# Section 11 – Reservist Employment Support Trial

[This Section is designed to be used as a 'stand-alone' document for ease of utility by RES trial participants and administrators, but it must only be quoted as an authority as a formal part of JSP 534 and not by itself]

## Introduction

**1101**. A new employment support provision for unemployed reservists is being introduced on a limited trial basis. It is called the Reservist Employment Support (RES) Trial. Trial numbers are limited.

**1102**. The Career Transition Partnership (CTP, website <u>www.ctp.org.uk</u>) will provide employment support to eligible reservists to assist in them gaining suitable employment to assist their retention in the Reserves. The CTP will help eligible reservists to find civilian employment at a level that is commensurate with their skills, knowledge and experience and/or in accordance with their aspirations and ability.

**1103**. The employment services offered to eligible reservists will build on their knowledge and resilience to develop a sustainable career.

**1104**. This Section details the precise policy, eligibility, application route and service support provided.

**1105**. **FTRS 6 or More Years LoS**. This policy does not apply to FTRS commitment personnel who have accrued 6 or more years of aggregated LoS, who are then catered for under existing resettlement policy contained in Section 3 of JSP 534.

**1106. Ex Regular Volunteer Reservists and/or Ex Regular FTRS**. For Ex Regular volunteer reservists and/or Ex Regular FTRS, the eligibility criteria at para 1115 apply and in addition

a. If the date of regular discharge is LESS than 2 years ago at the point support is required, then they remain entitled to the 2 year post-discharge support offered as part of their previous regular resettlement entitlement and they must continue to use the CTP 2 year post discharge support.

b. If their date of regular discharge is MORE than 2 years ago (but less than 6 for FTRS) at the point at which support is required, then they can apply for the RES trial support.

## **Reservist Employment Support Trial**

**1107**. Reservist Employment Support will be trialled for an initial 2 year period wef 16 May 16.

**1108.** The sSs will introduce a phased roll out of the limited trial provision across their respective Areas of Responsibility and are responsible for producing, implementing, monitoring and adjusting their trial plans and implementation models to take account of lessons learned as the trial progresses. Regular and close liaison is to be maintained with TESRR by the respective sS Single Points of Contact (SPOC), both informally and formally via the governance meetings (see para 1133).

**1109**. The trial will provide 1,200 places for each year of the trial. These places have been allocated as follows:

RNR/RMR	ARMY	RAuxAF
200	800	200

**1110**. The single Services will further allocate places within the limits in the table to their reserve units and this detail will be provided through sS direction. Places on the trial are subject to availability.

**1111.** The trial will be reviewed after 2 years, with the option of extending it for a third year and potentially beyond subject to a trial evaluation by the Ministry of Defence.

**1112**. The sSs are required to give 9 months notice to TESRR of a trial being required and/or for extending it.

### **Support Provided**

**1113**. The support provided consists of two parts:

a. **Job Finding** - A job finding service, ranging from accessing a job database to a job matching service. The reservist will receive coherent, integrated and appropriate support taking full account of individual needs and availability.

b. **Analysis and Planning** - Eligible reservists require access to information, methods, and techniques so that they are enabled to evaluate the options most appropriate for their futures. This understanding requires information and guidance to enable eligible reservists to define their aspirations, to understand the options available to them, and to develop a realistic personal plan for successful employment.

**1114**. The support is explained in more detail later in this Section.

## Eligibility

**1115**. The following table details those reservists who are eligible to receive employment support:

RNR/RMR	ARMY	RAuxAF
Unemployed	All Unemployed	Unemployed
RNR and RMR	Group A Phase	RAuxAF Phase
Phase 1 Trained	1 Trained	1 Trained
reservists	reservists	reservists

**1116**. It should be noted that eligibility is for unemployed trained reservists only (also see para 1118).

**1117**. **Additional Eligibility Scope**. Eligibility for employment support is also extended to the following reservists:

a. **Civilian Redundancy**. Those volunteer trained reservists in the categories shown at para 1115 who are under a redundancy notice in their civilian job.

b. **FTRS**. FTRS personnel who do not qualify for the normal Core Resettlement Programme, if they remain in the Volunteer Reserve on completion of their FTRS commitment.

c. **ADC**. ADC personnel if they remain in the Volunteer Reserve on completion of their ADC commitment.

d. **Injured in the Course of Duty**. Reservists who are unable to return to their civilian employment owing to an attributable injury or illness caused during, or as a result of, their duty reservist employment will receive immediate access to both elements (job finding and analysis and planning) of the programme for an indefinite period until they find suitable employment. This does not apply to mobilised reservists who are catered for under Section 6 of JSP 534.

