



Llywodraeth Cymru
Welsh Government



Employment Pathway

Employment support for
Service Leavers and Veterans



Foreword

Wales has a proud history of military tradition and recognises the value our Armed Forces bring to the communities in which they live. We welcome their participation into the Welsh way of life.

As a nation we owe a debt of gratitude to our Armed Forces and their families for the sacrifices they have made to ensure we continue to enjoy the just and safe communities we have today.

Transition into civilian life can be a daunting experience. However the majority of Service leavers integrate back into community life effectively, using skills developed during their time in the Armed Forces to gain meaningful employment and contribute to their communities.

The Welsh Government is committed to the principles of the Armed Forces Covenant to ensure members of the Armed Forces are not disadvantaged due to their service, and special consideration is given to those who have given the most.

In recent years Welsh Government along with our key partners have worked together to ensure members of the Armed Forces community receive the support and services they deserve.

We have come a long way however, there is more we can do.

Finding meaningful employment that recognises the skills service personnel have gained during their time in the Armed Forces, has been identified as a key factor in helping Service leavers, Veterans and their families, integrate back into civilian life, and contribute to the communities in which they settle.

Some, through a variety of reasons, find transition difficult and being unable to secure employment is a key factor to an unsuccessful transition.

This Pathway is designed to signpost and inform Service leavers and veterans of their options in finding employment that recognises their skills, to support financial security.

The development of this Pathway is an opportunity to make a difference and I look forward to seeing the benefits it will bring. I would like to thank everyone involved in its development.



Alun Davies AM, Cabinet Secretary for
Local Government and Public Services

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Introduction

In recognition of their service for their country, the Welsh Government believes that every former member of the Armed Forces should be helped, if needed, to find suitable employment, whether directly on discharge or later in life.

Estimates of the number of members of the Armed Forces Community living in Wales vary and could be as high as 385,000¹.
www.gov.uk/government/publications/the-nations-commitment-cross-government-support-for-our-armed-forces-their-families-and-veterans

This Employment Pathway along with the Welsh Government's Package of Support sets out the support available in Wales to ensure all those in need of meaningful employment are supported and given the information relevant to their needs.
www.gov.uk/government/publications/the-nations-commitment-cross-government-support-for-our-armed-forces-their-families-and-veterans

The Welsh Government's commitment to this was established in "The Nation's Commitment: Cross-Government Support to our Armed Forces, their Families and Veterans" which was updated by the Armed Forces Covenant.
www.gov.uk/government/uploads/system/uploads/attachment_data/file/238719/7424.pdf

In support of the UK Government's Armed Forces Covenant, the Welsh Government has developed a Package of Support for Service leavers, Veterans and their families in Wales.

This package includes support for people in areas such as healthcare, education and housing.
www.gov.wales/docs/dsjlg/publications/commsafety/160915-giving-and-receiving-armed-forces-en.pdf

¹ The Royal British Legion Household Survey

Armed Forces Covenant



The first duty of Government is the defence of the realm.

Our Armed Forces fulfil that responsibility on behalf of the Government, sacrificing some civilian freedoms, facing danger and, sometimes, suffering serious injury or death as a result of their duty.

Families also play a vital role in supporting the operational effectiveness of our Armed Forces.

The Armed Forces Covenant is a promise by the nation that those who serve and have served and their families should be treated fairly. The Covenant was enshrined in law in the 2011 Armed Forces Act and it ensures that no member of the Armed Forces community is disadvantaged as a result of their service in accessing public or commercial services.

Special consideration is appropriate in some cases, especially for those who have given the most such as the injured and bereaved.

