



HEADQUARTERS SUPPORT COMMAND

# Transition Newsletter

Issue 6



Transition is a through-career offer of support, assistance and education to provide information for soldiers to prepare for their inevitable and in some cases unplanned return to civilian life. Transition should provide Service Leavers and their families with sufficient awareness and information to make the cultural and emotional change successfully and adjust from being a part of HM Forces to being an individual contributing to civil society.



## GOC Foreword

In this 6<sup>th</sup> Transition Newsletter I would like to highlight the opportunities and benefits of the Qualifications and Skills Pathways initiative. This programme underpins your personal development in your military career, so is vital preparation for the transition back to civilian life and realisation of your true potential beyond the Armed Forces. Personal and professional development opportunities exist throughout your military career, ranging from Apprenticeships, Literacy and Numeracy Skills to graduate and post graduate qualifications; over 500 qualifications gained in the Army are accredited and recognised by civilian employers and professional bodies. By investing in the acquisition of these qualifications during your military service you are investing in your future.

Since its launch in June, over 900 Service persons have registered. Join them; to take full advantage get further details at [www.Army.mod.uk/qualifications](http://www.Army.mod.uk/qualifications)

You should also be aware that Transition Information Sheet 2 'Transition – The Emotional Pathway' is available at [www.army.mod.uk/WelfareandSupport/Transition](http://www.army.mod.uk/WelfareandSupport/Transition). It provides advice on how to handle some of the emotions and frustrations that Service Leavers can feel on leaving the Service and highlights where assistance is available including the MOD's principal welfare organisation responsible for support to veterans: Veterans –UK.

**Major General RMB Nitsch CBE**  
**GOC Sp Comd**



## What can I do to gain an advantage in the job marketplace?

The average Service person is a highly trained, deeply committed and innovative team player who is used to delivering results. By nature the Service person is also humble of their achievements and successes, and trusting that civilian society, and more importantly future employers, will know what they do and how they do it. Regrettably this is often not the case.

To be competitive in the civilian job market it is essential to be able to prove competence and experience and be able to describe this in a way that will be understood by the civilian world. This is invaluable information on job application forms, CVs, networking opportunities or job interviews. Potential employers will ask candidates to provide examples of their experience and successes underpinned by competences. This can be a challenge for many Service Leavers, not because they do not have the experience, but because, with the passing of time, they cannot describe their achievements in sufficient detail to make them credible.

To overcome this weakness it is strongly recommended that Service Leavers keep a detailed record of the tasks, projects and challenges that they have been assigned or have worked on. This could be your part in the reorganisation of the QM's store or the organisation of a social function. This should provide evidence in sufficient detail that will leave a potential employer in no doubt that their experience is credible.

**Top Tip: Record the task, the desired end state, the assets and resources available to you, the options considered and why you chose the approach that you did. Record the actual outcome quantifying the benefits and finally reflect on the experience and highlight what you might have done different and why.**



## Opportunities in Wiltshire

Over 350 Service Leavers and families attended the 'Living and Working in Wiltshire and Swindon' Transition Fair held at the Tidworth Leisure Centre in early July. 85 exhibitors including Wiltshire Council, Swindon Borough Council, the Swindon and Wiltshire Local Enterprise Partnership and many other organisations offering information, advice and contacts on everything from housing options, financial management and apprenticeships to teenage clubs, personal health checks and how to start a small business.

Companies represented many sectors of the commercial world and included well known names such as Center Parcs, Dyson, G4S and the Nationwide Building Society which has its headquarters in Swindon. Home Bargains, the expanding homewares company which is building a £70m regional distribution and logistics centre and retail training facility on the doorstep of TIDNBUL Garrison, will create over 1000 new jobs when it opens next Autumn.

## Army Skills Offer

Since its launch as part of Adult Learners' Week 2014 (16-20 Jun 14), over 1,400 applications for the Army Skills Offer have been received.

The Army Skills Offer provides Regular and Reserve personnel an opportunity to gain civilian qualifications as a result of Army training and service **and will pay for them**. Qualifications range from Level 1-8 and include academic and vocational qualifications for pan-Army training and service.