**1118**. **Definition of a Trained Reservist**. A trained reservist is defined as one who has passed Phase 1 training for trial eligibility purposes.

**1119**. **RES Trial Support Cessation**. Eligibility for reservist employment support ceases upon **any** of the following conditions being met, whichever is the earliest:

a. The reservist has had access to the support for a period of 12 months.

b. The reservist gains employment (whether under the assistance provided under this programme or elsewhere).

c. Is discharged from the Reserves.

**1120**. **Second or Subsequent Request for Access to RES Trial**. The trigger for further access to the programme after previous access has ceased (see para 1119) will be determined on a case by case basis. Applicants who wish to avail themselves of a second or subsequent access to the trial must approach their unit in the first instance with a justification. The unit will staff the case to the respective sS SPOC.

### sS Single Points of Contact

**1121**. Each sS has a SPOC for the RES trial. These are as follows:

a. **RNR/RMR:** Lt Cdr E Goldsworthy, CMR SO2 Policy MP 3.4 <u>NAVYMR-HQPOLICYSO2@mod.uk</u>

b. Army: Mrs K Lynch, SO2 Retention and Resettlement <u>RC-Pers-ETS-S-0Mailbox@mod.uk</u>

c. **RAuxAF:** Wg Cdr P Barlow, SO1 Reserves Support <u>aircospers-rsrvssptso1@mod.uk</u>

## **MOD RES Trial Single Point of Contact**

**1122.** The MOD SPOC for the trial is: Maj N R Lewis SO2 Resettlement Policy and Plans, TESRR, CDP <u>People-TESRR-ResetPPSO2@mod.uk</u>. sS Units and individuals must use their sS SPOCs/CoC. sS SPOCs contact the MOD SPOC directly as required.

## Pay, Duty, Travel and Subsistence

**1123.** Reservists are classed as on duty under Category C-2 (Training of Restricted Value (Voluntarily unpaid)), when attending RES trial elements. Reservists will not receive military pay or travel and subsistence when accessing the RES trial.

**1124**. Unemployed reservists accessing the trial are likely to be already financially supported by Job Centre Plus (JCP) assuming they have registered with JCP.

## Job Finding

**1125**. For the Job Finding support, the CTP will:

a. Promote awareness and interest amongst employment organisations, employers, and other relevant bodies in order to stimulate the widest appropriate range of job opportunities for eligible reservists, and market the potential of reservists as a pool of prospective employees.

b. Gather information and trends on the employment market, both on a national, regional and sector basis, if applicable, in order to advise eligible reservists.

c. Provide eligible reservists with advice and guidance on availability of employment, both by employment sector and on a regional basis.

d. Actively generate a suitable range and volume of jobs from employers, which match the needs/aspirations of individual reservists.

e. Provide on line job-matching system which gives registered reservists the capability to identify jobs which are appropriate to them in terms of skill, experience, qualifications, age, salary range and location.

f. Actively introduce reservists to employers with whom an appropriate job match has been determined.

g. Assist individual reservists to apply and prepare for particular jobs.

h. Seek feedback from employers and employment organisations on the success of reservists in respect of gaining employment.

## **Analysis and Planning**

**1126**. The Analysis and Planning support provided by the CTP to unemployed reservists is:

a. An interview with a career consultant, comprising initial employment advice, signposting (including online resources) and the development of a Personal Employment Plan (PEP). The requirement for further employment support will be diagnosed at this point. A follow up interview with a career consultant may be required.

b. Job readiness support, in the form of access to assistance with CV and application writing, vocational assessments, interview and networking skills.

c. Self employment and business start up support, such as workshops, mentoring and advice on how to build businesses.

**1127**. The Analysis and Planning support is broken down into two distinct areas:

a. **Career Option Advice** - tailored to the needs of the individual, so that eligible reservists are enabled to focus clearly on gaining employment within a chosen career and can define practical steps to realise it.

b. **Practical Advice** - tailored to the needs of the individual, on job readiness methods and techniques and self-employment.