The Government, Local Authorities, third sector and service charities, commercial organisations and civic society all have a role in supporting the Armed Forces community. This includes support regarding employment, healthcare, housing, education and financial advice.

www.armedforcescovenant.gov.uk

Research

There has been various research undertaken over the last few years to support Service leavers and Veterans find meaningful employment on leaving the Services, including:

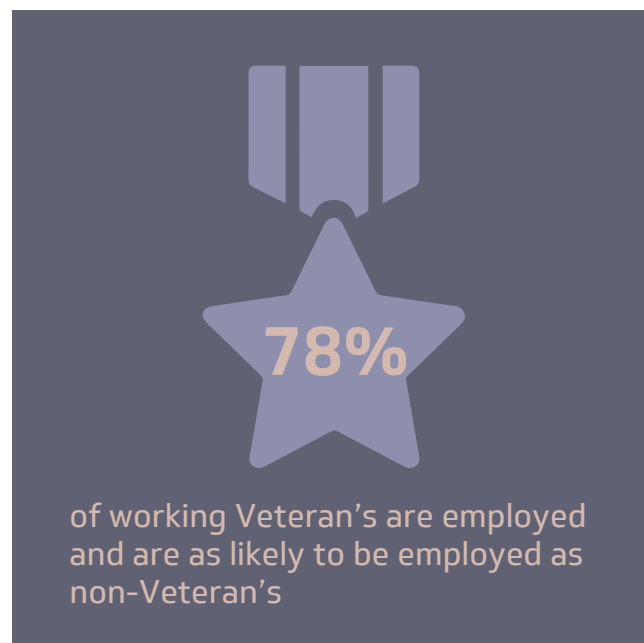
- » Employers' perception of ex-Service personnel.
- » Training, skills and employment.
- » Recognising the potential of ex-Service personnel¹.
- » Exploring the Veteran employment gap².
- » Capitalising on Military Talent³.

These are some examples of research undertaken to determine both the barriers and opportunities for Service leavers and Veterans accessing employment.

Most publications cite a key factor to a successful transition is finding meaningful employment.

Service leavers and Veterans will be entering a highly competitive jobs market. It is with this in mind, and findings from research undertaken, that this pathway has been developed.

This document is intended to provide information and signposting to support available for Service leavers and Veterans to find employment and provide opportunities for them to capitalise on skills gained during their Service.



¹ Deloitte, FiMT & The Officers Association

² Deployment to Employment – Royal British Legion 2016

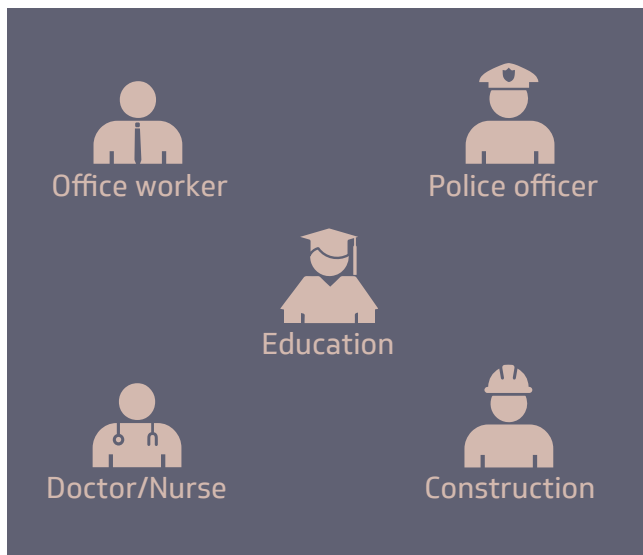
³ Business in the Community Toolkit



What's your path? >

Do you know about the support currently available for you?

Career Possibilities



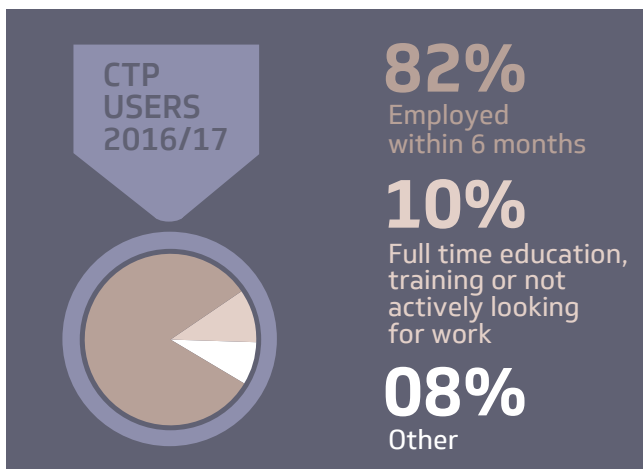
Here is some more information on the options illustrated

The Ministry of Defence (MoD) and the Joint Services recognise that successful transition from the Armed Forces to civilian life is crucial for you to successfully settle into civilian life.

