



**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.

Lieutenant General James Swift
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 but must also be available to Service Leavers. 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 Training, Education, Skills, Recruitment and Resettlement Policy and Assurance Group (TESRR 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 or Defence Authorities. Where particular dependencies exist, these other Functions or Defence Authorities have been consulted in the formulation of the policy and guidance detailed in this publication.

Related JSP	Title
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 Training, Education, Skills, Recruitment and Resettlement (TESRR), 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-TESRR-Reset Policy SO2	Resettlement Policy & Plans	020 721 81327

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
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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

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 TESRR)
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
DGSP Pol	Director(ate) General Service Personnel Policy
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	Her Majesty's Revenue and Customs
HR	Human Resource(s)
IERO	Individual Education and Resettlement Officer [Army]
I Dev Branch	Individual Development Branch [Army]
ILA	Individual Leave Allowance
IRP	Individual Resettlement Preparation (for resettlement)

IRP	Individual Recovery Plan (for recovery)
IRTC	Individual Resettlement Training Costs (Grant)
IT	Information Technology
JPA	Joint Personnel Administration
JSHAO	Joint Service Housing Advice Office
JSP	Joint Service Publication
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)
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)
RCS	Recovery Career Services
REC	Resettlement and Education Co-ordinator
RES	Reservist Employment Support (Trial)
RFEA	Regular Forces' Employment Association
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 [Tri-Service]
sS	Single Service
TAB	Transition Assessment Board
T&S	Travel and Subsistence
TESRR	Training, Education, Skills, Recruitment and Resettlement, 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
UIO	Unit Interviewing Officer (Now UEC)
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

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

1 Introduction

1.1 Tri-Service Resettlement Policy

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

- a. To provide all 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 SLs 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, 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.

102. 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 operational effectiveness or where single Service recruitment or retention is a significant factor.

103. The purpose of the 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 single Service variation is incorporated. Whilst the TSRESM is intended, primarily, for use by resettlement practitioners, it should be available to SL.

104. Where necessary, users of the TSRESM should refer to Training, Education, Skills, Recruitment and Resettlement (TESRR) under the Chief of Defence People (CDP) within the MOD, through the chain of command, for interpretation of policy.

1.2 MOD Resettlement Organisation

105. 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 single Services', 1st and 2nd Line resettlement staffs, the Service Directors of Education (SDE)¹ and Assistant Head,

¹ DACOS(T&E), I Dev Branch and DACOS Corp Bus.

Through Life Development (AHd TLD) who in conjunction with Right Management Limited (the official MOD resettlement contractor) comprise the Career Transition Partnership (CTP).

106. 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).

107. 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.

1.3 Retention

108. 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.

109. 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.

1.4 Resettlement Contract

110. 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 Regular Service Personnel, 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 Service Leavers (ESL), i.e. those who leave before the four-year point.

d. Specialist Support Programme – the Specialist Support Programme (SSP) is responsible for delivering the CTP Assist resettlement pathway to support wounded, injured and sick personnel to achieve a sustainable and fulfilling career, regardless of time served.

111. 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 Service leaver. For those entitled to vocational training, where there is a CTP course available, this must be used before accessing external training.

1.5 Resettlement Documentation

112. 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. SDEs 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. SDEs 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. SDEs maintain current MIS in accordance with single Service 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.

113. Paper versions of MOD Forms F1173, F1173A, F1711, F363 and F363T 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 criterion outlined below is 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, F363 and F363T in order to facilitate access to resettlement entitlements.

Except for ESL registrations on 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 Early Service Leaver (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 Business Process Guides (BPG) hosted on JPA. All SLs, 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 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 (ESLs)** are defined as SL who are discharged voluntarily or compulsory from the trained or untrained strength, having completed less than 4 years' service.

203. **1st Line.** The provision of 1st Line resettlement support is the responsibility of the CO. It is a CoC responsibility to ensure that SL has activated the resettlement process on JPA and, if entitled, booked a RAB with an SRA. SLs should engage in resettlement activities at the earliest opportunity from becoming entitled. For SL who are discharged from the trained strength without entitlement to CTP support, 1st Line resettlement responsibility will be limited to information and administrative support. 1st Line resettlement is provided by Resettlement Information Staff (RIS):

- a. **RN.** Education and Resettlement Officers (ERO) in all units and establishments.
- b. **Army.** Unit Resettlement Officers (URO) and Unit Resettlement Clerks (URC).
- c. **RAF.** Resettlement and Education Co-ordinators (REC) on stations.

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

- d. **ESL Staff.** sS units are to provide specific ESL staff.

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:

- 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 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 an SL is unclear on their options or is MD, they may be referred to a Career Consultant. To reflect this primary function, 2nd Line will be referred to generically within this TSRESM as SRA:

- a. **RN.** Naval Resettlement Information Officers (NRIO) are located at Base Learning Development Centres, are accountable through Base Higher Authority and are under the functional authority of DACOS (T&A) in FLEET. 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 Trg Plans 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 SLs requiring resettlement advice, the following priority should be applied to all SLs 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 and Medical 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 service leavers that have entered the final 2 years of their full career service; SP over the age of 50 or who have completed in excess of 30 years.

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 Service leavers; covering those Service leavers 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 RFEA – 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 TESRR staff, DBS Future Developments and the single Services 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 single Service 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 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 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 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,

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 SLs.

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 and WIS is when loaded in by the respective sS chain of command.

guidance, support and some resettlement training from 1st, 2nd and 3rd Line as appropriate and in accordance with their entitlement.

(2) **Unit.** The responsibility, at unit level, for giving access to resettlement provision lies with the individual's CO. COs may authorise, within the parameters set in current single Service 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 single Service 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 Service (DTS) Referral.** Responsibility to identify ESL (and SLs) 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 the VWS (Sect 2.4) or DTS (DTRP Form)⁹. The CTP FH will also refer those ESLs who have 'opted-in' to the CTP FH provision, to the VWS, where it is deemed that an ESL requires such support and/or where a referral may not have been made by the ESL's Unit. The CTP FH referral will run in tandem with and be informed by the "needs assessment" conducted by CTP FH as part of the ESL assessment process.

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 single Service. 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 TESRR 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.

(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.

⁹ Forms can be found in JSP 100.

(4) Ensure that SL are aware of the provision of financial information and housing advice, including Financial Aspects of Resettlement (FAR) and Joint Service Housing Advice Office (JSHAO).

b. **Administration Functions.**

(1) Maintain a nominal roll of all Service personnel 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 Service personnel 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 SLs, expect ESLs, 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 SLs activating claims on JPA.

213. **ESL Staff Training.** Personnel engaged in briefing / coordinating ESLs are to be briefed by the relevant SRA and to attend induction and periodic training events organised through the relevant single Service, SDE. The training content is not specified and is a single Service 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 ESLs 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/Opt-out requirement, forms 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.

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 single Service, Service Directors of Education (SDE). ESL Staff should hold an extant, 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 ESLs in their unit have received the ESL briefing, that the appropriate Opt-in / Opt-out forms are 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 JPA¹⁰, 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.

¹⁰ 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 of all SL are able 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 Business Process Guides 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, single Services are to maintain a copy of the signed paper 1173A given to the ESL as a quality record.

215. **Service Resettlement Advisers (SRA).** SRAs 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. SRAs 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 Service leavers (except ESLs).**
- (2) Offer a one to one resettlement interview not later than 6 months before discharge date if a SL has not previously received a RAB.
- (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.

- (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 mandatory Opt-in/Opt-out requirement.
- (9) As necessary, refer to JSHAO 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 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 RFEA 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 SLs that if they have PAX insurance this ceases once they leave Regular Service, regardless of whether they transfer to or join the Reserves. RPAX is applicable for those joining the Reserves. XPAX is available to ex-Regular SP. All such life insurance matters are a personal responsibility although further information is available from Unit Admin Offices.

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) Authorise Part 4 of MOD Form 1746, if External Resettlement Training is being undertaken by the SL. Note that if the Service leaver is using individual leave allowance or terminal leave for the activities stated at Part 2 of MOD Form 1746, then statements 1, 3, 4, 5, 6 & 7 only apply at Part 2, non-applicable statements should be scored out. For normal duty, all statements apply at Part 2. Where an external training company, which is not part of the

normal CTP contract funded provision, is operating on MOD property, all parts of MOD Form 1746 need to be completed.

(4) Approve the payment of an advance of Individual Resettlement Training Costs (IRTC) fees using MOD Form 1746 and authorise the refund of IRTC grant as appropriate, using MOD Form 1748.

(5) 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.

(6) To be proactively involved in the identification and loading of those WIS who require it into CTP Assist.

(7) 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.