### **Career Option Advice**

**1128**. Career Option Advice will be delivered on a 1:1 basis (including remote delivery where necessary) and consists of:

a. A discussion of the reservist's aspirations and the appropriateness of these to their particular circumstances. Employment objectives will be clearly defined.

b. Exploration of career options open to the individual and provision of job market intelligence, including entry requirements, career patterns, possible salaries, personal characteristics needed, where appropriate, and regional aspects.

c. Identification of training requirements in line with aspirations, necessary to fill gaps in the skills and knowledge of the individual.

d. Preparation of a step-by-step PEP to achieve identified objectives, against which progress will be checked periodically by the CTP and the plan updated accordingly or amended as appropriate.

### **Practical Advice**

1129. Practical Advice consists of:

a. Advice enabling reservists to identify their own personal skills and knowledge, including the skills and knowledge gained through their Reserve service.

b. Advice enabling reservists to prepare a personal CV, tailored to particular employment, and to respond to application forms.

c. Practical guidance to reservists on personal presentation and interview techniques.

d. Practical guidance on job search skills, employment opportunities and where to find them.

e. Advice on the effective use of social media.

f. Practical guidance on self-employment and starting up a business.

g. Advice on how to access further support as may be required.

h. The provision of information and advice on career opportunities within the region in which the reservist lives.

### Governance

**1130**. The CTP will submit PEPs to the appropriate sS SPOC.

1131. The sS SPOC:

a. Is an individual who is preferably NVQ level 4 qualified in Career Advice and Guidance.

b. Will conduct spot checks to ensure the PEPs are balanced and meet the needs of eligible reservists.

**1132**. Failure to Attend by Reservist Participants. Failure by a reservist to attend RES trial events and interviews, is likely to result in a reservist's suspension from the trial.

**1133**. **RES Trial Governance Meeting**. RES Trial Governance meetings will be held on a forthrightly basis commencing 24 May 16. The meeting frequency will be reviewed by TESRR and adjusted as required.

### Administration

**1134**. **Process Flow Chart**. A diagrammatical process flow chart for the trial is at Annex A to this Sect. Note that there are slight variations between sS administrative procedures and these are reflected in the chart.

**1135. Application Form.** The application form to be used is at Annex B to this Sect. Eligible individuals are to apply for the RES Trial through their nominated reserve unit representative (details issued under separate sS direction). Forms are to be completed as follows:

a. Using the issued MS Word version and completed electronically. Digital signatures are acceptable by the applicant, unit and sS SPOC.

b. Electronically completed Word form is to be sent by email to the next recipient in the chain. In the accompanying email, the sender at each stage is to certify that the attached file is that of the [insert] 'No, Rank, Name' individual and to ensure that the sender's full signature block appears at the foot of the email.

c. sS SPOC is to digitally sign Part 4 and to the save the document as a pdf file.

d. sS SPOC is to email the pdf application form to SO2 Resettlement Policy and Plans at TESRR.

**1136**. **File Naming Convention**. The following file naming convention is to be used for the electronic application:

SERVICE\_UNIT\_UNIQUEAPPLICATIONREFERENCE\_SURNAME (all to be capitalised)