The Army Skills Offer will pay for **one** qualification per course for soldiers who have successfully completed Ph1, Ph2 and Ph3 training; and for each Command Leadership and Management (CLM). For example, a WO who has successfully completed JNCO CLM, SNCO CLM and WO CLM can apply to the Army Skills Offer for a qualification for each of these three courses – gaining three qualifications at three different levels.

For Regular and Reserve Officers the Army Skills Offer will provide and pay for **one** qualification per course for RMAS, JOLP 3 & JOTAC, CWC, ICSC(L) and ROSC(L). Army personnel should visit the websites of the Awarding Organisations and make their own decision on which qualification will work best for them. Personal development advice can be obtained from local Army Education Centres. Further funded opportunities at Level 8 / PhD are available to all Army personnel by application through the Post Graduate Studies Programme DIN: 2014DIN07-042.

The Army Skills Offer will run until May 2016, when an assessment will be made of the uptake and a decision will be taken on its continuation.

The Army Skills Offer cannot refund Army personnel who have already paid for accreditation for pan-Army career management courses included in the Army Skills Offer. However, where there is more than one qualification on offer for a course, the Army Skills Offer can buy you a second qualification for the same course.

Further Information:

**2014DIN07-093**

**ABN 95/14**

**Qualifications Credit Framework (QCF)**

**DIN: 2014DIN07-042.**

**[www.army.mod.uk/qualifications](http://www.army.mod.uk/qualifications)**

## Scotland

Employment prospects in Scotland remain buoyant, with Logistics and Facilities Management firms constantly looking for staff. The Oil and Gas sector are always seeking qualified Engineers, Supply Chain specialists and Project Managers. Consider looking for an on-shore job to get into a company then look for off-shore opportunities. Book now for the CTP Oil & Gas Fair in Aberdeen on 7 Oct 14. Police Scotland continue to recruit, seeking 50 new Officers a month and are keen to speak to ex-Forces personnel bringing transferable skills & life-experiences with them.

The ViNE (Veterans into New Enterprise) project run by Forth Valley Chamber of Commerce is a great source of advice and support on business planning and resources. More information is available at **[www.forthvalleychamber.com](http://www.forthvalleychamber.com)**

Colleges and Universities in Scotland are keen to take military experience and skills into account in order to put you onto the right course at the right level. Glasgow Caledonian University recently enrolled a former Cpl with 12 years service but almost no formal academic qualifications straight onto the 3rd year of a 4 year part-time Degree course, based on the quantifiable projects he had worked on in the Army. West Lothian College will take your past experience into account and be flexible about how you attend, whether it be part-time, distance learning, one module at a time or packages of work to do while working.

Think early about Housing. Prices in Scotland are rising by an average of 5% a year with rental properties often 3 times the price of an equivalent Married Quarter. For more information visit **[www.gov.uk/housing-for-service-personnel-and-families](http://www.gov.uk/housing-for-service-personnel-and-families)**

## BEWARE - TRAINING COURSE SCAMS!

There have been instances of training providers or training funding providers making contact with Service personnel and Service Leavers via facebook offering training courses that claim to prepare potential employees for the 'Renewable Industry'. Companies may have plausible websites and offer to send a representative for a home visit promoting on-line courses in return for a monthly payment. These monthly payments service a high interest loan of up to £6000 in order to gain access to courses which are of dubious worth.

Be on your guard against disreputable training providers and scam merchants. Research the training provider market thoroughly and the industry you are interested in before making any commitment. If in doubt take advice from CTP or your local IERO.



