



**Ministry
of Defence**

**JSP 534
The Tri-Service Resettlement and Employment
Support Manual**

Part 1: Directive

Foreword

Resettlement and Employment Support of Service leavers represents a moral obligation from HM Armed Forces to every individual who has volunteered for full-time service. The decision to serve in the military provides the volunteer with a range of experiences, training, skills and an identity that are rarely available in civilian careers. A comprehensive resettlement policy and ongoing employment support exists to smooth the transition of Service leavers into civilian life. This policy and employment support exists as a key part of a wider strategy to enable a Service leaver to use their military experiences, training, skills and identity to undertake meaningful activities in civilian life.

Service personnel leave the Armed Forces under a range of circumstances and this policy aims to recognise the varying needs of Service leavers. The entitlement to resettlement support is not based on rank or commendations but rather time spent in service. The greater the length of service the greater the provision of resettlement and employment support. However, the MoD also recognises the impact of being medically discharged and leaving early in an individual's service so specific support exists to these Service leavers.

The successful resettlement of Service leavers requires diligence from administrators, selflessness from Commanders and thorough planning from the departing individual. The vast majority of Service leavers have a very successful life post-discharge and represent the best of society. Service leavers are ambassadors of the Armed Forces in our society; a final positive experience will shape their message to potential future volunteers to serve.

**Chief of Defence People
People Functional Owner**

Preface

How to use this JSP

1. JSP 534 is intended as the authoritative document for tri-Service resettlement and employment support policy and procedures throughout Defence and within the 3 Services. It is designed to be used by staff responsible for providing resettlement and employment support to Service leavers (SL) but must also be available to SL themselves. This JSP contains the policy and direction on Tri-Service Resettlement and Employment Support. Part 2 of this JSP contains guidance on the processes involved and best practice to apply this policy. This JSP will be reviewed at least annually and any significant changes will be endorsed at the Talent, Skills, Learning & Development (TSLD) Policy and Assurance Group (PAG).
2. The JSP is structured in two parts:
 - a. Part 1 - Directive, which provides the direction that must be followed in accordance with statute or policy mandated by Defence or on Defence by Central Government.
 - b. Part 2 - Guidance, which provides the guidance and best practice that will assist the user to comply with the Directives detailed in Part 1.

Coherence with other Policy and Guidance

3. Where applicable, this document contains links to other relevant JSPs, some of which may be published by different Functions. Where particular dependencies exist, these other Functions have been consulted in the formulation of the policy and guidance detailed in this publication.

Related JSP	Title
JSP 100	Defence Holistic Transition Policy
JSP 464	Tri-Service Accommodation Regulations (TSARs)
JSP 752	Tri-Service Regulations for Expenses and Allowances
JSP 754	Tri-Service Regulations for Pay
JSP 757	Tri-Service Appraisal Reporting Instructions
JSP 764	The Armed Forces Pension Scheme 2005 (AFPS 05)
JSP 765	MOD Compensation Schemes Statement of Policy
JSP 766	The Defence Directive on Employer Support (ES) and Employer Notification (EN)
JSP 794	Defence Policy for Administration of Personal and Professional Development (AP&PD) on JPA
JSP 822	Defence Direction and Guidance for Training and Education
JSP 835	Alcohol and Substance Misuse and Testing
JSP 893	Policy on Safeguarding Vulnerable Groups
JSP 950	Medical Policy
AGAI Vol 2 Ch 78	PULHHEEMS Administrative Pamphlet

Training

4. All Resettlement Information Staff must complete the Resettlement Information Staff (RIS) course or equivalent training in the time period prescribed within Sect 2.2. Any other personnel that are involved in Resettlement are encouraged to attend a RIS course.

Further Advice and Feedback – Contacts

5. The owner of this JSP is Talent, Skills, Learning & Development (TSLD), under Chief of Defence People (CDP), within the Ministry of Defence (MOD). For further information on any aspect of this guide, or to ask questions not answered within the subsequent sections, or to provide feedback on the content, contact:

Job title/e-mail	Project focus	Telephone
People-TSLD-Resettlement Pol SO2	Resettlement Policy & Plans	0300 154 9481

Amendment Record

Issue/Change Number	Authority	Date of Insertion
Issue 1	Director of Resettlement	1 Sep 02
Issue 2	Director of Resettlement	1 Apr 04
Issue 3	Director of Resettlement	1 Apr 05
Issue 4	Director of Resettlement	18 Oct 06
Issue 5	Director of Resettlement	1 Feb 08
Issue 6	Director of Resettlement	6 Feb 09
Issue 7	Head of TESRR	15 Mar 10
Issue 7 - Admt 1 Change to para 0434 addition of para 0435.	Head of TESRR	17 Mar 10
Issue 8	Head of TESRR	17 Apr 12
Issue 9	Head of TESRR	11 Feb 13
Issue 10	Head of TESRR	May 13
Issue 11	Head of TESRR	10 Mar 14
Issue 12	Head of TESRR	24 Feb 15
Issue 13 - Major change to resettlement duty journeys and travel allowances.	Head of TESRR	1 Apr 15
Issue 14 - Incorporation of JSP 575 and inclusion of new resettlement contract.	Head of TESRR	1 Oct 15
Issue 15 - Incorporation of new Sect 10 Spouse Employment Support (SES) Trial	Head of TESRR	26 Oct 15
Issue 16 - Incorporation of new Sect 11 Reservist Employment Support (SES) Trial	Head of TESRR	16 May 16
Issue 16 - Admt 1 Update of revised ESL Hub contact numbers (para 0352, Annexes H, I & J).	Head of TESRR	27 Jan 17
Issue 17 - General policy updates, new transfer of Regular resettlement entitlement into FTRS (para 0312) & advance notice of 50/30 Rule ceasing (para 0403).	Head of TESRR	11 Sept 17
Issue 18 - JSP division into Direction and Guidance, primacy of JPA over MOD Forms, reinstatement of 50/30 rule.	Head of TESR	1 Jun 18
Issue 19 - Incorporation of new compulsory discharge policy and COVID-19 changes.	Head of TESRR	1 Aug 20
Issue 20 - Clarification of entitlements for SP seeking Early release, change to 50/30, incorporation of JSP 100, amendment to F1746 and removal of F1748.	Head of TESRR	26 Aug 21

Issue 21 - Removal of Opt-in requirement.	Head of TESRR	31 Oct 22
Issue 22 – Terminology changes, inclusion of administrative discharge on medical grounds within medical discharge entitlements and updates to Annex E, Army resettlement on Medical Discharge procedures.	Head of TSLD	5 May 23

Glossary of Acronyms

ADC	Additional Duties Commitment
AEC	Army Education Centre
AFPS	Armed Forces Pension Scheme
AGC	Adjutant General's Corps
AHd TLD	Assistant Head, Through Life Development (of TSLD)
AML	Additional Maternity Leave
APL	Approved Providers List (for ELCAS)
BPG	Business Process Guide(s)
CBIC	Course Booking and Information Centre
CC	Career Consultant
CDP	Chief of Defence People
CF	Contract Funded
CRE	Core Recovery Event
CRP	Core Resettlement Programme
CST	Central Support Team
CTP	Career Transition Partnership
CTP Future Horizons	Career Transition Partnership Future Horizons
CTW	Career Transition Workshop
CWA	Civilian Work Attachment
DBS	Defence Business Services
DER	Directed Early Retirement
DIO	Defence Infrastructure Organisation
DIN	Defence Instructions and Notices
DL	Distance Learning
DMT	Defence Management Training
DRC	Defence Recovery Capability
DRM	Defence Relationship Management
DTS	Defence Transition Services
EA	Employment Advisor
ELC	Enhanced Learning Credits
ELCAS	Enhanced Learning Credit Administration Service
ERM	Employment Relationship Manager
ERO	Education and Resettlement Officer
ESL	Early Service Leaver(s)
ESP	Employment Support Programme
ETS	Educational and Training Services
FAR	Financial Aspects of Resettlement
FTRS	Full Time Reserve Service
GRT	Graduated Resettlement Time
HMRC	His Majesty's Revenue and Customs
HR	Human Resource(s)
IERO	Individual Education and Resettlement Officer [Army]
ILA	Individual Leave Allowance
IRP	Individual Resettlement Preparation (for resettlement)
IRP	Individual Recovery Plan (for recovery)
IRTC	Individual Resettlement Training Costs (Grant)

JPA	Joint Personnel Administration
JSP	Joint Service Publication
LDA	Learning and Development Advisor
LM	Line Manager
LoS	Length of Service
MD	Medical Discharge
MDB	Medical Discharge Board
MIS	Management Information System(s)
MPGS	Military Provost Guard Service
NCF	Non-Contract Funded
NHS	National Health Service
NI	Northern Ireland
NRIO	Naval Resettlement Information Officer [Royal Navy]
NRPS	Non-Regular Permanent Staff
NTT	Notice to Terminate
OA	Officers' Association
OGD	Other Government Department(s)
OR	Other Rank(s)
ORA	Overseas Resettlement Activities
PDR	Post-Discharge Resettlement
PEP	Personal Employment Plan (for RES Trial)
PersPol(A)	Personnel Policy Branch (Army)
PRP	Personal Resettlement Plan
PRU	Personnel Recovery Unit
PSL	Preferred Suppliers List
PSO	Personnel Selection Officer
PVR	Premature Voluntary Release
RAB	Resettlement Advisory Brief
RAO	Regimental Administrative Office(r)
REC	Resettlement and Education Co-ordinator
RES	Reservist Employment Support (Trial)
RG	Royal Gibraltar Regiment
RIS	Resettlement Information Staff
RML	Right Management Limited
ROHT	Regional Occupational Health Team
ROI	Republic of Ireland
RRO	Regional Resettlement Officer [RAF]
RRC	Regional Resettlement Centre
RTC	Resettlement Training Centre
RWG	Resettlement Working Group
SDE	Service Director(s) of Education
SDP	Spouse Development Plan (for SES Trial)
SEC	Specialist Employment Consultant
SES	Spouse Employment Support (Trial)
SL	Service Leaver(s)
SLC	Standard Learning Credit
SSP	Specialist Support Programme
SP	Service Person/Personnel
SPACES	Single Persons Accommodation Centre for the Ex Services

SRA	Service Resettlement Adviser(s) [Tri-Service]
sS	Single Service(s)
TAB	Transition Assessment Board
T&S	Travel and Subsistence
TSLD	Talent, Skills, Learning & Development, Division of CDP, MOD
TSRESM	Tri-Service Resettlement and Employment Support Manual
UAO	Unit Administration Office
UBO	Unit Briefing Officer
UEC	Unit Early Service Leaver Co-ordinator
UIN	Unit Identification Number
URC	Unit Resettlement Clerk
URB	Unit Resettlement Brief
URI	Unit Resettlement Interview
URO	Unit Resettlement Officer
VWS	Veterans Welfare Service
WIS	Wounded, Injured and Sick

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JSP 534 Part 1 Annexes

- Annex A:** [Tri-Service Resettlement Provision](#)
- Annex B:** [JPA Resettlement Processes](#)
- Annex C:** [Service Director of Education Points of Contact](#)
- Annex D:** [Naval Service Medical Discharge Resettlement Policy](#)
- Annex E:** [Army: Access to Resettlement for Service Person Likely to be Medically Discharged](#)
- Annex F:** [Access to Resettlement for RAF Service Personnel with Potential for Medical Discharge](#)
- Annex G:** [MOD Form 2245 - Application for Refund of Resettlement Allowances and Entitlements](#)
- Annex H:** [MOD Form 2225 - Resettlement Complaints Form](#)

1 Introduction

1.1 Resettlement and Transition

101. Resettlement and transition are very closely linked and must work together to provide effective support for all Service Personnel (SP) transitioning from full-time military Service.

102. **Transition.** Transition, as defined and explained in JSP 100, is the practical, physical and emotional adjustments that members of the Armed Forces community have to make when leaving military Service to re-integrate into civilian society. It is about ensuring that those who have served in the Armed Forces, and their families, can use their experience to live positive and fulfilling lives. This can be achieved by:

- a. building on the positives of serving (skills, culture, networks, experiences).
- b. being prepared for the future – being aligned to and understanding wider society, knowing your options and opportunities.
- c. understanding the challenges, and mitigating them (whether knowledge gaps, health issues, culture change).

Transition is concerned with through career engagement on factors and challenges which Service Personnel and their families may face as they exit Service and beyond.

103. **Resettlement.** Resettlement is the period directly preceding and following exit from Service. It usually covers the last 2 years of Service and up to 2 years after leaving Service. The primary aim of resettlement is to prepare Service Leavers to either gain employment following their Service or prepare them for their chosen vocation.

1.2 Tri-Service Resettlement Policy

104. Tri-Service Resettlement Policy is underpinned by the following principles:

- a. to provide Armed Forces personnel with access to timely and accurate resettlement information and advice.
- b. to provide Service Leavers (SL) with access to resettlement provision and allowances based on best practice, which meets individual needs.
- c. to provide resettlement assistance to all SL on a graduated basis, both in terms of provision and time available, according to length of service.
- d. to provide contracted resettlement services, which include advice, workshops, training and job finding, which are flexible, responsive and effective so that they meet the individual needs of Service Personnel (SP), both in terms of accessibility and content. Where these meet the appropriate training outcomes, these should be considered as courses of first choice.
- e. to ensure that appropriate resettlement activities receive quality assurance and attracts the minimum T&S expenditure necessary.

- f. non-local or overseas training should only be agreed as an exception and to meet training outcomes not available locally in the UK.

105. To ensure that appropriate resettlement activities are undertaken with the minimum T&S expenditure necessary. Tolerable Variation must only be applied where such variation is deemed essential to the maintenance of single Service (sS) operational effectiveness or where sS recruitment or retention is a significant factor.

106. The purpose of this Tri-Service Resettlement and Employment Support Manual (TSRESM) is to set out the procedures by which the policy for provision of resettlement and employment support is implemented across Defence and within the 3 Services. Where Tolerable Variation applies, the sS variation is incorporated. Whilst the TSRESM is intended, primarily, for use by resettlement practitioners, it should be available to SL.

107. Where necessary, users of the TSRESM should refer to Talent, Skills, Learning and Development (TSLD) under the Chief of Defence People (CDP) within the MOD, through the chain of command, for interpretation of policy.

1.3 MOD Resettlement Organisation

108. The primary role of the MOD resettlement organisation is to assist SL in making a successful transition at the end of Full-Time Military Service. The effective delivery of tri-Service resettlement support requires the close co-operation of all stakeholders. In addition to the SL, these stakeholders include the sSs, 1st and 2nd Line resettlement staffs, the Service Directors of Education (SDE)¹ and Assistant Head, Through Life Development (AHd TLD) who in conjunction with Right Management Limited (the official MOD resettlement contractor) comprise the Career Transition Partnership (CTP).

109. The CTP is a strategic partnership between the MOD and Right Management Limited to deliver the MOD funded resettlement programme to entitled personnel leaving the Armed Forces (summarised in Annex A).

110. AHd TLD exercises stewardship of the Defence resettlement process on behalf of the owner, CDP. AHd TLD is responsible for:

- a. the development and delivery of tri-Service resettlement policy and procedures on behalf of CDP.
- b. the management and operation of the contract under the partnership arrangement within CTP, assuring performance and value for money, thereby offering entitled SL the best possible service in the most cost-effective manner.

1.4 Retention

111. Resettlement contributes to retention and should be seen as representing the final stage of in-Service through-life learning and personal development. It is essential that the chain of command recognises it as an activity which is an integral part of the Service career, and that SL are granted sufficient time and funds, within a suitably early timeframe, in order to pursue resettlement fully in accordance with entitlement.

¹ DACOS(T&E), AH L&D and DACOS Corp Bus.

112. Well understood, effective and high-profile resettlement support alleviates SL fears concerning post-discharge employment. Resettlement support can reduce early notice to leave the Armed Forces, as it confronts the perceived pressure to gain additional qualifications and the fear of becoming 'too old' to start a second career. Resettlement should be viewed as a retention and recruitment positive tool at unit level. Units are to publicise the resettlement services available and to enable individual SL to derive the maximum benefit from services to which they are entitled.

1.5 Resettlement Contract

113. The current resettlement contract was awarded and implemented under the Career Transition Partnership (CTP) with effect from 1 Oct 15 and supports JSP 534. The contract provides a fully integrated service which means that CTP support is available for all Service Personnel and those on full-time contracts, regardless of time served or reason for leaving. The different programmes that CTP offer as part of the integrated resettlement provision are:

- a. Core Resettlement Programme (CRP) – available to those who have served more than six years and all medical discharges (regardless of time served).
- b. Employment Support Programme (ESP) – available to those who have served between four and six years.
- c. Career Transition Partnership Future Horizons (CTP Future Horizons) – available to Early SL (ESL), ie those who leave before the four-year point.
- d. CTP Assist – formerly known as the Specialist Support Programme (SSP), CTP Assist is responsible for delivering the resettlement pathway to support those wounded, injured and sick personnel who require specialist support to achieve a sustainable and fulfilling career, regardless of time served.

114. The CTP is the single source for all official Armed Forces resettlement services and MOD promotes a principle of 'CTP first'. CTP Contracted Funded Programmes are funded through the MOD at no cost to the SL. For those entitled to vocational training, where there is a CTP course available, this must be used before accessing external training.

1.6 Resettlement Documentation

115. All SL will complete their resettlement administration using JPA as shown in Annex B. Resettlement documentation must comply with the following:

- a. This JSP will be revised on an 'as required' basis, although the MOD forms contained herein may become outdated. Up to date copies will always be found electronically and may be downloaded from the Defence Intranet or CTP website (www.ctp.org.uk) and must be used for the purpose of recording and authorising resettlement activities. Documentation must be retained for a minimum period of 6 years after completion, to comply with HM Revenue and Customs audit regulations. SDE are to ensure that this documentation is retained, and retrievable, for the period stipulated above in accordance with the relevant security classifications and caveats.
- b. All resettlement documentation must be completed to the highest standards possible, strictly in accordance with the procedures contained within this manual.

- c. SDE are responsible for maintaining a formal quality control system for checking that documentation is maintained in accordance with the procedures in this manual.
- d. Local versions of MOD Forms are not to be used. Locally amended, or generated, MOD Forms will not be accepted.
- e. SDE maintain current MIS in accordance with sS policy.
- f. It is emphasised that resettlement administration utilising JPA and the electronic forms contained therein is to be the norm and only by exception should paper forms be used.
- g. The SL should consult the appropriate JPA Business Process Guide (BPG) for guidance on using the JPA online resettlement forms. The BPGs are available via the JPA portal.

116. Paper versions of MOD Forms F1173, F1173A, F1711 and F363 are now obsolescent and use of these forms together with paper versions of CTP Future Horizons Opt-in form and CTP Future Horizons Opt-out forms should only be used in exceptional circumstances and when the criteria outlined below are met:

- a. Early Service Leavers – in training units where access to JPA is limited or not available then paper F1173A and paper CTP Future Horizons Opt-in form & CTP Future Horizons Opt-out forms may be used routinely instead of using JPA.
- b. Early Service Leavers – to comply with directive at para 207, if it is deemed possible that an ESL can have a face-to-face interview with a CTP Future Horizons Employment Adviser then a paper F363 must be used to authorise use of a return travel warrant to enable the interview to take place. A paper F363 should also be used to authorise travel warrant use if an ESL opts to attend Housing or FAR briefings.
- c. Medical Discharges – where access to JPA is not available or access is limited SRA may use paper F1173, F363 and F363T in order to facilitate access to resettlement entitlements for resettlement events or for recovery activity using GRT events.
- d. JPA not Available – when JPA is not available SRA may use discretion to allow use of paper F1173, F1173A, F1711 and F363 in order to facilitate access to resettlement entitlements.
- e. Compulsory Discharges – these are often time specific with limited action prior to discharge and limited access to JPA post-discharge. These factors must not be allowed to contribute to a SL not realising their entitlement to support.

Except for ESL registrations in Training Units, in all other cases where, by exception, manual forms have been used for resettlement, then the SL's absence area must always be updated on JPA with the absence detail by Unit HR.

2 Resettlement Organisation, Responsibilities and Roles

2.1 Organisation of Resettlement

201. Each Service provides resettlement information, advice and guidance through briefings and interviews. The Services also provide administrative support for SL. All SL, except untrained personnel, entering resettlement will be administered through JPA. Unit resettlement and ESL staff are to ensure that they have the necessary JPA role and responsibility assigned to their respective position and have familiarised themselves with the relevant Ops Bulletins and BPG hosted on JPA. All SL, including MDs, who become eligible to commence their resettlement (Section 3) or who are discharged as trained ESL, will complete their resettlement administration using JPA if available.