(8) Ensure that any complaints that have not been resolved locally are referred through the appropriate SDE to the AHd TLD at TESRR using MOD Form 2225 (see Sect 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.
- 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 ESLs 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 single Service 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.
- l. on receipt of the JPA data extract supplied to the CTP or a MOD Form 363T, Career Consultants are to check that the resettlement activity conforms to the SL's PRP. Where it does not conform, the Career Consultant is to contact the SL's SRA within 5 days of the date of the JPA extract and inform them that the activity is not approved.

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 single Service.

219. **Liaison between RRC Managers, SRA, RIS and TESRR.** TESRR 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 Service leavers 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 TESRR, CTP HQ, RRCs, RTC, RFEA, OA and SRAs. 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 sSs. All SL, and their spouses or civil 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 Sect 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 to a Specialist Employment Consultant (SEC), who are embedded in the PRUs.

225. **Central Support Team (CST).** The CST tracks all SLs post-discharge, recording outcomes and assessing need. The provide information, advice and guidance or onward referral depending on the individual's need. SLs 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 SLCs for Resettlement are set out in JSP 822 Part 1 Section 6.4. 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 single Service procedures.

227. **Enhanced Learning Credits (ELC).** Full regulations regarding ELC are set out in JSP 822 Part 1 Section 6.5 and are available on the ELC website (www.enhancedlearningcredits.com).

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

229. **Housing Briefings.** The JSHAO co-ordinate Housing Briefs on behalf of the sSs and maintain an eLearning package¹¹. All SLs are encouraged to complete the JSHAO_01 course, hosted on the DLE via Defence Gateway. 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 JSHAO web links hosted on the www.gov.uk website [here](#). It should be further noted:

- a. that SP (and their spouses/civil partners) at **any** stage of their career (ie not just those in their resettlement window) can attend a JSHAO civilian housing brief.

¹¹ [2017DIB24 - Civilian Housing Options for Service Personnel.](#)

- 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 SLs must give very important consideration to their housing needs and requirements post-discharge, and as a result attendance at a JSHAO 'Civilian Housing Brief' should be a high priority. Many SLs 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 SLs are NOT entitled to social/council housing upon discharge and this is why attendance at a housing briefing is of vital importance.** SRAs and the CTP are to ensure that this message is reinforced to SLs during their contact with them.

231. **Veterans Welfare Service (VWS).** The VWS is part of MOD's Veterans UK support function within Defence Business Services and is the Government's in-house provider of support to Veterans. They are the first point of contact for all Veterans support. A referral must be made to VWS where it is deemed that those approaching the end of their Service, and especially so with the ESL cohort, may benefit from ongoing specialist advice, information and support from VWS, by virtue of their disabling conditions, perceived or actual needs of welfare support.

232. The early identification and ongoing support for those ESLs/SLs identified as being likely to be discharged / about to transition from military Service, who may have severe physical or psychological disablement **or** are considered as having an enduring welfare need with which they will require support post-discharge must be referred. Referrals should therefore be made irrespective of reason for discharge, including medical, administrative, end of career or those transitioning from the military prematurely under any other circumstance.

233. Whilst referrals must have consideration for the actual or perceived need of the ESL/SL, it is a requirement that those with severe / multiple injuries or conditions are referred to VWS as standing operating procedure. Referrals should be made by any responsible tri-Service military authority / personnel and must be made with the agreement of the ESL/SL prior to releasing any information to VWS.

234. **VWS Protocol and Referral Form.** The VWS protocol and referral form can be found at this link: <https://www.gov.uk/government/collections/veterans-welfare-service-protocols>.

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 ESLs receive an ESL resettlement brief, complete appropriate documentation and ensure ESLs either Opt-in or Opt-out of 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 fully familiarise themselves 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.** Those SL entitled to the CRP (Part 2 Sect 2.3) who waive their right to GRT, in order to leave the Services early with the approval of the relevant single Service manning authority, retain entitlement to the ESP (Part 2 Sect 2.2) and may access the ESP post-discharge, provided that they have registered for the ESP prior to discharge.

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

(a)	Years ⁽¹⁾ Service	Normal 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) Reserve Service does not contribute to resettlement entitlement calculations.
- (2) This includes Reservists who are medically discharged due to injuries sustained during operational commitments.
- (3) This includes Reservists both FTRS and VR who are medically discharged.
- (4) Amount of GRT is in working days.
- (5) 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.

3.2 Re-engagement, Transfer and Re-enlistment

310. **Re-engagement or Transfer to another Service 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), 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 earlier¹². 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. 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.

311. 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 Sect 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).

312. **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 SDEs. Approval is only likely to be given if considered to be appropriate on a case by case basis.

313. **Transfer to another Service with a Break in service greater than 2 years.** Should a SL decide to transfer to another Service, with a break in service greater than 2 years, then any unused resettlement allowances shall not be carried forward. SL

¹² ELC entitlements remain available but are **not** reset if they have been partially or fully used previously, prior to re-engagement or transfer.

transferring to another Service, with a break in service greater than 2 years, who subsequently discharge will have their resettlement entitlement calculated from their later enlistment date.

314. **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 entitlement¹³.

315. **Full Time Reserve Service (FTRS) and Military Provost Guard Service (MPGS).** FTRS and MPGS personnel must complete the same length of service as Regular SP to be entitled to resettlement support. A Reservist who has completed aggregated, consecutive periods of FTRS service, with no more than 4 calendar months between appointments, will be entitled to the same resettlement support package as Regular SP at the applicable level. For resettlement purposes, transfer to MPGS from Regular/FTRS is not a break in service. MPGS personnel may access unused resettlement entitlements from previous service when there has been no break in service.

316. **Transfer of Regular Resettlement Entitlement into FTRS.** The unused IRTC, GRT & Travel Warrants entitlements of Regular SP who join the Reserves in an FTRS capacity (regardless of the type of commitment – HC, RSG, LC or FC), are transferable to FTRS resettlement. Previously used entitlements are to be reinstated in accordance with para 310. When discharging from the FTRS, the total entitlement is calculated based on total length of service (Reg+FTRS). The total entitlements available cannot exceed the CRP entitlements available from 16+ years service. Regardless of previous attendance on a non-GRT CTP workshop (e.g CTW), ex Regular FTRS with transferred entitlements, are entitled to one non-GRT CTP workshop. This transfer entitlement is backdated to 1 Apr 13 but is not available to NRPS. The following conditions apply:

- a. Reg SP must join the FTRS within 2 calendar years to transfer their unused IRTC, GRT and Travel Warrants.
- b. The SL must provide a copy of their JPA 1711, with all non-GRT CTP workshop, IRTC, GRT and Travel Warrant deductions recorded, to their SRA¹⁴.
- c. Access to the balance of entitlement transferred will be available 24 months prior to the FTRS commitment end date through extant resettlement policy and procedures.
- d. An ex-Regular SP may not access post discharge CTP support whilst serving in the FTRS. A new 2-year post discharge window will commence when discharged from their FTRS commitment.
- e. Ex -Regular SP are to liaise with their SRA to manually adjust the overall entitlements based on the balance transferred and any enhancements based on new length of service, using normal manual adjustment procedures.

¹³ Personnel who re-enlisted before 1 Sep 02 did so under previous regulations and may count split time towards entitlement, but only if they did not qualify the first time around. For these persons, reckonable service and not time served counts in calculating entitlement.

¹⁴ This should be printed prior to leaving Regular Service, showing remaining balances after all entitlement deductions have been recorded or requested from their sS Manning Disclosures Cell or equivalent.

317. If a SP on FTRS contract wishes to re-establish a full entitlement to resettlement entitlement, then the following apply:

- a. If a SP leaves regulars and transfers to FTRS on a 1-year contract, they can access resettlement immediately, however they can only access the balance from their regular entitlements.
- b. If a SP doesn't use entitlements in the first year, then signs a further 1-year contract, they would get their entitlements replenished immediately upon signing the second contract as their exit date is then 2 years past their previous regular exit date (effectively now signed on for 2 years post regular service). Therefore from 12 months, 1 day into FTRS, they have access to a second full set of entitlements to be used up until the point of departure. If further 1-year extensions are enacted, there would be no further enhancement to entitlement as the maximum is two instalments. Care should then be taken by the SP as to when they begin using the second hit of resettlement if they believe they will end up staying for many more years.

318. **Transfer of Entitlement to Spouse, Civil Partner or Eligible Partner.** 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 SI 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.

319. **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 TESRR. 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.

320. **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.

321. 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 363T may be signed by the SRA with the prior approval of the respective sS SDE HQ Resettlement Staff.

322. **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 2005¹⁵ or DCI JS 3 2004¹⁶ 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.

323. 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).

324. **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 (see Sect 4.5).