Preparation for your future employment is a central pillar of the transition process and the MoD provides support for you through the Career Transition Partnership (CTP).

CTP support assists you leaving the Armed Forces to make a successful transition to civilian employment and for you to achieve the wider vocational outcomes you seek.

DID YOU KNOW?



DID YOU KNOW?

It is estimated that 82% of Service leavers who used the CTP in 2016/17 were employed within six months of leaving the Armed Forces, with a further 10% either in full time education, training or not actively looking for work.

However, there is evidence of a veteran employment gap, with significant numbers of veterans without full or part time employment or not able to use the skills they have in their roles¹.

Career Transition Partnership (CTP) >

The CTP is a partnering agreement between the Ministry of Defence and Right Management Ltd, who are global career development and outplacement specialists.

It delivers resettlement services, career transition advice and employment support, as well as vocational training programmes, at no cost to you the Service leaver.

It will help you market yourself confidently to employers and succeed in the civilian job market.

Your resettlement process usually begins two years prior to discharge and for two years following discharge. The support encompasses the Tri-Services and includes support to identify transferrable skills, job search, employment, housing and finance. The Core Resettlement Programme is available to personnel who have completed six years' Service or more.

It delivers one-to-one support from a personal career consultant, and helps you to prepare CVs and interview techniques. It will also support you with civilian work attachments and vocational training to gain civilian-recognised qualifications.

Prior to leaving the Services it would benefit you to work with the CTP to determine what skills and qualifications you need to fill specific job vacancies in the region to where you want to re-locate.

This will ensure you have the relevant skills to fill identified employment shortages and the tools and resources to help you find the rewarding second career you're looking for.

Future Horizons



If you are an Early Service Leaver (ESL) – and have completed less than four years' Service or if you have been compulsorily discharged, you can access support through the Future Horizons scheme.

The scheme links you with a network of partners to provide you with the most appropriate support and advice for you on leaving the Services and transition to civilian life.

For more information on the CTP and their services visit: www.ctp.org.uk

Department for Work and Pensions (DWP)

If you have been unsuccessful in finding employment before leaving the Services you will need to contact the DWP at your local Jobcentre Plus office to get support in accessing financial benefits such as Job Seekers Allowance and Universal Credit.

You will need to identify yourself as a Service leaver or Veteran to your Jobcentre Plus Work Coach who will discuss with you your transferrable skills, qualifications and any barriers to employment.

www.gov.uk/browse/benefits

DID YOU KNOW?

As a Service leaver or Veteran you (and your spouse/partner) may be eligible for additional support; each Jobcentre in Wales has an Armed Forces Champion who will have extensive knowledge of the support available and of the 'Armed Forces friendly' employers in your area.

You can also access support from the Careers Transition Partnership and discuss how best to utilise your Enhanced Learning Credits Administration Service (ELCAS) credits. You will also be able to access relevant courses to support you into employment. You may like to consider voluntary or part-time work initially, to prepare yourself for full-time employment.

Veterans Welfare Service

The Veterans Welfare Service is part of Veterans UK MoD, and provides support for you as members of the Armed Forces when transiting into civilian life.

Help can be provided on a range of issues including the Armed Forces Compensation Scheme, War Pension Scheme and the Armed Forces Pension Scheme.

The Veterans Welfare Service also provides support on financial issues, including financial management, housing and employment.

The Veterans Welfare Service can be accessed at **Veterans-uk@mod.uk** or by telephone on **0808 1914218**.

The Veterans Gateway

The Gateway is the first point of contact for Veterans seeking support.

The Gateway will put you and your family in touch with organisations best placed to help you with the information, advice and support you need – from healthcare and housing to employability, finances, personal relationships and more.

To find out more about help the Gateway provides, Please Call: 0808 802 1212 or visit: **www.veteransgateway.org.uk**

Welsh Government

Community Employability Programmes

If you live within one of the Welsh Government's Community Based Employability Programmes areas they have a significant role to play in ensuring we deliver on our commitment to work with you and all our protected groups to counter discrimination and ensure opportunities for all.