## Civilian Housing

Some of you may have an immediate housing need if you are about to leave the Service, but some of you may just want to understand what your Civilian Housing Options are so you can plan for the future. For more information, contact JSHAO on:

### Telephone

Civilian: **01252 787574** or Military: **94222 7574** (Advice Line)

Civilian: **01252 787635** or Military: **94222 7635** (Referrals Coord)

Alternatively call our Free Phone number: **0800 3287641**

An example of how the JSHAO can help to provide Social Housing is assisting in the placement of 50 Service Leavers and Ex-Service Personnel is at the East Village Olympic Park, home to the athletes during the 2012 games. Visit the Triathlon Homes website to see what fantastic properties and amenities have been made available – [www.triathlonhomes.com](http://www.triathlonhomes.com)

Joint Service Housing Advice Office

[www.gov.uk/housing-for-service-personnel-and-families](http://www.gov.uk/housing-for-service-personnel-and-families)

## Transition Information Sheet 2 – ‘The Emotional Pathway’

A considerable amount of practical assistance and support is offered to Service personnel as they plan their departure from the Army. This, quite naturally can be a turbulent and traumatic time for some. To date there has been little to prepare Service personnel emotionally for their departure from service. The Transition Information Sheet 2 – ‘The Emotional Pathway’ seeks to identify some of the emotions, frustrations and concerns that might be experienced by Service Leavers and their families as they approach the end of their military careers and transition into civilian life. It is hoped that by identifying in advance some of the feelings and emotions that might be experienced, Service Leavers might be reassured that this is natural and that these feelings are only temporary whilst adjustments are having to be made. The Transition Newsletter 2 – ‘The Emotional Pathway’ is available on [www.army.mod.uk/Welfare and Support/Transition](http://www.army.mod.uk/Welfare%20and%20Support/Transition)

## LifeWorks Families

It's almost a year since the Royal British Legion Institutes (RBLI) gained LIBOR funding to provide career guidance and training **for military spouses and partners**. In addition to telephone support, RBLI has designed a 3 day Lifeworks Families course to help develop career and employment opportunities. The course is FREE and available to all spouses and partners of any serving (or recently discharged) member of the Armed Forces, including Reserves.

Coaches provide expert advice and guidance to develop key skills such as CV writing, job searching, interview techniques, aptitude awareness, managing change, motivation and building confidence. Attendees are supported and helped to identify personal strengths, career goals and gain future employment. Attending a course of this nature might be perceived as quite daunting; with this in mind Lifeworks Families has a relaxed approach ensuring the course is enjoyable as well as informative.

This is a fantastic opportunity, further details of the **FREE** courses can be found at [www.rblilifeworksfamilies.co.uk](http://www.rblilifeworksfamilies.co.uk) or telephone **0800 319 6844 (UK)**, **+44 (0)1622 795997 (Abroad)**.



## News from Wales

Significant Veterans Housing Projects are being delivered in NE Wales and the Valleys. Numerous providers including Welsh Local Government and Alabare are providing supported housing for Veterans in need. Contact JSHAO for details. Every Job Centre in Wales has a dedicated Armed Forces Lead Officer. 160 (W) Bde is continuing to deliver a roadshow of training to those individuals over coming months to ensure they are best placed to deliver sound advice to their customers who are in Transition. If you visit a Job Centre please ask to speak to them.

Headquarters 160 (W) Bde in concert with Welsh Units will soon be coming to your barracks in Wales to brief you on what it means to settle in Wales and how to best prepare yourselves. Keep an eye on your unit notice boards and the Army Wales social media sites for more details.



## Internal Transfer Fair Update

On Thu 3 Jul 14 HQ Support Command ran an Internal Transfer Fair (ITF) at the Princes Hall, Aldershot. This major retention event attracted 300 Service personnel including some affected by Tranche 4 of the Army Compulsory Redundancy Programme. Attendees were keen to discover what transfer opportunities existed and which ones might be available to them. Vacancies for all three Services (Royal Navy, Army and RAF) are detailed in the Official Army Vacancies List (OAVL), which also includes positions in the Reserves. The OAVL can be found at this link: **Regular Army Transfer Web Page** and is updated on a regular basis.

Other ITFs are scheduled to run on 11 Nov 14 in Germany and Thu 29 Jan 15 in Tidworth. Further details will be posted on the link above nearer the date. However, anyone interested in finding out more on the subject of transfer opportunities can either speak to their RCMO, refer to the OAVL or contact **Mrs Christine Ingram** at HQ Sp Comd on telephone number **94222 x 7692** or civilian **01252 767692**.