202. **Categories and Definitions of Service Leavers.** SL will fall into one of the following mutually exclusive categories and definitions:

- a. **Normal or Compulsory Discharge Service Leaver.** Normal discharge SL are those discharged from the trained strength either on completion of their engagement, having submitted their notice to leave, having been given notice of discharge under redundancy or compulsory² from the trained strength or untrained strength. Within this category, a Senior Officer is defined as being OF5 (RN Capt, Army/RM Col or RAF Gp Capt) and above in rank.
- b. **Medical Discharge Service Leaver.** All SL regardless of length of service who are being discharged for medical reasons.
- c. **Early Service Leavers (ESL)** are defined as SL having completed less than 4 years' service who are discharged voluntarily or compulsorily from the trained or untrained strength.

203. **1st Line.** The provision of 1st Line resettlement support is the responsibility of the CO. It is a CoC responsibility to ensure that the SL has activated the resettlement process on JPA and, if entitled, booked a RAB with a SRA. SL should engage in resettlement activities at the earliest opportunity from becoming entitled. 1st Line resettlement is provided by Resettlement Information Staff (RIS):

- a. **RN.** Learning & Development Advisors (LDAs) in base port Learning & Development Hubs. EROs for deployed personnel.
- b. **Army.** Unit Resettlement Officers (URO) and Unit Resettlement Clerks (URC).
- c. **RAF.** Resettlement and Education Co-ordinators (REC) on stations.

204. **ESL 1st Line.** Units must provide the following roles and appointments within their establishment to provide ESL resettlement support, both roles can be carried out by the same person:

² Conditions under which personnel are categorised as compulsory discharged from the trained strength may be found in sS regulations.

- a. **Unit Briefing Officer (UBO).** A minimum rank of SNCO or equivalent status civilian staff must be appointed as UBO.
- b. **Unit ESL Coordinator (UEC).** An Officer, selected Warrant Officer or equivalent status civilian staff, is to be appointed as the UEC. The UEC was previously titled the 'Unit Interviewing Officer (UIO)' but this old terminology is no longer to be used.

205. **2nd Line.** The principal task of 2nd Line resettlement is to provide advice and guidance on the resettlement programmes that will best suit the individual SL. For those entitled to CTP support (see Sect 3.1 and 3.2), this will normally include registering with the CTP via JPA and an enrolment onto a CTW. When a SL is unclear on their options or is MD, they may be referred to a Career Consultant. To reflect this primary function, 2nd Line resettlement support will be referred to generically within this TSRESM as SRA:

- a. **RN.** Royal Navy 2nd line resettlement support is provided by Learning, Development Resettlement staff from Team Fisher who operate all base port Learning & Development Hubs under the remit of Project Selborne. They are under the functional authority of the Training Management Group (TMG) and accountable to Cmdt TMG. For medical discharges the RN has a single 2nd Line point of contact referred to as NRIO (Medical) based in the Institute of Naval Medicine, Gosport.
- b. **Army.** Individual Education and Resettlement Officers (IERO) and AGC(ETS) Officers are located at Army Education Centres (AEC) and Theatre Education Centres (TEC). AGC(ETS) Officers may deliver 2nd Line resettlement advice when deployed on operations and occasionally when IERO are unavailable. IERO and AGC(ETS) Officers are under the command of the OC AEC Group and operate under the Commanding Officer ETS(N) or ETS(S) which sits within Regional Command. APSG, Education Branch is the functional authority.
- c. **RAF.** Each Regional Resettlement Officer (RRO) is allocated a group of RAF stations to visit on a regular programmed basis. They are accountable to the local chain of command and are under the functional authority of DACOS Community Support through the SO1 Resettlement (RAF).

206. **RAB Priority.** In order to ensure that appropriate capacity is maintained to meet the needs of the range of SL requiring resettlement advice, the following priority should be applied to all SL booking the mandatory 2nd Line SRA RABs:

- a. **Priority 1 - Service Leavers (SL) with 6 months or less to serve.** This includes applicants for redundancy, Medical Discharges and Compulsory Discharges.
- b. **Priority 2 - SL with 6-12 months to serve.** This includes non-applicants for redundancy; normal SL that are being discharged from the trained strength either on completion of their engagement or having submitted their notice to terminate (NTT).
- c. **Priority 3 - SL with 12+ months to serve³.** This includes normal SL that have entered the final 2 years of their full career service; SP over the age of 50 or who have completed over 30 years.

³ The SRA interview for this category of SL is required to provide a resettlement interview within 3 months of entering the final 2 years of full career service. This category of SL should be moved as far as possible to the right within this window in order to create capacity for Priority 1 and 2 SL.

207. **3rd Line Resettlement.** Tri-Service support at 3rd line is provided by the CTP. Operating from a range of locations across the UK and one in Germany; 5 Regional Resettlement Centres⁴, 5 Resettlement Centres⁵, the Resettlement Training Centre (RTC) in Aldershot, Future Horizon regional hubs in the main training locations⁶ and Personnel Recovery Units. The CTP provides transition, training and employment support for all SL; covering those SL accessing the Core Resettlement Programme (>6 years LoS or MD), Employment Support Programme (4 - 6 years LoS) as well as ESL (<4 years LoS, both Trained and Untrained) and WIS. The WIS support is also linked in with the Defence Recovery Capability⁷. All CTP support is available from 2 years prior to discharge⁸ until 2 years post-discharge. CTP subcontract elements of delivery to organisations such as The Forces Employment Charity and Royal British Legion Industries (RBLI); this ensures that a strong link exists between the CTP and wider third sector support. This third sector support is available to veterans for as long as they need it.

208. **Resettlement Working Group (RWG).** The RWG is the key interface between TSLD staff, DBS Future Developments and the sS for the operational level development of resettlement policy, with subsequent staffing carried out through the SDE, and the pragmatic implementation of endorsed resettlement policy. It is through this forum that sSs highlight issues in tri-Service policy.

2.2 Responsibility for Resettlement

209. **Responsibilities for Resettlement.** Resettlement administration must be undertaken by utilising JPA and the electronic forms contained therein. Only by exception (listed in Sect 1.5) should paper/manual forms be used. Responsibilities for resettlement are as follows:

- a. **1st Line.** Whilst 1st Line staff have a vital role in the delivery of resettlement, they do not have any signatory role on any of the MOD Forms used to administer resettlement. As a consequence, 1st Line staff do not need write access to JPA to continue performing their defined role. A read only JPA role is available to enable 1st Line to refer to a SL's resettlement records when conducting their duties. In addition, SL are able to print all their resettlement information when required or can log into their account to show 1st Line. 1st Line staff are responsible for running regular JPA Termination Reports in order to appropriately identify SLs in their unit.

- (1) **Individual.** Individuals are responsible for developing and pursuing their own resettlement goals, developing Personal Resettlement Plans (PRP) and organising resettlement activities. They will receive information, advice, guidance, support and some resettlement training from 1st, 2nd and 3rd Line as appropriate and in accordance with their entitlement. Individuals are responsible for ensuring that there are no conflicts of interest between their Service roles and their potential future employment⁹. Individuals are also responsible for reviewing

⁴ Rosyth, Catterick, Cottesmore, Tidworth and Aldershot.

⁵ Aldergrove, Sennelager, Plymouth, Portsmouth and Northolt.

⁶ Catterick, Pirbright and Plymouth.

⁷ Tri-partite delivery between MOD, Help for Heroes and the Royal British Legion.

⁸ Access to CTP in the case of ESL, WIS and Compulsory Discharge is when loaded in by the respective sS chain of command.

⁹ SL may be required to get clearance from the MOD before accepting a new job, for example if it could cause justified concern about a conflict of interest with your previous service. The [Business Appointments policy \(sharepoint.com\)](#) provides further information on business appointments rules.

any PAX insurance they may have as this ceases once they leave Regular Service. Further information is available at www.paxinsurance.co.uk/.

(2) **Unit.** The responsibility, at unit level, for giving access to resettlement provision lies with the SL's CO. COs may authorise, within the parameters set in current sS regulations and this TSRESM, absence from normal place of duty and Travel and Subsistence (T&S), to assist entitled SL to meet their individual resettlement goals.

b. **2nd Line.** SDE are responsible for the provision of 2nd Line support and the implementation and quality control of the delivery of tri-Service resettlement policy at the sS level.

c. **3rd Line.** The CTP provides 3rd Line services via resettlement infrastructure situated throughout the UK and in Germany (see para 207).

d. **JPA for Service Leavers.** Details for SL of the administration of resettlement on JPA are at Annex B.

210. Responsibility for Veterans Welfare Service (VWS) or Defence Transition Services (DTS) Referral. VWS and DTS both sit within Veterans UK¹⁰. Between them they support SL, veterans and their families with a broad range of transitional and enduring welfare needs. Responsibility to identify SL who are likely to require VWS and/or DTS support rests with Unit COs within their CoC and the appropriate referral should be made by the Unit to VWS or DTS via a DTRP Form 1¹¹. Note that a referral made via a DTRP form will be received by Veterans UK, internally triaged and responded to by VWS or DTS depending on a number of criteria; referring officers need make a single referral via the DTRP and Veterans UK will decide which team is best equipped to support the client), CTP staff are directed by MOD to actively encourage any SL they identify as vulnerable, who would benefit from VWS or DTS support to self-refer via DTRP Form 2¹². CTP support to the SL will continue regardless of any referral.

211. Resettlement Information Staff (RIS) Training. COs are to ensure that RIS (which includes Unit ESL Staff) are inducted by the appropriate SRA and attend training and briefings organised locally by the appropriate SRA or sS. COs are to ensure that Unit RIS are formally inducted preferably prior to, or within two weeks of taking up their appointment, by the appropriate SRA. CTP FH are to be invited to present on RIS training, non-availability of CTP FH presenters is to be highlighted to TSLD via sS Reps.

212. Duties and Responsibilities of the RIS. RIS should work closely with their SRA and are to provide the following services:

a. **Information Functions.**

(1) Provide initial information on the basic entitlements of the SL to resettlement support.

¹⁰ More information about VWs and DTS can be found at: <https://www.gov.uk/government/collections/help-and-welfare-for-veterans-and-those-leaving-the-armed-forces>.

¹¹ DTRP Form 1 can be found at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/934008/DTRPForm1-Online-Version.pdf.

¹² DTRP Form 2 can be found at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/934009/DTRPForm2-Online-Version.pdf.

- (2) Issue current resettlement guidance material to individuals, as advised by the SRA.
- (3) Ensure resettlement information within the unit is publicised and updated as required.
- (4) Ensure that SL are aware of the provision of financial information and housing advice, including Financial Aspects of Resettlement (FAR) and Housing brief delivered by Veterans UK Defence Transition Services (DTS) team, part of MODs Defence Business Services (DBS).
- (5) Ensure that SL are aware of the VWS, Veterans UK and the services offered by DTS.

b. **Administration Functions.**

- (1) Maintain a nominal roll of all SP within their unit who are within 2 years of completion of an engagement or who have given notice to terminate their engagement or who have been given notice of discharge under redundancy, and any SP over the age of 50 or with over 30 years' service who have commenced their resettlement early.
- (2) Initiate application for resettlement services.
- (3) Ensure that, after giving a SL the initial information on resettlement entitlement, an interview is arranged for the SL with the appropriate SRA as soon as possible. This 2nd Line interview is mandatory for all SL, except ESL, and should normally take place within 3 months of entering the final 2 years of service or within 1 month of submitting notice to leave or as soon as possible thereafter.
- (4) Process all resettlement MOD Forms in a timely manner in accordance with the procedures in this TSRESM.
- (5) Arrange further resettlement advice and interviews with SRA as required.
- (6) If the RIS is the MOD Form 1711 Controller, conduct a check of the Record of Resettlement Provision, no later than 6 months before discharge, to ensure that personal resettlement activity is in hand. This can be performed by the SRA if appropriate.
- (7) Inform the appropriate SRA and CTP if a SL re-engages.
- (8) Provide guidance for SL activating claims on JPA.
- (9) Facilitate referrals of SL to VWS or DTS via the DTRP.

213. **ESL Staff Training.** Personnel engaged in briefing / coordinating ESL are to be briefed by the relevant SRA and to attend induction and periodic training events organised through the relevant sS, SDE. The training content is not specified and is a sS responsibility.

Minimum competencies to achieve following ESL Staff Training
Familiarisation with the relevant MOD forms on JPA.
Familiarisation with the Unit level actions required to ensure ESL are identified and receive timely support and briefings prior to discharge.
Familiarity with the CTP Future Horizons ESL provision including: <ul style="list-style-type: none"> a. ESL support service. b. Assessment. c. Tracking. d. Employment Advisor support. e. Referral on to specialist partner organisations.
Familiarisation with the mandatory CTP FH Opt-in requirement, form 1173A and procedures.
Familiarity with the two types of CTP Future Horizons ESL registration processes depending on location and CTP FH arrangements.
Familiarity with the ESL resettlement briefing.
Familiarity with DTS and the referral process

214. **Early Service Leaver (ESL) Staff.** COs are to ensure that appropriate Officers/WOs/SNCOs are appointed as ESL staff. They are to be briefed by the relevant Service Resettlement Advisor (SRA) and to attend induction and periodic training events organised through the relevant sS, Service Directors of Education (SDE). ESL Staff should hold an up-to-date copy of JSP 534 and be fully conversant with the regulations it contains. All actions below must be conducted for each ESL, including when both UBO and UEC roles are held by a single person:

a. **Information Functions.**

(1) **Unit Briefing Officer (UBO)** is to deliver the Career Transition Partnership (CTP) Future Horizons (FH) ESL Resettlement brief, either individually or to groups of ESLs, which covers the material as detailed at Part 2 Sect 2.1.

(2) **Unit ESL Coordinator (UEC)** is responsible for ensuring that all ESL in their unit have received the ESL briefing (including information about Veterans UK, VWS and DTS), that form 1173 is completed and that the correct action is taken to ensure the form is sent to the correct CTP Future Horizons regional hub.

b. **Administration Functions.**

(1) **Unit Briefing Officer** to ensure that each ESL enters their post discharge contact details on JPA¹³, prior to or at the time of the UBO ESL briefing.

(2) **Unit Briefing Officer** to ensure that each ESL's JPA MOD Form 1173A Part 3 is completed as appropriate after they have received the Career Transition Partnership (CTP) Future Horizons (FH) ESL Resettlement brief.

(3) **Unit ESL Coordinator (UEC)** to ensure ESL's JPA MOD Form 1173A Part 6 is completed as appropriate.

¹³ ESL can do this by using JPA Self Service: Resettlement tab via the sub heading Post Discharge Contact Details. Intranet guidance is available at http://jpa-portal.afpaa.r.mil.uk/SubSites/self_service/IN520004.pdf.

- (4) Complete the 'reason for leaving' field on JPA during the ESL discharge process.
- (5) Ensure Line Managers (LM) of all SL can receive JPA Workflows regarding ESL.
- (6) ESL staff are to ensure that they have the necessary JPA authorisation and have familiarised themselves with the relevant Ops Bulletins and BPGs hosted on JPA.
- (7) Complete as appropriate JPA MOD Form 1173A Part 1, 2, 3 and 6.
- (8) Record on JPA the ESL's acknowledgement of the record and any consent regarding the Data Protection Act (DPA).
- (9) Provide every ESL with a printed copy of their MOD 1173A with Part 4 & 5 electronically struck through with a diagonal line.
- (10) In the event that an ESL is not able to access their JPA account the administrating unit is to record the ESL's acknowledgement and DPA consent by proxy.
- (11) In the event that an ESL is not able to access their JPA, sS are to maintain a copy of the signed paper 1173A given to the ESL as a quality record.

215. **Service Resettlement Advisers (SRA).** SRA are to provide resettlement advice to ensure that the SL is fully aware of the resettlement support to which they are entitled and assist the SL in determining the type of resettlement programme that is most appropriate. For those who are entitled, this will usually involve referral to the CTP, although the personal circumstances of the individual may require that other options are considered. SRA can give advice and assistance to SL of any Service, using the standardised procedures contained within this TSRESM. SL may receive resettlement advice from the nearest SRA, irrespective of Service.

a. **Advice and Liaison Functions.**

- (1) Conduct an initial resettlement interview with all SL referred to 2nd Line by 1st Line staff. This is to include the Resettlement Advisory Brief (RAB) and will normally be conducted within 3 months of entering the final 2 years of service or within one month of giving notice to leave or as soon as possible thereafter. **This SRA interview is mandatory for all SL (except ESL).**
- (2) Offer a one-to-one resettlement interview not later than 6 months before discharge date if a SL has not previously received a RAB¹⁴.
- (3) If the SRA is the MOD Form 1711 Controller, conduct a check of the Record of Resettlement Provision, no later than 6 months before discharge, to ensure that personal resettlement activity is in hand.

¹⁴ In the case of Compulsory Discharge, this should be completed before discharge where possible, although this may be undertaken post-discharge with a Post Discharge Resettlement Authority (PDRA) approval through the SRA.

- (4) Encourage those planning to leave early to consider whether such a course of action really is in their best interests.
- (5) Provide resettlement advice at any time during an individual's career when requested.
- (6) Refer entitled SL to the CTP and maintain, where possible, a duty of care.
- (7) Act as a resettlement focus for Medical Discharges.
- (8) Ensure strong links are maintained with units within catchment area in particular for ESL support. Advise units of the CTP Future Horizons ESL provision and highlight the automatic Opt-in process.
- (9) As necessary, refer to Veterans UK Defence Transition Services (DTS) team and recommend to SL applying for public sector housing.
- (10) Perform an active role in the mentoring, monitoring and training of the RIS within their geographical area of responsibility.
- (11) Maintain liaison with COs (or equivalent) of all units within their geographical area of responsibility.
- (12) Maintain liaison with SDE staff (Annex C).
- (13) Maintain close contact with CTP staff in their area, RTC staff as required and representatives of The Forces Employment Charity and the OA.
- (14) For those SL entitled to CTP services, but who elect not to use it, SRAs are not to provide an alternative 3rd Line resettlement service.
- (15) To brief SL of the Veterans UK, VWS and DTS service and the self-referral mechanism if appropriate and refer to VWS or DTS via DTRP where necessary.

b. Administration and Auditing Functions.

- (1) Determine the individual SL's entitlement to resettlement support.
- (2) Authorise applications for resettlement services and complete required actions of Non-absence GRT requests on JPA.
- (3) Approve the payment of an advance of Individual Resettlement Training Costs (IRTC) fees and/or refund of IRTC grant as appropriate, using MOD Form 1746.
- (4) Ensure that all resettlement records, documentation arising from interviews and applications for briefings and training (including Absence GRT Requests) are maintained and copied to the SL's unit on JPA.
- (5) To be proactively involved in the identification and loading of those WIS who require it into CTP Assist.

(6) Request CTP satellite delivery of resettlement activities when there are sufficient numbers of SL in a single location to merit such delivery, ensuring the availability of the necessary 'local' facilities.

(7) Ensure that any complaints that have not been resolved locally are referred through the appropriate SDE to the AHd TLD at TSLD using MOD Form 2225 (see Section 5.2).

216. **RRC Managers.** Managers of RRCs are to:

- a. ensure open communication and close liaison with SRAs, RIS and where appropriate, unit staffs including Cos (or equivalent).
- b. promote and promulgate the role of the RRC as a resource, which can be accessed to provide immediate and up to date information on all aspects of CTP resettlement services.

217. **CTP Career Consultants.** The role of CTP Career Consultants is to provide support and guidance to SL in making their transition to civilian life in accordance with an agreed Personal Resettlement Plan (PRP). The duties and responsibilities of the Career Consultant are:

- a. support and guide SL to achieve a well-informed decision about their future, including advice on CVs, resettlement training options and job applications, and thus assist them in securing suitable employment.
- b. provide one to one specialist advice to meet the needs of the SL (less ESL who are administered by CTP FH staff).
- c. endeavour to maintain contact with SL pre-discharge and up to 2 years post-discharge.
- d. liaise with sS resettlement staff.
- e. ensure SL are aware of the range of CTP services available, including in-house training via the RTC and in the RRCs.
- f. manage SL client files and ensure that central database entries are kept up to date.
- g. maintain their own 'currency' of information with regard to research techniques, sector information, employment trends and training/qualification issues. This includes maintaining a good understanding of courses offered either in-house or local to the RRC.
- h. provide management information relating to SL progress as and when requested.
- i. inform the appropriate SRA if a SL re-engages.
- j. check SL vulnerability and refer to SRA if appropriate action has not been taken.
- k. give guidance to SL on availability of local training.