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

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

3.3 Timing of Resettlement Activities

327. **Normal Timings.** Units are to ensure that SL are given early access to resettlement services, normally up to 2 years before discharge or within one month of submitting notice to terminate their engagement. Guidance on the timing for processing resettlement activities is at Annex D. All resettlement activity is normally to be completed prior to discharge. In exceptional circumstances, such as medical discharge or for operational reasons, elements of resettlement activity may be taken post-discharge (see paras 349 and 420). SL registered with the CTP for either the CRP or ESP will retain access to the CTP for 2 years post-discharge¹⁷, and to the RFEA/OA for job finding assistance throughout their working lifetime.

328. **ESL Timings.** In the case of ESL, there is often little time available between notification of discharge and the date of discharge. Procedures to implement ESL 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 bear the appropriate signatures. In exceptional circumstances, COs should consider delay of discharge.

¹⁵ 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.

¹⁶ 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.

¹⁷ As a result of the Covid-19 pandemic all Service leavers in resettlement on the CRP and ESP between 17 Mar 20 - 30 Jun 20 are eligible for an extra three months access to CTP services post discharge, taking their post discharge entitlement to 27 months.

329. **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.

330. **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 (ie 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 SDEs 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** (e.g. 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. sSs 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.

331. Resettlement Activities prior to Operational Deployment for those Personnel in their Last Tour of Duty. Personnel who between the 2-3 years before their ROD point and who are selected to deploy on Operations may apply to start resettlement earlier than the normal 2-year point in order to:

- a. attend a 2nd Line RAB.
- b. attend a CTW, FAR and JSHAO briefings.
- c. book appropriate resettlement courses where applicable (to attend on return from Operations).

before starting their pre-deployment training.

332. Service Personnel over 50 or with 30 years Service (50/30 rule)¹⁸. Regular Service Personnel who have reached the age of 50 years or who have completed 30 years service will be allowed to commence the resettlement process early, ie, 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 workshops¹⁹. If they wish to access this early, as they will not be entitled to a second Non-GRT CTP workshops closer to their discharge date. SP in this category who reach the original end date of the contract upon which they were originally engaged at the point they accessed their resettlement early, or at a point prior to their original discharge date, but who are then subsequently extended or re-engaged in service, are then entitled to the same benefits as set out at para 310-313 which must be applied immediately the service extension or re-engagement documentation is signed by the SP. Retrospective authority is granted for existing SP who took early resettlement under the 50/30 rule and have subsequently extended or re-engaged but have not yet had para 310-313 applied. sS SDEs are to take the appropriate action to apply para 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 para 310-313 has been applied, then any future entitlements must remain on para 310-313 terms. The 50/30 rule does not apply to FTRS, ADC, VeRR or MPGS personnel.

3.4 Application for Resettlement Activities

333. 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 the individuals Line Manager and to individual’s SRA. Other than those actions governed by use of MOD Forms 1746 and 1748 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

¹⁸ The removal of the 50/30 rule published in JSP 534 Issue 17 is to be disregarded. All SPs who were ineligible for early access to resettlement due to the removal of the 50/30 are retrospectively granted access

¹⁹ 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.

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.
- 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.

334. Resettlement Registration. To access resettlement provision eligible SLs 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 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.

335. 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.

336. 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 & F1748 forms also need to be completed for external training courses and CWA and for CTP Internal training courses if IRTC use is required.

337. **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.

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

339. **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.

340. **Restricted Use of Paper Forms.** Paper versions of MOD Forms F1173, F1173A, F1711, F363 and F363T are now obsolescent and use of these forms together with paper versions of CTP Future Horizons Opt In form & CTP Future Horizons Opt Out forms should not be used unless the criteria at Sect 1.5 are met. Guidelines on restricted use of paper forms for resettlement activities is summarised below:

- a. Early Service Leavers: F1173A and F1711, CTP Future Horizons Opt In form and CTP Future Horizons Opt Out form.
- b. Employment Support Programme: F1173 and F1711.
- c. Core Resettlement Programme: F1173, F1711, F363 and F363T.
- d. Core Resettlement Programme: F1746 and F1748 are valid current forms that must be used routinely for all external training courses and for CWA. In addition, these forms may also be used to access IRTC entitlements when attending CTP internal training courses.

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

342. **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

343. **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 conditions²⁰:

- 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 relates to the qualification awarded, or the qualification 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).

²⁰ 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.

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 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.

344. 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^{21,22}. 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.

345. **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 locally²³. 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.

346. **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.

347. **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.

348. **Special Security Regulations.** Additionally, security clearance is required for those countries where special security regulations apply. Security clearance must be

²¹ Additionally, individuals may require an educational visa, rather than a recreational visa, to undergo overseas resettlement activities, dependent on location.

²² RN/RM Medical Discharges require the prior approval of NRIO Medical before being forwarded to the SDE HQ Staff.

²³ As necessary, they should consult the Regional Resettlement Centre (RRC) Manager at the SL's local RRC and/or TESRR.

sought by units, at least 8 weeks in advance, on behalf of the SL, through single Service 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 once political approval has been confirmed by SDE HQ Staff and security clearance has been confirmed by single Service Directorates of Security.

349. **Exceptional Authority.** Without referral to TESRR, 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 documentation²⁴ through the chain of command:

- a. Foreign and Commonwealth 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 country²⁵.
- 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.

350. **Tolerable Variation.** To ensure that the workload on SDE HQ staffs with regard to the approval of ORT and CWAs does not become excessive, SDEs may authorise the SRAs 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. SRAs do not have the authority to approve overseas resettlement activities.

351. 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 and Plans ([People-TESRR-Reset Policy SO2](#)) at TESRR by the SDE POC.

3.6 Post-Discharge Resettlement

352. Under normal circumstances, with the exception of some SL who are Medically Discharged, 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).

353. On a case-by-case basis, SDEs 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.

²⁴ Supporting documentation must include appropriate proof of overseas residence.

²⁵ Proof of overseas residence or acceptance of immigrant status by the new country of residence or copy of job offer.

354. 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, TESRR 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.

355. 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.

356. 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.

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

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

3.7 Exceptional Procedures

359. 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 MB²⁶ 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 MB²⁷ 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.

360. Maternity. Female SL who are on Additional Maternity Leave (AML) but then decide not to return to duty, are entitled to resettlement activities in accordance with sS regulations. It should be noted that for a female SL on maternity leave and who is within their resettlement window (ie their last 2 years of service, or having had their discharge application approved, for example), that a CTW may be booked and attended and they will be fully indemnified as being on formal duty. No formal JPA 'leave cancellation' action is required in respect of an individual's maternity leave and the SL's record will remain as showing maternity leave for such CTW attendance. The CTW should be booked using normal procedures and the JPA MOD Form 1711 record updated.

²⁶ NSMBOS, FMB or RAFMB.

²⁷ NSMBOS, FMB or RAFMB.

361. **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 SRAs for RABs is stated at para 206.

362. **Directed Early Retirement (DER).** Senior Officers who have been selected for DER will be handled as individual cases by TESRR to ensure that the very limited numbers involved are given the 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, a copy of this authority should be sent to the sS SDE via their SRA. sS SDEs are to make these cases known to TESRR at the earliest opportunity. Although it is desirable that DER personnel complete their resettlement activities in service, this is not possible in all cases. Accordingly, all personnel subject to DER are to be automatically issued, without further justification, with a Post-Discharge Resettlement (PDR) authority by the respective sS SDE.

363. **Incapacitation or Death during Resettlement Provision.** Where a Service leaver 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. SDEs are responsible for ensuring appropriate procedures exist at sS level.

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

4 Medical Discharge

4.1 Introduction

401. All personnel subject to Medical Discharge (MD), 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 SLs.

402. There is one resettlement policy process that applies to all personnel who are subject to MD²⁸. There are different levels of support and timing of access is dependent on the need of the individual and sS procedures²⁹.

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)), but it is their personal choice to register with the CTP or not, and there is no requirement to do so. However, where an individual exercises their right not to register with the CTP, they will be unable to access the CTP employment support mechanisms and SSP support described in this Section. If the individual does not wish to register with the CTP, this fact must be recorded on their JPA record which is updated when a potential Medical Discharge (MD) attends the mandatory RAB.

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 overseas³⁰ should acquaint themselves with the local health provision and be aware of their liability for any associated costs.

405. MD SLs 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 discharged³¹ are entitled to the Core Resettlement Programme (CRP) from the CTP^{32,33}. 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.

²⁸ This includes Army personnel who are subject to PAP Restricted Employment in Current Unit (RECU) action.

²⁹ See sS Annexes E, F and G.

³⁰ For further information see 2013DIN01-074, support for MD settling overseas.