eg: ARMY\_1LOAMSHIRE\_A001\_BLOGGS

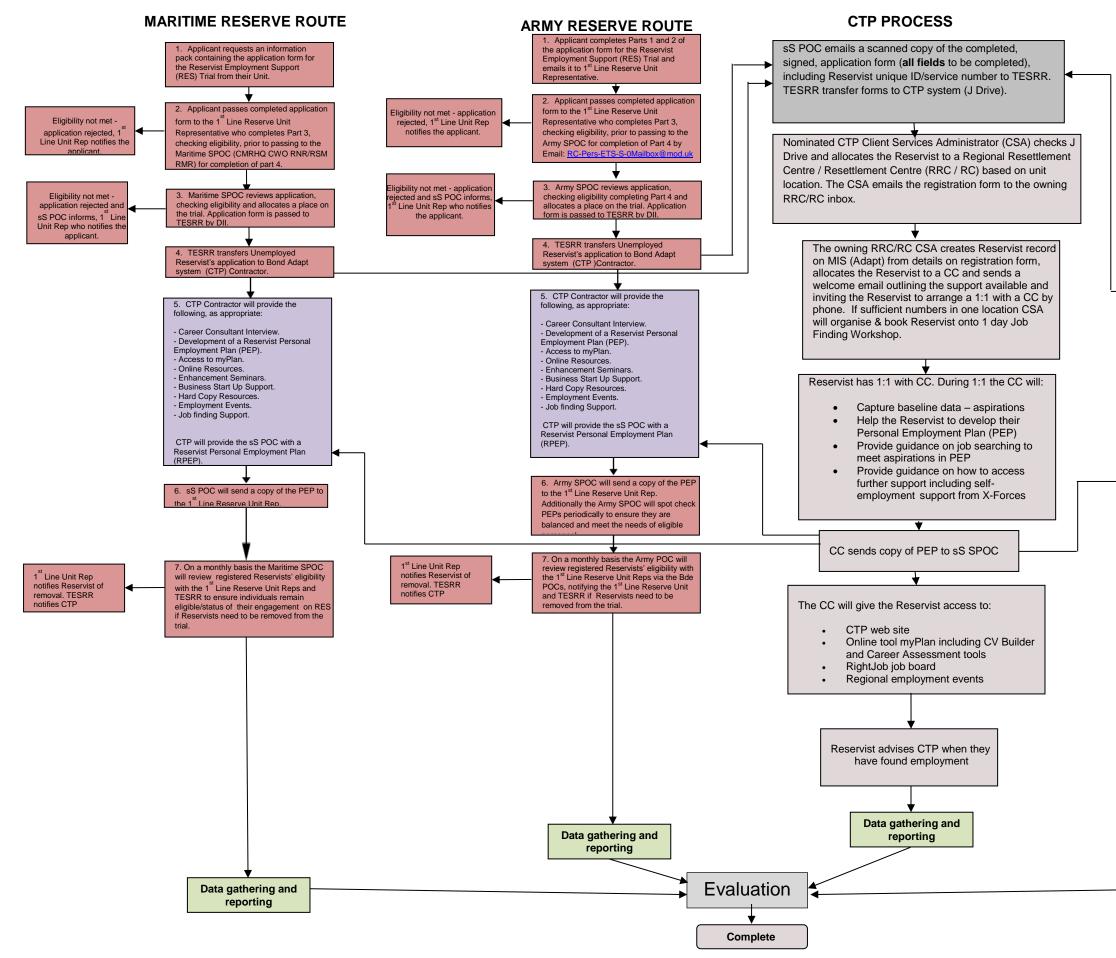
**1137**. **Complaint Form**. A complaint form is at Annex C to this Sect. This form is to be used if a trial participant wishes to raise a formal complaint about an aspect of the trial. It is submitted through the reserve CoC to the sS SPOC and if necessary then onwards to TESRR.

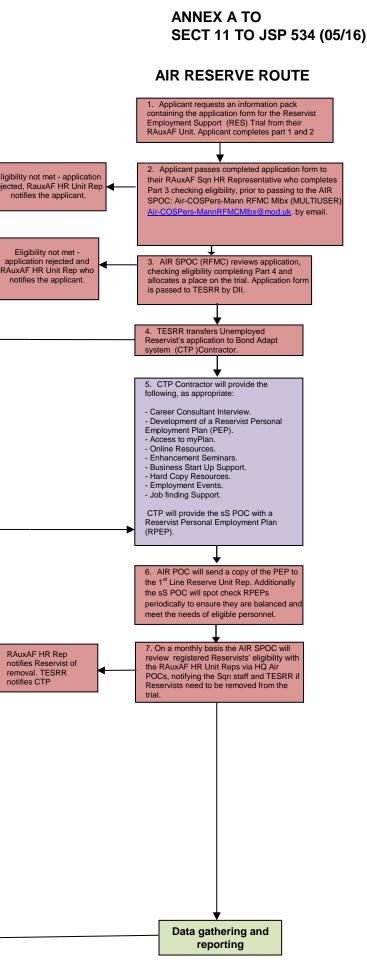
**1138**. **Glossary**. A trial glossary is provided at Annex D to this Sect.