I. as necessary, facilitate access to Veterans UK, VWS and DTS service and the self-referral mechanism or make a referral to VWS or DTS on behalf of the SL via DTRP form 2.

2.3 Resettlement Roles

218. **Director Level Forums.** AHd TLD will meet with the SDE, as required, to discuss strategic level issues relating to the development of resettlement provision and give coherent direction to the RWG for the development of operational level resettlement policy and procedures. The main medium for discussion is a 4-monthly Quadrilateral Resettlement Strategy Forum, which is supplemented by bilateral meetings between the AHd TLD and respective SDE to consider issues specific to a sS.

219. **Liaison between RRC Managers, SRA, RIS and TSLD.** TSLD staff will continue to meet with local Service resettlement and CTP staff at each RRC as appropriate.

220. **Employer Engagement.** Employer engagement is jointly delivered by a Key Accounts Team and a team of regionally based Employer Relationship Managers (ERM), supported by the CTP Central Support Team (CST). Appropriate and quality vacancies are promoted to all SL via RightJob. This employer engagement is performed in close cooperation with other MOD employer engagement activity, through Defence Relationship Management (DRM).

221. **CTP Website.** The CTP maintains a website at www.ctp.org.uk which gives a comprehensive guide to resettlement activities and how resettlement support may be accessed by ESL and SL. It includes location and contact details for TSLD, CTP HQ, RRCs, RTC, The Forces Employment Charity, OA and SRA. The site also provides extensive information on wider elements of resettlement, including links to recruitment/employment agencies, vocational training and the employment market by region.

222. **Financial Aspects of Resettlement (FAR) Briefings.** FAR briefings are co-ordinated by Right Management Limited on behalf of the sS. All SL, and their partners, are eligible to attend FAR briefings, which do not count against GRT. SL may claim resettlement travel allowances to attend FAR briefings (see Part 2 Section 5.2). SL within their final 9 months of service are to be given priority to attend FAR briefings.

223. **Employment Advisor.** All ESL and those CRP and ESP clients who are assessed of being at risk of not achieving the employment or vocational outcome that they seek can access the support of an Employment Advisor (EA). This support is based across the UK on a regional basis.

224. **Specialist Employment Consultant.** Those MD SL who the sS chain of command assess as needing the additional support offered by the CTP Assist pathway are allocated a Specialist Employment Consultant (SEC), embedded in the PRUs.

225. **Central Support Team (CST).** The CST tracks all SL post-discharge, recording outcomes and assessing need. They provide information, advice and guidance or onward referral depending on the individual's need. SL and employers should use the CST for queries and support.

2.4 Standard/Enhanced Learning Credits and Non-CTP Organisations

226. **Standard Learning Credits (SLC).** Full regulations regarding the use of SLC for Resettlement are set out in JSP 822 Part 1 Section 8.4. Training courses which form part of an individual's personal resettlement plan may attract partial refund of fees through the SLC scheme. The payment of SLC is carried out in accordance with sS procedures.

227. **Enhanced Learning Credits (ELC).** Full regulations regarding ELC are set out in JSP 822 Part 1 Section 8.5 and are available on the [ELC website](#).

228. The CTP works with a number of organisations who play a key role in the provision of resettlement support to SL. The Forces Employment Charity¹⁵ are also available to provide support to all ex-Service personnel throughout their working lives (lifetime support if required).

229. **Housing Briefings.** The Veterans UK's Defence Transition Services (DTS) team, part of Defence Business Services (DBS), co-ordinate Housing Briefs on behalf of the sS. All SL, and their spouses or civil partners are eligible to attend Housing Briefings, which do not count against GRT. SL may claim resettlement travel allowances to attend Housing briefings (see Part 2 Sect 5.2). SL within their final 9 months of service are to be given priority to attend these briefings. Further information on Housing can be found by visiting the external Veterans UK Defence Transition Services (DTS) team, web links hosted on the www.gov.uk website [here](#). It should be further noted that:

- a. SP (and their partners) at **any** stage of their career (i.e. not just those in their resettlement window) can attend a DTS civilian housing brief and are strongly encouraged to do so.
- b. the earlier a housing briefing is attended will enable a SP to better plan their housing needs and make appropriate savings plans for when they eventually do leave the Services.

230. **Entitlement to Social/Council Housing.** It cannot be overstated that SL must give very important consideration to their housing needs and requirements post-discharge, and as a result attendance at a DTS, 'Civilian Housing Brief' should be a high priority. Many SL are under the mistaken belief that they are automatically entitled to social housing (a council house). **It is a fact that the vast majority of SL are NOT entitled to social/council housing upon discharge and this is why attendance at a housing briefing is of vital importance.** SRA and the CTP are to ensure that this message is reinforced to SL during their contact with them. The DTS co-ordinated MOD Referral Scheme is designed to support SLs with the greatest need.

231. **Veterans UK (Vets UK).** Vets UK is part of Defence Business Services (DBS) within the MOD. A referral must be made to Vets UK where it is deemed that those approaching the end of their Service may benefit from ongoing guidance, information and support on transitional issues, or by virtue of a disabling condition, have a perceived or actual enduring welfare need. Vets UK delivers several services, including Defence Transition Services (DTS) and the Veterans Welfare Service (VWS).

¹⁵ Formerly separate charities; Regular Forces Employment Charity (RFEA) and Officers' Association (OA).

232. **Defence Transition Services (DTS).** DTS supports the most vulnerable SL and their families who are likely to face challenging transitions to civilian life. A DTS referral, with CoC support, enables interventions above and beyond that which is provided/facilitated by the unit whilst the SL is still in Service that may be required to support the individual in their transition prior to, during and post discharge in order to maximise the chance of success in transition. Areas for consideration include accommodation, drugs or alcohol misuse or debt (HARDFACTS assessment tool should be used to identify all transitional needs, see JSP 100 for detailed referral criteria). Responsibility for a SL's welfare remains that of the CoC until the point of discharge. DTS will work in partnership with a client's CoC to address the client's needs until discharge and then continue supporting that client thereafter as required and in-line with internal DTS policy. Referrals to DTS can be made by any unit. Self- and third-party referral is also possible. See para 234 for DTRP referral process.

233. **Veterans Welfare Service (VWS).** VWS supports all SP eligible for, or in receipt of, compensation from the Armed Forces Compensation Scheme (AFCS) or the War Pensions Scheme (WPS), SP who are to be medically discharged or have an enduring welfare requirement on discharge, and bereaved families of SP. VWS is also part of the Defence Recovery Capability Team working with Personnel Recovery Units and Personnel Recovery Centres, providing a joined-up service to support the wounded, injured and sick personnel who are on the recovery pathway. Support from VWS can endure beyond two years post-discharge as dictated by the needs of the case. Referrals to VWS can be made by any unit. Self- and third-party referral is also possible. See para 234 for DTRP referral process.

234. **Defence Transition Referral Protocol (DTRP).** All referrals to both DTS and VWS are via the same DTRP Form 1 for in-Service referrals and DTRP Form 2 for self- or third-party referrals (including those made by CTP). Further information and these forms can be found at: <https://www.gov.uk/guidance/help-and-support-for-service-leavers-and-their-families>.

235. **Offers of Support.** The MOD welcomes all offers of support for SP/SL leaving the Armed Forces. All supporting organisations should be encouraged to make these contributions through the integrating authority for resettlement provision which is the CTP (www.ctp.org.uk).

3 Access to Resettlement Support

3.1 Entitlement to Resettlement Support

301. All Regular Service, FTRS and MPGS personnel are entitled to resettlement support on discharge from the Armed Forces, regardless of their length of service or their type of discharge. Specific entitlement and categorisation of the resettlement support available is given in Sect 2.1. In addition, all serving personnel are entitled to access both RIS and SRA at any stage of their career for advice. Initial resettlement information is provided by RIS and an interview or briefing by SRA is mandatory for all personnel within 3 months of entering the final 2 years of full career service, or within 1 month of giving notice or on notification of discharge or as soon as possible thereafter. Those medically discharged, regardless of length of service are provided with resettlement support in recognition of their particular needs (see Sect 4). ESL Staff are mandated to ensure that ESL details are recorded on Form 1173A and forwarded to CTP for the CTP Future Horizons provision. Units are responsible for ensuring that this ESL process is conducted and recorded.

302. **Loan Service, Secondments and other Assignments with Special TACOS.** SP/SL who are assigned to and/or who volunteer for Loan Service, Secondment and/or other assignments which attract special TACOS are to familiarise themselves fully with the specific policies and TACOS which apply to these types of Service, prior to accepting the assignment. Access to resettlement entitlements whilst serving on these types of assignment is often restricted or prevented during the life of the assignment. Where this is so, the policies and TACOS in place and applied to a SP/SL for the duration of the assignment take primacy over JSP 534. Overall resettlement entitlements continue to accrue based on the overall length of service of a SP/SL, regardless of the type of assignment or TACOS in force.

303. **Royal Gibraltar Regiment (RG).** Permanent Staff of the RG are as part of their TACOS entitled to resettlement support and to register for and use the ELC scheme. The Reserve cadre of the RG are not entitled to resettlement or the ELC scheme.

304. **Non-Regular Permanent Staff (NRPS).** NRPS personnel are not entitled to resettlement support. However, they will be entitled to the same resettlement package as Regular Service personnel if medically discharged from the Service.

305. The 4 elements of resettlement support that are dependent on length of service, calculated from enlistment date, are detailed in Part 2 of JSP 534:

- a. Access to CTP services (Part 2 Sect 2).
- b. GRT (Part 2 Sect 3).
- c. IRTC grant (Part 2 Sect 4).
- d. Warrants (Part 2 Sect 5).

306. **Entitlement to CTP Support.** The table at para 307 defines SL entitlement to CTP services and these services are shown in Annex A.

- a. **ESL.** ESL must have completed less than 4 years' service from the date of enlistment (see Sect 2.1).
- b. **ESP.** SL must have completed 4-6 years' service from date of enlistment to be entitled to access the Employment Support Programme (ESP).
- c. **CRP.** SL must have completed 6 or more years from date of enlistment to be entitled to access the Core Resettlement Programme (CRP).
- d. **Medical Discharges.** Personnel leaving under Medical Discharge are entitled to register for the CRP irrespective of time served (see Section 4).
- e. **Early Release.** Early release from Service must be approved by the relevant sS authority. For a SP that qualifies for the CRP (Part 2 Sect 2.3), early release may require the SP to forego undertaking resettlement activities whilst in Service to allow an exit date to be brought forward. The SP would retain their entitlement to resettlement post Service, subject to a PDRA agreed by the SRA.
- f. **Compulsory Discharge.** Those leaving under Compulsory Discharge terms are entitled to their resettlement provision as detailed in para 307. It may not be possible to utilise GRT, although T&S will be applied based upon the GRT entitlement.
- g. **Custodial Sentence.** SL in Service Custody Premises (SCP) are entitled to resettlement support as detailed in JSP 857, Part 1, para 3.49. Where necessary, accrued resettlement entitlements can be deferred as detailed in section 3.6 below.

307. **Table of Entitlement.** All SL (including ESL) are entitled to receive the resettlement support detailed in the table below:

(a)	Years ⁽¹⁾ Service	Normal and Compulsory Discharge				Medical Discharge ⁽²⁾⁽³⁾			
	(b)	CTP (c)	GRT ⁽⁴⁾ (d)	IRTC (e)	Warrants (f)	CTP (g)	GRT ⁽⁵⁾ (h)	IRTC (i)	Warrants (j)
1.	<1	CTP Future Horizons	0	No	0	CRP	10	Yes	4
2.	1+	CTP Future Horizons	0	No	0	CRP	30	Yes	6
3.	4+	ESP	0	No	0	CRP	30	Yes	6
4.	6+	CRP	20	Yes	4	CRP	30	Yes	6
5.	8+	CRP	25	Yes	5	CRP	30	Yes	6
6.	12+	CRP	30	Yes	6	CRP	30	Yes	6
7.	16+	CRP	35	Yes	7	CRP	35	Yes	7

Notes:

(1) Part Time / Volunteer Reserve Service does not contribute to resettlement entitlement contributions, unless the SP is mobilised.

(2) This includes Reservists both FTRS and VR who are medically discharged.

(3) Amount of GRT is in working days.

(4) This also applies to widow/widower transfer of entitlement, based on the SP's projected ROD.

308. **Resettlement Entitlements - Guiding Principle.** GRT, the IRTC grant and Resettlement Travel Warrants are provided by the MOD to assist SL to make a successful

transition from a military life to a civilian life. The personal circumstances of the vast majority of SL are such that they are likely to need to take up paid employment post-discharge. Consequently, any resettlement activity which uses GRT, the IRTC grant, and/or Resettlement Travel Warrants should be focussed on the attainment of skills and/or qualifications that are relevant to the SL's PRP and aimed at improving the SL's employability. Additionally, GRT and Resettlement Warrants may be used for IRP purposes.

309. GRT, IRTC grant and Resettlement Travel Warrants are not to be used to facilitate pre-discharge recreational activities.

310. **Resettlement activity.** In determining whether resettlement entitlements apply to an activity, the SL must demonstrate that the proposed activity has been discussed with the CTP Career Consultant and SRA and that it:

- a. leads to a formal qualification on the RQF or SCQF; or
- b. that it is directly linked to future employment; or
- c. is life skills-focused, specifically:
 - (1) vehicle maintenance.
 - (2) driving lessons.
 - (3) property/household maintenance or refurbishment.
 - (4) cooking/nutrition.
 - (5) health/wellbeing.

311. **Recreational activity.** Subjects automatically considered recreational include:

- a. sports and fitness classes/courses.
- b. food/drink tasting

For the above subjects, only if the activity leads to an instructor qualification, the SL can demonstrate prior experience in the subject and where it is linked directly to future employment opportunities can it be considered resettlement activity.

312. SRAs are the arbiters of any decision about whether resettlement entitlements can be used. Any queries are to be directed to the sS resettlement lead, and requests for policy exceptions are to be submitted to TSLD using a Policy Exception Request form.

3.2 Re-engagement, Transfer and Re-enlistment

313. **Re-engagement or Transfer to another Service, FTRS or MPGS with a Break in Service of less than 2 years.** When a SL decides to continue to serve (either as a re-engagement or by transferring to another Service, FTRS or MPGS engagement), having already used part of their entitled resettlement allowances, the following applies:

- a. Where the extension of service is less than 2 years, their remaining resettlement entitlement, GRT and IRTC grant, as recorded on their F1711, is to be carried forward.

b. If they re-engage or transfer to another Regular Service (with a break in service of less than 2 years) and sign on to serve for an additional 2 years or longer, from their previous exit date, then full resettlement entitlements are authorised as if they had not used any of their allowances previously and had been in continuous service. They will re-enter the resettlement phase 2 years before their new exit date and begin the resettlement process anew with the entitlements for the new total Length of service, with a briefing/interview from a SRA, CTP registration and their full GRT, IRTC grant and other resettlement entitlements as if they had used none of these earlier^{16,17}. This process is not to be abused and those SP with successive re-engagements (i.e. 2 or more re-engagements) are to be considered under para 312. For those who serve less than an additional 2 years, para 310a applies.

c. For those who have already opted to utilise the 50/30 scheme (para 332) who re-engage for an additional 2 years or longer (i.e. serve to 60), their full entitlements are authorised as if they had not used any of their allowances previously and had been in continuous service. They will remain in resettlement until their new discharge date. This process is not to be abused and those SP with successive re-engagements (i.e. 2 or more re-engagements) are to be considered under para 312. For those who serve less than an additional 2 years, para 310a applies.

d. If a SL who re-engaged for a further 2 years or more subsequently elects to leave the Service without having completed 2 years' service from their original exit date, their entitlements should revert to the residue of those unused, as recorded on their F1711, when they re-engaged.

314. These re-engagement regulations do not apply to:

a. SLs who have exercised their option to begin their resettlement early and who have not been extended in service/re-engaged (see Section 3.3).

b. SLs who elect to leave the Service before their expected terminal exit date, used some of their resettlement entitlement and then subsequently reversed their decision to take early release (unless this was at the behest of the Service).

315. **Successive Re-engagement.** In all cases of successive re-engagement, application for further resettlement support for a 3rd or more time must be reviewed by the SRA and approved by sS SDE. Approval is only likely to be given if considered to be appropriate on a case-by-case basis.

316. **Transfer to another Service, FTRS or MPGS engagement with a Break in service greater than 2 years.** Should a SL decide to transfer to another Service, FTRS or MPGS engagement, with a break in service greater than 2 years, then any unused resettlement allowances shall not be carried forward. SL transferring to another Service, FTRS or MPGS engagement, with a break in service greater than 2 years, who subsequently discharge will have their resettlement entitlement calculated from their later enlistment date.

¹⁶ ELC entitlements remain available but are **not** reset if they have been partially or fully used previously, prior to re-engagement or transfer.

¹⁷ This does not apply to those on the 50/30 scheme (as per para 332). For those who have already opted for the 50/30 scheme, see para 310 c.

317. **Re-enlistment.** Personnel who re-enlist within 2 years of their previous exit date may count prior service in calculating entitlement to resettlement support regardless of whether, or not, they accessed any resettlement support at the end of their previous engagement. Personnel who re-enlist 2 years or greater from their previous exit date have no access to previous resettlement support entitlement.

318. **Non-Regular Permanent Staff (NRPS).** Any period of NRPS does not count as a break in Service, enabling SP on NRPS contracts to carry forward any residual resettlement entitlement and access it in their last 2 years/1 year/ 3 months of their NRPS engagement. For SP that have completed a period of Regular Service, followed by NRPS Service and a further contract (with no break of over 2 years), time in NRPS does not accrue resettlement allowances, but time in the other contracts must be accrued towards the total resettlement allowance.

319. **Transfer of Entitlement to Spouse, Civil Partner or Eligible Partner.** In exceptional cases, where, for long term medical reasons or a terminal illness prognosis, a SL is unable to take advantage of the resettlement service to which they are entitled, or as a result of death, this provision, including IRTC, SLC (see para 226) as appropriate and associated travel and subsistence allowances will be made available to the spouse or eligible partner up to 2 years post-discharge or longer at the discretion of the SDE HQ or Medical Discharge Board. ELC entitlements are also transferable in certain cases to an 'Eligible Partner' and JSP 822 Part 1 Section 8.5 should be consulted in this respect. For resettlement purposes, the spouse, civil partner or 'Eligible Partner' (see JSP 764 Part 2, Volume 4, Chapter 2) will have exactly the same status as the SL and be subject to the same administrative procedures. Indemnity Insurance Cover for Spouses, civil partners or eligible partners conducting resettlement training is limited to MOD public liability thus appropriate personal injury/liability insurance should be sought.

320. **Transfer of Entitlement to Widow/Widower, Bereaved Civil Partner or Eligible Partner.** In the case of SP who die in service, the regulations in Sect 3.6 may be extended to the widow/widower, bereaved civil partner or 'eligible partner' (see Sect 3.7), normally up to 2 years after death occurs. Under exceptional circumstances, entitlement may be extended beyond the 2-year point by the respective sS SDE. This extension of deferment may also be applied in the case of compassionate discharge, at the discretion of the discharge authority, endorsed by TSLD. In calculating the correct length of service for the transfer of entitlement, the projected Run Out Date (ROD) of the deceased SP (at the time of death) must be used (LoS = Period between Date of Enlistment and projected ROD). The date of death must not be used to calculate resettlement entitlements based on length of service.

321. **Resettlement Entitlement for Serving Spouses, Serving Civil Partners and Serving Eligible Partners.** Serving spouses, serving civil partners and, in cases of Death in service, serving eligible partners (see para 321) of entitled SL are to be treated in the same way as non-serving spouses, civil partners and eligible partners regarding the transfer of Resettlement entitlements.

322. Where a widow/widower, bereaved civil partner or eligible partner (see para 321 below) does not wish to use the CTP Resettlement services, but wishes to undertake Resettlement training, the MOD Form 363 may be signed by the SRA with the prior approval of the respective sS SDE HQ Resettlement Staff.

323. **Resettlement Entitlement for Eligible Partners.** In the case of 'Death in service' or personnel diagnosed with a terminal illness, Resettlement entitlement may be transferred to an 'Eligible Partner' as defined in JSP 764 Part 2, Volume 4, Chapter 2 for personnel on AFPS 2005¹⁸ or DCI JS 3 2004¹⁹ for personnel on AFPS 1975. The decision whether a partner is granted 'Eligible Partner' status resides with DBS Mil Pers, and Resettlement staff shall only transfer resettlement entitlement once 'Eligible Partner' status has been recognised by DBS for pension purposes. Units are to initiate such transfer requests and pass to their SRA for staffing action.