³¹ This includes Army personnel being discharged on medical grounds under PAP.

³² 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.

³³ 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 Board³⁴ (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 SDE³⁵ 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 Service personnel 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, the CTP and the SSP. This must include an explanation that early access to the resettlement service does not influence or indicate the outcome of an NSMBOS /FMB/RAFMB.

³⁴ Naval Service Medical Board of Survey (NSMBOS), Army Full Medical Board (FMB), RAF Medical Board (RAFMB).

³⁵ 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 his own resettlement planning prior to any MD decision being officially ratified, whilst bearing in mind he/she 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 applicable³⁶. 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 SSP and 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 para 205 and 403).

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 SL³⁷. This then generates the resettlement workflows for the individual and the SRA.

c. The SRA should provide an indication³⁸ 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 he has been selected; either the existing CTP or the CTP Assist resettlement pathways.

³⁶ The Individual Recovery Plan is owned by the individual who must provide a copy and bring it to the interview.

³⁷ As outlined in the JPA Business Process Guide-Early Access to Resettlement Entitlements.

³⁸ 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, CoC are 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 policies³⁹. 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 have been identified that the individual 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.

³⁹ 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].

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. Most WIS SP will only require the CTW event. WIS SP must have conducted a 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. **Specialist Support Programme (SSP).** The SSP provided by the CTP consists of the following elements from a resettlement perspective:

a. Discrete elements of the Defence Recovery Capability Recovery Courses:

(1) **CTW+.** A bespoke CTW structured to meet the needs of those in the recovery pathway.

(2) **Recovery Transition.** Career Assessments, Diversity and Inclusion, CV writing, and Vocational Assessment delivered by RBLI under contract to Right Management. VA may also be delivered as a standalone, in exceptional circumstances, if the Recovery Transition cannot be attended i.e. medically unable to attend a full course.

b. Allocation, via sS loading mechanisms to a Specialist Employment Consultant (SEC) who deliver employment support within the context of an individual's HARDFACTS recovery pathway. SLs allocated a SEC are supported under the CTP Assist resettlement pathway.

c. Access to employment opportunities via RightJob.

d. Access to vocational opportunities via the CTP Assist Portal.

414. **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.

415. **Accessing SSP.** A WIS SL must register with the CTP for resettlement provision to be able to access CTW+ (or a normal CTW), SEC support and access to the CTP Assist Portal. SL/WIS may not access the SSP unless they are registered with the CTP for resettlement. Any SL/WIS applications received for SSP but which are not registered for resettlement by the CTP and be returned unactioned to the originating unit.

416. **Access to the CTP Portal for MD personnel.** Any SL who is being MD is eligible to access the CTP Portal. The Portal is focused on delivering vocational opportunities, less employment opportunities which are held on RightJob, to enable WIS to determine what employment options best suit them as they embark on a civilian career. It is designed to be used in conjunction with RightJob and will not be of benefit to all MD SL, but is targeted at those with the most career changing injuries or illnesses. Access to the CTP Portal is gained via an individual's CC or SEC depending on which resettlement pathway the MD SL is placed into (CTP or CTP Assist).

4.4 Process

417. 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 earlier access to resettlement entitlements. 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.

418. 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 SLs (see Part 2 Sect 3.1), but this must be by exception and not considered to be the norm.

419. 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 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

420. **Post-Discharge.** Where a MB⁴⁰ 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 discharge⁴¹.

⁴⁰ NSMBOS, FMB or RAFMB.

⁴¹ For the Naval Service this is done through NRIO (Medical) at the Institute of Naval Medicine.

SLs will not receive military salary and are responsible for their own personal injury/liability/indemnity insurance when undertaking post-discharge resettlement activities. Non-serving SLs are able to request an advance of allowances under PDR (JSP 752 refers).

421. Transfer to Spouse 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 6.5 should be consulted in this respect.

422. Transfer of Entitlement to a Nominated Proxy (NP). Where a SL, regardless of PStat Cat⁴², 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 (ie 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 group⁴³ 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 This applies to single and married (including those with eligible partners) SLs.

⁴³ 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 Line Manager 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 Line Manager 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 TESRR. Where SDE and/or TESRR 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. TESRR 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 Standing 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 TESRR. Where an SRA is involved he 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 TESRR through the single Service 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.

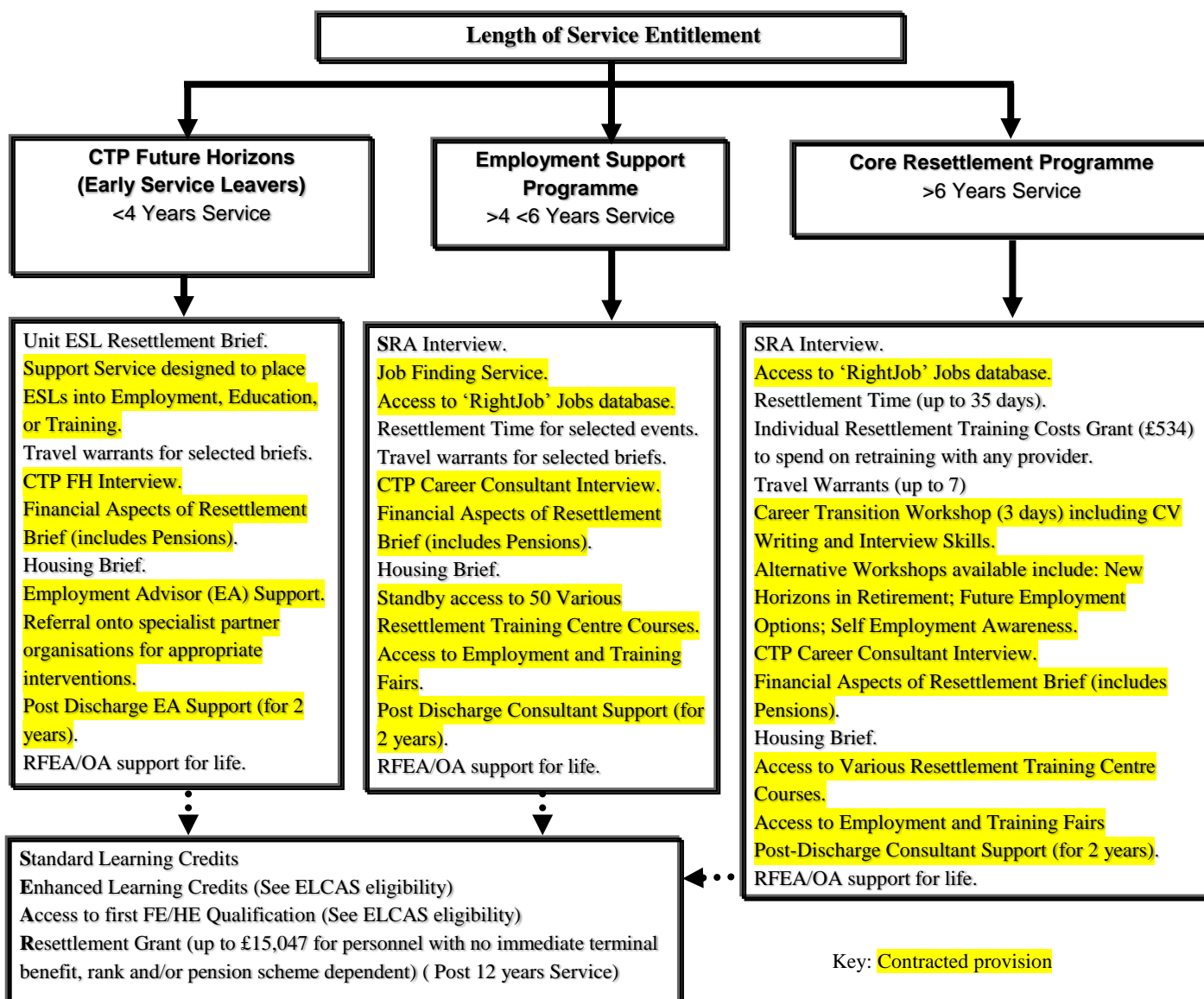
509. **Improper Use of CTP Information Technology (IT).** CTP IT resources shall not be used for any illegal or unauthorised purposes. If any contravention suspected or confirmed is reported to the Regional Manager (within CTP) or equivalent, they shall immediately advise the appropriate Senior Military Officer on the unit in which the RRC is located, and TESRR, as appropriate. **In the case of any such contravention by a client, TESRR 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 he is 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 (ie 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 (ie not using GRT). If personnel are concerned about their personal liability, they should take out appropriate insurance

TRI-SERVICE RESETTLEMENT 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. The VWS is part of MOD's Veterans UK support function within Defence Business Services and is the Government's in-house provider of support to Veterans. They are the first point of contact for all Veterans support. A referral should be made to VWS where it is deemed that those approaching the end of their Service, may benefit from ongoing specialist advice, information and support from VWS, by virtue of their disabling conditions, perceived or actual needs of welfare support

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 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.