### **ANNEXES TO SECT 11**

Annex A: RES Trial Process Flow Chart Annex B: RES Trial Application Form Annex C: RES Trial Complaint Form Annex D: RES Trial Glossary

#### **RESERVIST EMPLOYMENT SUPPORT SERVICE TRIAL PROCESS FLOW CHART**





Unique Application Reference

ANNEX B TO SECT 11 TO JSP 534 (05/16) RES Form/001

## APPLICATION FOR RESERVIST EMPLOYMENT SUPPORT (RES)

This is an accountable document. Complete in **BLOCK CAPITALS** and in accordance with RES trial policy.

Submitting this form does not guarantee access to support.

MARITIME RESERVE	Δ	RMY RESERV	VE		AIF	RESE	RVE
	Tick	applicable b	oxes				
Are you Unemployed?		Yes 🗖	Ν	lo			
Are you under a Redundancy Notice?		Yes 🗖	Ν	lo			
Unique Application Reference <sup>1</sup>							

#### PART 1 - TO BE COMPLETED BY THE RESERVIST

Failure to complete this form accurately may result in non acceptance on the scheme					
a) Service Number:	b) Rank:	c) Surnar	me:	d) Forename(s)	
e) Branch or Regt/Corps:		f) Title: M	Ir/Mrs/Miss/Ms/*	g) Date of Birth:	
		Other			
			s appropriate.		
h) Current Home Address:			i) Reserve Unit Title:		
			Reserve Unit Address:		
Post Code:					
Home Telephone:			Post Code:		
Mobile Telephone:			Unit Point of Contact:		
Civilian E-mail Address:			Telephone:Fax:		
			Your Defence Gateway E-mail Address:		
j) Which statement best descril	pes your currer	nt situation	? Please tick one.		
	ont				
□ Unemployed seeking employm	ent.				
□ Reservist unable to return to er	mployment due t	to a Service	e attributable injury or illnes	S.	
□ Economically inactive (please of	describe, e.g. pe	ersonal choi	ce; or circumstantial reaso	ns preventing employment etc.) <sup>2</sup>	
k) How long have you been unemployed (tick appropriate box below)?					
k) How long have you been une	employed (tick a	appropriate	e dox delow)?		
Never had a job D Less that	Never had a job $\Box$ Less than 6 Months $\Box$ 6 – 12 Months $\Box$ Over 12 Months $\Box$				

<sup>2</sup> People not in employment but not looking for work (students, carers, retired, travelling, looking after family, unwell, and medically unfit for work) – Source: MOD Career Transition Partnership quarterly statistics: UK Regular Service Personnel Employment Outcomes 2009/10 to 2013/14 dated 11 Jun 15.

<sup>&</sup>lt;sup>1</sup> The Unique Application Number is issued by the sS POC.

Unique Application Reference

I) Futu	I) Future employment goals and support requested (please indicate whether this is self-employment):						
.,		jene gene a					
							••
			w to indicate what su			<b>1 1 1 1</b>	
Job fin	iding ski	lls C	CV writing		Completing job applications	Networking using social media	
Intervi		J	lob evaluation &		Self-employment/	Other (please	
technie	ques	s	alary negotiation		Business Start-Up	specify below)*	
*							
	ot !o .vo		of interaction with th	<b>h</b> a <b>a n a a</b>	an a an aultant 2 (tick		
Face t			e of interaction with the formation of the second s		E-mail	Video-conferencing	
			•				
o <b>) Do</b>	you cor	nsider yourself to	have any accessibil	lity need	ls ie Specific Learni	ng Difficulty, Mobility etc?	
Yes [		No 🔲 If yes, w	vhat are these?				
Natior	nality:				Is English your firs	st Language? Yes 🔲 No 🔲	
p) Wh	at is vo	ur highest educa	tional academic or vo	ocation	al qualification?		
Title of	f qualific	ation (include sub	ject)				
Standard of qualification(s)* possessed (please tick all that apply including equivalent qualifications you hold)							
Entry		(Entry level certi	ificate, Skills for Life, E	Entry leve	el award, certificate a	nd diploma, Functional Skills)	
1	1 GCSE grade D-G, Foundation Diploma, Level 1: Key Skills, NVQ, Skills for Life, BTEC, Functional Skills)						
2	2 🛛 (GCSE grade A*-C, Higher diploma, Level 2: Key Skills, NVQ, Skills for Life, BTEC, Functional Skills)						
3	3 🛛 (AS and A level, Advanced diploma, International Baccalaureate, Level 3: Key Skills, NVQ, BTEC)						
4		(Certificate of hig	gher education, HNC,	Level 4:	Key Skills, NVQ, BTE	EC Professional qualification)	
5		(Diploma of high	er education, HND, Fo	oundatio	n degree, Level 5 BTI	EC Professional qualification)	