324. In the case of mobilised Reserves who die during 'operational commitments', as defined in para 409, the Resettlement entitlement may be transferred to the widow/widower, civil partner or eligible partner (see paras 318 and 320).

325. **Transfer of Entitlement to Other Personnel.** Other than the provision for transfer of a SL's resettlement entitlement to a spouse or civil partner (see Sect 4.5), there is no entitlement for transfer of resettlement entitlement to any other individual, whether a relative, sibling, or otherwise unless there are compelling reasons of care provision involved where the Nominated Proxy (NP) will be determined for SP undergoing Medical Discharge (MD) (see Sect 4.5).

326. **Authorisation.** Authorisation of Transferred Resettlement on a 'case by case' basis is delegated to the respective sS SDE.

327. **Administration.** Administrative procedures for Transferred Resettlement vary between the individual Services.

3.3 Timing of Resettlement Activities

328. **Normal Timings.** Units are to ensure that SL are given full support in accessing resettlement services, normally up to 2 years before discharge or within one month of submitting notice to terminate their engagement. All resettlement activity is normally to be completed prior to discharge. In exceptional circumstances, such as medical discharge, compulsory discharge with short notice, or for operational reasons, elements of resettlement activity may be taken post-discharge (see paras 350 and 420). SL registered with the CTP for either the CRP or ESP will retain access to the CTP for 2 years post-discharge³, and to The Forces Employment Charity/OA for job finding assistance throughout their working lifetime.

329. **Short-notice discharges.** In the case of Short Notice Discharges, e.g. compulsory discharges or ESL, there is often little time available between notification of discharge and the date of discharge. Procedures to implement Resettlement activities should be put in place as soon as possible so that activities can be completed prior to discharge. Unit Administration Offices should not complete the discharge process if required JPA actions have not been completed or, by exception (Sect 1.5), a valid MOD Form 1173A does not

¹⁸ They must demonstrate that at the time of the member's death:

- (a) the person and the member were cohabiting as partners in a substantial, exclusive, committed relationship.
- (b) the person and the member were not prevented from marrying or entering a civil partnership; **and**
- (c) either the person was financially dependent on the member or they were financially interdependent.

¹⁹ For the purpose of this instruction 'partner' means someone (same sex or otherwise) with whom an individual has an established and exclusive relationship of dependence or interdependence, and one that is intended to continue indefinitely.

bear the appropriate signatures. In exceptional circumstances, COs should consider delay of discharge. Where the speed of discharge is likely to increase a SL's vulnerability as they leave the military, a referral to DTS should be made using DTRP Form 1 prior to the discharge date and/or the SL should be encouraged to make a self-referral to DTS using DTRP Form 2.

330. Final Tour Isolated Posts and Overseas Posts. Those in their final tour, serving in isolated appointments overseas, such as Defence or Service Attachés and Advisers or their staff, or other appointments overseas where access to resettlement services is impracticable, and who therefore would have difficulty in accessing resettlement support within the normal timeframe, are recommended to start their resettlement preparation prior to deployment; this should include a CTW. Manning/Posting authorities will need to ensure that individuals have sufficient time between their return to the UK and discharge to complete any outstanding GRT, bearing in mind that resettlement is an entitlement. Residual service requirements should also be considered which are outlined in the respective Operational Mounting Order.

331. Residual Service Policy for Deployed Operations. Policy for residual service following a deployed operation is as follows (note all paras apply to normal discharge unless otherwise stated):

- a. All personnel who will complete 6+ years service are to have a minimum of 6 months' residual service following return from operations. All personnel who will complete less than 6 years' service (i.e. those who have no GRT entitlement) are to have a minimum of 4 months residual service following return from operations.
- b. Under normal discharge (and not NTT/PVR) where for operational reasons a unit has difficulty in meeting these entitlements it may be possible to defer discharge with the relevant manning authorities' agreement **and the individual's consent** in order to undertake resettlement. If an individual does not consent to a deferred date of discharge, then the extant date in force prevails and the sS SDE will be required to issue a Post-Discharge Resettlement (PDR) authority to permit any balance of entitlements to be accessed.
- c. On a case-by-case basis SDE may exceptionally authorise completion of resettlement training, post-discharge, where deferment of the discharge date is not practicable, for example, where unreasonable costs to the Service would otherwise be incurred. Whilst attracting the same allowances as if the individual concerned was still serving, the SL will be responsible for their own personal insurance cover and military salary will **not** be paid whilst undertaking PDR activities.
- d. For personnel who submit their application to leave the Service prematurely (eg an NTT/PVR), the requirement to spend their last 6 or 4 months of service in a non-operational (RN only: non-sea going) post will be accommodated wherever possible. Where for operational reasons this is not possible, individuals will be offered additional service to allow this entitlement to be met. Noting that, should they choose not to accept the offered extension they are waiving their right to have their last 6 or 4 months of service in a non-operational (RN only: shore) assignment, and a Post-Discharge Resettlement authority will be issued by the sS SDE without further justification.
- e. This residual service should be taken in the UK unless a SP has voluntarily accepted to take this service in a location other than the UK.

- f. sS are expected to make the default setting for this policy as requiring either 6 or 4 months of residual service (according to LoS), and not to abrogate their responsibility except where NTT/PVR applies and only if the sS is unable to meet the requirement in a specific instance.

332. Resettlement Activities prior to Operational Deployment for those Personnel in their Last Tour of Duty. Personnel between 2-3 years before their ROD point who are selected to deploy on operations may apply to start resettlement earlier than the normal 2-year point in order to attend a 2nd Line RAB, attend a CTW, FAR and Veterans UK Defence Transition Services (DTS) team, part of MoD's Defence Business Services (DBS) briefings, or book appropriate resettlement courses where applicable (to attend on return from operations), before starting their pre-deployment training.

333. Service Personnel over 50 or with 30 years Service (50/30 rule). Regular SP who have reached the age of 50 years or who have completed 30 years' service will be allowed to commence the resettlement process early, i.e. in advance of the normal start point of 2 years prior to discharge (colloquially known as the '50/30 rule'). Personnel in this category are entitled to the resettlement allowances (GRT, CRP and IRTC grant) defined in the table at para 307, once only. SP should apply due regard to the timing of their Non-GRT CTP workshops²⁰ as they will not be entitled to further Non-GRT CTP workshops closer to their discharge date. SP who apply the 50/30 rule during their original contract, but who are then subsequently extended or re-engaged in service, are then entitled to the same benefits as set out at paras 310-313 which must be applied immediately to the service extension or re-engagement documentation that is signed by the SP. Any SP who took early resettlement under the 50/30 rule and has subsequently extended or re-engaged is automatically granted retrospective authority to apply paras 310-313. sS SDEs are to take the appropriate action to apply paras 310-313 in such retrospective cases. The 50/30 rule can be accessed and applied once only during a SP's career on reaching a minimum of 30 years service or a minimum age of 50 years whichever occurs first. Once paras 310-313 has been applied, then any future entitlements must remain on paras 310-313 terms. The 50/30 rule can be applied for SLs on FTRS and MPGS engagements. ADC and VeRR do not attract resettlement entitlements.

3.4 Application for Resettlement Activities

334. Any individual who enters the last 2 years of their current engagement, those who submit Notice to Terminate with less than 2 years notice, those being compulsory discharged and those being medically discharged will all automatically be notified of a change of status from SP to SL or SP to ESL. In addition, both SLs and ESLs will receive a separate JPA workflow notification asking them to report for a mandatory resettlement briefing. The change of status notification and the notification to report for resettlement briefing is also automatically sent to the SL's LM and SRA. Other than those actions governed by use of MOD Form 1746 all SL and ESL must utilise JPA to facilitate applications for resettlement activities and should refer to the appropriate Business Process Guides. To access resettlement entitlements SL and ESL must use JPA Self Service - Employee Armed Forces and use the Resettlement tab to facilitate their resettlement activities by using the following electronic forms:

- a. Post-Discharge Contact Details.

²⁰ Non-GRT activities are listed at Part 2 Para 301 and Sect 3.2, they include the CTP workshops: Career Transition Workshop (CTW); Self Employment Awareness (SEA) and New Horizons in Retirement.

- b. Resettlement F1711 Summary.
- c. GRT Absence.
- d. Non-GRT Absence.

It is emphasised that resettlement administration utilising JPA and the electronic forms contained therein is to be the norm and only by exception should paper forms be used. The appropriate GRT Absence, or Non-Absence GRT absence request, as applicable, must be submitted via JPA for resettlement activities.

335. Resettlement Registration. To access resettlement provision, eligible SL must attend a RAB and then on receipt of a JPA W/F that states 'Action required: to complete Resettlement registration', complete the initial registration process on JPA as follows:

- a. enter a Post-Discharge Address on the MOD Form 1711 by using the Enter Post-Discharge Address using the link in the W/F notification. SL may also enter their contact details prior to attending RAB by using JPA Self Service: Resettlement tab via sub heading Post-Discharge Contact Details.
- b. provide consent regarding the Data Protection Act by using the appropriate buttons in the response section of the W/F notification.
- c. confirm understanding of the rules contained in JSP 534 and agree to abide by those rules, and the spirit in which they are intended, when undertaking all resettlement activities by using the appropriate buttons in the response section of the W/F notification.
- d. acknowledge the summary of the interview by clicking the 'I Accept Interview Summary' button after reviewing the information at Part 3 and Part 4 of the JPA MOD F1173.

336. Resettlement F1711 Summary. F1711 is a JPA record of resettlement activities. It populates automatically and reflects individual personal details, resettlement registration status, GRT entitlements and provides an electronic record of all GRT activity requests and use.

337. Absence GRT Requests - Authority to Attend Resettlement Training Activities (Other than Non-Absence GRT-related Events). Resettlement activities requiring the completion of an Absence GRT request include Resettlement training courses, Civilian Work Attachments and Individual Resettlement Preparation. An Absence GRT request, when authorised by an SRA, provides the SL with the sole authority to attend resettlement activities requiring absence from the SL's place of duty. The Absence GRT authorisation is the pre-requisite for payment of any allowances claimed by the SL as a result of attending the resettlement activity. F1746 must be completed for external training courses and CTP Internal training courses if IRTC use is required.

338. Non-Absence GRT - Authority to Attend Resettlement Activities (Other than GRT-related Events). Resettlement activities requiring the completion of a Non-Absence GRT request include ESP Workshops, CTW, FAR briefings and Civilian housing briefings. A Non-Absence GRT request, when authorised by an SRA, provides the SL with the sole

authority to attend resettlement activities requiring absence from the SL's place of duty. The Non-Absence GRT authorisation is the pre-requisite for payment of any allowances claimed by the SL as a result of attending the resettlement activity.

339. **JPA and GRT.** Notwithstanding the exceptional use of paper forms, JPA initiated Absence GRT & Non-GRT Absence requests are the sole authority for SP to attend resettlement activities.

340. **Refusal to Authorise Attendance on Resettlement Activities.** In the event of the CO, or delegated officer, declining to authorise a resettlement activity, the reason for declining authorisation should be annotated on the JPA activity request so that a record is retained, as supporting evidence, for any subsequent claim by the SL to extend his period of service in order to complete his GRT entitlement.

341. **Restricted Use of Paper Forms.** Paper versions of MOD Forms F1173, F1173A, F1711, and F363 and CTP Future Horizons Opt-in form & CTP Future Horizons Opt-out forms are now obsolescent and should not be used.

342. Guidelines on restricted use of paper forms for resettlement activities is summarised below:

- a. Early Service Leavers: F1173A and F1711.
- b. Employment Support Programme: F1173 and F1711.
- c. Core Resettlement Programme: F1173, F1711 and F363.
- d. Core Resettlement Programme: F1746 must be used for all training courses or exams where an advance or claim of IRTC is required. F1748 is no longer valid as the content has been subsumed into F1746.

343. **ESL and CTP Future Horizons Forms.** The procedure for ESL and CTP Future Horizons are described in para 212 under ESL Unit Administration.

344. **Application for CTP Assist.** The application process for CTP Assist is described at Part 2 Sect 7.2.

3.5 Authorisation of Overseas Resettlement Activities

345. **Overseas Resettlement Activities (ORA).** For SL wishing to undertake their resettlement training, CWA or IRP overseas, no travel is authorised without appropriate clearance from the respective SDE HQ staff. Resettlement training should, wherever possible, be undertaken with the CTP in the UK, given the value for money and quality assurance available on those courses, or locally in recognition of the local training first policy. Overseas CWAs should only be authorised if it is appropriate to the stated employment goal(s) in the individual's agreed PRP. No resettlement activities, whether leave or non-leave based, may take place in operational theatres. The following policy applies to all applications from SL for resettlement activities overseas from their home base.

Authorisation for ORA can only be made by HQ SDE staff on a case-by-case basis and through the intelligent application of the following conditions²¹:

a. The training outcome is not available under the local training first policy, either within the UK for those serving in UK or within their normal theatre of operations for those serving overseas.

b. The training outcome must relate to the qualification awarded, or the qualification that a particular course of training leads to. Furthermore, where this training outcome additionally leads to the applicable UK industry, regulatory or governing body licensing, certification and/or membership requirements being met, this will become the overriding principle in determining ORT eligibility in concert with the local training first policy. In respect to ORT, when comparing the 'benefits' of an ORT application, the SDE must compare the ORT training outcome with the UK (or theatre)-based equivalent training outcome (where such an equivalent exists). Where the ORT training outcome is equivalent to or less than a UK (or theatre)-based training outcome compared on a 'like for like' basis, then the overarching decision must be based upon the '*CTP First*' policy (Sect 1.4). Some examples follow:

(1) An ORT application states the training outcome is a Level 3 in XYZ. A UK (or theatre)-based training course offers an equivalent training outcome of a Level 3 in XYZ. In this case, the SDE would reject the ORT application on the basis that a UK equivalent course offers an identical training outcome based on the local training first policy.

(2) An ORT application states the training outcome is a Level 3 in ABC plus a non QCF 'qualification' of X. A UK (or theatre)-based training course offers an equivalent training outcome of a Level 3 in ABC. A very strong case must be made by the applicant to support why the non QCF qualification is absolutely essential (and is not being used as a sole reason to justify ORT). In this case, the SDE must consider the case, but unless the case made is exceptional it is likely that the SDE would reject the application on the basis of the local training first policy.

(3) A UK (or theatre)-based training course offers a training outcome of a Level 3 in ZXC which meets the licensing, certification and/or membership requirements of an applicable UK industry, regulatory or governing body, in order that an individual with such a qualification can then gain membership/licensing/certification from such a body. An ORT application states the training outcome is a Level 3 in ZXC and another non-QCF qualification in Y. In this case, the SDE would reject the ORT application on the basis that there is a UK equivalent course available with the same QCF training outcome and which meets the membership/licensing/certification requirements of the appropriate UK industry, regulatory or governing body (the additional non-QCF qualification offered by ORT is not a requirement for the UK body membership/licensing/certification).

c. The total costs of the training overseas to the MOD, including eligible subsistence allowances and travel costs, which will be claimed under current regulations, are less

²¹ If the SL is intending to emigrate, SDE staff should take into consideration the recognition of the qualification in the SLs intended country of residence.

than those that would be incurred if undertaking the training in the UK i.e. the value for money consideration.

d. SDE staff have reasonable assurance of the quality of the training and its recognition by UK employers.

346. It is the SL's responsibility to submit a JPA Absence GRT or a Non-GRT Absence request together with their PRP, supporting written justification, including all costs, and a completed MOD Form 1746 to the relevant SDE POC detailed at Annex C via the appropriate SRA^{22,23}. The SL/SRA must submit any request for ORA at least 8 weeks in advance of the intended departure date to enable SDE HQ staff to arrange the necessary clearances to be obtained.

347. **Authorisation Level.** To ensure the necessary governance for approval of applications for overseas resettlement training by the chain of command, SDE HQ staffs are to examine such applications to assure themselves that more cost-effective courses of equivalent training outcome are not available locally²⁴. SDE HQ staffs are to examine such applications for overseas CWA to assure that it is appropriate to the stated employment goal(s) in the individual's agreed PRP. Where SDE HQ staffs consider that a request for overseas resettlement activities meets the criteria specified in this section (JSP 534 Part 1 Sect 3.5), authorisation on the relevant Absence GRT or Non-GRT Absence request should only be given at an appropriate level of command (normally OF4). ORA authorisation is not to be delegated below OF3 level.

348. **ORA Application Priority over ELC.** Where a SL intends to use their ELC entitlement in concert with ORA, it is the SL's responsibility to ensure that they apply for and obtain the ORA authority first. Only on the receipt of a successful ORA approval authority may the SL make their ELC application. Under no circumstances may a SL make an ELC application for a non-UK based provider for resettlement purposes without having first obtained the ORA authority. Failure to follow this procedure may result in the SL not being granted ORA approval with the outcome that they are unable to use their ELC.

349. **Duty of Care and Service Reputation.** SDE HQ staff should be careful to ensure that the exact nature of the SL's duties is described in the application. Before approving such applications, SDE HQ staff need to consider whether the immediate requirements of the activity, or the likelihood that secondary circumstances, beyond the immediate requirements of the activity (eg death, serious injury or court appearances) might affect an individual's ability to subsequently fulfil their Service commitments or might bring the Service into disrepute. Activities where confrontation may take place, or the use of physical force is likely should be avoided.

350. **Special Security Regulations.** Additionally, security clearance is required for those countries where special security regulations apply. Security clearance must be sought by units, at least 8 weeks in advance, on behalf of the SL, through sS security organisations. Units are to notify the British Defence Adviser/Attaché of the country in which the proposed ORA is to be held, giving dates, contact address and details of the individual concerned

²² Additionally, individuals may require an educational visa, rather than a recreational visa, to undergo overseas resettlement activities, dependent on location.

²³ RN/RM Medical Discharges require the prior approval of NRIO Medical before being forwarded to the SDE HQ Staff.

²⁴ As necessary, they should consult the Regional Resettlement Centre (RRC) Manager at the SL's local RRC and/or TSLD.

once political approval has been confirmed by SDE HQ Staff and security clearance has been confirmed by sS Directorates of Security.

351. **Exceptional Authority.** Without referral to TSLD, SDEs may grant the following categories of personnel exceptional authority to undertake leave-based resettlement activities outside the UK, noting the requirements set out at Part 2 Sect 3.1. Applications are to be submitted, with supporting documentation²⁵ through the chain of command:

- a. Non-UK personnel, including Gurkhas, who have not applied for, or who have been refused permission to remain in the UK after discharge, who are returning to their country of origin, and who are undertaking resettlement activities in that country²⁶.
- b. UK personnel who are emigrating or who will be resident abroad after discharge and who are undertaking resettlement activities in the country of future residence or have a job offer in that country.

352. **Tolerable Variation.** To ensure that the workload on SDE HQ staff with regard to the approval of ORT and CWAs does not become excessive, SDE may authorise the SRA to vet such applications, and only recommend those that are considered justified to the SDE POC for final scrutiny before approval is either given or the request rejected. The only authorities for the approval of overseas resettlement activities (training, CWAs and IRP) are the appropriate SDE HQ staff at OF4/OF3 level, which includes the SDE POCs. SRA do not have the authority to approve overseas resettlement activities.

353. To assure policy compliance and provide oversight of the numbers of SL requesting overseas resettlement activities, all requests for GRT use overseas and the SDE decision regarding authorisation, must be copied to SO2 Resettlement Policy ([People-TSLD-Resettlement Pol SO2](#)) at TSLD by the SDE POC.

3.6 Post-Discharge Resettlement

354. Under normal circumstances, with the exception of some SL who are Medically Discharged or Compulsory Discharged (short notice discharge), resettlement training must be completed prior to discharge. For particular operational reasons, individuals may have their discharge date deferred (see Part 2 Sect 3.1).

355. On a case-by-case basis, SDE may exceptionally authorise completion of resettlement training, post-discharge where deferment of the discharge date is not practical, for example, where unreasonable costs to the Service would otherwise be incurred. Where so authorised, this is termed Post-Discharge Resettlement (PDR). Whilst attracting the same allowances as if the individual concerned was still serving, the SL will be responsible for their own insurance cover. Military salary is not paid whilst undertaking PDR activities and events.

356. Requests for individuals to undergo resettlement activities post-discharge should be referred to the SDE on a 'case by case' basis, through the resettlement chain. If there is uncertainty in a particular case, TSLD should be consulted. This does not obviate COs' remit to grant SL access to resettlement activities unless prevented from doing so by critical operational reasons.

²⁵ Supporting documentation must include appropriate proof of overseas residence.

²⁶ Proof of overseas residence or acceptance of immigrant status by the new country of residence or copy of job offer.