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 application. 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 SDEs 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.

Early Service Leavers

ESLs are to be administered as follows:

- a. **All trained strength** ESLs **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 ESLs) **CAN** continue to be manually registered with the manual forms.

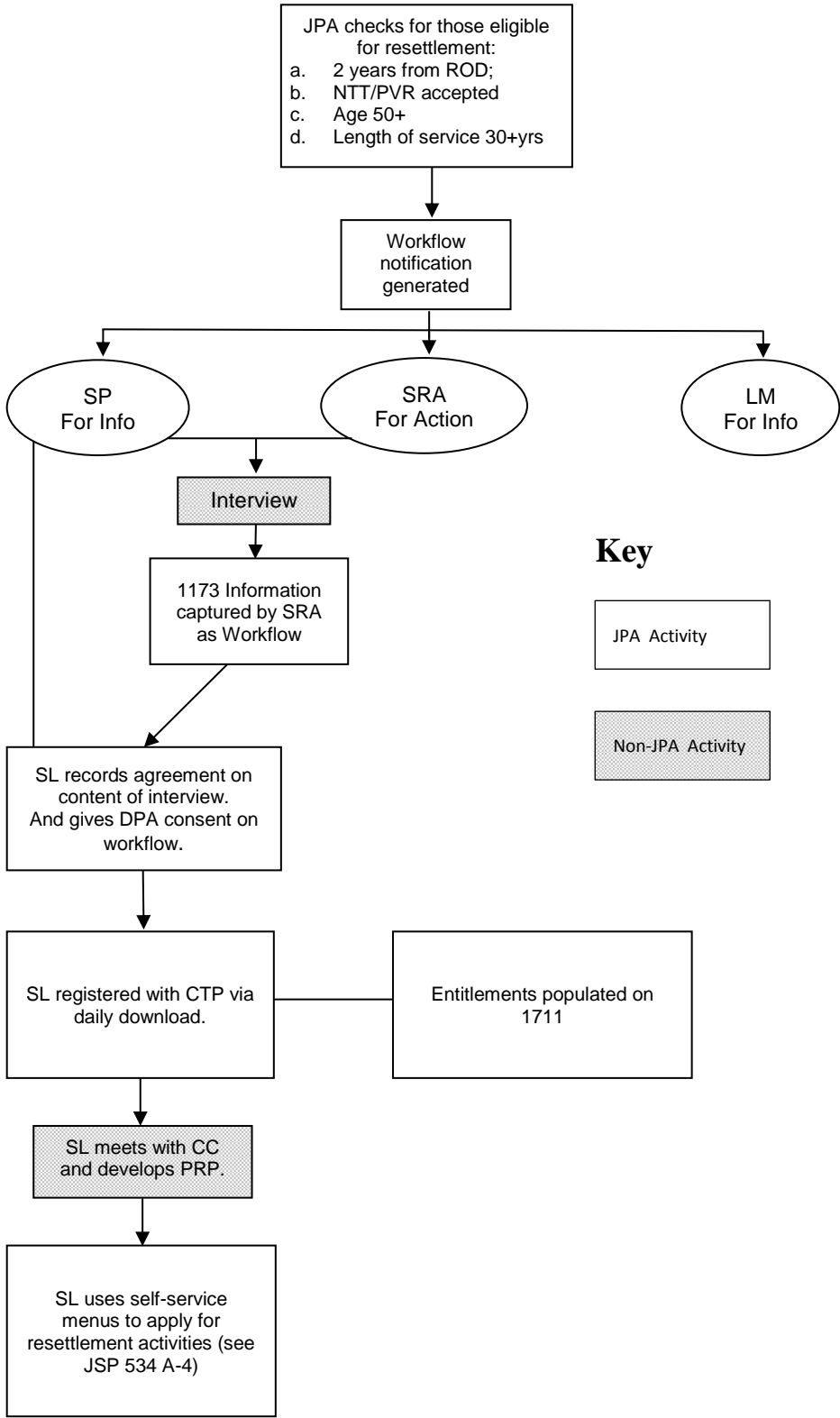
When a Service Person's record is revised to record them as an ESL in JPA, an immediate Workflow notification is generated and sent to the UBO, UEC and LM.

The UBO and UEC complete their respective briefs and actions.

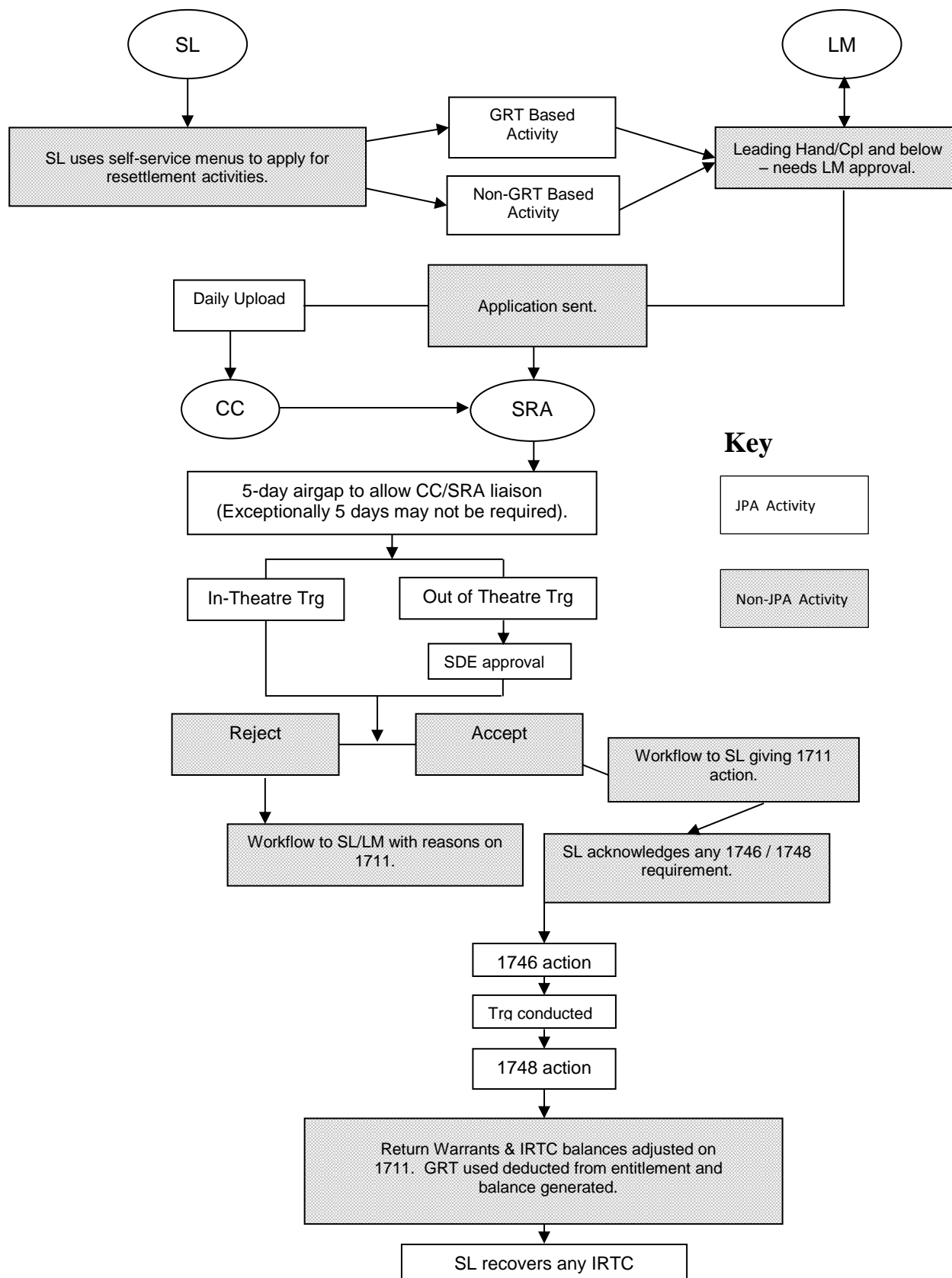
After each event the coordinator/briefer updates JPA accordingly to record the material covered and observations made, and the information is forwarded to the next professional user in the chain using Workflow. The ESL's acknowledgement of the record and any consent regarding the Data Protection Act (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 single Services 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
Royal Navy: Short Title: SO2 Education, Life Long Learning & Resettlement Tel: 93 832 5947 e-mail: NAVYTRGHQ-EL3SO2@mod.gov.uk	Mail Point 3.3 Leach Building Whale Island HMS EXCELLENT Portsmouth Hampshire PO2 8BY
Army: Short Title: SO2 Policy Individual Tel: 94 391 7611 e-mail: ArmyPers-Pol-LearnDev-Ind-SO2@mod.gov.uk	I Dev Branch IDL 33 Blenheim Building HQ Army Marlborough Lines ANDOVER Hampshire SP11 8HJ
Royal Air Force: Short Title: SO1 Resettlement (RAF) Tel: 95 221 5943 e-mail: Air-COSPers-ResettlementSO1@mod.gov.uk	COS Pers 3-N Hurricane Block 1-Site RAF High Wycombe Buckinghamshire HP14 4UE