They provide the intensive mentoring and support to both engage you as participants and address the complex barriers to employment experienced by those furthest from the labour market.

Communities for Work and Communities for Work Plus

The Communities for Work (CfW) programmes are jointly funded by the European Social Fund (ESF) and Welsh Government, working in partnership with the Department for Work and Pensions (DWP), while Communities for Work Plus is an additional service funded by Welsh Government. For further information please contact: C4W@wales.gsi.gov.uk.

CASE STUDY:

Brian had been claiming Employment Support Allowance since 2014. Having spent 8 years in the Armed Forces, he had overcome alcohol issues when he returned home. He was previously in the support group, and then found fit for work, so started to claim Jobseeker's Allowance in October 2017.

Brian lives with his wife, who doesn't work, and 2 dependent children in privately rented accommodation.

He had worked previously with CAIS and had achieved a Peer Mentoring certificate. He realised that he would like to work with vulnerable adults/teenagers, hopefully being able to empathise and support using his own experience.

Welsh Government met with Brian in November 2017, where we discussed the type of employment he was interested in and the hours he would be able to do. A vacancy was being advertised at the port for Border Patrol, but Brian didn't feel

confident that he had the appropriate skills. Brian was advised to complete vocational courses that would give him up-to-date qualifications, and also work on his self-confidence.

Brian successfully completed a Risk Assessment course, and was also booked onto Manual Handling and Health and Safety Courses.

Brian applied for, and was successful in, obtaining a role as a delivery driver with Cancer Research.

Jobs Growth Wales

Jobs Growth Wales is aimed at unemployed young people aged 16-24, giving them valuable work experience for a 6-month period, paid at or above the National Minimum Wages between 25 and 40 hours per week. You will get the chance to gain the work experience you may be lacking. If you have a disability or face other barriers you can get additional help and mentoring while you are in the job.

Jobs Growth Wales is funded by the Welsh Government with the support of the European Social Fund. The Welsh Government remains committed to helping young people find suitable employment and Jobs Growth Wales activities will continue until the new employability programme Working Wales begins delivery in April 2019.

Employability Skills Programme

The Employability Skills programme aims to support unemployed adults into a job and to stay in work by improving their employability skills. The programme offers a high quality work placement or employer specific training which is combined with work preparation training, and essential skills provision if required. The programme is aimed at unemployed adults who have a reasonable chance of being ready for employment within six months.

Applying for a Vacancy



1 Go to the Search Page and choose 'Jobs Growth Wales' vacancies to search for vacancies that interest you. Make sure you register on our site.



2 Keep track of your applications in **My Vacancies**.



3 **Contact Careers Wales** if you like help to:

- » Find out what skills and abilities you have, and how they can help you get the job you want.
- » Apply for Jobs Growth Wales positions.
- » Find out about eligibility requirements and evidence you need to provide.

Working Wales

Working Wales will commence delivery in April 2019. The programme will consolidate Welsh Government's current suite of employability support to deliver a new joined-up approach to employability and skills support, designed to meet individuals' needs. The programme will support people of all ages to overcome any barriers they may have, in order to achieve and maintain good quality, sustainable employment.

In February 2019 Welsh Government will launch the Employment Advice Gateway which will be the entry point for referral onto the Working Wales programme and other employability programmes.

Based on individuals' personal circumstances and aspirations, trained advisors will identify the most suitable support for that person. In agreement with the individual, advisors will then refer individuals to the most appropriate support; this could be to Working Wales, Communities for Work, or other interventions.



Business Start Ups

Starting a business can be rewarding and invigorating, but it can also be risky and challenging.

If you're looking to start a new business there are hundreds of free factsheets to help you choose the right type of business. Have a look at our choice of factsheets ranging from Acupuncturist to Wig maker.