357. **Use of Standard Learning Credits during Deferred (Post-Discharge) Resettlement.** SLC can be used once during Deferred Resettlement provided that the SL did not draw down the SLC in their last year of service. The use of the SLC during Deferred Resettlement is subject to the same regulations that would have applied if the SLC had been used pre-discharge.

358. **Conditions.** Post-Discharge Resettlement is subject to the following:

- a. Where possible, all SL are to receive their resettlement provision whilst in-service; Post-Discharge Resettlement is to be by exception.
- b. The amount of GRT a SL is entitled to will be taken into account in calculating the due discharge date, irrespective of whether the resettlement provision is being taken pre- or post-release.

359. **Authorisation.** Authorisation of Post-Discharge Resettlement on a 'case by case' basis is delegated to the respective sS SDE.

360. **Administration.** Administrative procedures for Post-Discharge Resettlement vary between the individual Services.

3.7 Exceptional Procedures

361. **Returned to Duty.** Where an individual who is engaged within either the CTP or the CTP Assist resettlement routes is deemed fit to return to duty, or who has been considered at a MB²⁷ and the decision taken that the individual will remain in service, all resettlement entitlements previously granted will cease from the date of the decision to return to duty or the date of the MB²⁸ as applicable. The individual will be entitled to receive the appropriate resettlement entitlements subsequently when they leave the Service based on their discharge date and in line with existing resettlement policy. Any previous resettlement entitlement that has been used will not be taken into consideration when leaving under subsequent discharge.

362. **Other types of Leave or Absence.** SL on other types of leave such as Maternity, Shared Parental or any absence not already covered by this policy should review JSP 760 to confirm their entitlements and liaise with their SRA in the first instance to agree their resettlement plan. Care should be taken when arranging CTW as they will be fully indemnified as being on full duty. Where this may affect a SL's journey, SRA are advised to contact the sS SDE who may elect to request policy exception from TSLD.

363. **Redundancy.** Personnel made redundant will qualify for the Resettlement package for which they would have been entitled had they completed the commission/ engagement on which they were serving when they were made redundant. Priority of access to SRA for RABs is stated at para 206.

364. **Directed Early Retirement (DER) and Senior Officer Compulsory Retirement (SOCR).** Senior Officers who have been selected for DER/SOCR will be handled as individual cases by TSLD to ensure that the very limited numbers involved are given the

²⁷ NSMBOS, FMB or RAFMB.

²⁸ NSMBOS, FMB or RAFMB.

correct priority on the course of their choice and that there are no delays in the resettlement process. Once an individual receives notification that they are being retired under DER/SOCR, a copy of this authority should be sent to the sS SDE via their SRA. sS SDE are to make these cases known to TSLD at the earliest opportunity. Although it is desirable that DER/SOCR personnel complete their resettlement activities in service, this is not possible in all cases. Accordingly, all personnel subject to DER/SOCR are to be automatically issued, without further justification, with a Post-Discharge Resettlement (PDR) authority by the respective sS SDE.

365. Incapacitation or Death during Resettlement Provision. Where a SL has commenced resettlement and is registered with the CTP but becomes unable to continue with resettlement due to injury or death, the CTP should be informed. SDE are responsible for ensuring appropriate procedures exist at sS level.

366. Circumstances not Otherwise Covered. Anything not otherwise covered in this JSP in relation to resettlement should be referred to TSLD, through the resettlement CoC, for a ruling.

4 Medical Discharge

4.1 Introduction

401. All personnel subject to Medical Discharge (MD)²⁹, both those who are Wounded, Injured and Sick (WIS) and those who are likely to be discharged from the Services on medical grounds, are able to access resettlement entitlements at an earlier stage than for other SL.

402. There is one resettlement policy process that applies to all personnel who are subject to MD³⁰. There are different levels of support and timing of access is dependent on the need of the individual and sS procedures³¹.

403. In order for the policy and process described in this Section to be applied to those SP either undergoing MD, or being considered likely to be MD, such personnel will need to register with the CTP. The RAB is mandatory (see para 215a (1)), and Service Leavers' contact details are automatically passed to the CTP to ensure all Service Leavers have access to CTP services. SLs can only opt-out of CTP services by informing their CTP career consultant.

404. The underlying assumption of this policy is that most personnel will resettle within the UK where there is comprehensive National Health Service (NHS) cover. Those wishing to settle overseas³² should acquaint themselves with the local health provision and be aware of their liability for any associated costs.

405. MD SL achieve the best outcomes by engaging with their resettlement provision at the earliest opportunity. The CoC is responsible for ensuring that individuals are loaded into resettlement at the earliest appropriate opportunity.

4.2 Entitlement

406. All personnel who are medically discharged³³ are entitled to the Core Resettlement Programme (CRP) from the CTP^{34,35}. FTRS personnel have the same access to medical discharge entitlements as Regular personnel. Additionally, this includes Reservists whose medical discharge is triggered as a result of an injury or illness attributable to Service, or an injury which occurred during an activity for which the Reservist SP was on authorised duty.

²⁹ This includes administrative discharge on medical grounds for untrained strength. This does not include exits where a pre-existing condition is the determining factor.

³⁰ This includes Army personnel who are subject to PAP Restricted Employment in Current Unit (RECU) action.

³¹ See sS Annexes E, F and G.

³² For further information see 2013DIN01-074, support for MD settling overseas.

³³ This includes Army personnel being discharged on medical grounds under PAP and RAF personnel being administratively discharged on medical grounds.

³⁴ This includes mobilised Reservists who are medically discharged due to injuries sustained during operational commitments. Once mobilised for an operational commitment, this policy applies for on or off duty accidents, injuries and medical conditions whether pre, during or post Operational deployment, until the date of demobilisation, in the same way it would for a Regular Service Person.

³⁵ SP who have extended their Service but are subsequently medically discharged prior to completing a further two years Service, are entitled to the CRP, regardless of whether some allowances had previously been used.

407. Within the principle of early engagement, the point at which an individual ought to register for their resettlement entitlement is when the Unit Health Committee (or equivalent sS body) assesses that a person meets the following two criteria:

- a. is likely to be MD; and
- b. is ready to engage in their resettlement.

408. In exceptional circumstances, a medical condition might preclude in-Service access to the resettlement support to which an individual is entitled. In such cases the Medical Board³⁶ (MB) may recommend that resettlement be deferred post-discharge or transferred to the spouse or civil partner (see para 421), or a Nominated Proxy (see para 422). This deferred or transferred resettlement may be undertaken up to 2 years post-discharge or longer at the discretion of the sS SDE³⁷ HQ. Further detail of this provision is at Sect 3.2.

409. **Resettlement Entitlement for Mobilised Reserves.** With regard to Reserves who are medically discharged as a result of injuries sustained during ‘operational commitments’ the following apply:

- a. A Reservist is deemed to be on ‘operational commitments’ with effect from the date of ‘Mobilisation’ to the date of ‘De-mobilisation’ inclusive (including annual leave and Post Operational Leave (POL), and regardless of where serving (i.e. UK or overseas).
- b. For mobilised Reserves, injured during ‘operational commitments’ the default GRT allowance shall be taken as 30 days, as the normal means of calculating entitlement for Regular SP cannot be applied.
- c. This applies for on and/or off duty accidents, injuries and medical conditions whether pre, during or post Operational deployment, until the date of demobilisation, in the same way it would for a Regular SP.
- d. Upon a mobilised Reservist’s entitlement to Resettlement support being established all regulations in this JSP are to be applied as appropriate.

4.3 Provision

410. **Resettlement Advisory Brief (RAB).** All SP who are to attend a Medical Board must undertake an initial RAB with an SRA.

- a. The interview will cover:
 - (1) a comprehensive explanation of the whole MD resettlement process and CTP Assist. This must include an explanation that early access to the resettlement service does not influence or indicate the outcome of an NSMBOS /FMB/RAFMB.

³⁶ Naval Service Medical Board of Survey (NSMBOS), Army Full Medical Board (FMB), RAF Medical Board (RAFMB).

³⁷ In the Army, the SDE authorises transfers, the Medical Board may authorise deferment.

(2) that it is in the individual's best interest to think about their own resettlement planning prior to any MD decision being officially ratified, whilst bearing in mind they may be retained.

(3) that the individual is now entitled to access resettlement activities in accordance with sS MD policy.

(4) that the individual can gain earlier access to ELC, where it is identified that it is suitable to do in their Personal Resettlement Plan or Individual Recovery Plan as applicable³⁸. The SRA (or PLA in the RAF) should explain the ELC eligibility rules for MD personnel, check whether the individual is registered with ELCAS and if not conduct the administration with the individual to register for the scheme according to current regulations (JSP 822 Part 1 Section 6.5 refers).

(5) that accessing resettlement prior to attendance at Medical Board will not influence any decision made in the medical CoC or at any Medical Board-

(6) that only those individuals who are registered with CTP will be able to access the CTP resettlement and employment support processes described, including the CTP Assist resettlement pathway.

(7) any individual who does not wish to register with the CTP and therefore opts out of engaging with CTP and the SSP provision should be recorded on JPA (see paras 205 and 403).

(8) a briefing of the services offered by Vets UK (VWS).

b. SP must be registered on JPA in accordance with sS policy and requirements. This will involve liaison with the individual's unit HR because they must change the JPA resettlement details screen and annotate the SP as a SL³⁹. This then generates the resettlement workflows for the individual and the SRA.

c. The SRA should provide an indication⁴⁰ of whether, in their professional opinion, the individual is likely to require significant additional support to access resettlement provision (this will help the decision as to whether the individual undergoes the regular CTP resettlement route or the CTP Assist route). The majority of MD personnel will resettle via the CTP resettlement pathway. CTP Assist is there to support those who face the greatest barriers to employment given their medical condition.

d. The CTP will engage with those individuals following the CTP resettlement pathway. The sS each have their own loading mechanism for accessing the CTP Assist resettlement pathway and being allocated the support of a Specialist Employment Consultant (SEC).

e. The individual subsequently accesses their resettlement activities using the route for which they have been selected; either the existing CTP or the CTP Assist resettlement pathways.

³⁸ The Individual Recovery Plan is owned by the individual who must provide a copy and bring it to the interview.

³⁹ As outlined in the JPA Business Process Guide-Early Activation of Resettlement Entitlement.

⁴⁰ If this has not occurred already.

f. Loading onto CTP Assist is a CoC responsibility. It is recognised that SP circumstances and needs can change within their recovery/resettlement journey. When required, the CoC is to engage with CTP staff in the decision to move between CTP and CTP Assist resettlement pathways.

411. **sS MD Procedures.** Specific sS MD procedures and further advice on accessing early resettlement support are contained in Annexes E (RN), F (Army) and G (RAF) respectively to this JSP.

412. **Recovery Courses.** All Wounded, Injured and Sick (WIS) Service Personnel (SP) are entitled to attend a series of professionally delivered courses in support of their recovery. To be eligible for any Recovery Courses, SP must be deemed as WIS by their sS recovery policies⁴¹. Recovery Courses are key developmental activities that WIS SP undertake during their recovery. Recovery courses are designed to support the WIS SP to return to duty or transition out of the Service. The Recovery Courses are held at the five Personnel Recovery Centres (PRCs) located in Catterick, Colchester, Edinburgh, Sennelager and Tidworth, and the Defence Adaptive Sport and Adventurous Training Centre (DASTC), known as the 'Battle Back Centre' in Lilleshall (where the Multi-Activity Course, MAC, runs). The five Recovery Courses are:

a. **Recovery Foundation.** This 5-day course is the focal point of all recovery and should be attended as soon as possible. It enables WIS SP to better understand the Recovery Pathway as well as access support and opportunities to aid Recovery. This is mandated for all Army and RAF WIS SP.

b. **Multi-Activity Course (MAC).** This 5-day course uses through-life skills coaching that builds confidence and motivation using the medium of adaptive sports and adventurous training. It is advised that the course is attended as early as possible in recovery. This is mandated for all Army and RAF WIS SP.

c. **Recovery Development.** This 3-day course is for WIS SP require additional assistance in order to engage in their Individual Recovery Plan (IRP) as well as increasing their awareness of support and opportunities to aid Recovery. Army and RAF WIS SP must have completed Recovery Foundation prior to attending Recovery Development.

d. **Recovery Transition.** This 10-day course prepares WIS SP for transition from military to civilian life and focuses on employment while examining realistic vocational options. This is highly recommended for WIS SP in the process of medically discharging from the Service or those likely to be medically discharged. Recovery Transition is to be attended as soon as possible after the Unit Health Committee has identified that the SP is likely to discharge. This enables WIS SP to investigate and plan for future civilian career options before attending CTW+/CTW. WIS SP must have completed a Resettlement Advisory Brief (RAB) with an SRA and be registered with CTP for resettlement support prior to course loading. Army and RAF WIS SP must have completed Recovery Foundation prior to attending Recovery Transition.

e. **CTW+.** This 5-day course is designed for WIS SP on the CTP (Assist) scheme, due to a specialist employment need, and for those who require additional assistance or welfare support during the course. It focuses on the transition from military to civilian employment. CTW+ replaces the standard CTW for those that have additional support needs; most WIS SP will only require the CTW event. WIS SP must have conducted a

⁴¹ The respective single Service Recovery policies are BR 3, Ch 33 [RN], AGAI Vol 3 Ch 99 [Army] and AP3392 Vol 5 Leaflet 125 [RAF].

Resettlement Advisory Brief with an SRA and be registered for resettlement with CTP. Attendance within 12 months of a previous workshop requires justification and approval from sS SDE.

413. **CTP Assist.** CTP Assist is the resettlement pathway for those SL loaded into a Specialist Employment Consultant (SEC) under the sS loading mechanism. The purpose of CTP Assist is to deliver an individualised, needs based service to those SP who face the greatest barriers to employment given their medical condition. It operates as part of the wider Defence Recovery Capability.

4.4 Process

415. The resettlement process for personnel undergoing MD is executed as part of the overall tri-Service resettlement policy as articulated in this JSP. Anyone who is deemed by their CoC as likely to be medically discharged is entitled to Early Activation of Resettlement Entitlement. The point at which they gain resettlement entitlements is determined by the respective sS Case Conferences (or equivalent) where a formal sign off by the Chairman of the Case Conference assesses the individual as likely to leave the Services and ready to engage with resettlement activities (see para 407). The criteria for assessment include the individual's likelihood of discharge, their clinical pathway progress and their readiness to engage with their own recovery pathway. The decision of the Case Conference will be recorded in accordance with sS information requirements and used to determine the level of resettlement support.

416. Once confirmed that an individual is deemed likely to be medically discharged or discharged on medical grounds, the SP may access the resettlement service, taking into account the individual's and the Service's needs. GRT activities should be completed before discharge and before commencement of any Invaliding and Terminal Leave, unless exceptional circumstances apply (also see para 408). If circumstances necessitate, GRT may be taken up until the point of discharge subject to the same rules as non-Medical Discharge SL (see Part 2 Sect 3.1), but this must be by exception and not considered to be the norm.

417. Unless an individual's circumstances dictate otherwise, and they are able to undertake their chosen resettlement options and courses, then Invaliding Leave is calculated from the next working day following the last day of GRT activity. Terminal Leave (which is always the last 4 weeks of service) is calculated after Invaliding Leave has been applied. In calculating a discharge date, the administrative CoC and must take into account that an MD must be able to utilise their GRT entitlement prior to leaving the Service and if they cannot, their discharge date should be deferred (see Part 2 Sect 3.1). If there is a difference of opinion, the CoC decision is final. In this respect, due credence needs to be given to the fact that an MD SL needs to be given an appropriate amount of time with which to be able to plan, execute and complete their resettlement options whilst in Service. It is prudent therefore, for additional time in Service to be considered in order for proper and appropriate planning and execution of resettlement activities to take place. In practice this would be considerably more than the maximum GRT entitlement period for an MD. This approach therefore considers all the relevant information in respect of the individual MD SL's needs. Extensions to a Medical Discharge date need to be undertaken by the individual's administrative CoC in conjunction with the relevant Manning and Medical authorities.

4.5 Post-Discharge and Transferred Resettlement

418. **Post-Discharge.** Where a MB⁴² has not granted deferred resettlement and a medical condition precludes in-Service access to any element of resettlement support to which the SL is entitled, access to these outstanding elements of resettlement provision, including the CTP support, use of the IRTC grant, SLC as appropriate and associated travel and subsistence, will be available and authorised by the SDE for up to 2 years post-discharge. The SL should request such a deferral through their SRA prior to discharge⁴³. SL will not receive military salary and are responsible for their own personal injury/liability/ indemnity insurance when undertaking post-discharge resettlement activities. Non-serving SL are able to request an advance of allowances under PDR (JSP 752 refers).

419. **Transfer of Entitlement to a Nominated Proxy (NP).** Where a SL, regardless of PStat Cat⁴⁴, is unlikely to recover sufficiently to be able to utilise their entitlement then it (and applicable remaining ELC and SLC entitlements) may be transferred to a NP. This proxy can be any suitable person (i.e. it is not restricted to immediate family). This concession is made on the basis that the NP is likely to be a source of ongoing financial support for the SL or the training undertaken will contribute to the long-term care of the individual being medically discharged, and any re-skilling, re-training or study by the NP will in turn help to support and sustain both the SL and their patient group⁴⁵ in the longer term. The NP will be agreed between the principal Service welfare contact and the SL's chain of command ensuring that due diligence is undertaken to determine, establish and confirm that the person to whom the transfer is being made is the most appropriate. The SL's chain of command will inform the relevant SDE of the NP's details, via the SRA if appropriate. There is no transfer of entitlement to a NP in the event of the SL's death.

⁴² NSMBOS, FMB or RAFMB.

⁴³ For the Naval Service this is done through NRIO (Medical) at the Institute of Naval Medicine.

⁴⁴ This applies to single and married (including those with eligible partners) SLs.

⁴⁵ Patient group refers to wider family members.

5 Refunds, Complaints and Indemnity

5.1 Refund of Resettlement Allowances

501. SL wishing to apply for reimbursement of Resettlement Allowances, GRT, IRTC Grant, Travel Warrants and/or any personal contribution are to complete MOD Form 2245 (copy at Annex H). They are to ensure that it is completed fully identifying the allowances they wish to claim and supported by a sound business case at Part 3. This is to be presented to their LM for approval who will support, part- support or not-support the application as appropriate, providing reasons that underpin their decision. SL are also to confirm they have cancelled any training activity for which reimbursement is being sought and that the Training Provider is unwilling to make any reimbursement direct.

502. Upon LM approval, the form is to be forwarded to the SRA who will either reject or endorse the refund/reimbursement of allowances. Any refund/reimbursement and adjustment of the MOD Form 1711, be it paper or electronic, is to be made under sS arrangements.

503. Where the SL has requested refund of any personal contribution, the form is to be passed to the SL's CO for approval. Refund and reimbursement of Learning Credits is to be undertaken under existing sS arrangements. Once completed, the form should be held as a record.

5.2 Resolution of Complaints

504. **Unit Level.** Should a SL experience any problems or wish to complain about resettlement provision (including access to resettlement) at unit level, then the SL should invoke the normal complaints procedure, which operates within each of the Services using MOD Form 2225 (Annex I). COs or their superiors depending upon the level at which the complaint is being addressed, should consider at an early stage whether it is appropriate to inform and/or seek advice from the sS SDE. If the complaint addresses matters of policy rather than implementation of policy, then the SDE should in turn inform and/or seek advice from TSLD. Where SDE and/or TSLD are involved, it is important that the eventual outcome of the complaint is communicated to them and to all who have been concerned with the matter throughout the complaints process.

505. **Single Service 2nd Line.** When a SL raises a complaint to the SRA, the SRA is to record the complaint using the form at Annex I. The SRA should attempt to resolve the complaint but, if unable to do so, is to forward the form up the resettlement chain of command. TSLD is to be involved if the complaint concerns a matter of policy. It is essential that all involved in the complaints process are kept informed of the eventual outcome.

506. **CTP.** Should any complaint be raised about CTP provision, the local CTP resettlement facility manager will endeavour to resolve the problem, in accordance with CTP Standard Operating Procedures and if appropriate in consultation with the SRA. Where the issue cannot be resolved locally, the Manager will inform CTP HQ who will notify TSLD. Where an SRA is involved, they should keep the respective resettlement chain of command informed.

507. **External Training Providers.** Complaints against an External Training Provider who is a Preferred Supplier should be raised by the SRA with the Preferred Suppliers Manager (psadmin@ctp.org.uk), whilst at the same time forwarding the complaint through the

respective resettlement chain of command. Complaints against non-Preferred Suppliers should be forwarded to TSLD through the sS resettlement chain only.

