly few Army Technicians seemed to choose civil aviation as a second career. Re-settlement grants were available for education (this

KLM UK Engineering offers a competitive salary, shift premium, type approval pay, overtime, provision of full PPE, type training, with a minimum 20 days holiday plus bank holidays, options to buy/sell holiday, contributory stakeholder pension scheme, childcare vouchers, cycle to work scheme, social club, long service awards, onsite canteen, onsite parking and more and is supportive of staff development. For all training enquires please contact: **+44 (0)1603 254660 / training@klmuk.com**

For all employment enquires please contact: **+44 (0)1603 254442 / jobs@klmuk.com**  
**www.klmukengineering.com**  
• Twitter - @klmukcareers  
• Facebook - klmukengineering  
• Instagram - @klmuke  
• LinkedIn - KLM UK Engineering Limited ●

preceded ELCAS) and I made use of these to gain a rotary licence. I also put myself through car driver instructor training as I had gained HGV class 1 driver, motorcycle instructor and local car instructor during my service.

I had expected to be able to find a job with one of the local helicopter firms, but had not anticipated how small these operations were and how few engineers were within them. After six months of trying, with funds running out I took a job with a local car tuning garage on special projects. Whilst building high specification Caterham 7s and chip tuning Lotus Carlton was enjoyable it did not pay much and I continued to job search.

Eventually I applied to KLM UK Engineering, but I did not hold out much hope without a fixed wing licence. To my amazement I was successful, joining in 1998 with great hopes for long term employment, and the prospect of courses provided by their training college. Within 5 years I had converted my rotary licence to fixed wing and gained four type approvals and now 20 years on hold the position of supervisor.

I hope to progress my career in the future by adding type approvals and lifting the restrictions on my B1 licence and am at present sourcing an establishment which provides this course.

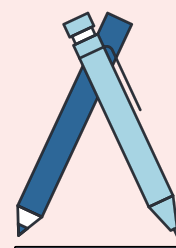
Since leaving the forces my life has changed beyond recognition: new job, new wife, new house and fatherhood, to name a few. My military experience has proved invaluable and I look forward to the times ahead, especially with the prospect of improvements which are on the horizon for KLM UK Engineering.



# The MoD Enhanced Learning Credits Scheme

The MOD's Enhanced Learning Credits Scheme (ELC) promotes lifelong learning amongst members of the Armed Forces.

The scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years. You are reminded that ELC funding is only available for pursuit of higher level learning i.e. for courses that result in a nationally recognised qualification at Level three or above on the National Qualifications Framework (NQF) (England, Northern Ireland and Wales), a Level six or above on the Scottish Credit and Qualifications Framework (SCQF) or, if pursued overseas, an approved international equivalent qualification with an approved learning provider.



## Getting Started: How does it work?

1. There are several stages to the ELC process. Full information is set out in Joint Service Publications (JSP) 822.
2. First you must have already been registered to become a Scheme Member and have accrued a sufficient amount of service before you can submit a claim. If you are still serving speak to your local Education Staff as they will be able to check your entitlement for you. If you have left the forces contact ELCAS as they can make the appropriate checks.
3. Have a look at Service Personnel Claiming ELC or Service Leaver Claiming ELC respectively as these pages will tell you how to make your claim.
4. Finally you must complete your Course Evaluation via the Member's Area. Please note that further claims cannot be processed until the evaluation has been completed.



Before making an application, Service Leavers are advised to first check the national position on existing support with the relevant national education authority (e.g. in England BIS or SFA). There may already be existing 'free' provision by another route e.g. those aged 25 years or under are already entitled to a first level 3 in England; free entitlement for all who fulfil the residency requirements on degree/HND level courses in Scotland; Welsh residents also attract some support for FE and HE provision. It makes sense for SL to explore alternative routes before considering support and access through the ELC 'top up' scheme, but there are safety measures in place to prevent any possibility of double funding.

**CLAIMANTS PLEASE NOTE: YOU ARE REQUIRED TO SUBMIT A CLAIM FOR EACH ACADEMIC YEAR OF THE COURSE. ONLY ONE YEAR OF STUDY SHOULD BE ENTERED ONTO EACH CLAIM FORM.**

## BACKGROUND

The Publicly Funded Further Education/Higher Education scheme provides Service Leavers and Service Personnel in their qualifying resettlement phase with access to a first full Level three (GCE A level or vocational equivalent), or a first higher education qualification (a foundation degree or a first undergraduate degree or equivalent) free from tuition fees.

If a Service Personnel has obtained 120 credits this would result in a Higher Education qualification and makes them not applicable for this scheme. MOD and the relevant national education authority in England, Scotland, Wales and Northern Ireland pay for the tuition fees in full rather than the individual making a contribution towards the cost.

## Claim Process to be Followed by Learners and Learning Providers

**ONE.** Learner identifies course of learning in liaison with Approved Learning Provider

**TWO.** Learner completes ELC Claim Form (form ELC 005.01)

**THREE.** Learner submits Claim Form (form ELC 005.01) to commanding Officer and Education Staff for approval

**FOUR.** Claim Form sent to ELCAS for processing or Authorised Education Officer processes claim online

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

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

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

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

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

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

## FURTHER INFORMATION

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

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





## Claiming

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

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

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

# Claiming ELC Funding

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

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



### ONE.

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

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

### TWO.

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

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



20%



### SIX.

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

### SEVEN.

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



### THREE.

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

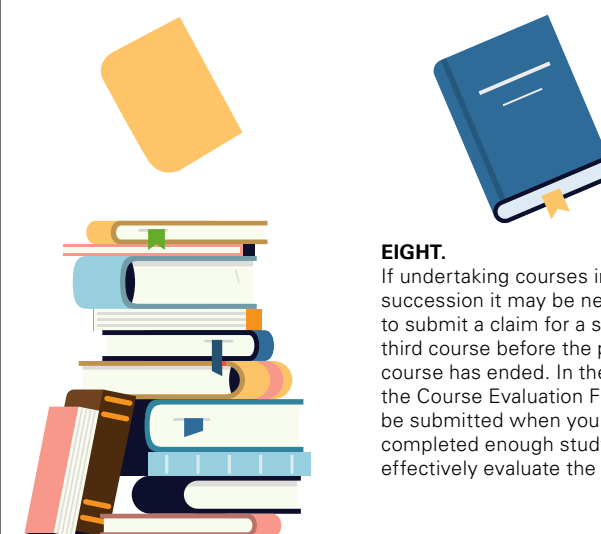
### FOUR.

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



### FIVE.

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



### EIGHT.

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

### NINE.

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



### TEN.

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





## Eligible Service Personnel

### PROCEDURE FOR ELIGIBLE SERVICE PERSONNEL

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

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



## Choosing Your Learning Provider

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

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

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

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

### Points to note when booking your course

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

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



## Single Service Representatives

### AMENDING, CANCELLING & REINSTATING A CLAIM

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

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

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

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

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

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

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

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



# Changes

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

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

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

The key changes to the schemes are as follows:

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

## Single Service Representatives (SSR) Contact Details

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

### ELCAS CONTACT DETAILS

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

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

### CONTACT US

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

#### ELC MANAGER

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

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

#### ARMY

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

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

#### ROYAL AIR FORCE

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

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

## Eligibility Rules

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

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

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

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

### QUALIFICATION LEVEL

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

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

### CLAIMING

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

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

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

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

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

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



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# CREATING OPPORTUNITIES FOR SERVICE LEAVERS

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