## Leaving HM Forces

### What can Jobcentre Plus do for you?

Jobcentre Plus (JCP) is part of the Department of Work and Pensions (DWP). They are there to assist those who can work, and support for those that cannot. Many of the services of JCP are delivered by telephone. More and more people are being encouraged to find information, make claims and look for jobs online.

Jobcentres mostly support clients through booked appointments so staff can provide individual support to those that need it. When visiting a JCP Office you can expect the following:

- You will be greeted by a Customer Care Officer when you come into the office.
- Staff will wear a name badge and greet you in a friendly, professional way.
- Will always try and see you on time if you have an appointment.
- Book an appointment as soon as possible if you need one and
- Arrange a private interview room if you need privacy.

If you visit a JCP office without an appointment, they will try and help you straightaway – mainly through their telephone services, if they can't, they will book an appointment for you. Helpful Job Centre links below:

#### 1. Benefits

<https://www.gov.uk/jobseekers-allowance>  
<https://www.gov.uk/employment-support-allowance>  
<https://www.gov.uk/universal-credit>  
<https://www.gov.uk/income-support>  
<https://www.gov.uk/how-to-have-your-benefits-paid>

#### 2. Help with moving from benefits into work

<https://www.gov.uk/moving-from-benefits-to-work>  
<https://www.gov.uk/jobsearch>  
<https://www.gov.uk/new-enterprise-allowance>  
<https://www.gov.uk/looking-for-work-if-disabled>

#### 3. How DWP is improving support for members of the armed forces and their families under the Armed Forces Covenant.

<https://www.gov.uk/government/publications/jobcentre-plus-services-for-the-armed-forces-and-their-families>

## Army HIVE Information Service

As the information delivery pillar of the Army Welfare Service HIVE is able to provide up to date and relevant general information to Service personnel and their families which includes information on planning Transition to Civilian Life.

HIVE provides information through a network of HIVE Information Centres located across the UK and overseas. HIVE Information Support Officers can provide information on all aspects of transition including Housing, Health, Education, Employment and Welfare; HIVE is also able to signpost customers onto other organisations or agencies to help you get to the right information when you need it.

HIVE attends transition events across the country where staff is able to assist you with enquiries. The HIVE stand will be full of useful information for you to take away and our staff is on hand to answer any questions you may have on the day. If you are unable to attend an event but wish to contact HIVE for information then please call, email or visit your local HIVE.

Additionally each HIVE provides a Blog which contains lots of information which you may also find helpful. Details of your nearest HIVE can be found at [www.army.mod.uk/hives](http://www.army.mod.uk/hives)

## Housing Opportunities in Northern Ireland

**Private Purchase.** The Northern Ireland housing market has started to recover showing modest growth month on month with the average house price a fraction over £110k. This makes house purchase in Northern Ireland the most affordable in the UK.

**Co-Ownership Housing Scheme.** Co-Ownership is a Do It Yourself Shared Ownership scheme (DIYSO) exclusively for Northern Ireland. If you can't afford your own home Co-Ownership may help you onto the home ownership ladder. Since 1978 Co-Ownership has helped more than 24,000 households to purchase homes through shared ownership.

**Private rental.** More buy-to-let properties are coming onto the market. The volume of properties has encouraged landlords to keep rentals keen with the average rental being approximately £500 per month including Rates. This is the lowest in the UK and makes private rental almost as affordable as social housing.

**Social Housing.** The Northern Ireland Housing Executive (NIHE) is responsible for processing all applications for social housing across the province and allocate housing on a case by case basis, based on need. There are currently 32,000 people on the NIHE waiting list with 21,000 of these classed as being in housing stress. Further details can be found on the NIHE website [www.nihe.gov.uk](http://www.nihe.gov.uk). There is no special housing provision made for Service Leavers in Northern Ireland as all citizens are classed as equal. Service Leavers should note that being made homeless as a result of having to vacate Service accommodation is not sufficient alone to secure a housing allocation and there is the possibility that they could end up in temporary accommodation. For more information visit: <http://www.nihe.gov.uk/>

## 15 (North East) Bde

Following on from the success of the Gateshead Armed Forces Community Outreach Service, the Tyneside Armed Forces Community Outreach Service was launched on the 2 Jun 14.