508. Failure to Attend an Event. Failure by a SL to attend a CTP event or interview previously authorised by their CO will result in an absentee report being raised by the relevant RRC. Two copies will be raised, one sent directly to the SL's CO and one to the relevant SRA. The SL's CTP Consultant will also make contact with the SL to reschedule the event as necessary.

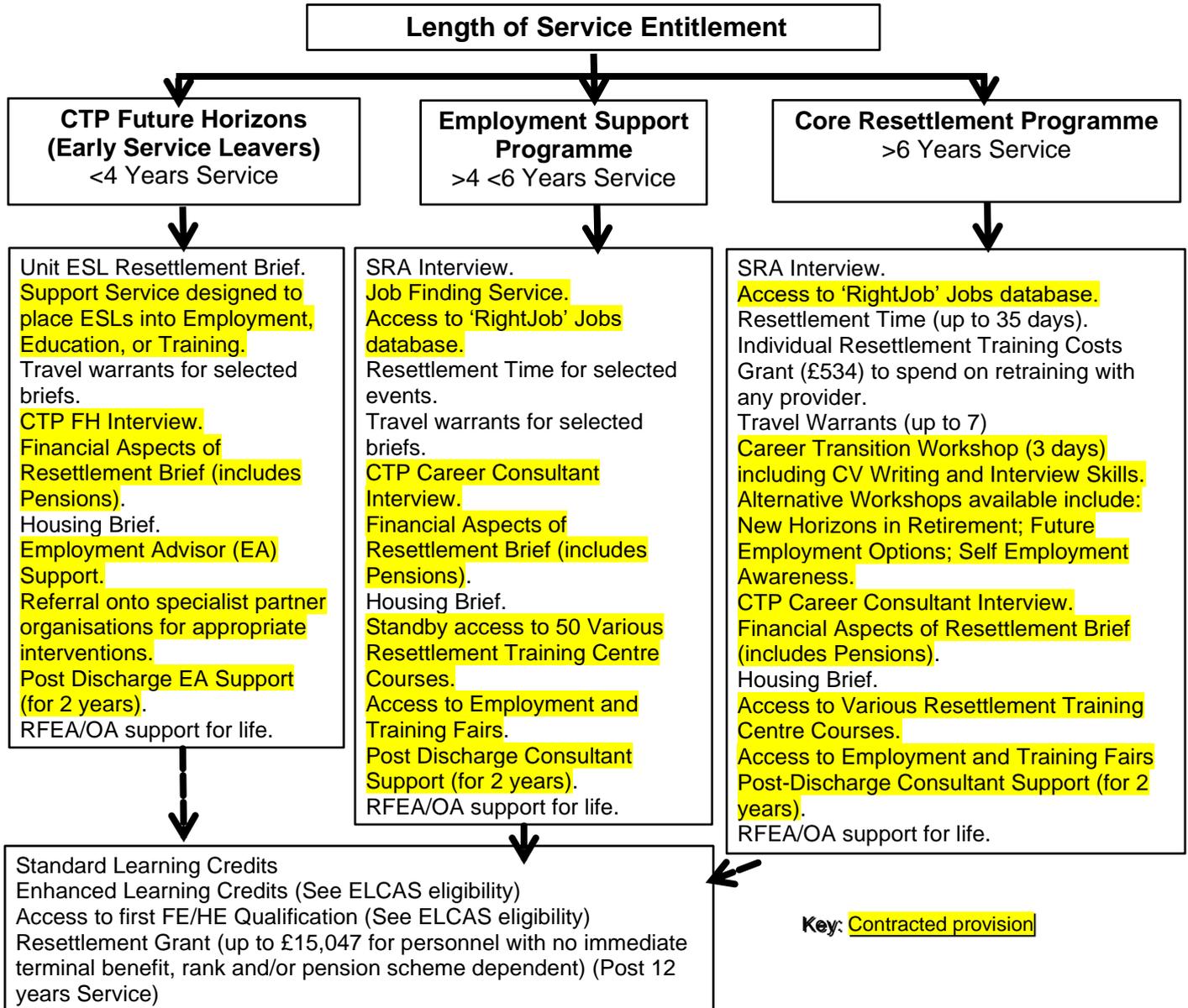
509. Improper Use of CTP Information Technology (IT). CTP IT resources shall not be used for any illegal or unauthorised purposes. If any contravention suspected or confirmed is reported to the Regional Manager (within CTP) or equivalent, they shall immediately advise the appropriate Senior Military Officer on the unit in which the RRC is located, and TSLD, as appropriate. **In the case of any such contravention by a client, TSLD reserves the right to suspend or withdraw that client from the resettlement programme and to authorise their removal from the premises forthwith.**

5.3 Indemnity - Civilian Work Attachments and External Training

510. Injury or Damage Caused by Service Personnel. The MOD will indemnify SL in respect of any claim for personal injury or damage to property brought by an individual for any injury or damage to property caused by a SL while they are on CWA or external training during GRT, provided that the MOD is legally liable as the SL's employer for the injury or damage to property caused and provided that the SL does not settle or otherwise compromise the claim without the MOD's prior written consent. The SL must notify the MOD of the claim within 14 days. At any stage prior to or after legal proceedings are commenced, the MOD reserves the right to take over conduct of the claim and/or to appoint legal advisers of its choice to handle the claim. The MOD will give no such indemnity if the SL is attending CWA/training whilst on leave (i.e. not using GRT). If personnel are concerned about their personal liability, they should take out appropriate insurance.

511. Injury or Damage Caused to Service Personnel. SL attending CWA or external training, as part of GRT, will be subject to Service regulations covering injury or damage to property whilst on duty. The MOD will compensate the SL in accordance with its legal obligations for any injury or damage to property sustained whilst attending a CWA or external training during GRT where it is legally liable for the injury or damage to property as the SL's employer. The organisation offering training or work attachment must have suitable indemnity to meet any legal liability arising. The MOD will give no such indemnity if the SL is attending CWA/training whilst on leave (i.e. not using GRT). If SP are concerned about their personal liability, they should take out appropriate insurance.

TRI-SERVICE RESETTLEMENT PROVISION



Key: Contracted provision

Career Transition Partnership (CTP). Support for all Service Leavers (SL), including Early Service Leavers (ESL), is delivered by the CTP, a partnering arrangement between MOD and Right Management Limited. The current resettlement contract was implemented wef 1 Oct 15.

Veterans Welfare Service and Defence Transition Services. Both VWS and DTS are part of MOD's Veterans UK support function within Defence Business Services and are the Government's in-house provider of support to SP and Veterans. A referral should be made to VWS/ DTS where it is deemed that those approaching the end of their Service may benefit from ongoing specialist advice, information and support, by virtue of their disabling conditions, perceived or actual needs of welfare support or where there are transitional issues that will not be resolved prior to discharge.

Standard Learning Credit (SLC). The SLC Scheme allows personnel to obtain financial assistance for learning costs. SL are able to claim 80% of their course fees retrospectively, up to a maximum of £175 per Financial Year. To qualify for SLC funding, the course of study must lead to a nationally recognised qualification, have substantial developmental value and directly benefit the Service. This is available through career, not just in the resettlement phase.

Enhanced Learning Credit (ELC). The ELC scheme provides financial support to personnel who have registered on the scheme in the form of a single up-front payment of up to £1,000 per annum (if the individual has completed not less than 4 years' eligible service) or up to £2,000 per annum (if the individual has completed not less than 8 years' eligible service) in each of a maximum of three separate Financial Years. The scheme is based upon the principle that individuals will make a personal contribution toward the cost of their learning. The ELC contribution may be up to 80% of the gross course value. ELC funding is only available for courses that result in a nationally recognised qualification at Level 3 or above on the Regulated Qualifications Framework (RQF) (England and Wales), a Level 6 or above on the Scottish Credit and Qualifications Framework (SCQF) or, if pursued overseas, an approved international equivalent qualification. Can be accessed for up to 5 years post discharge.

Further/Higher Education (FE/HE) Access. The Ministry of Defence and other Government departments* offer eligible SL free FE/HE support for a first Level 3 or Foundation Degree qualification. To be eligible SLs must have registered for the ELC scheme whilst in Service, complete a minimum of four years' productive service, complete a minimum of 4 years' ELC scheme membership thus qualifying for the initial lower tier support or 8 years' membership qualifying for the higher level support and take up the offer of free support within 10 years of leaving service.

Resettlement Grant. The Resettlement Grant is only paid if there are no other terminal benefits. The amount payable depends on length of Service, and/or rank and/or upon which pension scheme the SL is on.

* Department for Education; Skills Funding Agency; Scottish Government, Welsh Assembly and Northern Ireland Assembly Government (devolved administrations).

JPA RESETTLEMENT PROCESSES

Normal and Medical Discharges

Every 24hrs JPA checks for new personnel becoming eligible for resettlement.

For newly identified SL, automated Workflow notifications are sent to the SL, SRA and LM informing them that the SL is eligible and what actions are necessary to complete registration.

The eligible SL completes a mandatory resettlement briefing with the SRA who captures and records the details on JPA. Once the SL agrees with the SRA's record of the briefing and giving Data Protection Act consent, the SL is registered with the Career Transition Partnership (CTP).

The SL's resettlement entitlements are automatically computed and recorded on an enhanced electronic MOD Form 1711 along with a record of the briefing.

Using self service menus, the SL submits an absence or non-absence-based application to complete a resettlement activity, providing any necessary justification in the process. The application is recorded on their MOD Form 1711.

As with current rules regarding GRT, LM receive Workflow inviting them to either agree or reject the requests from personnel of the rank Leading Hand/Corporal and below. For all non-GRT based applications and GRT based applications from Petty Officers/Sergeants and above, LM receive an information Workflow recording the details of the application.

The details of applications are sent daily to the CTP for consideration by a Career Consultant (CC) and forwarded by Workflow to the SRA.

Where possible, the SRA waits 5 working days before agreeing or rejecting the application⁴⁶. CC are at liberty to contact the SRA in this period should the proposed resettlement activity not be consistent with the SL personal resettlement plan.

The SRA, using Workflow and any advice from the CC, either rejects or approves 'in Theatre' applications.

For 'Out of Theatre' applications the SRA will use Workflow to forward the application to SDE who retain executive authority.

All decisions and justifications regarding applications are recorded on the electronic MOD Form 1711 providing a detailed log of activity. This form also records the GRT, IRTC and Warrants used and remaining that is captured automatically from the application Workflow.

⁴⁶ This may not be possible for expedited leavers such as Compulsory Discharge and should be processed at the earliest opportunity.

Early Service Leavers

ESL are to be administered as follows:

- a. **All trained strength** ESL **MUST** be administered and registered for CTP FH electronically via JPA 1173A and JPA Opt-in/Opt-Out. Manual forms must NOT be used.
- b. **All untrained strength** (i.e. Phase 1 and Phase 2 training ESL) CAN continue to be manually registered with the manual forms.

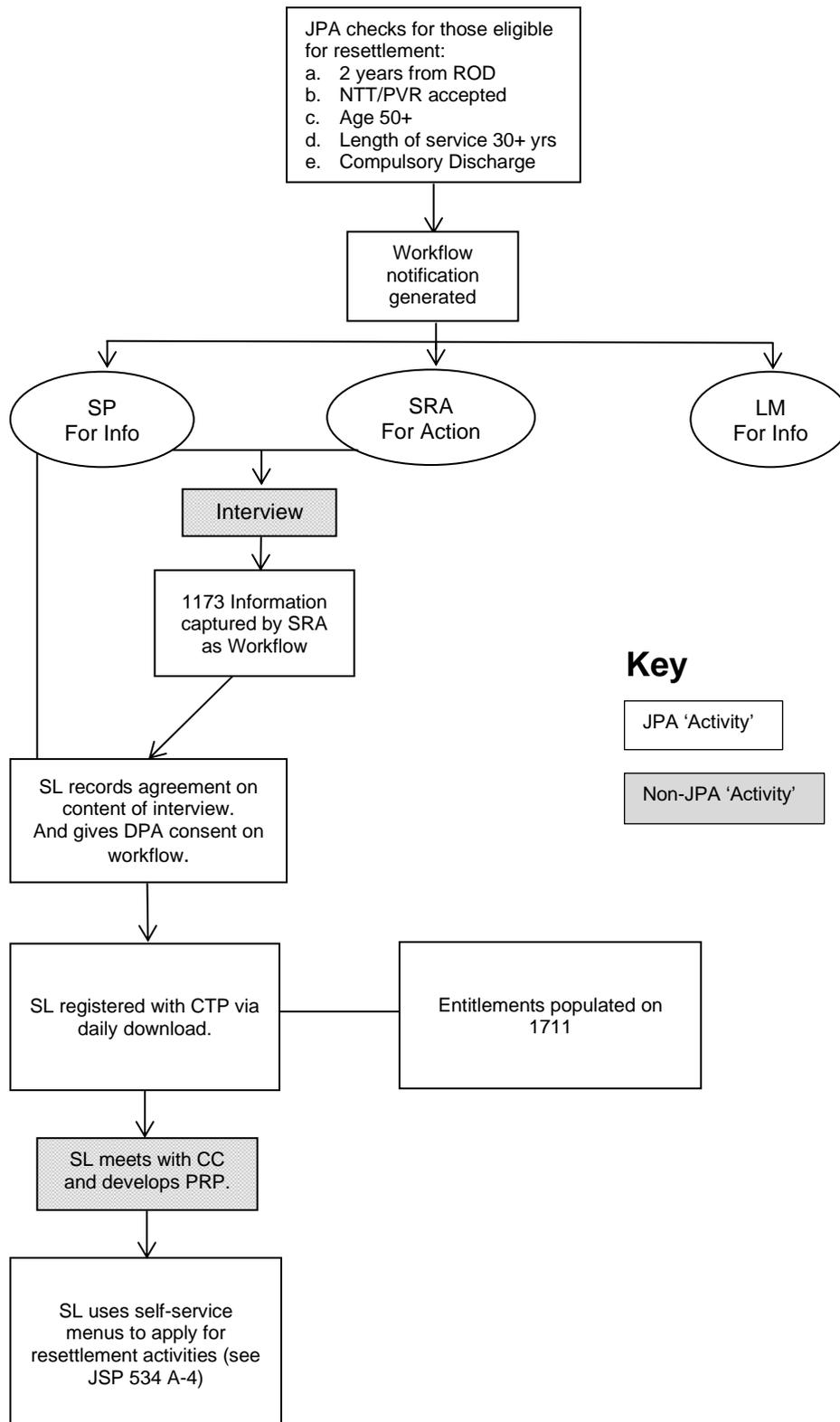
When a Service Person's record is revised to record them as an ESL in JPA, an immediate Workflow notification is generated and sent to the UBO, UEC and LM.

The UBO and UEC complete their respective briefs and actions.

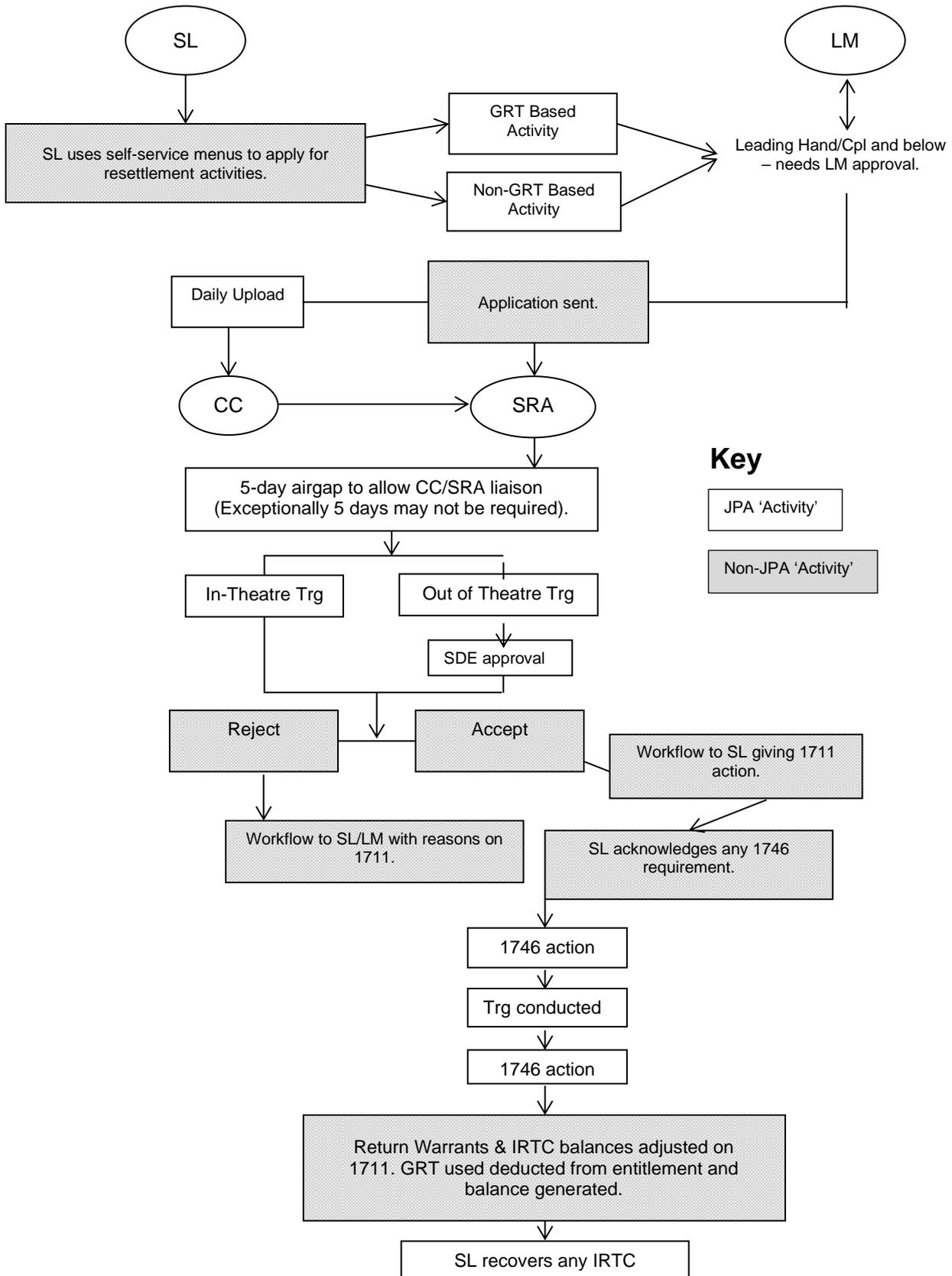
After each event the coordinator/briefer updates JPA accordingly to record the material covered and observations made, and the information is forwarded to the next professional user in the chain using Workflow. The ESL's acknowledgement of the record and any consent regarding the Data Protection Act (DPA) is recorded in JPA and a copy of the entire 1173A printed and given to the ESL.

In the event that an ESL is not able to access their JPA account the UEC is able to provide the ESL 's acknowledgement and DPA consent by Proxy. In such an event sS are to maintain a copy of the signed paper 1173A given to the ESL as a quality record.

JPA REGISTRATION FOR NORMAL AND MEDICAL DISCHARGE



JPA RESETTLEMENT PROCESS: NORMAL AND MEDICAL DISCHARGE



SERVICE DIRECTOR OF EDUCATION POINTS OF CONTACT

Single Service Post	Postal Address
<p>Royal Navy</p> <p>Short Title: Individual Development Policy</p> <p>Tel: 0300 1533231</p> <p>e-mail: NAVYTRGHQ-LDORESETELC@mod.gov.uk</p>	
<p>Army</p> <p>Short Title: SO2 Policy Individual</p> <p>Tel: 94 391 7611</p> <p>e-mail: ArmyPers-Pol-LearnDev-Ind-SO2@mod.gov.uk</p>	<p>L&D, PersPol(A) IDL 27 Blenheim Building HQ Army Marlborough Lines ANDOVER Hampshire SP11 8HJ</p>
<p>Royal Air Force</p> <p>Short Title: SO1 Resettlement (RAF)</p> <p>Tel: 95 221 5943</p> <p>e-mail: Air-COSPers-ResettlementSO1@mod.gov.uk</p>	<p>COS Pers 3-N Hurricane Block 1-Site RAF High Wycombe Buckinghamshire HP14 4UE</p>

NAVAL SERVICE MEDICAL DISCHARGE RESETTLEMENT POLICY

Introduction

1. The Defence resettlement policy that applies to all personnel who are subject to Medical Discharge (MD) is outlined in the main body of Section 4. This policy acknowledges that there are different levels of support that will be accessed at different times dependent on the need of the individual. The overarching principle is that personnel 'likely' to be medically discharged are given the opportunity to access resettlement activities in a timely manner.
2. The following paragraphs will outline the practical application of this resettlement principle in the Naval Service (NS) environment.