TIMING OF RESETTLEMENT ACTIVITIES

Ser	WHEN	WHAT	WHO	HOW
(a)	(b)	(c)	(d)	(e)
1.	At 2 year point or on giving or receiving notice to leave.	Start resettlement process.	SL RIS	Open MOD Form 1711 . Complete Part 1 to MOD Form 1173 and send to SRA.
2.	As soon as possible after Serial 1 (ideally within 1 month but extendable at CO's discretion for operational reasons).	Attend Brief/Interview with SRA.	SL SRA	Complete Parts 2, 3 and 4 of MOD Form 1173 . Send original to RRC or to TESRR. Copy to unit (to be retained with MOD Form 1711), SRA and SL.
3.	If entitled to the CTP Full Resettlement Programme: As soon as convenient after SRA brief, but, for those able to register earlier, not more than 2 years before proposed exit.	SL books onto a CTW. Attend CTW and meet with CTP Consultant. Develop PRP. Identify resettlement activities.	RRC SL SRA	CTP Consultant signs Part 2 of MOD Form 363T , or SRA/CTP Consultant signs part 2 of MOD Form 363 to state that training and or Civilian Work Attachment, respectively has been discussed, and is appropriate to the SL resettlement requirements. SRA or Certifying Officer signs that SL has sufficient GRT. Unit authorises activity at Part 3. Copy sent to SRA. Unit retains completed MOD Form 363/363T with MOD Form 1711 .
	If entitled to the Employment Support Programme: Ideally within one month of submitting notice but at least 6 months before discharge.	Identify resettlement activities – RFEA/Financial & Civilian Housing briefs. 6 months before discharge - contact RRC or RFEA/OA for registration interview.	SL SRA	SL, SRA complete Parts 1 and 2 of MOD Form 363 . Unit authorises activity at Part 3. Copy sent to SRA. Unit retains completed MOD Form 363 with MOD Form 1711 .
4.	If entitled to the CTP Full Resettlement Programme: After Consultant advice and normally in last 9 months of service.	Book and attend training courses, and/or CWA (CWA up to 2 years before discharge) And/or complete IRP.	SL	Training booked using MOD Form 363T . Claim advance of 80% IRTC, 90% subsistence and 100% travel if appropriate. SL to contact RIS for CWA/External Training admin and claim of IRTC. CWA booked using MOD Form 363.
	If entitled to the Employment Support Programme: After SRA advice and normally in last 9 months of service.	Book and attend resettlement briefings and employment fairs.	SL RIS SRA	Claim advance 100% travel if appropriate. SL to contact RIS.
5.	At least 6 months prior to discharge.	Resettlement progress check.	RIS SL	Check and initial MOD Form 1711 .
6.	As required.	Further interviews with SRA or CTP consultant (if entitled).	SL SRA CTP/ RRC	Booked by telephone or in writing.
7.	On completion of External Training (if eligible).	Claim balance due for IRTC (if entitled), T&S as appropriate.	SL SRA RIS	SL to contact RIS.

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 CoC⁴⁴ when it is assessed that the individual is likely to discharge and is ready to engage with resettlement activities. All individuals likely to be medically discharged will be able to access the Specialist Support Programme Portal⁴⁵. The Naval Resettlement Information Officer (NRIO)⁴⁶ is to request user names and passwords for personnel via Army PersSvcS-PRBr-ARCSvReqCTP.
4. Those personnel (including WIS) not expected to meet Naval Medical Employment Standards will be referred to NSMBOS⁴⁷ 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 documentation⁴⁸. Within this documentation the PMO/SMO will make an assessment of whether the individual is 'likely' to be recommended for discharge at the NSMBOS⁴⁹.
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 1⁵⁰. The TAF should be sent to the Medical Centre; if a Specialist Employment Consultant (SEC) is required, as much information⁵¹ as possible about the individual's situation should be added (including an assessment from the Regional

⁴⁴ The Carers' Forum (BR3 Annex 24B) being an appropriate medium.

⁴⁵ www.recoverycareerservices.org.uk.

⁴⁶ The term NRIO has been used throughout for brevity but this could also be the Royal Marine's Resettlement Information Officer (RMRIO) or Education & Resettlement Officer (ERO).

⁴⁷ Individuals should normally expect to be seen at NSMBOS within 90 days from this point iaw BR 3.

⁴⁸ Supported by the UPO/HR/Personnel support function.

⁴⁹ 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.

⁵⁰ The Transition Assessment Form is to be completed electronically.

⁵¹ 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 NRIO.

6. An interview with the NRIO to gain an overview of the resettlement process should be arranged⁵² by the SL and the form completed at Section 4 and forwarded to the Line Manager detailed in Part 2 for executive endorsement at Part 5. At this interview the individual will need to decide whether or not to register with the Career Transition Partnership (CTP)⁵³. Individuals must be made aware that any Graduated Resettlement (GRT) activities undertaken prior to the NSMBOS will impact on TX calculations⁵⁴.

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 Assist⁵⁵. The line manager and NRIO 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 resettlement taken as a result of an assessed likelihood of medical discharge not deducted from their entitlement.

⁵² JSP 534 Part 1 Sect 4.3 details the scope of this interview.

⁵³ The NRIO will generate the appropriate supporting paperwork. Changes to personnel's status on JPA will need to be undertaken by the UPO.

⁵⁴ NRIO are to inform NRIO(M) of any authorised GRT taken as this will impact on their provisional TX date.

⁵⁵ CTP Assist is there to support those with the most extreme barriers to employment due to the nature of their medical condition.

13. NRIO 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 363T/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 Service Resettlement Adviser (SRA) 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.

OFFICIAL SENSITIVE PERSONAL (when complete)

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 SRA)
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)

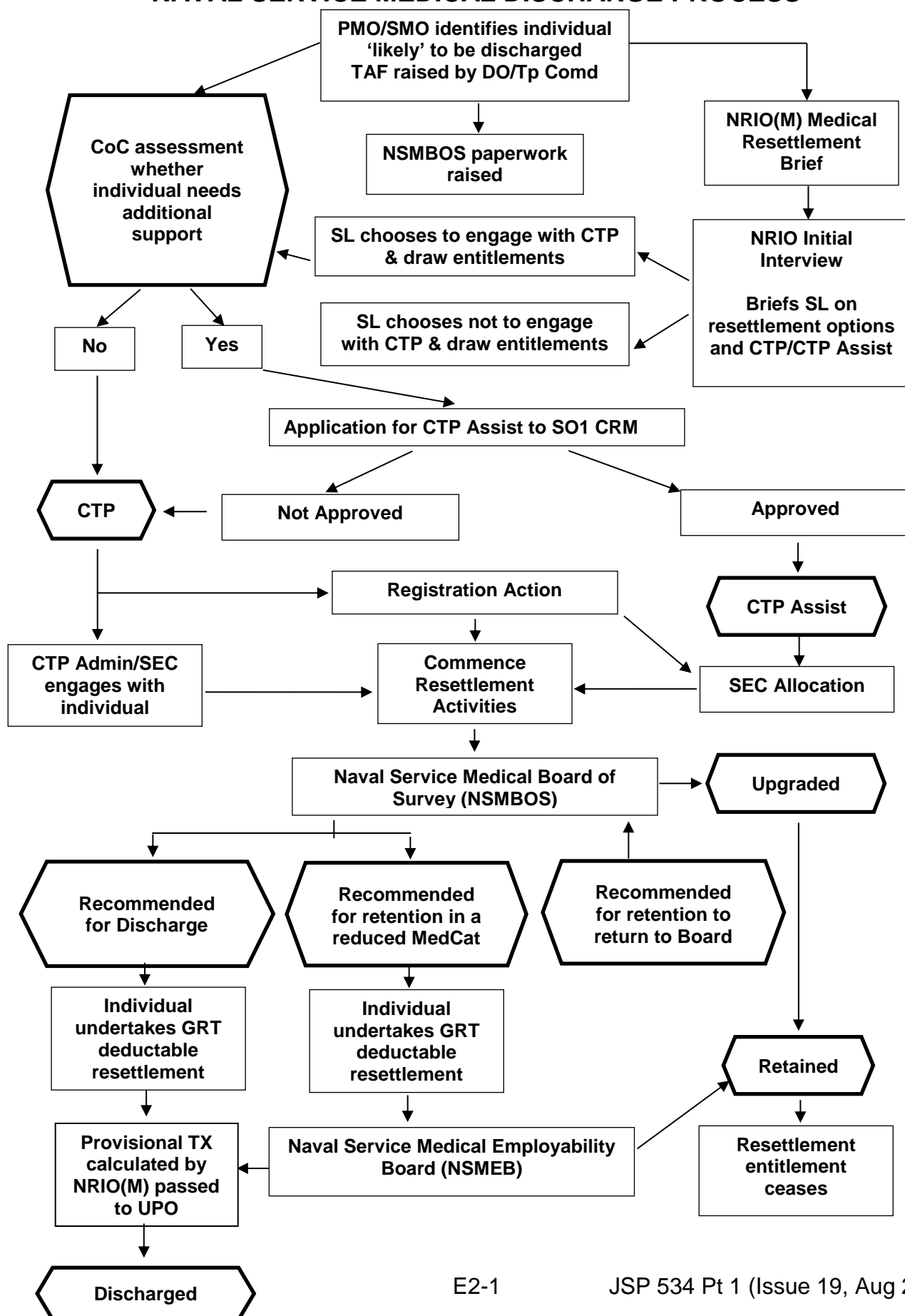
The following additional factors should also be taken into account:			
Name:		Rank / Grade:	
Position:		Email:	
Tel:		Date:	
RAB Date:			