6		(Bachelor's degree,	Graduate certificate,	Graduate diploma,	Level 6 BTEC Prof	essional qualification)
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7		(Master's degree,	Postgraduate	certificate or	diploma,	NVQ Level 5,	Level 7 BTE	C Professional q	ual.)
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8		(Doctorate, Level 8 Vocational qualifications)
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\* for an extensive list of qualifications, past or regional equivalents visit: www.gov.uk/what-different-qualification-levels-mean

PART 2 – DATA PROTECTION AND PI (Section 1 to be signed by the Reservist)					
database, but either way will be kept con will be by means of a computer database	by you and by the MOD will be kept both fidential and with the highest standards of a, or other means, under strictly regulated A 1998). This form is used for accounting a trs.	security. Any information processed conditions in accordance with the			
Any personal data provided by you or by sign section 2):	the MOD will only be used for the followin	g purposes (unless you consent to			
<ul> <li>b. To provide the most effective a</li> <li>c. This data will be shared with the partners. If you do NOT wish you</li> </ul>	ancing your records as held in the databas and efficient employment advice for you. he contracted employment support partner ir data to be shared with the contracted en ra c out. This will result in a loss of employ ort partner.	and the MOD's endorsed research ployment support partner or research			
By signing below, you are consenting to above.	the processing of your personal data for th	ne purposes and by the means set out			
Reservist's signature	Print	Date://			
PART 2 SECTION 2. If you consent, data provided in this form will be used to compile over         all statistical data on employment of Reserve Service personnel once the Service person has left the Services using         records held by the Department for Work and Pensions and records held by HM Revenue and Customs. The data will be         passed in confidence to DWP, only for the purpose of producing these statistics. Your personal details will not be visible         at any time during or after this process.         Reservist's signature (optional)         Print       Date:         NOW EMAIL THIS APPLICATION TO YOUR FIRST LINE RESERVE UNIT REPRESENTATIVE <sup>3</sup> , VIA DEFENCE					
GATEWAY, FOR COMPLETION OF PA	uxi 5.				
PART 3 - FOR FIRST LINE RESERVE U Commitment type Below:	JNIT STAFF – Please Confirm the Part 1	Time Volunteer Reservist's (PTVR)			
r) FTRS If FTRS do they qualify for the normal Core Resettlement Programme? Yes No	s) Reservist 🗖	t) Additional Duties Commitment (ADC)			
u) Does the PTVR (FTRS or ADC) plan t	L o remain in the Volunteer Reserve on corr	pletion of their contract?			
Yes 🔲 No 🗖					
v) <b>MARITIME RESERVE</b> – Are they a RNR/RMR <b>Phase 1</b> <b>Trained</b> Reservist?	w) <b>ARMY RESERVE</b> – Are they a Group A <b>Phase 1 Trained</b> Reservist?	x) <b>AIR RESERVE</b> – Are they a RAuxAF <b>Phase 1Trained</b> Reservist?			
Yes         No         Yes         Yes         Yes         No         Yes         Yes </td					
y) Are they a Reservist unable to return to civilian employment due to a Service attributable injury or illness caused during, or as a result of duty Reservist employment, who is <b>not catered for under Section 6 of JSP 534?</b>					
Yes 🔲 No 🗖					
FIRST LINE RESERVE UNIT STAFF EN	NDORSEMENT:				

The PTVR's details have been checked and is **eligible/ineligible<sup>4</sup>** for the trial.

First Line Reserve Unit Representative?	s signature:	Name (print):	
Appointment:	Rank/Grade:	Date:/	./

<sup>&</sup>lt;sup>3</sup> For Maritime Reserves – as nominated by Unit, for Army Reserves – RCMO/ROSO/PSAO/Unit HR and for Air Reserves – as nominated by Unit <sup>4</sup> Delete as necessary.

#### PART 4 - COMPLETED BY THE SINGLE SERVICE POINT OF CONTACT

MARITIME RESERVE	ARMY RESERVE	AIR RESERVE

The applicant's details have been checked and the applicant is **eligible for the trial**. Confirmation has been passed to TESRR for the applicant's registration on the trial with CTP and to the First Line Reserve Unit Representative.