Process

3. The point at which an individual is able to access their resettlement entitlement is determined by the CoC⁴⁷ when it is assessed that the individual is likely to discharge and is ready to engage with resettlement activities.
4. Those personnel (including WIS) not expected to meet Naval Medical Employment Standards will be referred to NSMBOS⁴⁸ by the individual's Principal Medical Officer/Senior Medical Officer (PMO/SMO). The PMO/SMO of the Unit recommending or referring an individual to NSMBOS will raise the appropriate MedCat signal. NSMBOS, Institute of Naval Medicine (INM) will then allocate a 'Provisional Board Date'. The referring Unit Medical Centre will raise the required NSMBOS documentation⁴⁹. Within this documentation the PMO/SMO will make an assessment of whether the individual is 'likely' to be recommended for discharge at the NSMBOS⁵⁰.
5. The individual and their chain of command, having been made aware of the likelihood of being medically discharged, should initiate the 'Transition Assessment Form' (TAF) at Appendix 1⁵¹. The TAF should be sent to the Medical Centre; if a Specialist Employment Consultant (SEC) is required, as much information⁵² as possible about the individual's situation should be added (including an assessment from the Regional

⁴⁷ The Carers' Forum (BR3 Annex 24B) being an appropriate medium.

⁴⁸ Individuals should normally expect to be seen at NSMBOS within 90 days from this point iaw BR 3.

⁴⁹ Supported by the UPO/HR/Personnel support function.

⁵⁰ Whilst not a Case Conference this assessment will trigger the follow-on actions to determine whether an individual is ready, able and willing to engage in early resettlement activity.

⁵¹ The Transition Assessment Form is to be completed electronically.

⁵² Noting the requirements of the Caldicott Principles and the DPA 1998.

Occupational Health Team or the PMO/SMO). It should then be forwarded to the local RN Learning Hub.

6. An interview with a Learning & Development Advisor (LDA) to gain an overview of the resettlement process should be arranged⁵³ by the SL and the form completed at Section 4 and forwarded to the LM detailed in Part 2 for executive endorsement at Part 5. If section 3 has not yet been endorsed by a medical professional, then the LDA is to contact RN SsR for TAF endorsement.

At this interview the individual will need to decide whether or not to register with the Career Transition Partnership (CTP)⁵⁴. Individuals must be made aware that any Graduated Resettlement (GRT) activities undertaken prior to the NSMBOS will impact on TX calculations⁵⁵.

7. Personnel referred to NSMBOS are strongly advised to contact the Naval Resettlement Information Officer (Medical) (NRIO(M)) at INM within seven days of receipt of the allocated 'Boarding' date letter to arrange attendance at a Medical Resettlement Brief regardless of the expected outcome at the NSMBOS. The focus of this brief is to prepare the individual for the NSMBOS process and possible outcomes rather than generic resettlement provision.

8. There may be some individuals that face barriers to employment due to illness or injury and will require significant additional support during the resettlement phase as evidenced by the information in Parts 3, 4 and 5 of the TAF. In such cases, the TAF should be forwarded to NAVY PERS-PFCS CRM SO1. An assessment will then be made and, if supported, the individual will be loaded to CTP Assist⁵⁶. The LM and LDA will be informed of the decision made.

9. The OC Naval Service Recovery Centre (NSRC) Hasler has delegated authority to approve access to CTP Assist for those personnel assigned to the NSRC; the TAF is to be forwarded to CTP(A) for SEC allocation.

10. There may be individuals whose anticipated retention in service is not agreed at the NSMEB. These individuals will be able to access resettlement activities immediately their medical discharge is decided.

11. **Retained Personnel.** Where an individual who begins early resettlement through CTP or CTP Assist is subsequently medically upgraded and fit to return to duty or is retained by the NSMEB, all resettlement entitlements previously granted will cease from the date of the NSMEB or medical upgrading. The individual is to withdraw from any training activities that they have not commenced. Where an individual has already commenced training then the decision to complete or withdraw from training will need to be made on a case-by-case basis.

12. Individuals will be entitled to receive resettlement when they subsequently leave the Service based on their discharge date and extant resettlement policy with any previous

⁵³ JSP 534 Part 1 Sect 4.3 details the scope of this interview.

⁵⁴ The LDA will generate the appropriate supporting paperwork. Changes to personnel's status on JPA will need to be undertaken by the UPO.

⁵⁵ LDA are to inform NRIO(M) of any authorised GRT taken as this will impact on their provisional TX date.

⁵⁶ CTP Assist is there to support those with the most extreme barriers to employment due to the nature of their medical condition. A brief on Veterans UK support (via VWS) for SL and Veterans should be provided.

resettlement taken as a result of an assessed likelihood of medical discharge not deducted from their entitlement.

13. LDA will have a duty of care to check with Doctor (pre-Board) INM (post Board) that the training event is deemed appropriate and that any risk has been reduced to ALARP. For NSRC it has been agreed that where the 363 has been signed by Command this approval has already been given.

Appendices

1. Naval Service Transition Assessment Form.
2. Naval Service Medical Discharge Process

NAVAL SERVICE TRANSITION ASSESSMENT FORM (To be completed electronically)

Guidance Notes

1. The Transition Assessment Form (TAF) is to be completed for ALL personnel likely to be discharged at NSMBOS and ready to engage in resettlement activities.
2. For those with significant barriers to employment, a Specialist Employment Consultant (SEC) may be available through CTP Assist. If a SEC is required, Section 3a is to be completed by the MO in order to give an overview of the Service Person's situation and significant physical or mental barriers to resettlement/employment.
3. If a SEC is required, the TAF, once completed, is to be forwarded to [NAVY PERS-PFCS CRM SO1](#) for approval. Should no SEC be required the CO, or delegated representative, can authorise early access to resettlement provision informing the Learning & Development Advisor (LDA) accordingly.
4. When compiling the TAF, the following is to be considered:
 - a. **What is the Service Person's (SP) attitude to engaging in resettlement activities?**
Example areas for consideration could be:
 - (1) Is the Service Person confident about the future?
 - (2) Are they anxious to the extent that specialist help is required?
 - (3) Are they reluctant to leave the Service?
 - (4) Are they in denial about the future?
 - (5) Will they readily engage?
 - b. **How realistic (or otherwise) do you consider the Service Person's resettlement plans to be?** The Service Person's plans should be considered in light of what is known of their current and future circumstances. Example areas for considerations could be:
 - (1) Academic ability, cognitive difficulties, current qualifications.
 - (2) Time available.
 - (3) Medical issues.
 - (4) Geographical limitations or restrictions.
5. In order to make the assessment as to whether an SP requires a SEC, what barriers to employment does this Service Person face? Example areas for consideration could be:
 - (1) Cognitive and physical abilities; short, medium and long-term prognosis.
 - (2) Welfare.
 - (3) Attitude, confidence.
 - (4) Finance.
 - (5) Location.

When compiling the TAF, only information sufficient to inform a resettlement assessment is to be included noting Caldicott Principles and the Data Protection Act (DPA). Before any medical data is disclosed, the SP is to give consent at Section 1a.

NAVAL SERVICE TRANSITION ASSESSMENT FORM

Section 1 – SERVICE PERSON DETAILS			
Name:		Rank / Rate:	
Service No:		Email:	
Landline Tel:		Mobile Tel:	
Home Address:			

Section 1a – CONSENT			
<p>I consent to the DO/Tp Comd/LM and Medical Officer named below providing information in support of a resettlement assessment, allocation of a resettlement officer and, potentially, a SEC. I understand that in line with Caldicott Principles, this information will only be shared with those persons directly engaged with my resettlement. My DO/Tp Comd/LM has explained the purpose of this form and I understand that under the Data Protection Act 1998, I may see a copy of the completed form.</p>			
Name:		Signature:	
Service No:		Date:	

Section 2 – UNIT CONTACT DETAILS (to be completed by DO / Tp Comd)			
Unit:		Name of DO / Tp Comd:	
Rank / Rate:		Email:	
Civ Tel:		Mil Tel:	
Unit Address:			

Section 2a: DO / TP COMD COMMENTS (add any information which you believe may be useful to SRA)			
Signature:		Date:	

OFFICIAL-SENSITIVE-PERSONAL (when complete)

Section 3 – CLINICAL RECOMMENDATION (to be completed by a Medical Officer)		
An individual is only able to access their resettlement entitlement early when it is assessed that they are likely to leave the Service via NSMBOS and are ready to engage with resettlement activities. The Medical Officer is requested to comment on the points below.		
1	Is this Service Person likely to be discharged at their upcoming NSMBOS?	YES / NO
2	Is this Service Person able to engage in resettlement activities?	YES / NO
3	Does the individual have significant physical or mental barriers to resettlement/employment and require additional support of a Specialist Employment Consultant (SEC)?	YES / NO / NOT YET
*If the answer to Q3 is 'Yes' then the Medical Officer must ensure that consent for disclosure of Medical information at 1a is agreed and complete Section 3a below.		
Name:		Rank / Grade:
Position:		Email:
Tel:		Date:
Section 3a – CLINICAL NEED FOR A SPECIALIST EMPLOYMENT CONSULTANT		

Section 4 – NAVAL SERVICE RESETTLEMENT ADVISER INPUT (to be completed by LDA)
An individual is only able to access their resettlement entitlement early when it is assessed that the patient is likely to leave the Service via NSMBOS and are ready to engage with resettlement activities. The Resettlement Advisor is requested to comment on the points below.
What barriers to employment does this Service Person face?
What is the Service Person's attitude to engaging in resettlement activities?
How realistic (or otherwise) do you consider the Service Person's resettlement plans to be?

OFFICIAL-SENSITIVE-PERSONAL (when complete)

RN SsR Additional Comments:

The following additional factors should also be taken into account:			
Name:		Rank / Grade:	
Position:		Email:	
Tel:		Date:	
RAB Date:			

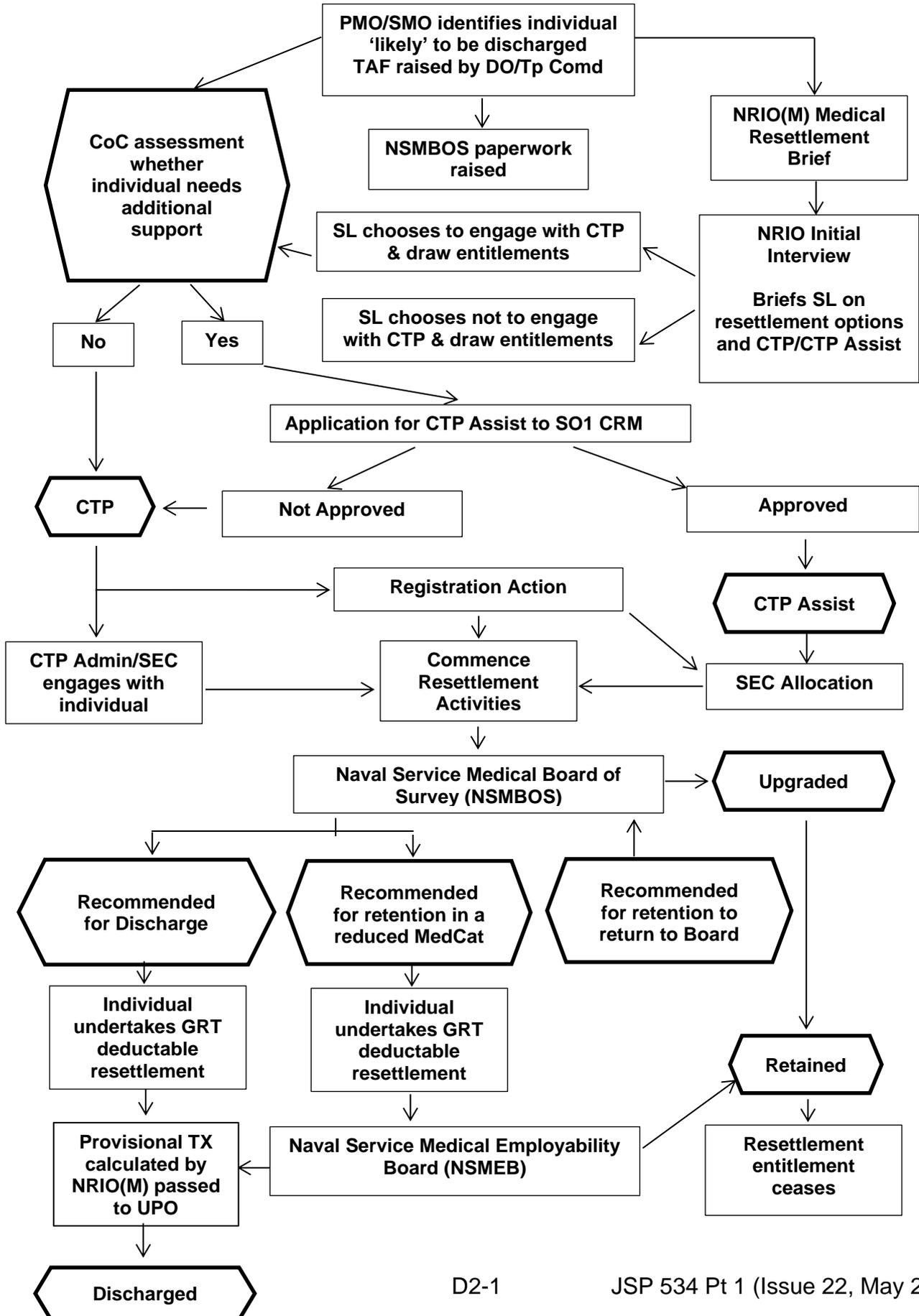
Section 5 – COMMANDING OFFICER’S ASSESSMENT			
An individual is only able to access their resettlement entitlement when it is assessed that they are likely to leave the Service early via NSMBOS and are ready to engage with resettlement activities. The CO is invited to provide an opinion on the points below.			
1	Is this Service Person likely to be discharged through NSMBOS?	YES / NO	
2	Is this Service Person ready to engage meaningfully in the resettlement process?	YES / NO	
3	Does the individual, in your opinion, face barriers to employment and require the additional support of Specialist Employment Consultant (SEC)?	YES* / NO / TBC	
Any further comments or recommendations, based on HARDFACTS ⁵⁷ should be noted below.			
The above WIS Service Person has been assessed as needing early access to resettlement.			YES / NO
Name:		Rank / Grade:	
Date:		Signature:	
Email:		Tel:	
DO/Tp Comd Informed:	YES / NO	SRA Informed:	YES / NO
* IF A SEC IS REQUIRED, THIS ASSESSMENT FORM IS TO BE FORWARDED TO NAVY PERS-PFCS CRM SO1			

⁵⁷ **H** – Health; **A** – Accommodation; **R** – Relocation; **D** – Drugs, alcohol, stress; **F** – Finance & Benefits; **A** – Attitude, behaviour, thinking & welfare; **C** – Children & family; **T** – Training, education, employment; **S** – Supporting agencies.

OFFICIAL-SENSITIVE-PERSONAL (when complete)

Section 6 – SEC REQUEST OUTCOME (NAVY PERS-PFCS CRM SO1 Use only)			
The above WIS Service Person has been assessed as needing CTP Assist and the allocation of a Specialist Employment Consultant.			YES / NO
Name:		Rank / Grade	
Date:		Signature:	
CO/LM Informed:	YES / NO	NRIO Informed:	YES / NO

NAVAL SERVICE MEDICAL DISCHARGE PROCESS



ARMY: ACCESS TO RESETTLEMENT FOR SERVICE PERSON LIKELY TO BE MEDICALLY DISCHARGED

Introduction

1. Tri-service resettlement policy permits early access to the full resettlement provision for those Service personnel (SP) who are likely to be medically discharged or are undergoing PULHHEEMS Administrative Pamphlet, Restricted Employment in Current Unit (RECU) action in accordance with AGAI 78 and AGAI 99.
2. The aim of early access is to allow the SP to have more time to prepare, research, plan and undertake resettlement, given the potential for a medical discharge. The Army will take at risk access to resettlement allowances. Should the appropriate Medical Board (MB) recommend, and Directorate of Manning (Army) decide that the SP will remain in Service then the resettlement allowances will be reset as if previously unused.
3. Early access will, where applicable, grant extra support and help from the Defence Career Transition Partnership (CTP) Core Resettlement Programme or for those with the greatest barriers to resettlement access to CTP Assist. Application for CTP Assist is raised by the Unit and authorised by the IERO and CO. The application form can be found within JSP 534, Part 2, Annex N.
4. CTP Assist⁵⁸ is designed to offer a specialist career service to those with the greatest barriers to employment, be it a physical injury, psychological condition, or terminal illness. The majority of SP who are medically discharged will not be referred to CTP Assist because their condition does not warrant it, but each SP will be assessed on a case-by-case basis.

Entitlement

5. There are 3 main groups of Army SP who undergo medical discharge:
 - a. those who have become subject to medical discharge under JSP 950, Leaflet 6-7-7, Manual of Medical Fitness Oct 22 and AGAI 78.
 - b. those who are Personnel on Recovery Duty (PRD) and/or on the Recovery Pathway.
 - c. those who are undergoing AGAI 78, Appendix 27/28 action.

Responsibility

6. It is the responsibility of individual Commanding Officers (CO) with PRD potentially facing medical discharge to ensure that such access is given to SP under their command⁵⁹. This access is applicable to all SP, irrespective of whether they are under a Personnel Recovery Unit (PRU) or normal Unit command.

⁵⁸ [CTP Assist](#).

⁵⁹ Inclusive of those SP undergoing AGAI 78 action.

7. All SP must be advised explicitly that early access to resettlement is a precautionary measure and that any decision to discharge will remain with the Full Medical Board (FMB)⁶⁰ and the Army Personnel Centre (APC).

Process

8. The trigger for early access to resettlement for the majority of Army SP is completion of the relevant AGAI 78 Appendix⁶¹ by the appropriate clinical professional⁶². The appendix is used for any continuation of further sickness absence and articulates the ability to engage with either recovery or resettlement activities.

9. Early access to resettlement for SP must be determined by a CoC decision at the Unit Health and Wellbeing Committee (UH&WC) meeting. Upon receipt, or generation of the relevant AGAI 78 appendix, the SPs unit must force a JPA workflow placing the SP into resettlement. This will enable the IERO to proceed with interviews and register the individual with the CTP for appropriate career consultancy support. The individual's exit date will remain unchanged in JPA until a medical discharge has been confirmed.

10. In cases where the CO decides the additional support of CTP Assist and a Specialist Employment Consultant (SEC) is required during the UH&WC meeting, the SP will need to have completed a Resettlement Advisory Brief (RAB) with their designated IERO, in order for the resettlement section on the Annex N to JSP 534 Pt 2 to be completed prior to submission⁶³ to RC-Pers-ARC-0Mailbox@mod.gov.uk.

PRD/Unit Recovery Pathway

11. The Army runs residential core recovery events (CRE) for all PRD, regardless of rank. The CRE run approximately once a month in each of the Personnel Recovery Centres (PRC) and last between 3 and 10 days and are part of an SP's individual recovery plan (IRP). These courses may be accessed by SP who are following recovery pathways in PRCs or are under command of either a PRU or their own unit. There is no requirement to be registered initially for resettlement to attend CRE, but it is mandatory to attend a RAB before the Recovery Transition Course.

12. While some SP on the pathway return to duty, this is not always possible or necessarily the best option for them. In these cases, SP who are going to be medically discharged change their recovery plan to focus on what they need for their career and life outside the Army by registering for early access to the resettlement service. Refer to AGAI 99 for further detail.

13. IERO conducts a RAB, which should cover the following:

- a. A comprehensive explanation of the whole medical discharge resettlement

⁶⁰ See AGAI 78 Unit Implications Brief (Appendix 27) which explains how the medical condition may impact on their career and how SP should begin to consider resettlement.

⁶¹ Appendices 9, 11, 12, 21, 22, 27, 28 and exceptionally Appendix 10 when the medical outcome can be predicted with a high level of certainty.

⁶² For example, Regional Occupational Health Therapist, Unit Medical Officer, Clinical Facilitator, Vocational Occupational Health Therapist.