The Tyneside-wide service offers 4 points of contact for the Armed Forces Community in local authority settings across the areas of Newcastle, North Tyneside, South Tyneside and Gateshead through dedicated outreach workers. The outreach workers provide support and advice including housing, employment, education and training as well as advice on re-settlement, and make referrals to a wide variety of agencies and services dealing with issues such as debt and ill health. All outreach workers are SSAFA caseworker trained and have access to funding to assist with a variety of needs such as purchasing white goods, paying off arrears, or paying for adaptations within the home.

The outreach teams are situated in local authority settings and have direct access to key services.

If you would like more information about the services please use the contact details below and ask for the Armed Forces Community Outreach Worker

**Newcastle: 0191 277 2020**  
**North Tyneside: 0191 643 7566**  
**Gateshead: 0191 433 4545**  
**South Tyneside: 0300 123 6633**

## Transition Events Programme

Date	Event	Location	Sponsor
17/9/14	11 (Inf) Bde Living and Working in Hampshire	Princes Hall, Aldershot	HQ 11 Inf Bde Maj Jodie Kennedy-Smith: 01252 347775
18/9/14	Living and Working in London	Barking Learning Centre, IG11 7LU	HQ LONDIST Maj Iain George: 0207 4142376
23/9/14	Royal Artillery Transition Networking Fair	Gym, RA Barracks, Larkhill Garrison, Wilts SP4 8QT	HQ 43(Wx) Bde Maj Adrienne Winchester: 01980 656490
24/9/14	Soldier in Society & Living and Working in the North West/ Employment Networking Event	Haydock Park Racecourse Newton-le-Willows Merseyside WA12 0HQ	CTP/ HQ 42 (NW) Bde Lt Cdr Lee Paddock RN: 07557 587118
16/10/14	Soldier in Society & Living and Working in East Anglia	Athenaeum, Angel Hill, Bury St Edmunds, IP33 1LU	CTP/ HQ 49 (E) Bde Maj Ron Lewis : 0115 957 2513
30/10/14	Employment & Transition Fair	DW Stadium (Wigan Athletic FC)	CTP / HQ 42 (NW) Bde Lt Cdr Lee Paddock RN : 07557 587118
18/11/14	Employment & Transition Fair	International Centre, Telford, TF3 45JH	CTP/ HQ 143 (WM) Bde Maj Nigel Hill : 01743 262806
19/11/14	Transition – Housing Options Brief	RCC Northolt	HQ LONDIST Maj Iain George: 0207 414 2376
20/11/14	CTP/Transition Networking Fair	Lingfield Park, Darlington	CTP/ HQ 15 (NE) Bde Maj Dave Sharples 01904 662053
22/01/15	Transition Fair: Covering Resettlement, Employment, Education, Housing, Health, Welfare and Finance.	Thiepval Barracks, Lisburn	HQ 38 (NI) Bde 02892 263906
29/01/15	Internal Transfer Fair	Garrison Theatre, Tidworth	HQ Sp Comd Christine Ingram : 01252 347692
12/02/15	Transition Fair	Wrexham	HQ 160 (Wales) Bde Maj John Symmons: 01874 613290
13/06/15	Adult Learners' & Transition Road Show	Throughout West Mids	HQ 143 (WM) Bde Maj Nigel Hill: 01743 262806
25/03/15	Soldier in Society & Living and Working in the NW	MMU - Manchester Metropolitan University	HQ 42 (NW) Bde Lt Cdr Lee Paddock RN : 07557 587118
25/06/15	Transition Fair Covering Resettlement, Employment, Education, Housing, Health, Welfare and finance.	Thiepval Barracks, Lisburn	HQ 38 (NI) Bde 02892 263906
25/06/15	Transition Fair	Cardiff	HQ 160 (Wales) Bde Maj John Symmons : 01874 613290

Additional Transition events and details will be added periodically. For up to date information refer to:

**[www.army.mod.uk/Welfare & Support/Transition](http://www.army.mod.uk/Welfare%20&%20Support/Transition)**