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 ⁵⁶ 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				

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

⁵⁶ **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.

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.
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 Specialist Support Programme (CTP SSP)⁵⁷ with a Specialist Employment Consultant (SEC). This route is known as CTP Assist. Access to the CTP Assist and SEC is authorised by the Army Transition Assessment Board (ATAB) held at unit level during the Unit Health Committee (UHC) meeting or the 28-day case conference.
4. The SSP⁵⁸ 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 the SSP 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 Part 6 Chapter 7 (Medical Employment Standards Policy) and PAP.
 - b. those who are Wounded, Injured and Sick (WIS) and/or on the Recovery Pathway.
 - c. those who are undergoing RECU action.

⁵⁷ For details about SSP employment opportunities for SP likely to be medically discharged see <http://defenceintranet.diif.r.mil.uk/Organisations/Orgs/Army/Organisations/Orgs/ag/Organisations/Orgs/dgper/Organisations/Orgs/dpsa/Orgs/ARC/Pages/RCSATAB.aspx> and <https://www.recoverycareerservices.org.uk/>.

⁵⁸ <https://www.recoverycareerservices.org.uk/>.

Responsibility

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

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 FMB⁶⁰.

Process

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

9. Early access to resettlement must be through initial contact of the SP with the IERO and is determined at the Unit's monthly review of medical cases conference. Upon issue of the PAP appendix, the SP's unit is to arrange an interview with the IERO⁶³. This ensures that entitlements are allocated to the MOD F1711⁶⁴.

10. In cases where the CO decides the additional support of a Specialist Employment Consultant (SEC) is required during the ATAB⁶⁵, the SP will need to complete a Resettlement Advisory Brief (RAB) with their designated IERO early in the process, in order for the resettlement section on the Annex CC form to be completed prior to submission⁶⁶.

WIS/Unit Recovery Pathway

11. The Army runs residential core recovery events (CRE) for all WIS, regardless of rank. The CRE run approximately once a month in each of the Personnel Recovery Centres (PRC) and last between 5 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 resettlement advice brief (RAB) before CRE 3.

12. While some soldiers 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.

⁵⁹ Inclusive of those SP undergoing PAP RECU action.

⁶⁰ See PAP Unit Implications Brief process (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, 22, 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 See PAP Appendix 27.

⁶⁴ Unit is required to change the status of SP to SL to force an 1173 workflow in accordance with para 14.

⁶⁵ See para 24.

⁶⁶ In accordance with para 709.

Early Access Procedure

13. Early access is available to SP whose Joint Medical Employment Standard (JMES) are either Medically Not Deployable (MND) or have Medically Limited Deployability (MLD) for longer than 6 months, fall below minimum medical standards for Service or for whom RECU action is being taken. The MES Codes of Land 5 and Environment 5 (JMES L5E5) as shown in PAP 10 are the base line for early access.

14. In all cases the unit should take appropriate PAPMIS and WISMIS action. It is a unit administrative responsibility to change the status of the SP to Service leaver and initiate the JPA workflow⁶⁷ in accordance with the JPA Business Process Guide⁶⁸.

15. **JMES L5E5 Temporary (T) SP.** SP graded JMES L5E5 (T) for longer than 6 months, identified by PAP 10 Appendix 11 action, have early access. Occasionally, SP who have been graded for less than 6 months⁶⁹ but for whom the medical outcome can be predicted with a high level of certainty, may have early access.

16. PAP 10 Appendix 11 is completed by clinical staff and sent to Unit for action and IERO for information. IERO is to utilise the information for subsequent resettlement and any ATAB purposes. Upon receipt of the Appendix, and following the regular unit health case conference which meets every 28 days to review all SP held in units, SP should be referred to IERO.

17. IERO conducts Resettlement Advice Brief (RAB)/ Interview, which should cover the following:

- a. A comprehensive explanation of the whole medical discharge resettlement process, the CTP and, if relevant, the SSP.
- 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 a Full Medical Board.
- c. That the individual can gain earlier access to ELC, where it is identified that it is suitable to do so. The IERO 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 898, Part 4, Chapter 3 refers).
- d. That only those individuals who are registered with CTP will be able to access the resettlement (and SSP).
- e. That 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 MOD Form 1173⁷⁰.

⁶⁷ See Unit HR Task: http://www.ipublish.dii.r.mil.uk/nlapps/data/folders/JPA_Docs/PR920003.htm#tasks.

⁶⁸ http://www.ipublish.dii.r.mil.uk/nlapps/data/folders/JPA_Docs/PR920003.

⁶⁹ PAP Appendix 10.

⁷⁰ JSP 534 para 403.

f. That it is in the SP's best interest to think about his 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 SL's exit date will remain unchanged until a medical discharge has been confirmed.

18. **JMES L5E5 Permanent (P) SP.** SP graded JMES L5E5 (P), identified by PAP 10 Appendix 12 action, have early access. The Appendix is completed by clinical staff and sent to Unit for action and the IERO, who is to utilise the information for subsequent resettlement action. The Appendix will give guidance on fitness to undertake resettlement activities.

19. Upon receipt of Appendix 12 the IERO should check if the SP is already known to them through a previous appendix and /or ATAB process and proceed accordingly. If the SP is unknown (these SP are most likely to be those who have been downgraded long term but have been at work) early access to resettlement is to be instigated by completing MOD F1173 action on JPA and registering the potential MD with CTP. The IERO conducts a RAB as shown in para 15 above.

20. **SP falling below the minimum medical retention standard (PAP 10 Chapter 10) with JMES above L5 E5.** SP who fall below the minimum medical retention standard for their Arm or Service and where RECU action is being undertaken will have early access to the resettlement service. The trigger for access to early resettlement is completion of the PAP 10 Appendix 9 which will identify the JMES grading of MND Permanent above L5 E5 or, in exceptional case, MLD Permanent, in accordance with PAP 10.

21. **RECU.** The RECU process⁷¹ is initiated once SP is medically assessed as being permanently downgraded and stable or has a disability that is of slow progression. SP for whom the RECU process has been initiated and for whom PAP 10 Appendix 22 has been sent to the APC are eligible to commence resettlement training whilst their case is being processed.

Fit to Return to Duty / Confirmed Medical Discharge

22. 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 Full Medical Board (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 will not be taken into consideration when leaving under subsequent discharge.