⁶³

process, to include detail of entitlements, support available via CTP and CTP Assist and exceptional procedures such as PDRA and Transfer of Entitlement.

b. That being considered for early access to resettlement is an enabler to access formal resettlement provision. It is in no way a pre-cursor to any Medical Discharge decision and will not influence any decision made in the medical chain of command or at an FMB.

c. That the individual can gain earlier access to ELC, where it is identified it is suitable to do so. The IERO should explain the ELC eligibility rules for MD SP, check whether the individual is registered with ELCAS and if not, conduct the administration with the individual to register for the scheme according to current regulations (JSP 822, Volume 9 refers).

d. SP will be automatically registered with CTP. Once the RAB is complete, they will be able to opt out and can contact CTP directly.

e. Advise the SP that if they choose to opt-out of CTP support, they will be unable to access CTP Assist.

f. That it is in the SPs best interest to think about their own resettlement planning prior to any Medical Discharge decision being officially ratified.

g. The IERO actions the CTP registration online with JPA and actions the MOD F1173. This will enable full access to the CTP. At this point SP may access resettlement activities and commence full resettlement activities, including attendance at briefings and courses and use of resettlement allowances. For those who have an IRP the CTP Career Consultants, SECs and IEROs are to continue with IRP recommendations throughout the resettlement process. The SLs exit date will remain unchanged until a medical discharge has been confirmed.

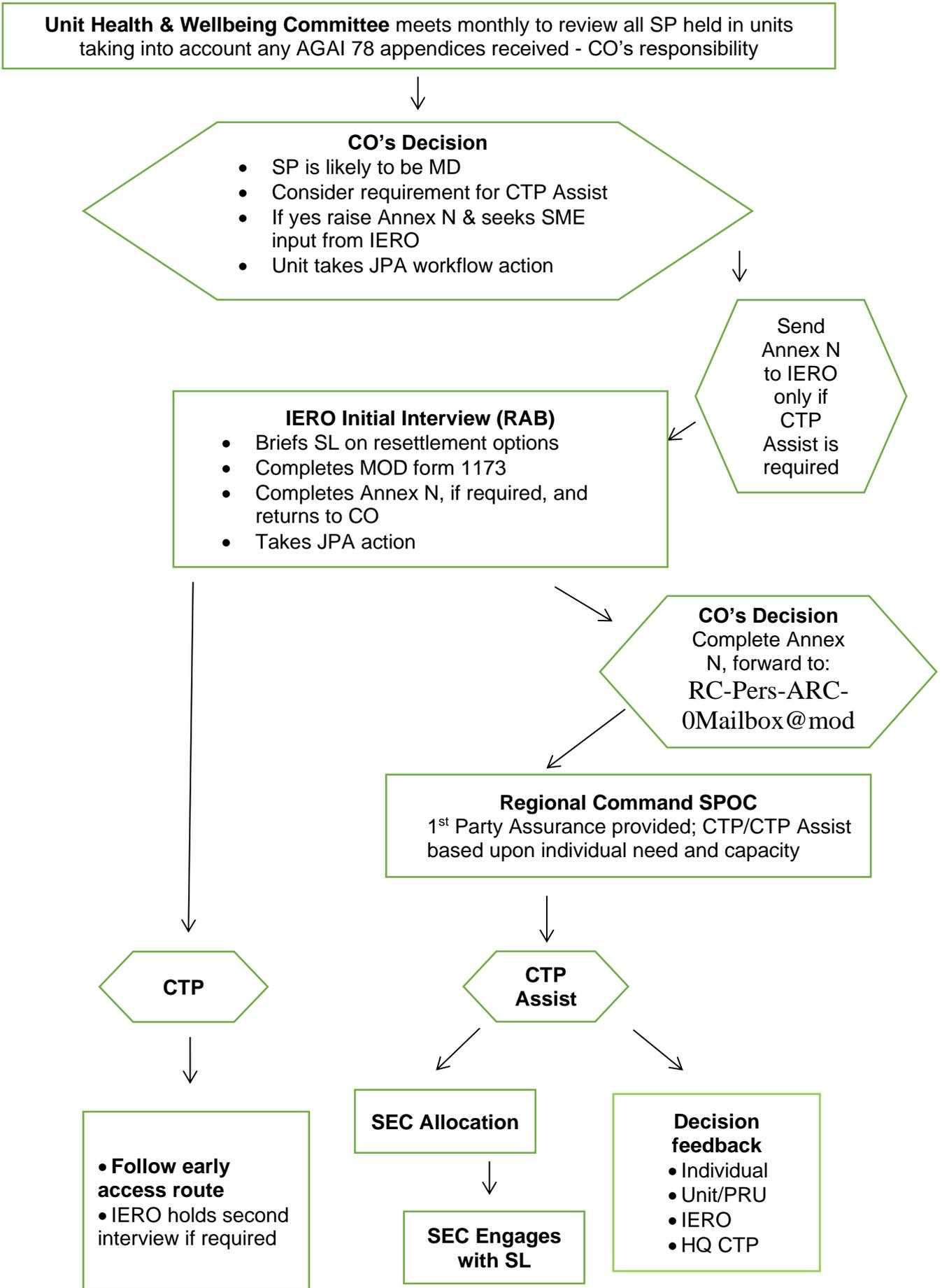
h. Brief on Veterans UK – Referral to Veterans UK (DTS/VWS) for all SP/SL falling under criteria in JSP 534, Part 1, Sect 2.4, para 232. Referral on DTRP Form 1, found at <https://www.gov.uk/government/publications/help-and-support-for-service-leavers-and-their-families>.

Fit to Return to Duty / Confirmed Medical Discharge

14. Where a SP who is engaged within either the CTP or the CTP Assist resettlement routes is deemed fit to return to duty, or who has been considered at a FMB and the decision taken that the individual will remain in Service, all resettlement entitlements previously granted will cease from the date of the decision to return to duty, or the date of the FMB, as applicable. The SP will be entitled to receive the appropriate resettlement entitlements subsequently when they leave the Service based on their discharge date and in line with existing resettlement policy. Any previous resettlement entitlement that has been used will not be taken into consideration when leaving under subsequent discharge.

15. If the FMB formalises the decision that SP who have accessed early resettlement will be medically discharged from Service, the unit is to arrange for the SP to see the IERO for a follow up resettlement interview. Should the FMB not authorise medical discharge, then the Unit HR must notify the appropriate IERO who is to reset the SP's JPA Resettlement record.

EARLY ACCESS TO RESETTLEMENT



ACCESS TO RESETTLEMENT FOR RAF SERVICE PERSONNEL WITH POTENTIAL FOR MEDICAL DISCHARGE

1. **Station Welfare Casework Committee (SWCC).** The Regional Resettlement Officer (RRO) should be invited to attend the relevant section of the SWCC that considers potential medical discharges, bearing in mind that RROs cover a number of stations.
2. All personnel considered by the SWCC must be assessed as to likelihood of discharge at Medical Board or Employment Review Board (ERB). If an individual is assessed as having a *high* likelihood:
 - a. SWCC Chair (OC PMS) is to instruct OC PSF (or equivalent) to contact the individual Service Person (SP) to instruct them to contact their Regional Resettlement Officer (RRO) for initial one-to-one resettlement advice.
 - b. If the RRO has been unable to attend the SWCC, OC PSF (or equivalent) must contact the RRO to make them aware of such individuals. This should be done immediately after contact with the individual.
 - c. PSF staff to initiate Early Activation of resettlement workflow on JPA⁶⁴ by changing the individual's status from Service Person to Service Leaver. This will enable the RRO to proceed with interviews and register the individual with the Career Transition Partnership (CTP). The individual's exit date will remain unchanged until a medical discharge has been confirmed.
 - d. If an individual is judged by the SWCC to require assistance in addition to the normal resettlement package, a HARDFACTS (Application for Assignment) form may be obtained from the RAF Personnel Recovery Unit (PRU) intranet web page⁶⁵, completed by the SWCC and forwarded by OC PSF (or equivalent) to the PRU. Steps 2a-2c above should still be followed.
 - e. All personnel must be advised explicitly in all early contact that this early access to resettlement is a precautionary measure and that any decision to discharge will remain with the ERB.
 - f. Appendix 1 to this instruction should be initiated by the SWCC and completed to ensure that the correct authorities are made aware⁶⁶.
3. **Registration with Career Transition Partnership (CTP).** The first step in early access to resettlement must be through initial contact of the SP with the RRO. This ensures that registration with the CTP can take place, and entitlements allocated to the F1711. Even

⁶⁴ JPA Business Process Guide [to be updated accordingly].

⁶⁵

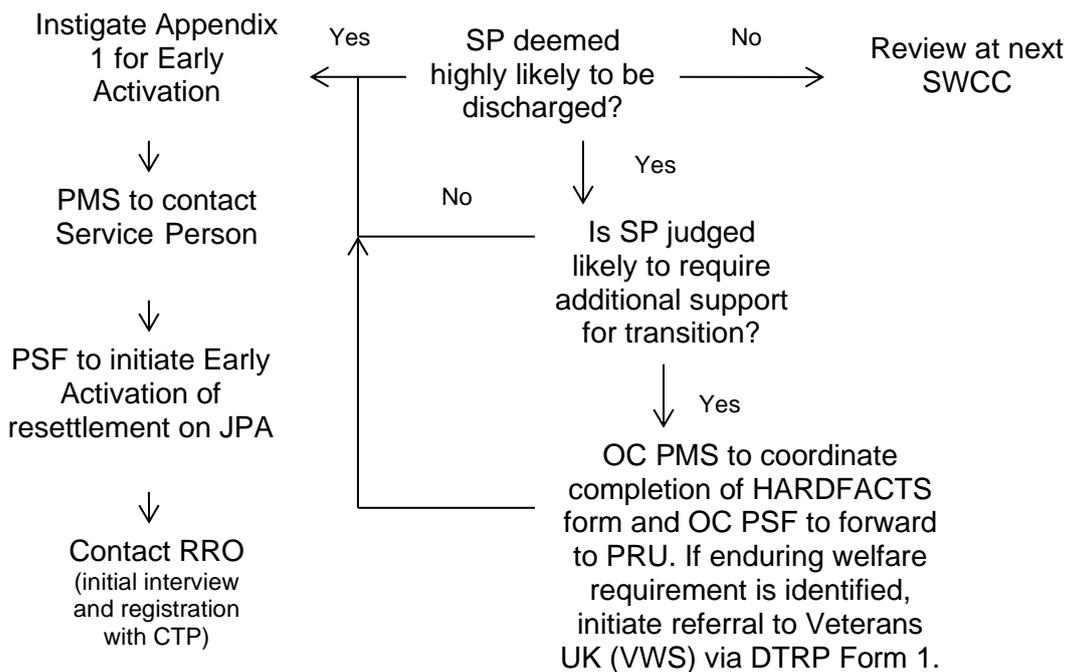
<http://defenceintranet.diif.r.mil.uk/Organisations/Orgs/RAF/Organisations/Orgs/ComSpt/Pages/PersonnelRecoveryUnit.aspx>.

⁶⁶ Brief on Veterans UK – Referral to Veterans UK (DTS/VWS) for all SP/SL falling under criteria in Sect 2.4, para 232. Referral on DTRP Form 1, found at <https://www.gov.uk/government/publications/help-and-support-for-service-leavers-and-their-families>

if a SP is allocated to additional assistance through the Recovery Careers Service, they must be seen by the RRO in order to be registered appropriately through the CTP.

4. **Level of Access in Early Access to Resettlement.** Early access includes the RRO's Initial Resettlement Brief (and subsequent one to one communication as required), the Career Transition Workshop (CTW), which includes a one-to-one interview with a CTP Career Consultant and access to RightJob, the Civilian Housing Brief and Financial Aspects of Resettlement Brief. Further one-to-one interviews with the CTP Career Consultant and RRO will be available as required. In addition, the RAF will take it at risk and allow access to activities that incur the use of GRT, IRTC and Warrants should a med board recommend a SL for discharge. This ensures any delays between a FMB and an ERB do not hinder the SL should they wish to push ahead with resettlement. The aim of early access is to allow the SP to begin preparing and then participate in resettlement activities given the high likelihood of a medical discharge. Those personnel administered through CTP Assist, participating in Core Recovery Events, and others on an exceptional, case by case basis, will have access to the above, but may also be able to access other specific resettlement activities prior to a Medical Board formal discharge recommendation in order to assist with their more complicated and potentially lengthy rehabilitation and transitional requirements.

SWCC



Steps to enable Early Activation/Access to Resettlement

5. **Action Following Medical Board/ERB Discharge.** Where a recommendation to discharge is given by the Medical Board/ERB, SP are given an information folder by the Medical Board Admin Team, which recommends that they make contact with their RRO. However, in addition, RROs should be advised of those being medically discharged by the Chief Clerk, once the individual has been contacted and informed of the decision by PMS staff. This will ensure that he/she is identified to the RRO and contact can be instigated, whilst ensuring that the RRO does not contact the individual before they have been appraised by PMS.

a. Personnel that are to be medically discharged will be able to access their full resettlement entitlements (to include GRT/IRTC) and must contact their RRO (in person or by phone/email) within 20 working days of the decision to discuss resettlement activities and the way forward.

b. Individuals will be given 30 working days from the date of the post-Board RRO discussion to offer dates and course titles. If these courses can be completed within approximately 6 months of the date of the discharging Board, the SP should be retained in service until these courses are completed and a discharge date calculated accordingly.

c. If a training opportunity/course is cancelled by the course provider after discharge dates have been calculated and agreed, and future courses are post-discharge, an application may be made, through the RRO, to SO1 Resettlement RAF for a deferral of resettlement entitlements.

d. If the SP is not able to undertake resettlement activities due to their medical condition, or contact cannot be made within 20 working days of the decision to discharge, an application should be made by the RRO to SO1 Resettlement RAF for a deferral of resettlement entitlements. A discharge date should be calculated by PSF in the normal way (resettlement + invaliding + annual + terminal leaves). PSF must contact the RRO to confirm remaining resettlement entitlements (rather than assume none have been used) prior to a discharge date being finalised.

e. Exceptionally, if a SP will be unable to undertake any form of resettlement activity due to reasons such as (but not exclusively) terminal illness or chronic enduring medical conditions, a case may be made through the RRO to SO1 Resettlement RAF for a transfer of resettlement entitlements to an eligible partner⁶⁷.

6. **Post Medical Board/ERB Resettlement Administration.** SP that have been notified of their medical discharge following Medical Board and ERB will generally be administered by the RRO closest to their post-discharge address. Where applicable, releasing RROs are responsible for discussing and agreeing any potential change of RRO with both the SP and the receiving RRO, ensuring case history, Education Folders, payment rights etc. are transferred appropriately.

a. **Recovery Pathway (PRU).** SP on the Recovery Pathway will generally be administered by the PRU, with RRO/REC support from High Wycombe.

b. **Recovery Pathway (Unit Assist).** SP on a Unit Assist programme will generally continue to be administered by the local RRO/REC post-discharge, with education files and authorisation responsibilities etc. remaining with that unit.

7. **Deferrals.** SP that have been discharged at Medical Board or ERB will generally be administered by the RRO closest to their post-discharge address. Payments are retained by the parenting unit of the SP's last location at discharge. All other documentation should be retained by administering RRO/PRU.

⁶⁷ JSP 534 Part 2 paras 707-710.

RAF REFERRAL FOR EARLY ACTIVATION OF RESETTLEMENT

(Completed form should be sent by email to PSF and Regional Resettlement Officer)

Service Number		Name	
----------------	--	------	--

HARDFACTS form required?	Yes/No (if yes, submit HARDFACTS form to OC PRU)	Date completed (if applicable)
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The above-named individual is deemed likely to be discharged at Medical Board or ERB and therefore early activation of resettlement is requested.

	Responsibility	Completion Date	On completion, forward Appendix 1 to:
Individual has been contacted and advised	OC PSF (or equivalent)		PSF
Early Activation has been actioned on JPA by PSF	PSF		RRO
Initial Resettlement Interview has been completed and Service Person registered with CTP	RRO		PSF for file

Completed forms to be retained in individuals F445A.

**MOD FORM 2245 - APPLICATION FOR REFUND OF RESETTLEMENT
ALLOWANCES AND ENTITLEMENTS**

This form should be used by Service Leavers (SL) wishing to reclaim GRT, Travel Warrants, IRTC Grant and / or Personal Contribution lost due to unforeseen circumstances. Complete in BLOCK capitals.

PART 1 - SERVICE LEAVER'S (SL) PERSONAL DETAILS							
Rank:	Surname & Initials:		Service:				
Service Number:	Contact telephone number		RN RM Army RAF				
Email:							
Unit Address:				UIN:			
Post Code:							
PART 2 - RESETTLEMENT ACTIVITY DETAILS							
a. Resettlement Activity Description.							
b. Location of Resettlement Activity. (Postal Town)							
c. Provider of Resettlement Activity.							
d. Dates of Resettlement Activity.	From: To:						
e. Service Resettlement Advisor approval date (from MOD F 1711).							
f. Indicate below the value of the approved allowance or entitlement for reimbursement:							
(a)	(b)	(c)	(d)	(e)			
GRT (days)	Travel Warrants (number)	IRTC Grant (£)	Personal Contribution (£)	Total Cost claimed (C+D). (£)			
PART 3 - REFUND JUSTIFICATION (place a tick in the relevant box below)							
Compassionate / Welfare related.	<input type="checkbox"/>	Operational commitment.	<input type="checkbox"/>	Withdrawal of time by the unit.	<input type="checkbox"/>	Other.	<input type="checkbox"/>
State clearly why you were unable to attend the resettlement activity (continue on a separate sheet if required and attach any supporting evidence as appropriate)							
I confirm I have cancelled the training course and the costs detailed above cannot be reimbursed by the training provider.							
I request: (enter X for those that apply).							
Refund of GRT		Reinstatement of Travel Warrants		Reinstatement of IRTC Grant		Refund of Personal Contribution	
Signature: (SERVICE LEAVER)				Date:			

OFFICIAL-SENSITIVE-PERSONAL (when complete)

PART 4 - LINE MANAGER RECOMMENDATION

I confirm that the above-mentioned Service Leaver was unable to attend the resettlement activity for the reasons outlined and support/partly support/do not support (delete as appropriate) the request for refund of allowances.

If request is only part supported or not supported state reasons: (continue on a separate sheet if required).

I recommend: (enter X for those that apply).

Refund of GRT Reinstatement of Travel Warrants Reinstatement of IRTC Grant Refund of Personal Contribution

Signature:
(LINE MANAGER)

Name (Print):

Unit:

Date:

PART 5 - SRA (2nd LINE) ENDORSEMENT

I endorse the: (enter X for those that apply).

Refund of GRT Reinstatement of Travel Warrants Reinstatement of IRTC Grant Refund of Personal Contribution

An individual training contribution of GBP: remains for payment at the Commanding Officer's discretion.

Signature:
(SERVICE RESETTLEMENT ADVISER)

Name (Print):

Date:

SRA Stamp:

**PART 6 - CO's APPROVAL
(To be completed only where approval for refund of personal contribution is required.)**

I authorise / do not authorise the refund of individual contribution for the following reasons (Continue on a separate sheet if necessary):

Signed:
(COMMANDING OFFICER)

Name:

Rank:

Date:

MOD FORM 2225 - RESETTLEMENT COMPLAINTS FORM

Notes:

1. Wherever possible, all complaints are to be resolved at the lowest level. Where local resolution is not possible, the Complaints Form is to be staffed through the resettlement chain until it is resolved. Whenever a complaint may impinge upon resettlement policy, TSLD is to be sent a copy of the Complaints Form at an early stage.
2. This form is to be used by a Service Resettlement Adviser (SRA) if a SL has a complaint about resettlement provision received.
3. In an instance where the complaint is about the SRA, the form should be completed by the SL and sent by their unit to the appropriate Service Director Education (Contact Details at Annex C).
4. If the complaint involves the Career Transition Partnership (CTP), the CTP Complaints Form should be used. Where the complaint is about an External Training Provider, CTP Director of Training at Resettlement Training Centre (RTC) Aldershot should be informed through the resettlement chain.
5. If a complaint is not satisfactorily resolved, it should be brought to the attention of AHd TLD at TSLD.

SERVICE LEAVER:

Name & Initials:	Rank:	Service No:
Unit Address (including e-mail):		
Unit:	Service: RN / RM / Army / RAF	
Tel:	Fax:	

SERVICE RESETTLEMENT ADVISER:

Name & Initials:	Service: NRIO / IERO / RRO
Address (including email):	
Tel:	Fax:

OFFICIAL-SENSITIVE-PERSONAL (when complete)

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DETAILS OF COMPLAINT:

Continued on separate sheet? Yes/No (If Yes, attach)

INITIAL ACTIONS:

Dealt with locally?

Yes/No

Date complaint raised: _____

Passed up the resettlement chain?

Yes/No

If yes, passed to whom?

Written response sent?

Yes/No

If yes, is copy attached?

Yes/No

RECORD OF ACTIONS TAKEN:

Date Received	By Whom	Action Taken	Date