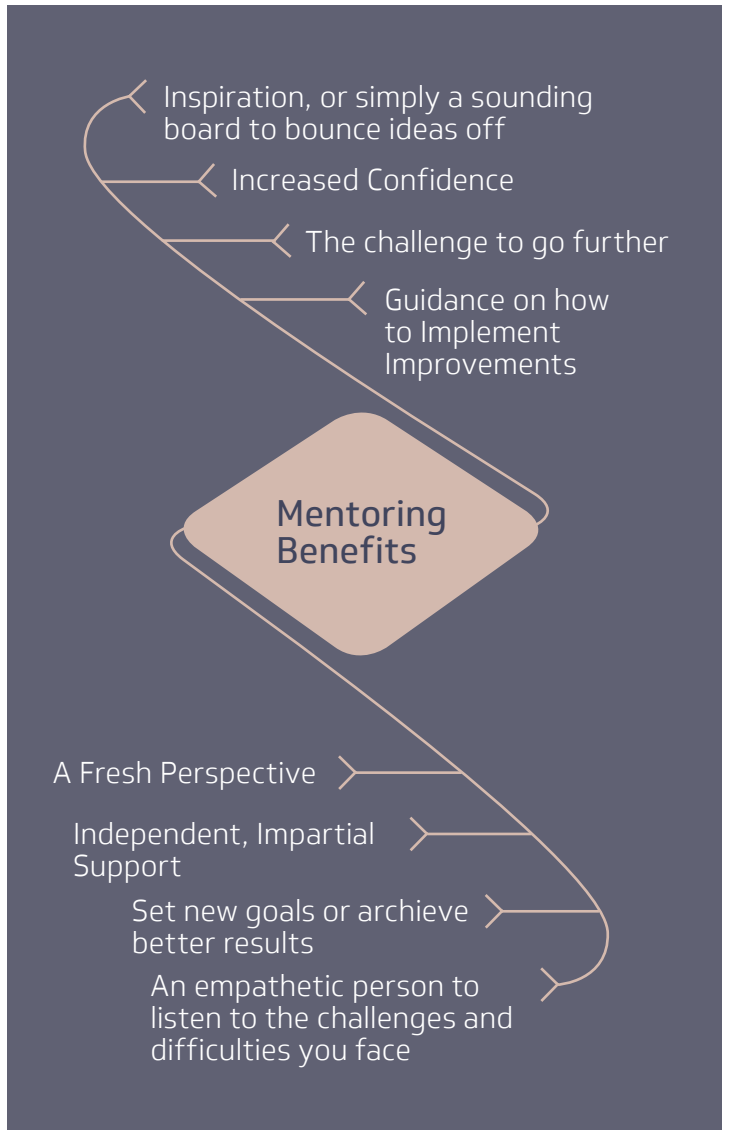
Call **0300 060 3000** or visit:
<https://businesswales.gov.wales/starting-up/>

DID YOU KNOW?

Business Wales offers a free Mentoring service. To be eligible for mentoring, your new or existing business needs to be based in Wales.

What you'll get out of it

Successful mentoring depends on the commitment you make to the mentoring relationship. These are just a few of the benefits:



Why not contact the helpline on **0300 060 3000** or use live chat to get further factsheet and advice on Business Monitoring.



Careers Wales

Careers Wales provides advice and support to those wishing to start their own businesses and can be contacted on: www.careerswales.com/en/jobs-and-training/working-for-yourself/

You can also access further information for starting your own business from the options below:

- » Startups provides a range of resources such as blogs, case studies, forums and podcasts to inspire would-be entrepreneurs.
- » Cobweb Information for Business publishes free practical information that helps entrepreneurs start up and run their small businesses.
- » The Prince's Trust provides grants as well as help and advice to budding entrepreneurs between 18 and 30 years of age, as does Shell LiveWIRE.
- » Enterprise4all specialises in supporting entrepreneurs from under-represented groups, such as women, people with disabilities, older people and those from ethnic minority backgrounds.
- » Disabled Entrepreneurs Network provides networking opportunities and information services for self-employed disabled people.

» Prime Cymru is an initiative aimed at people over 50 starting their own business.

» You can get free business training and start-up advice from Welsh government-funded bodies.

Further options to help to Finance your business can be obtained from:

The Prince's Trust, Shell LiveWIRE, Startups and Business Wales. Also the self-employment section of the Prospects website.

RFEA – The Forces Employment Charity




The RFEA provides life-long, life changing support, jobs and training opportunities to Service leavers and Veterans, irrespective of circumstances, rank, length of service, or reason for leaving.