The applicant's details have been checked and the applicant is **ineligible for the trial**. Confirmation has been passed to the First Line Reserve Unit Representative.

#### (Tick appropriate boxes above)

Single Service Point of Contact's signature:	Name (print):	

Appointment:	Rank/Grade:		Date:///
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#### **RESERVIST EMPLOYMENT SUPPORT (RES) TRIAL COMPLAINT FORM**

#### Notes:

1. Wherever possible, all complaints are to be resolved at the lowest level. Where local resolution is not possible, the Complaint Form is to be staffed through the First Line Reserve Unit Representative to the single Service Point of Contact. Whenever a complaint may impinge upon RESS Trial policy, TESRR is to be sent a copy of the Complaint Form at an early stage.

2. This form is to be used by a user of the RES Trial to complain about the provision received. In an instance where the complaint is about the Nominated Reserve Unit Representative, the form should be completed by the user and sent to the Commanding Officer/Officer Commanding/ manager of the Reserve Unit for the First Line Reserve Unit Representative.

3. If the complaint involves the Career Transition Partnership (CTP), this form must be staffed via the First Line Reserve Unit Representative through the single Service RES Trial focal point to TESRR.

4. If a complaint is not satisfactorily resolved, it should be brought to the attention of SO2 Resettlement Policy and Plans, TESRR, MOD.

(This is an accountable document. Complete in BLOCK CAPITALS and in accordance with RES trial	Complaint From			
policy)	Marine Reserve	Army	Reserve	Air Reserve
	Tick applicable boxes			
	Unique Application Ref	ference		

#### PART 1 – RESERVIST'S DETAILS:

a) Service Number:	b) Rank:		c) Branch or Regt/Corps:
d) Surname:	e) Forename(s):		f) Title: Mr/Mrs/Miss/Ms/Other:
g) Reserve Unit Address:		h) Current Home A	ddress:
Postcode:		Postcode:	
Unit Telephone:		Home Telephone:	
Fax:		Mobile Telephone:	

#### PART 2 – FIRST LINE RESERVE UNIT REPRESENTATIVE DETAILS:

a) Surname:	b) Forename(s):	c) Rank/Grade/Title:	d) Reserve Unit:

#### PART 3 – CTP CAREER CONSULTANT:

a) Surname:	b) Forename(s):	c) Title:	d) Regional Resettlement
			Centre:

#### PART 4 – COMPLAINT:

a) Who is your complaint about? (please tick as many as apply)
First Line Reserve Unit Representative  CTP Career Consultant  Single Service POC  Other  Other
b) Enter details of complaint (providing greater detail is likely to help in resolving your complaint):
Continued on separate sheet? (tick if attached) $\Box$
Signature

### PART 5 – ACTIONS ON COMPLAINT (Official Use Only):

a) Has the complaint been dealt with locally? (Y/N) If no, skip to Part 6.	b) Date complaint this form, if applica		c) Have you sent a written response (Y/N) If yes, please attach.
d) Name of person actioning complaint		e) Rank/ Grade:	
f) Role title:		g) Signature:	

#### PART 6 - RECORD OF ACTIONS TAKEN (Official Use Only):

Date received:	By whom:	Action taken:	Date:

RESERVIST EMPLOYMENT SUPPORT TRIAL			
	Glossary of Acronyms		
ADC	Additional Duties Commitment		
CC	Career Consultant		
CTP	Career Transition Partnership		
DIN	Defence Instructions and Notices		
DL	Distance Learning		
FTRS	Full Time Reserve Service		
HMRC	Her Majesty's Revenue and Customs		
JPA	Joint Personnel Administration		
JSP	Joint Service Publication		
MIS	Management Information System(s)		
OC	Officer Commanding		
PEP	Personal Employment Plan		
POC	Point of Contact		
PTVR	Part Time Volunteer Reservist		
RES	Reservist Employment Support (Trial)		
RN	Royal Navy		
RM	Royal Marines		
RML	Right Management Limited		
SP	Service Person/Personnel		
SPOC	Single Point of Contact		
sS	Single Service		
T&S	Travel and Subsistence		
TDF	Training and Development Flight		
TESRR	Training, Education, Skills, Recruiting and Resettlement, Division of CDP, MOD		
WIS	Wounded, Injured and Sick		