23. 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

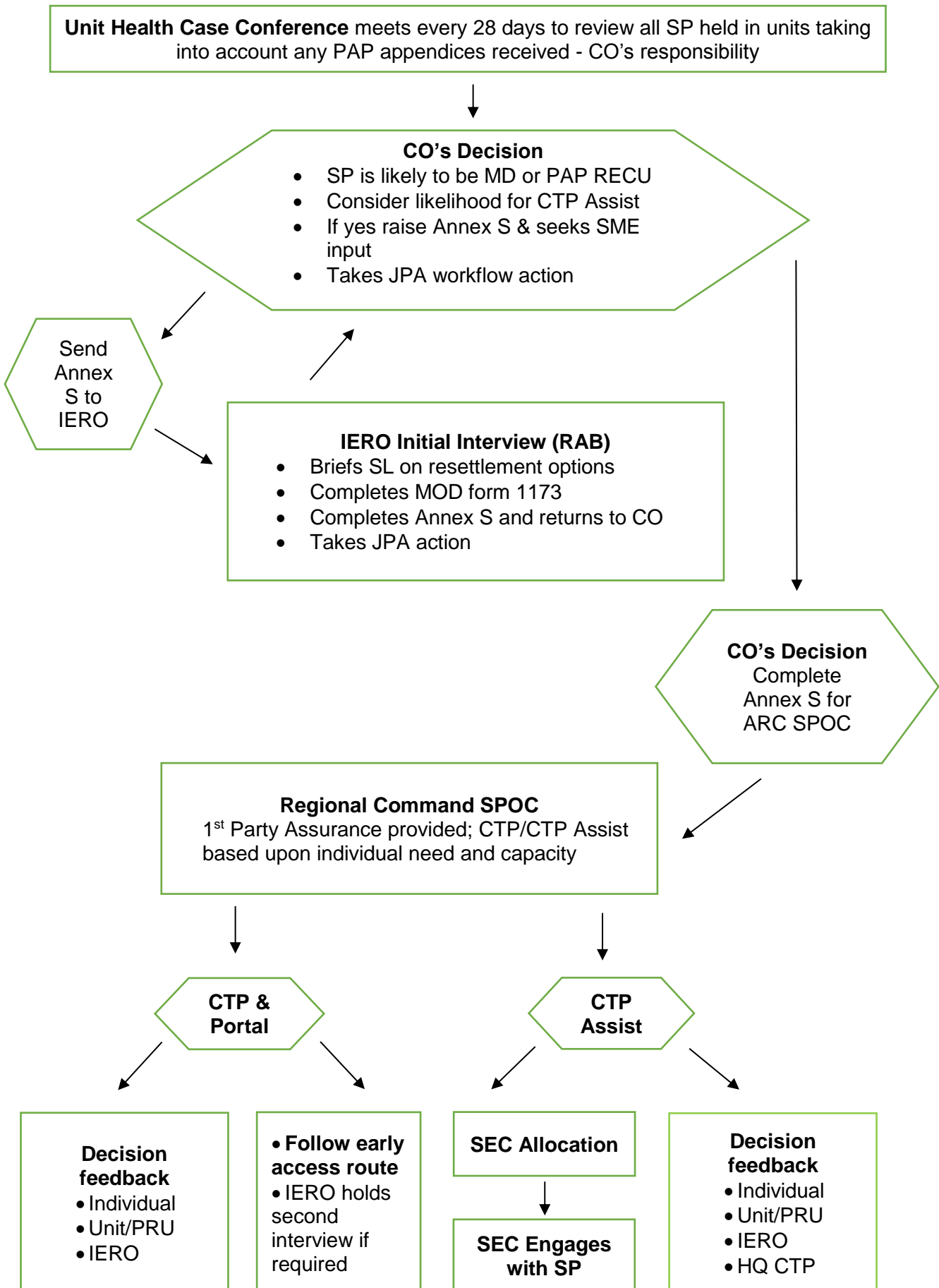
⁷¹ PAP para 1001.

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.

The ATAB Process

24. Although previous iterations of the ATAB were a separate process, the revised ATAB should not be seen as separate to the Unit Health Committee (UHC) meeting or 28-day case conference, rather an integral part of both in the decision-making process to ascertain whether an individual SP requires the support of an SEC. The CO's decision to submit an application for SEC support should be based on the evidence presented to the unit health committee or 28-day case conference, drawing on information from the relevant PAP 10 appendices and the representations of the SME's present (e.g. Clinical Facilitator / RMO / PRO etc).

ATAB APPLICATION ROUTE



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 JPA⁷² 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 page⁷³, 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 aware.
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 if a SP is allocated to additional assistance through the Recovery Careers

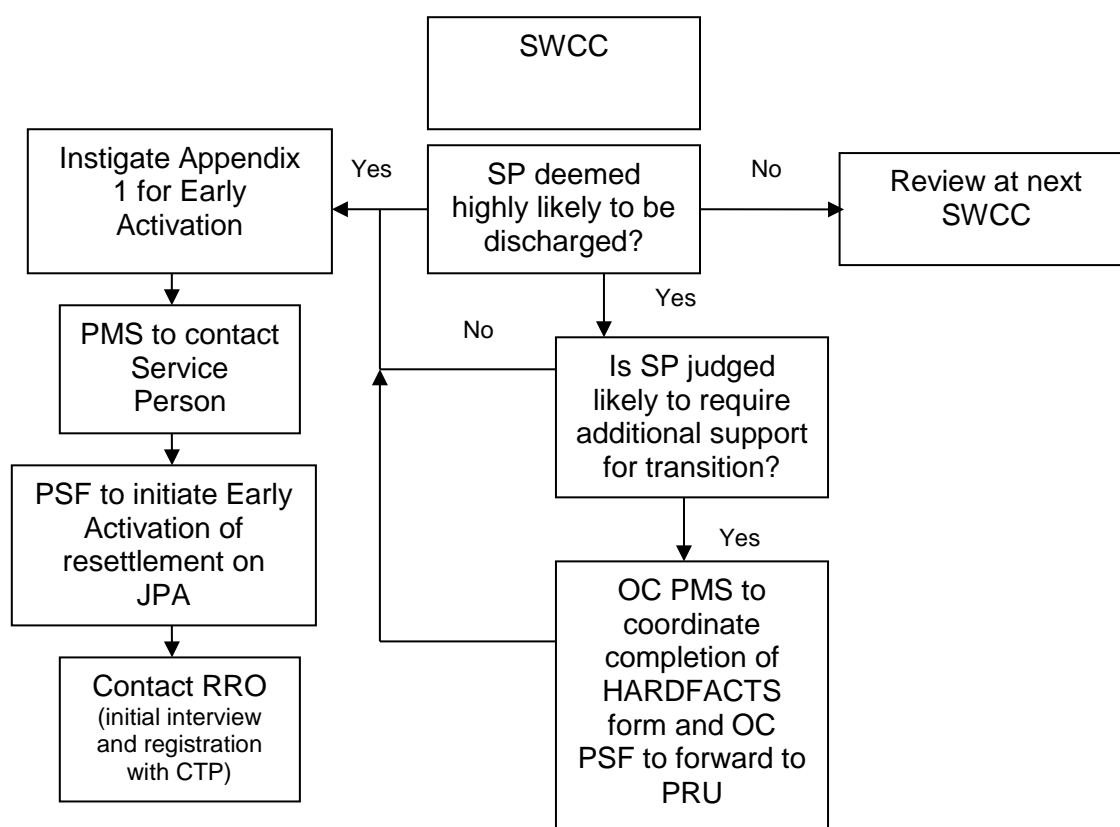
⁷² JPA Business Process Guide [to be updated accordingly].

⁷³

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

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.



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 in a position 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 partner⁷⁴.

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.

⁷⁴ JSP 534 Part 2 paras 707-710.

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, although payments will be made by the REC at High Wycombe if resettlement entitlements have been deferred post-discharge. RROs must complete, authorise and forward appropriate forms⁷⁵ to the High Wycombe REC to allow payment to be made. All other documentation should be retained by administering RRO/PRU.

⁷⁵ F1746/F1748/ F363/363T/ F1950/F509b.

RAF REFERRAL FOR EARLY ACTIVATION OF RESETTLEMENT

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

Service Number		Name	
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HARDFACTS form required?	Yes/No (if yes, submit HARDFACTS form to OC PRU)	Date completed (if applicable)	
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.	<input type="checkbox"/>	Reinstatement of Travel Warrants.	<input type="checkbox"/>	Reinstatement of IRTC Grant.	<input type="checkbox"/>	Refund of Personal Contribution.	<input type="checkbox"/>
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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.	<input type="checkbox"/>	Reinstatement of Travel Warrants.	<input type="checkbox"/>	Reinstatement of IRTC Grant.	<input type="checkbox"/>	Refund of Personal Contribution.	<input type="checkbox"/>
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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, TESRR 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 TESRR.

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 e-mail):	
Tel:	Fax:

DETAILS OF COMPLAINT:

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

INITIAL ACTIONS:

Dealt with locally?

Yes/No

Date complaint raised: _____

Passed up the resettlement chain?

Yes/No

If yes, passed to whom?

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Written response sent?

Yes/No

If yes, is copy attached?

Yes/No

RECORD OF ACTIONS TAKEN:

Date Received	By Whom	Action Taken	Date