RFEA's Employment Advisors work closely with Jobcentre Plus Armed Forces Champions, other service providers and charities.

You can find out more and register at:
www.rfea.org.uk/jobseekers

Employment Services from the Officers' Association (OA)



The OA's Employment Department supports former officers to gain sustainable civilian employment. It provides tailored advice and targeted services to those seeking to enter the executive job market with a greater emphasis on networking and effective personal branding.

For more information on the events and support offered by the Officers' Association for former Officers visit:

[www.officerassociation.org.uk/
employment](http://www.officerassociation.org.uk/employment)

Military Charities

Royal British Legion

CivvyStreet is the Royal British Legion's online resource for information, advice, guidance and practical support for Service leavers about to leave or having recently left the Forces. CivvyStreet is available to anyone who has served in the UK Armed Forces (regular or reserves) and for their widows/widowers, partners and dependents.

Support includes:

- » A job board with jobs for Service leavers from employers who are actively seeking to recruit ex-Service personnel.
- » Access to courses to build skills and qualifications with advice on learning options and funding streams.
- » Online CV help and practical and tailored advice on finding employment.
- » Links to further advice and support, including appointments with careers advisors.

Find out more and register for CivvyStreet at: www.civvystreet.org

The Poppy Factory

The Poppy Factory's evidence-based Individual Placement & Support (IPS) employability service provides client-centred assistance to Veterans in England and Wales, who face barriers in finding sustainable employment as a result of a health condition or disability.

Find out more about the Poppy Factory employment support at:

www.poppyfactory.org

The Lifeworks Programme

Lifeworks is a fully funded 5 day course which provides ex-Service personnel with the tools to find and maintain a civilian job, appropriate for them. It focuses on coaching and support and is tailored to suit your individual needs.

Find out more about the Lifeworks Programme at:

www.rbli.co.uk/employment_solutions/lifeworks

Help for Heroes

Help for Heroes offers the tools you need to get job ready and take your next steps.

Career recovery is not about finding you a new job, but getting you ready

for what's next. Help for Heroes' Career Recovery Service offers access to courses, qualifications, work experience, networking, training and volunteering to help you navigate your way through Civvy Street.

Setting up a business can be a challenge – the Help for Heroes Business Experience should help you decide whether self-employment is the right route for you.

The course is a 6-day programme spread over 2 months and run in partnership with X Forces. It covers all aspects of setting up and sustaining a profitable business. The Business Experience also comes with ongoing support as you venture into your new life in self-employment and access to apply for grant funding.

Building Heroes

Building Heroes provides skills training to military Veterans and support into employment in the building trades. It provides a 5-week residential Foundation Property Maintenance Course within a multi-disciplinary programme.

The course is open to all ex-Service personnel looking to start a career in the building trade and provides support to 80 beneficiaries a year.

Find out more at:

www.buildingheroes.org.uk

Support to develop your skills and access Further and Higher Education

Recognition of Prior Learning

The Armed Forces learning Credits Scheme helps support personal development. Standard Learning Credits (SLC) fund small-scale learning whilst Enhanced Learning Credits (ELC) are designed to provide help towards the cost of gaining further or higher education qualifications.

During your service you may have registered for and made use of ELC which you can continue to claim for up to 5 years from your leaving date. Ex-Service personnel who enlisted prior to 1 April 2011 and are eligible, can claim from up to 10 years after leaving the Service. For more information on how your ELC can be used please contact www.enhancedlearningcredits.com

The University of South Wales in Cardiff is an example of a Higher Education provider which will support you to determine the number of Higher Education credits you have accrued and help you decide options for your new career.

www.southwales.ac.uk/study/armed-forces/

CASE STUDY

I thoroughly enjoyed my time at the University of South Wales. I will recommend this institution to any service leaver wanting to pursue further education. The appreciation for Army Service is evident in the University's Recognition of Prior Learning scheme.

My hearing disability was addressed by the Disability and Dyslexia team who provided continued support during my most difficult times. Thanks to the Army ELCAS team for the opportunity to face the job market with this degree.

2017 Graduate, Risk Management Security Operations & Investigation.

Higher Education/Further Education

As well as support for tuition fees through the ELC scheme, there is separate financial help from the Welsh Government towards living costs for students wishing to study for your first Higher Education qualification. This is dependent on your household income, and where you decide to study. Further information can be found at: Student Finance Wales on: www.studentfinancewales.co.uk

Other examples of programmes designed to support you are.

Troops to Teachers

Run by the CTP and Higher Education providers Troops to Teachers is a prestigious national programme that is targeted at Service leavers who have the potential to become outstanding teachers.

The non-graduate programme is only open to ex-Service personnel who are eligible for resettlement support. Usually this will mean that you have served for at least four years and are within five years of your discharge date at the start of the programme.

You can find out more by contacting: troopstoteachers@brighton.ac.uk or by phoning **01273 643598**

CASE STUDY

Troops to Teachers trainee Mike Parry spent four years in the Army and was an Army Corporal prior to joining the programme:

“When I left the Army I decided I wanted a solid career and something I enjoyed – I used to teach groups in the Army and it was something I really liked – so this seemed quite a natural step forward. This course has made sense of the two years I spent at University and, frankly, I don’t know where I would be now if the Troops to Teachers course didn’t exist. It has worked out perfectly for me.

“The Uni side is brilliant and keeps me topped up with information – it’s a really relaxing way to work and a really good way of studying. “When you leave the forces there are a lot of jobs you can go into, but there are very few careers. That’s what I was looking for: something that had a long-term future, as well as being something I enjoyed.”

When asked how he felt having spent four years in the Army and then going back to studying Mike didn’t hesitate: “I love it.”

Apprenticeships and Work Placements

Apprenticeships in Wales are a way to earn a wage and work alongside experienced staff to gain job-specific skills. Coupled with additional training from a partner training provider, you will work towards nationally recognised qualifications.

If you are over 16, living in Wales and not in full-time education you can apply. An apprenticeship will give you essential job-specific skills, knowledge and professional qualifications. You will work towards a work-based qualification which will be at least Level 2 from the Credit and Qualifications Framework for Wales (CQFW).

You will do a real job for a real employer and will be given targets to achieve. Regular progress checks are made to make sure that your employer is supporting you and you are making progress.

You will receive a regular wage with paid holidays and the same benefits as other employees. As your skills develop, your pay will increase accordingly. You may also get additional money for essential books, clothing or equipment, or help with a disability. To find out more:

**[www.gov.wales/topics/
educationandskills/skillsandtraining/
apprenticeships/?lang=en](http://www.gov.wales/topics/educationandskills/skillsandtraining/apprenticeships/?lang=en)**

Mentoring

The Royal British Legion's online mentoring programme offers a new and easy way for Service leavers and Veterans to connect with mentors in the property, construction, transport and logistics sectors for career planning and networking support, regardless of location.

Find out more at:

mentoring@britishlegion.org.uk

SSAFA

In January 2018 SSAFA launched its mentoring service trail to support Service leavers in transition into civilian life. The two-year trial centred in Catterick garrison will supplement the assistance already provided to Service personnel preparing for leaving the Forces. If you are a Service leaver in Catterick, you can apply for a mentor via their Career Transition Partnership Employment Advisor. You can find out more at: **www.ssafa.org.uk/help-you/currently-serving/mentoring/transitional-mentoring-catterick**

Cyfle Cymru

Working in partnership with CAIS, Cyfle Cymru have peer mentors who can help you to develop confidence, and provide support to access training, qualifications and work experience.

They help people affected by substance misuse and/or mental health conditions to gain the skills necessary to enter the world of work.

Get in touch by email on:

ask@cyflecymru.com to find out more about the support they provide.

Last words...

This Employment Pathway has been developed to help support and signpost you to obtain employment that is right for you. It gives you details of organisations and programmes to support you on your transition to civilian life on leaving the Armed Forces, and for those of you who are having difficulties in finding employment.

To compliment this Pathway Welsh Government in partnership with Business In The Community have also published an Employers' Toolkit which will highlight the unique skills and behaviours Service Leavers and Veterans have, and can offer employers, alongside a range of tools for employers to support them in filling their skills gaps from within the Armed Forces community.

To access the Employers' Toolkit please go to **gov.wales/armedforcessupport**.